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**User's Guide**

# Parcel V2 (2023)

Web-based application for the collection of parcel prices

*Guide for the Parcel Delivery Service Providers (PDSPs)*

**Last Update: 21/12/2022**

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# Introduction

Articles 5(1), 5(2) and the Annex of the [Regulation \(EU\) 2018/644](#) require Parcel Delivery Service Providers (PDSP) that fall under the threshold criteria to report domestic and intra-union single piece tariffs for 15 standard, registered and track and trace postal items in different weight categories between 500 g and 5 kg.

By 31 January of each year the PDSPs have to transmit their price data to the European National Regulatory Authorities (NRAs), who subsequently send all received prices to the Commission by 28 February. The Commission publishes the public tariffs on a dedicated website by 31 March.

To limit the administrative burden Recital (29) of the Regulation urges the NRAs and the Commission to enable an electronical transfer of data. For this reason, the Commission has developed Parcel, a web-based application that can be used by PDSPs and the NRAs to collect and transmit the price data electronically.

This manual is designed to assist the Parcel Delivery Service Providers (PDSPs) in entering their prices in the Parcel application.

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## What's New – PARCEL Release January 2023

Parcel v1 will be replaced by Parcel v2 in January 2023. While the new system offers the same features as before, it has been improved in terms of system stability and user-friendliness.

The following features are maintained:

- i) Option for users (PDSP user profile) to complete and submit data collection forms for different parcel delivery service providers.  
Users can edit – with one user account – the data collection forms of one or more companies belonging to the same group. The pre-requisite is that for each of these companies, the PDSP user is granted access to edit the respective data collection form.
- ii) Option to export to Excel the data collection form(s) of one or more companies.  
Users who are allowed to edit/view several PDSP data collection forms can export them all or select just the specific ones that they want to export.
- iii) Online User's Guide  
Users can access the online User's Guide in the desired European language (i.e. the language that the user selects for the Parcel interface).

Compared to the previous release (Parcel v1), the following features have changed:

- i) The way to change the user interface language (see '[Changing the Interface Language](#)', p. 9)
- ii) The interface components used for listing and editing data collection forms (see '[Completing and Submitting a Data Collection Form](#)', p. 10)

## Getting Started

To be able to use Parcel as a PDSP user, you need to:

- i) have a valid EU Login (European Commission Authentication Service) account,
- ii) have initialised your EU Login account in Parcel
- iii) have received a PDSP user's role in Parcel.

These steps will be described successively in the following pages.

### Creating & Initialising Your EU Login Account

Please use the procedure below **ONLY** if you do not have an EU Login account yet!

#### *Already have an EU Login account?*

*If you have an EU Login account but no role in Parcel yet, please skip this section, and:*

- i) go to **Error! Hyperlink reference not valid.** <https://postal-statistics.ec.europa.eu/parcel/home> to perform a mandatory initial login to Parcel with your EU Login account. This will bring you to a Parcel page confirming that you have successfully logged in to the application while you are still being denied access. This is because you do not have any role in the application yet:
- ii) follow the procedure under '[Requesting a PDSP User's Role in PARCEL](#)', p. 7.

#### ◆ To create an EU Login account

1. Type the following URL in the address bar and press **Enter**:

<https://postal-statistics.ec.europa.eu/parcel/home>

**Result:** You will be redirected to the following link <https://ecas.ec.europa.eu/cas/login>.

The EU Login page appears requiring you to authenticate:

