



GROWTH

Internal Market, Industry, Entrepreneurship and SMEs

User Manual

Parcel

Web-based application for the collection of parcel prices

Guide for the Parcel Delivery Service Providers (PDSPs)

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Introduction

Articles 5(1), 5(2) and the Annex of [Regulation \(EU\) 2018/644](#) of 18 April 2018 on cross-border parcel delivery services require the Parcel Delivery Service Providers (PDSP) with reporting obligations to provide the European National Regulatory Authorities (NRAs) with 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.

The PDSPs shall transmit their price data to the NRAs by 31 January every year. The NRAs shall send the received prices to the Commission by 28 February. The Commission shall publish all received public tariffs on a dedicated website by 31 March.

Recital (29) of the Regulation urges the NRAs and the Commission to limit the administrative burden, and requires that PDSPs, NRAs and the Commission transfer data electronically. In order to make the successive stages of data transmission as light as possible the Commission has developed Parcel, a web-based application that it recommends the PDSPs and the NRAs to use to collect and transmit the price data electronically following the 2 steps foreseen by Articles 5(1) and 5(2) of the Regulation.

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

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 <https://webgate.ec.europa.eu/parcel/> 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. 6.

◆ To create an EU Login account

1. Type the following URL in the address bar and press **Enter**:
<https://webgate.ec.europa.eu/parcel/>

Result: The Parcel login page appears:

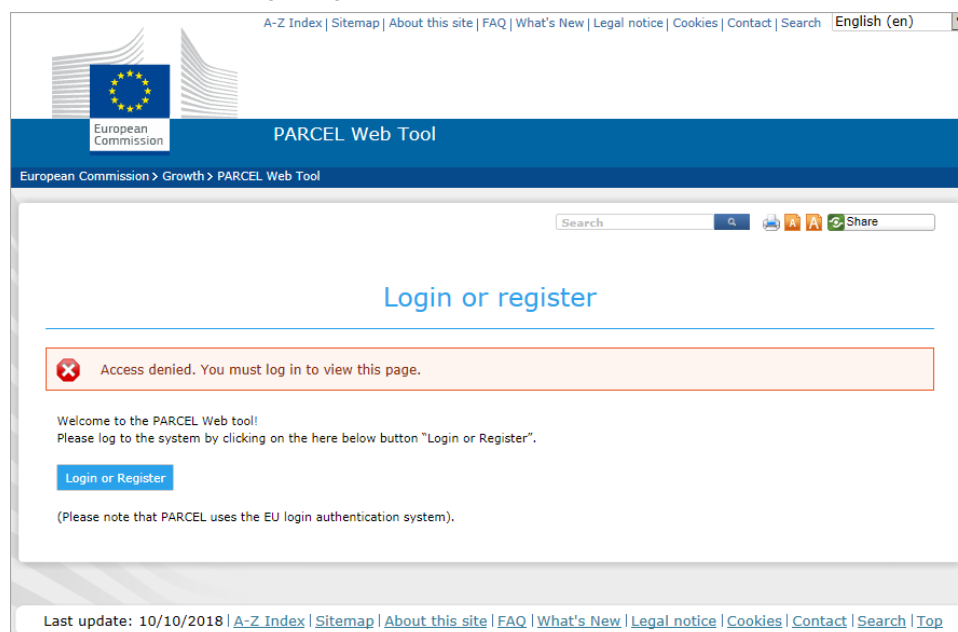


Figure 1 – Parcel login page

2. Click [Login or Register](#).

Result: The 'growth requires you to authenticate' EU Login page appears:

Figure 2 – EU Login: 'growth requires you to authenticate' page

3. Click the [Create an account](#) hyperlink.

Result: The *Create an account* page appears:

Figure 3 – 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.