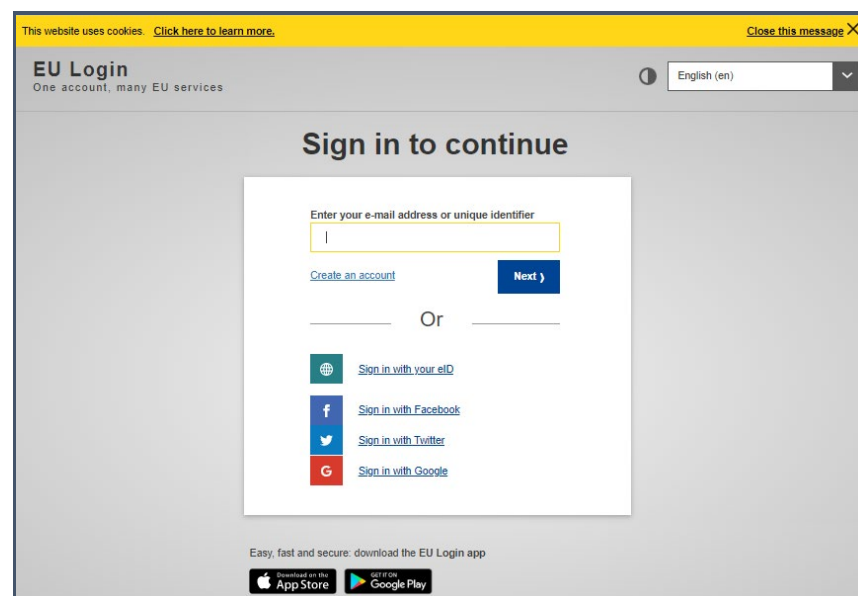


Figure 1 – EU Login requires you to authenticate' page

2. Select your language from the selection box at the top right of the page.

3. Click the **Create an account** hyperlink:

**Result:** The *Create an account* page appears:

Figure 2 – EU Login: 'Create an account' page

4. Complete the *Create an account* page as follows:
- enter your first name and last name,
  - enter your professional email address, and then repeat it for confirmation in the next input box,
  - select your language,
  - enter the text displayed in the security image,
  - read the privacy statement and accept it by selecting the check box,
  - click **Create an account**.

**Result:** You are then informed that an email will be sent to you. The email is normally sent within the next 10 minutes to the email address that you specified at the previous step. It will contain a **link** to set a password for your EU Login account.

5. Open the Inbox associated to the email account with which you registered

to EU Login. Open the email message from *Authentication Service*, and click the **this link** hyperlink:

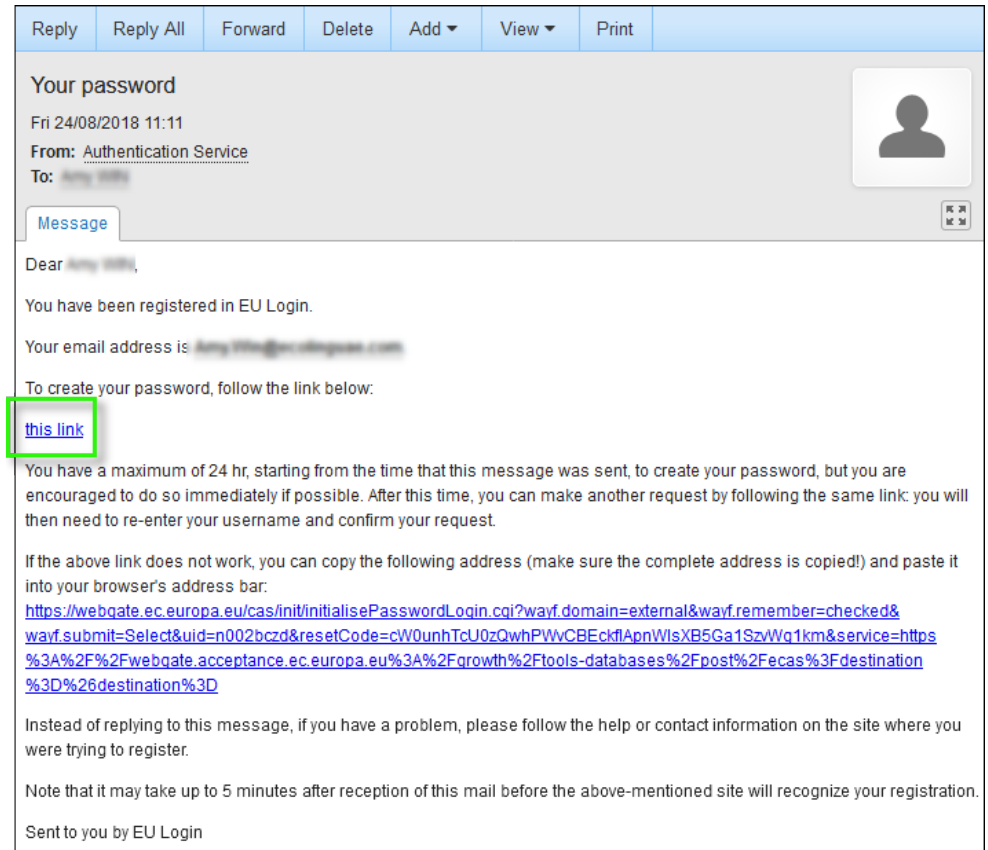


Figure 3 – EU Login: confirmation link

**Result:** The New password page appears:

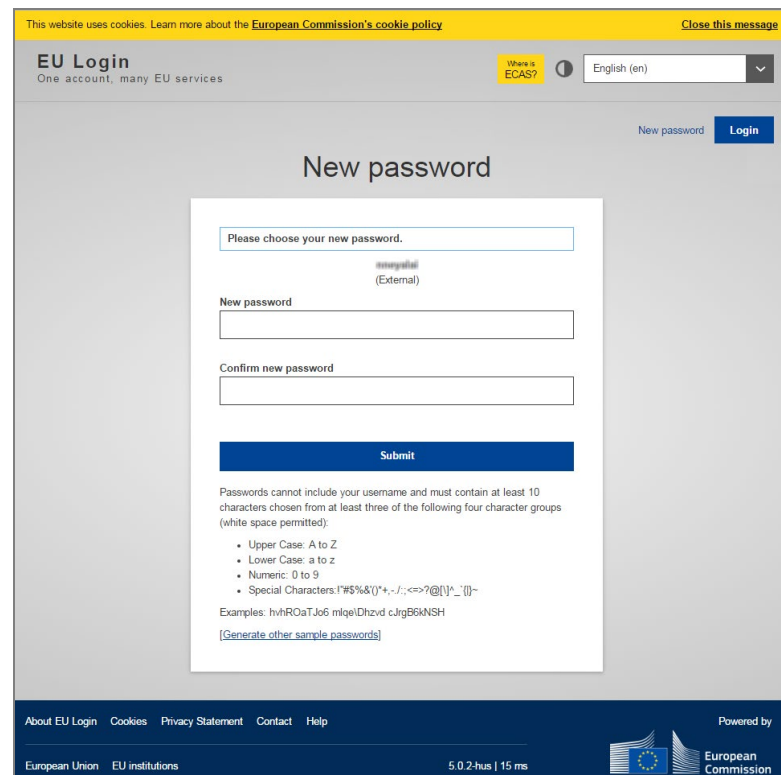


Figure 4 – EU Login: 'New password' page

6. On the *New password* page, enter a password of your choice (please observe the format prescriptions at the bottom of the page), repeat the password in the next box and then click **Submit**.

**Result:** You are informed that your EU Login password has been successfully created. A 'Proceed' button is now available to initialise your EU Login account in Parcel.

7. Click **Proceed**:

If you quit the procedure before clicking 'Proceed' here, please perform the mandatory initial login by trying to access Parcel from its URL at <https://postal-statistics.ec.europa.eu/parcel/home>

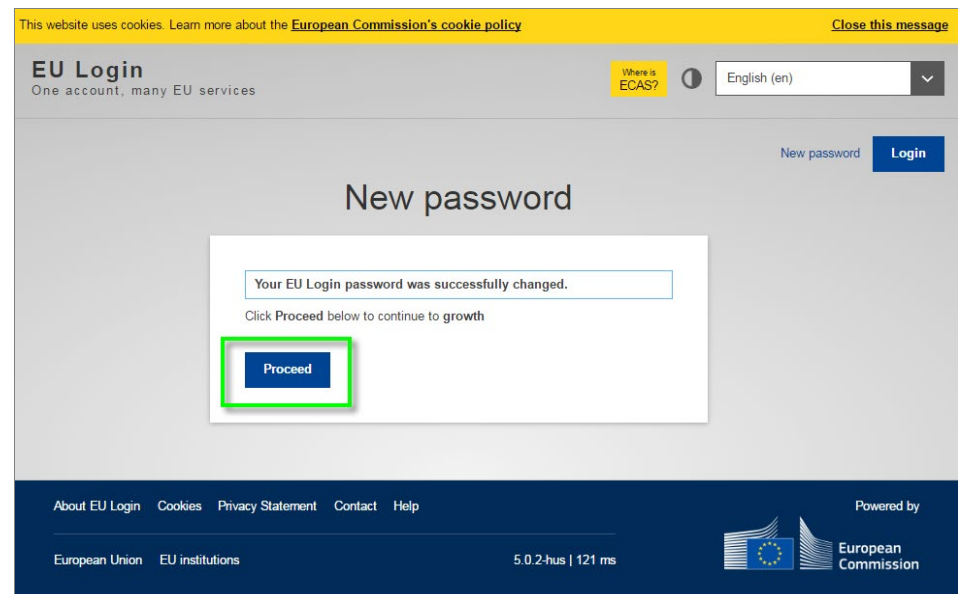


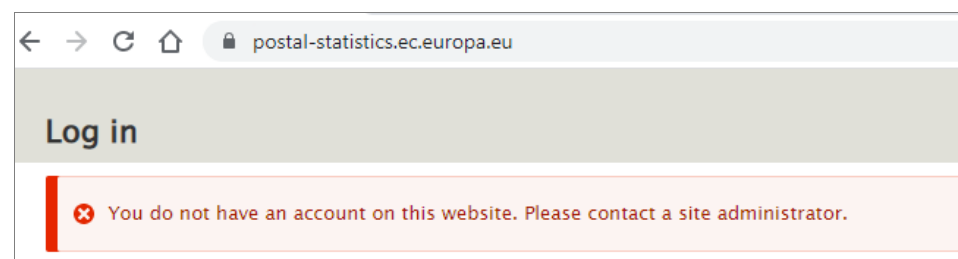
Figure 5 – EU Login: 'Successful password authentication' page

**Result:** You have now a EU login account and you are authenticated. You can have access to the system. This brings you to the Parcel homepage (<https://postal-statistics.ec.europa.eu/parcel/home>) displaying the message of the day (see remark below).

**Remark:**

If you have not been granted a role in Parcel yet, you will not be able to access the data collection forms for your Parcel Delivery Service Provider(s).

If this is the case, you will be redirected to the following page:



Please read the following paragraph for instructions on how to request a PDSP user's role in Parcel.



## Requesting a PDSP User's Role in PARCEL

Completing data collection forms in Parcel is only possible if you have been granted a **PDSP user's** role by the National Regulatory Authority. This role provides you access to the data collection forms of the company (or the companies) for which you are responsible.

By granting you a role the National Regulatory Authorities links your user account to the company (or companies) you are responsible for. You have to send an email to the National Regulatory Authority asking for the PDSP role, specifying the name of parcel delivery service provider(s) for which you will complete the form, and your EU Login email address.

If you have to complete forms for parcel delivery service companies located in different Member States, you need to launch a request for this PDSP user's role to each of the competent National Regulatory Authorities of the concerned Member States.

You will be notified by email when you receive the requested role. You can then start using Parcel as described in the following pages.

## Starting PARCEL

### ◆ To start Parcel

1. Start your web browser.
2. Type the following in the address bar:

<https://postal-statistics.ec.europa.eu/parcel/home>

3. Click **Login or Register**.

*Result:* You are prompted to enter your EU Login email address:

Figure 6 – EU Login: Sign in page (part 1: email address)

4. Enter your EU Login email address and click **Next**.

**Result:** The second part of the *EU Login – Sign in* page prompts you to enter your EU Login password:

**CHANGE EU LOGIN PASSWORD?**  
Once authenticated in EU login, if you wish to change the password associated to your EU Login account for Parcel, just go to: <https://webgate.ec.europa.eu/cas/change/changePassword.cgi>.

Figure 7 – EU Login: Sign in page (part 2: password)

5. Enter your EU Login password on the *EU Login – Sign in* page and click **Sign in**. (Should you have forgotten your EU Login password, you can click the 'Lost your password?' hyperlink under the 'Password' box to set a new one).

**Result:** The following page appears. It shows the homepage of Parcel with a welcome message and a message of the day (if any) plus some useful information on how to use the system.

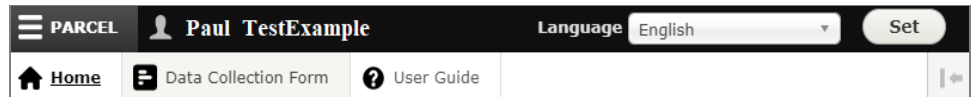
Figure 8 – PARCEL Homepage

## Changing the Interface Language

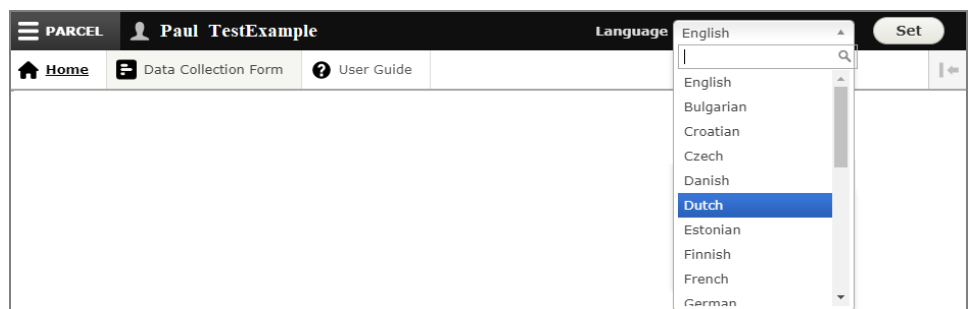
The Parcel user interface for Parcel Delivery Service Provider (PDSP) users is available in all official languages of the European Union. While the default language is always English, you can easily switch to your preferred interface language.