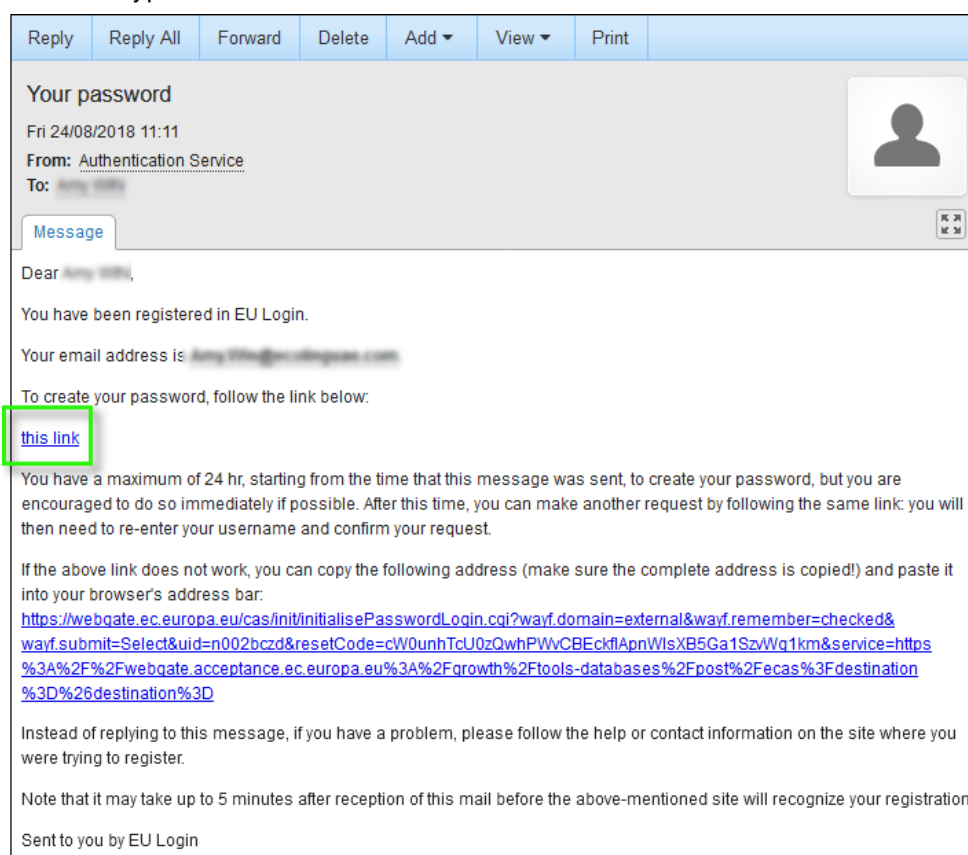
5. Open the Inbox associated to the email account with which you registered to EU Login. Open the email message from *Authentication Service*, and click the **this link** hyperlink:

Figure 4 – EU Login: confirmation link

Result: The *New password* page appears:

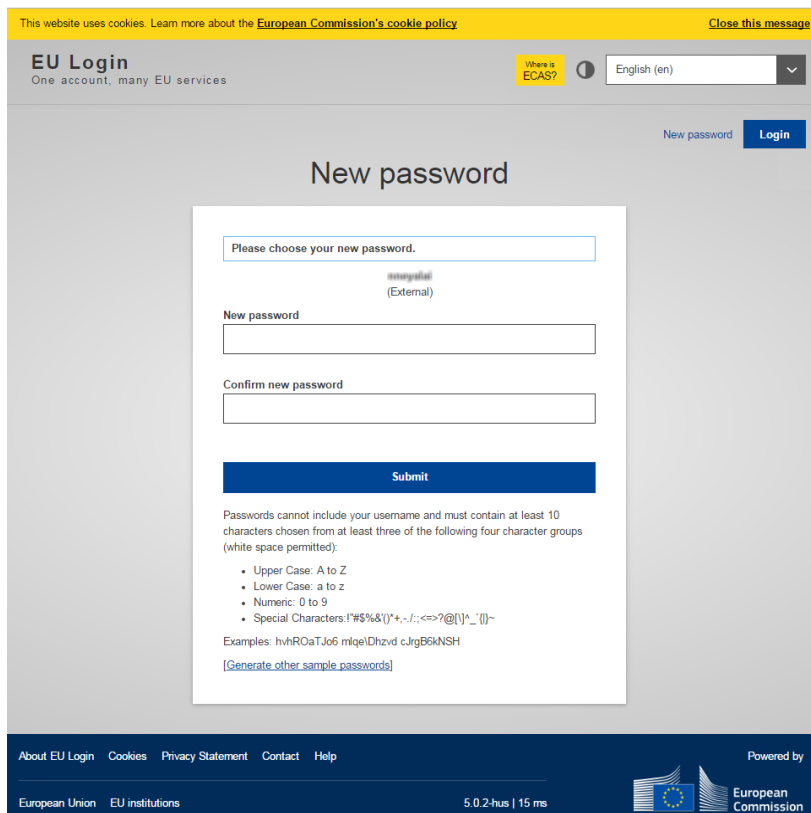


Figure 5 – EU Login: 'New password' page

- 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.

- 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://ec.europa.eu/growth/tools-databases/parcel/>.

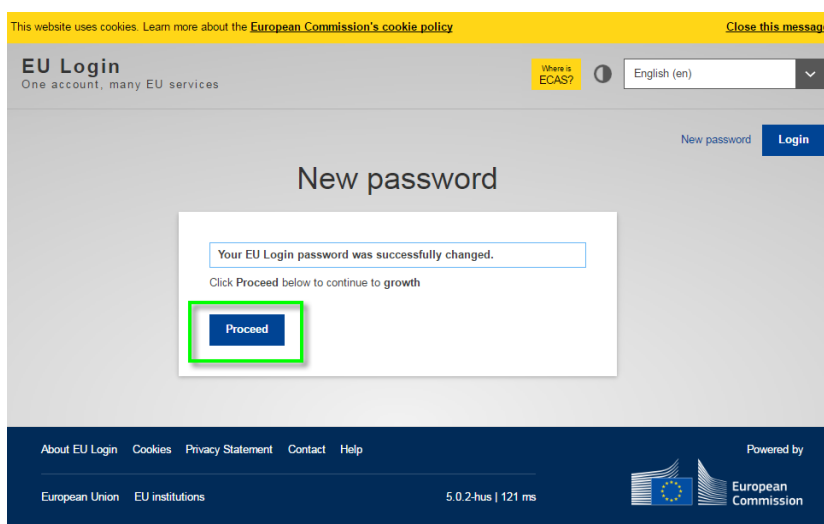


Figure 6 – EU Login: 'Successful password authentication' page

Result: This brings you to a Parcel page informing that you have successfully logged in to the application while at the same time being denied access: this is because you do not have any role in the application yet. 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

To request a **PDSP user's** role, please ask your NRA, specifying the name of your parcel delivery service company and the EU Login email address that you will be using.

You will be notified by email when you receive this 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://webgate.ec.europa.eu/parcel/>
3. Click **Login or Register**.

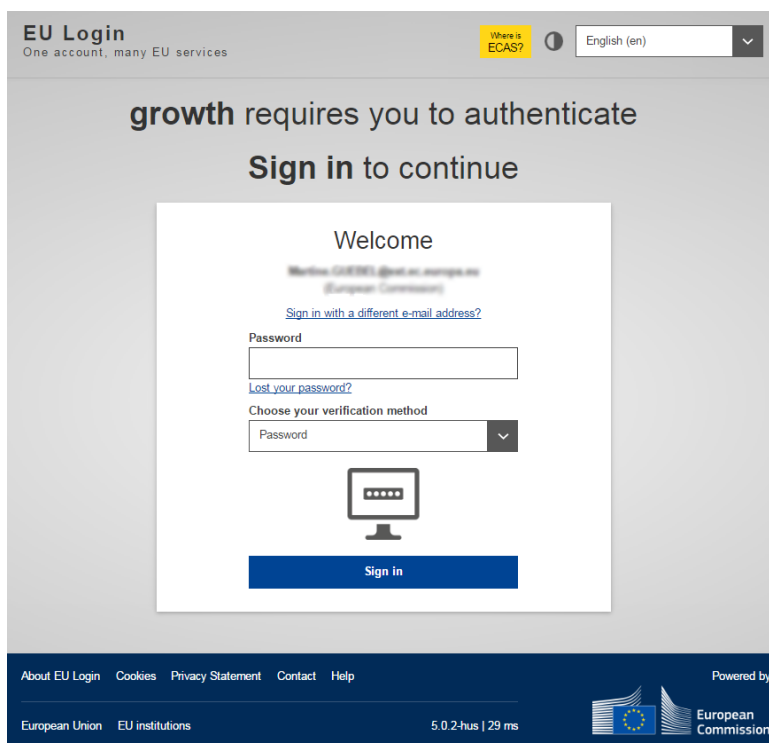
Result: You are prompted to enter your EU Login email address:

The screenshot shows the EU Login 'Sign in to continue' page. At the top, there is a yellow banner with the text 'This website uses cookies. Learn more about the European Commission's cookie policy' and a 'Close this message' link. Below the banner, the 'EU Login' logo is displayed with the tagline 'One account, many EU services'. To the right, there is a 'Where is ECAS?' button and a language selector set to 'English (en)'. The main heading reads 'growth requires you to authenticate' followed by 'Sign in to continue'. The central form is titled 'Use your e-mail address' and contains a text input field with the email 'marlene.gubel@ec.europa.eu', a blue 'Next' button, and a link to 'Create an account'. Below the form, there is an option to 'Or use the eID of your country' with a 'Select your country' button. The footer contains links for 'About EU Login', 'Cookies', 'Privacy Statement', 'Contact', and 'Help', along with the European Union and European Commission logos, and the text '5.0.2-hus | 12 ms'.

Figure 7 – 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?
 If you wish to change the password associated to your EU Login account for Parcel, just go to: <https://w.ebgate.ec.europa.eu/cas/change/changePassword.cgi>.

Figure 8 – 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 gives you an overview of all data collection forms that you have ever (partially or fully) completed, with an indication of their current processing status:

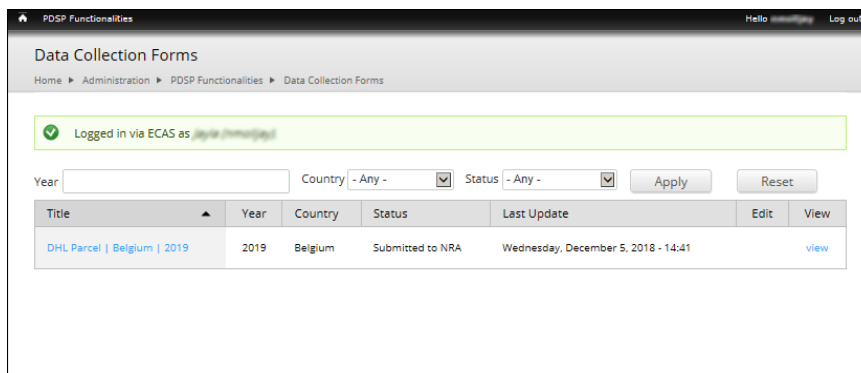


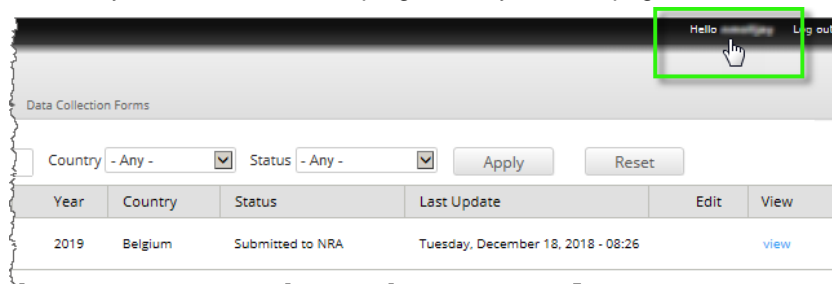
Figure 9 – A PDSP's data collection form list