### ◆ To change the interface language

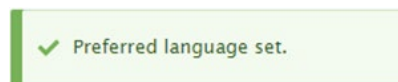
1. Open the **Language** selection list at the top right of any Parcel page:



2. Select the desired language in the dropdown list, and then click on **Set** next to the *Language* selection box:



**Result:** The page is refreshed, with a message confirming that the interface language has been changed:

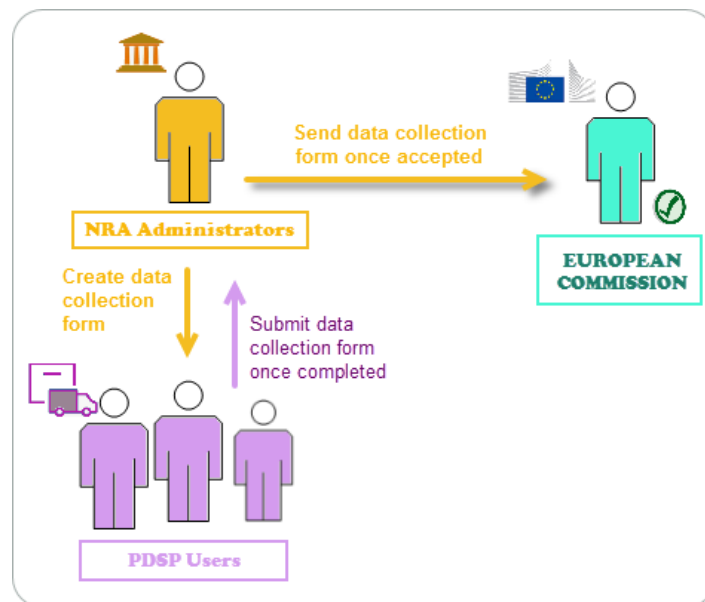


# Completing and Submitting a Data Collection Form

Parcel allows NRAs to create the data collection forms annually for the PDSPs established in their Member State which are bound by Article 5 of [Regulation \(EU\) 2018/644](#).

The NRA(s) will invite you to complete in Parcel the data collection form(s) prepared for your company/-ies. When you are finished, you are expected to submit the completed form to the concerned NRA(s).

The NRA administrators will then review the supplied information. They may request clarifications before accepting your form(s). Once accepted, your NRA administrator(s) will pass the accepted data to the European Commission for publication.



The actions expected from PDSPs are described in the following pages.

If you do not have all information on hand to fill in a form, you may decide to save it as *Draft* first, and then return to it later to provide the missing information.

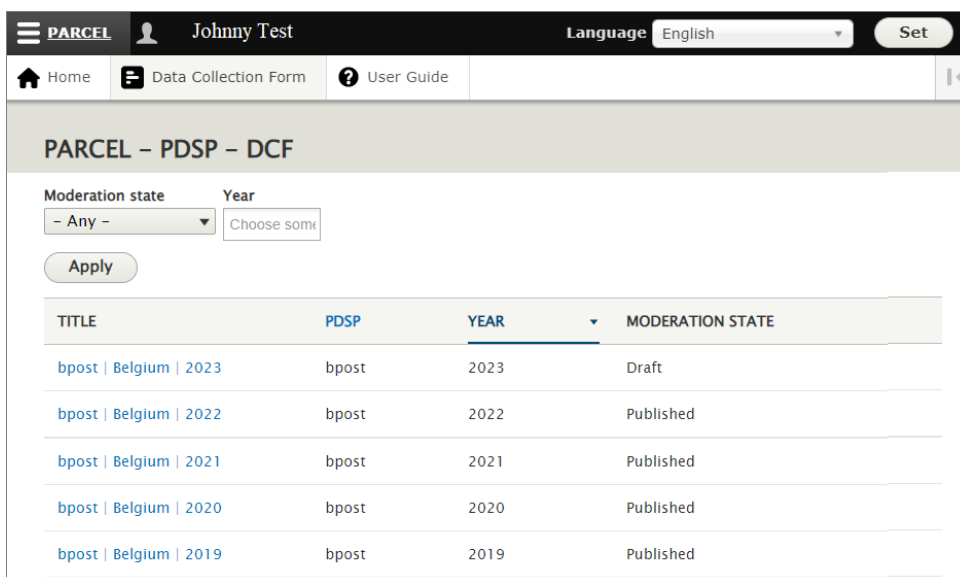
## Completing Data Collection Forms

### ◆ To complete a tariff data collection form

1. From the top menu bar, select **Data Collection Form** > **Data Collection Forms**:

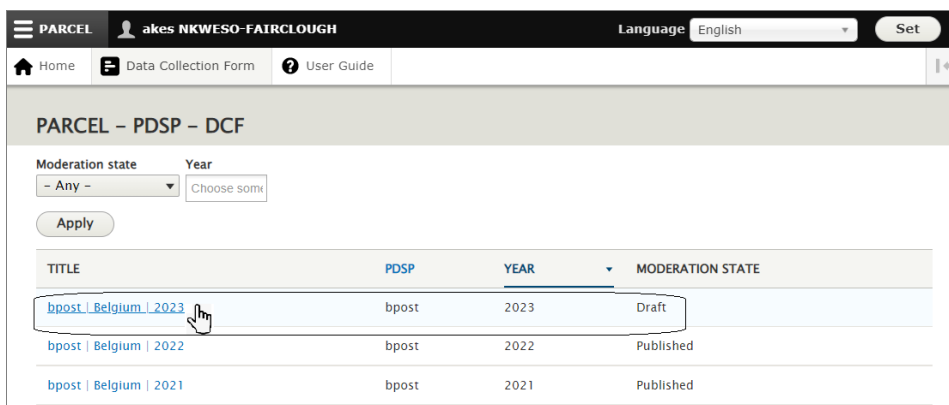


*Result:* Your list of data collection forms appears:



2. Click on the hyperlink of the data collection form that you want to complete. (Please note that only data collection forms in Draft can be edited; all other ones can only be opened in read-only mode).

For example:



**Result:** The online form appears:

The left fixed part of the form allows you to navigate easily from one product to another.

The right scrollable part allows you to enter information for all single-piece postal items for which PDSP tariffs need to be reported according to [Regulation \(EU\) 2018/644](#).

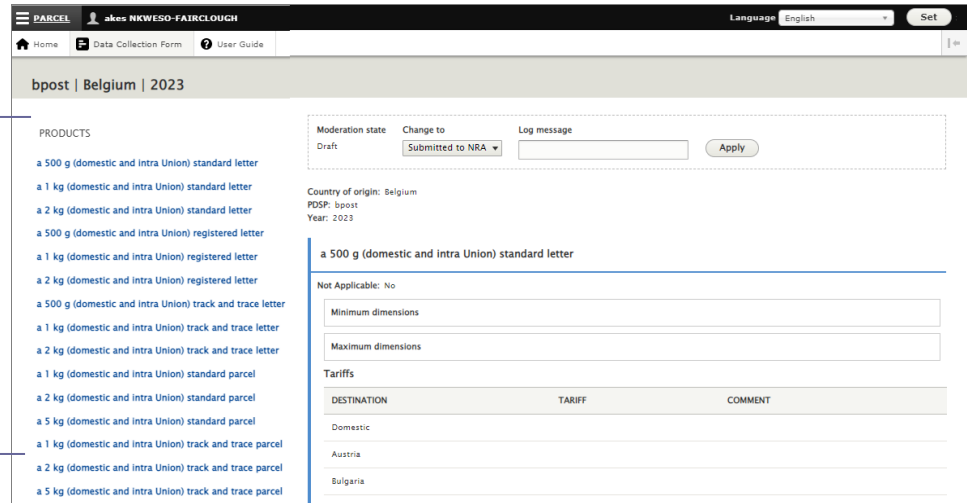


Figure 9 – Sample parcel tariff data collection form

- To enter information for a given product, either select this product in question by clicking the corresponding hyperlink in the left part of the form, or scroll down the form in the right part to reach the expected product. When the desired postal item appears on the right part of the form, move the mouse point on this part. The *Edit this product* button will then appear:

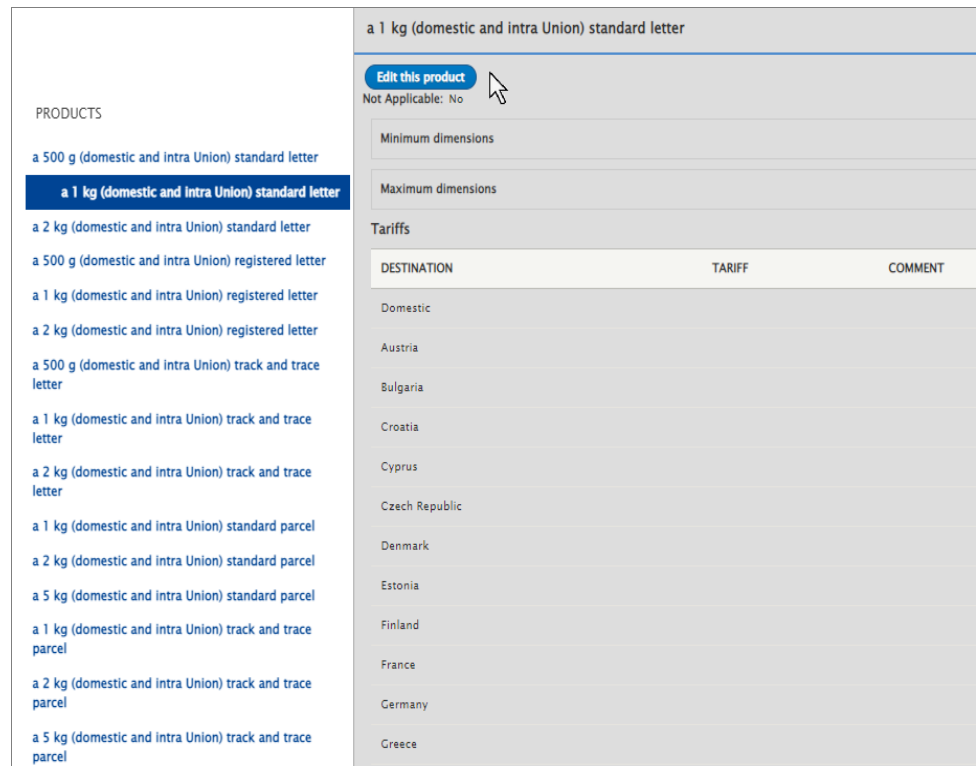


Figure 10 – Selecting 'a 1 kg standard letter'

4. Click **Edit this Product**.

**Result:** The selected postal item opens in edit mode for you to enter the requested information:

**Edit a 1 kg (domestic and intra Union) standard letter**

a 1 kg (domestic and intra Union) standard letter

Not Applicable

In the scope of USO \*

- None - ▾

Product name \*

Previous value: Lettre **Re use!**

Product Characteristics

Previous value: Prior Min. length: 140 Min. width: 90 Min. depth: n/a Max length: 350 Max width: 230 Max depth: 3 **Re use!**

**MINIMUM DIMENSIONS**

length  mm width  mm

**MAXIMUM DIMENSIONS**

length  mm width  mm

**TARIFFS**

Copy this value to all countries below:  **Copy**

Domestic

Tariff

VAT excluded

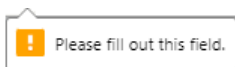
5. Complete the selected product postal item page as follows:

- complete all mandatory fields for the selected product i.e. product name, product characteristic, minimum and maximum dimensions, tariffs for all destinations including the domestic tariff;
- scroll down to the bottom of the page;
- click **Save**.

**Result:** The system will then save the information you entered for the edited product. It could take some 40 seconds.

**Remark:**

- The '*In the scope of USO*' field is only visible for the Parcel Delivery Service Providers which are USP universal (one per country);
- The '*Product Name*' field is mandatory. You will be reminded to complete it at saving if you failed to enter any value:



- If you check the *Not Applicable* box, the rest of the page will be hidden for the selected product.

**NOT APPLICABLE**  
 Check this box if your company does not provide the specified postal item.

**Edit a 1 kg (domestic and intra Union) standard letter**

a 1 kg (domestic and intra Union) standard letter

Not Applicable

[Save](#)

**Tip: Data entry helpers**

The following features are available to help you facilitate your work on tariff data collection forms:

Previous year data retrieval

You can copy to the current year data collection form the information that you entered the previous year for the following fields:

- Product name
- Product Characteristics
- Minimum and Maximum dimensions

Just click **Re-use** next to the data that you wish to retrieve.

Tariff propagation

It is often the case that a single tariff will applies to multiple destinations. Instead of repeating the same values wherever applicable, Parcel offers convenient, time-saving Copy feature. To propagate a tariff to multiple destinations, just enter the tariff value in the *Copy this value to all countries below* box, and then click **Copy**. The specified tariff will then be replicated in the different destinations (i.e. Domestic + Austria, etc.).

**TARIFFS**

Copy this value to all countries below:  [Copy](#)

**Domestic**

Tariff

VAT excluded

Comment

---

**Austria**

Tariff

VAT excluded



## Submitting Data Collection Forms

When you consider a data collection form as complete and final, you should submit it to your NRA. Proceed as follows.