Changing the Interface Language

Parcel offers a multilingual interface 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. Click on your user ID at the top right of any Parcel page:

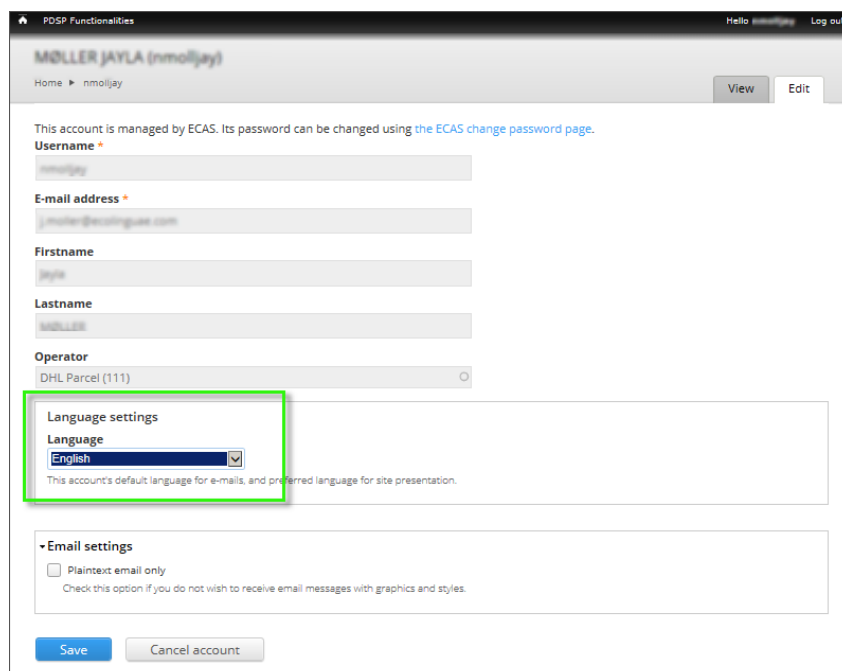


2. Select the **Edit** tab:



Result: Your user profile page appears.

3. Select the desired language in the *Language settings* section:



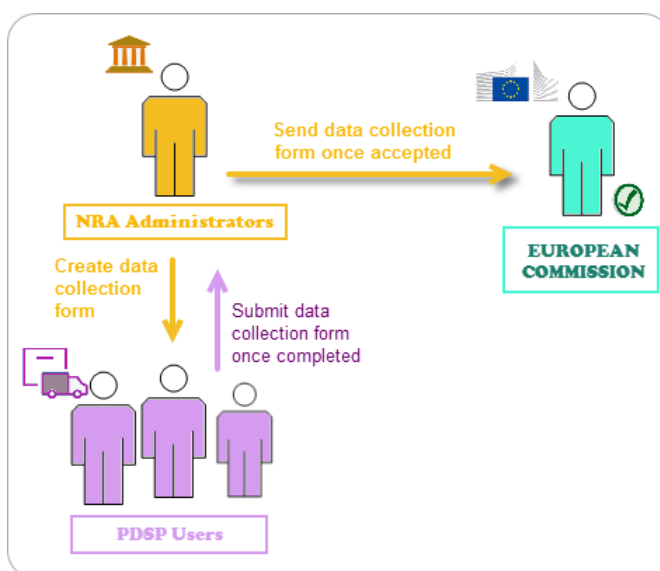
4. Click **Save** at the bottom of the page.

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](#).

Your NRA will invite you to complete in Parcel the data collection form prepared for your company. When you are finished, you are expected to submit in Parcel the completed form to your NRA.