### ◆ To submit a data collection form

1. Open the data collection form with 'Draft' status:

TITLE	PDSP	YEAR	MODERATION STATE
bpost   Belgium   2023	bpost	2023	Draft
bpost   Belgium   2022	bpost	2022	Published

2. Make sure **Submitted to NRA** is selected in the 'Change to' box, and then click **Apply**:

**bpost | Belgium | 2023**

PRODUCTS

- a 500 g (domestic and intra Union) standard letter
- a 1 kg (domestic and intra Union) standard letter
- a 2 kg (domestic and intra Union) standard letter
- a 500 g (domestic and intra Union) registered letter
- a 1 kg (domestic and intra Union) registered letter

Country of origin: Belgium  
PDSP: bpost  
Year: 2023

500 g (domestic and intra Union) standard letter

Moderation state: Draft  
Change to: Submitted to NRA  
Log message:

Apply

**Result:** You are informed that the data collection form has been submitted

**PARCEL** | Johnny Test

Home | Data Collection Form | User Guide

**bpost | Belgium | 2023**

✓ The moderation state has been updated.

3. If you have a PDSP user's role with more than one PDSP, you may need to repeat the above steps for the tariff data collection forms of the other company/-ies on behalf of which you are working.

### *What next?*



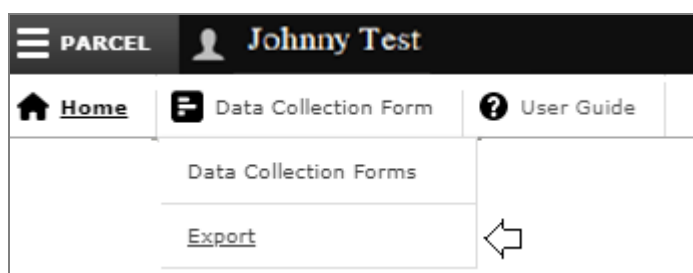
Your NRA will now review your form. Should they need further information, they can send it back to you ('Draft' status) for your correction/commenting. You will be notified of this by e-mail. If all is fine, the NRA administrator will accept the form.

# Exporting Data Collection Forms

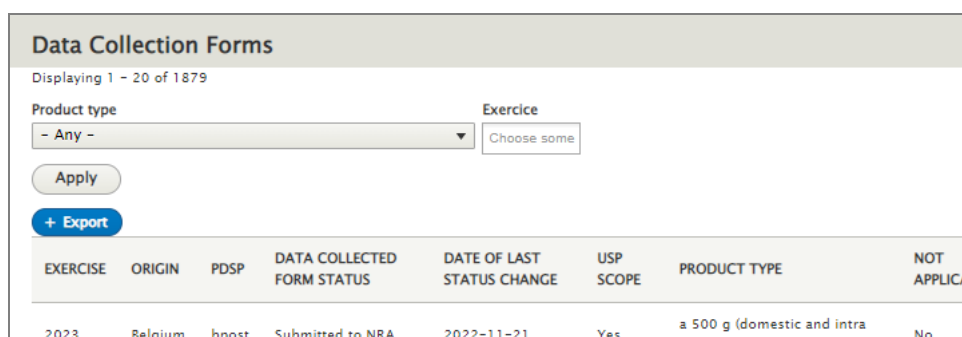
Using the **Export Data Collection Forms** option in the **PDSP Functionalities** menu, you can export all information collected on one or several of your data collection forms.

## ◆ To export data collection form

1. From the top menu, select **Data Collection Form > Export**:



*Result:* This opens a page that allows you to specify what you wish to export to Excel:



2. Select the desired year, the product (a specific one or all of them) and the PDSP (i.e. if you are in charge of several Parcel Delivery Service Providers).  
For example: if you are responsible for the forms of 3 PDSPs (e.g. An post, TNT Express (Ireland) and TNT Sverige AB (Sweden)), then you can either export them All, or limit the export to one specific product and/or PDSP, e.g. a 500 g (domestic and intra Union) standard letter and TNT Express.
3. Click **Export**.

*Result:* The selected data collection forms are exported on the fly, and you are invited to download the resulting Excel file.

# Help and Support

This User's Guide is available in all European languages, for consultation and download, directly through the Parcel interface.

## ◆ To access the User's Guides

1. Select first the language (see '[Changing the Interface Language](#)', p.9).
2. From the top menu bar, select **User Guide**:



*Result:* You will then be able to download the user guide in your preferred language.

### Note:

Should you have additional queries or if you have any doubt about how to complete some sections of the form or if you wish to give us feedback, please send an email to your NRA contact point.