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

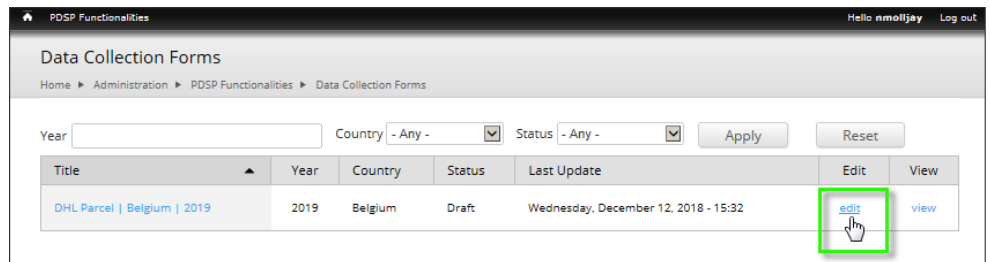


The actions expected from PDSPs are described in the following pages.

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

◆ To complete a tariff data collection form

1. From your Data Collection Form List, click **edit** next to the *Draft* form that needs to be completed:



Result: The online form appears:

The upper part of the form is pre-populated with your user information.

The lower part offers clickable headings for all single-piece postal items for which PDSP tariffs need to be reported according to [Regulation \(EU\) 2018/644](#).

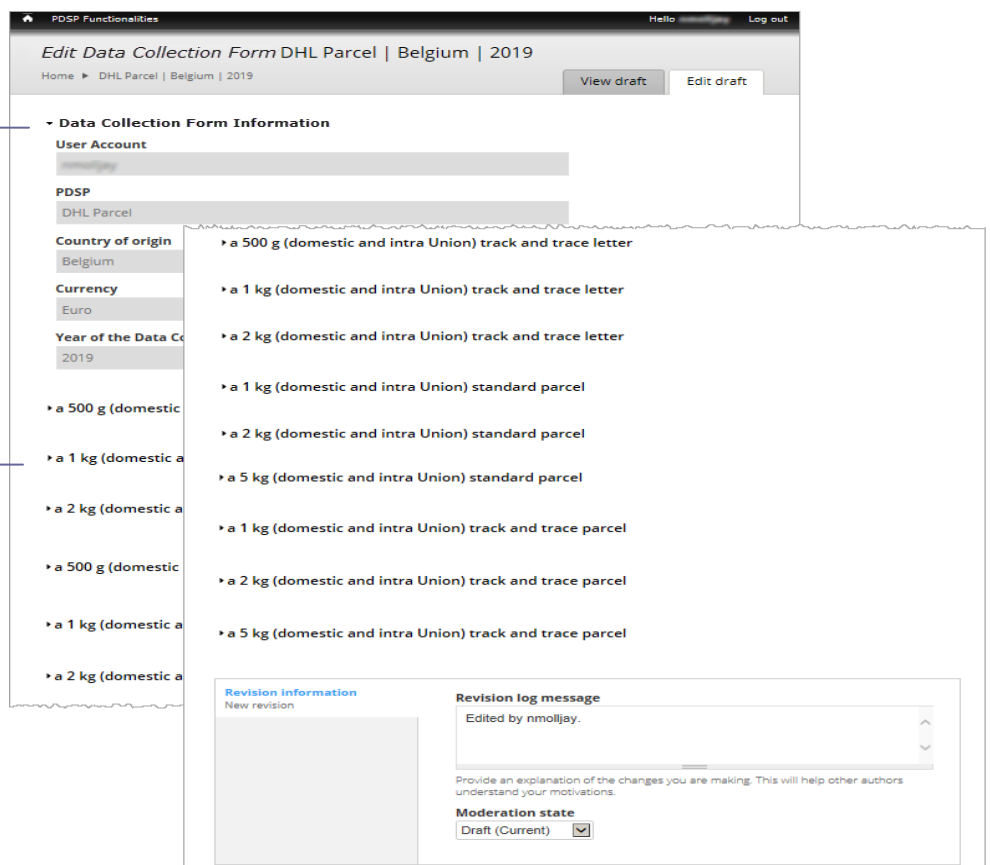


Figure 10 – Sample parcel tariff data collection form

2. To complete the lower part of the form, click the hyperlink of the desired postal item to expand it, and then enter the requested information in the related boxes:

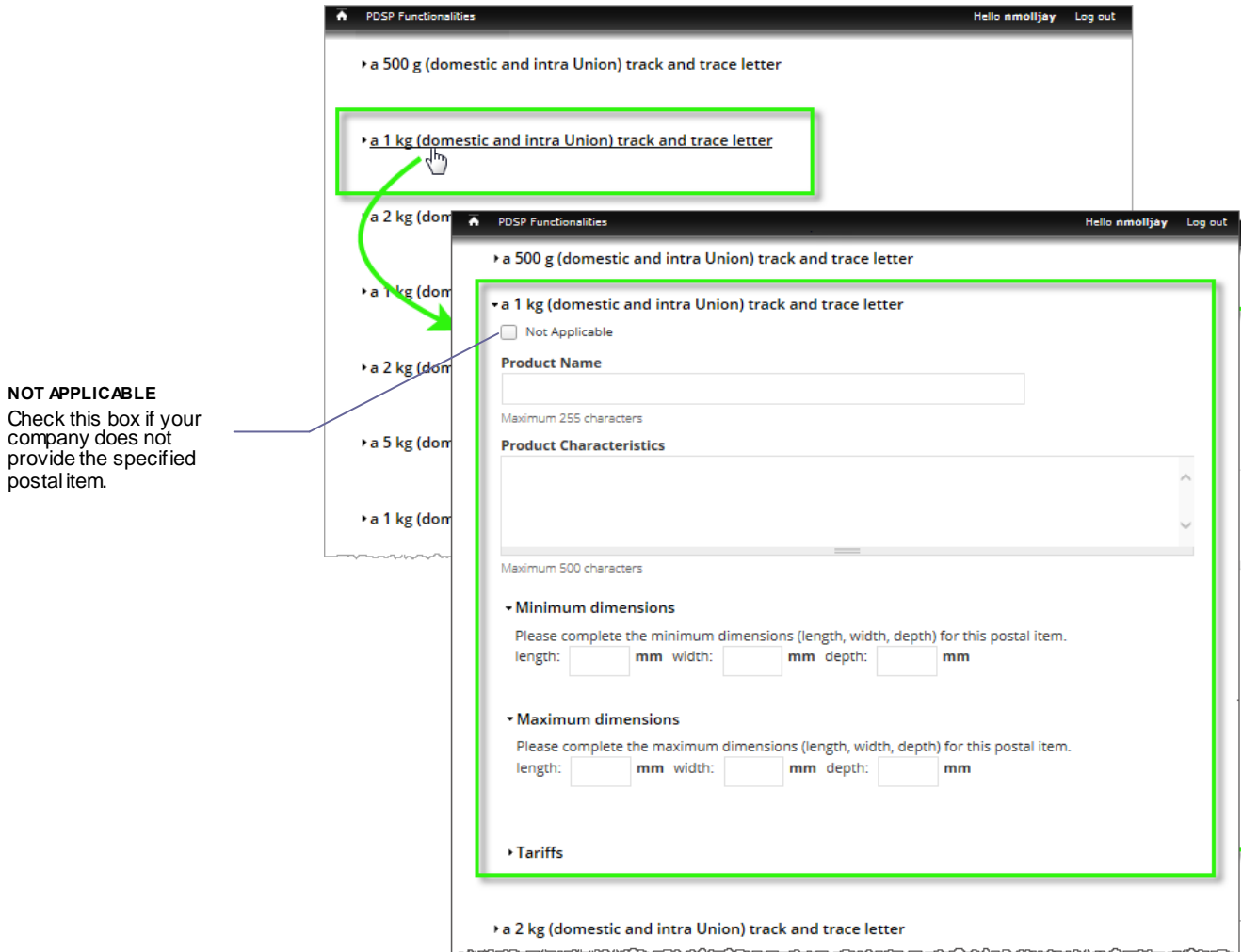
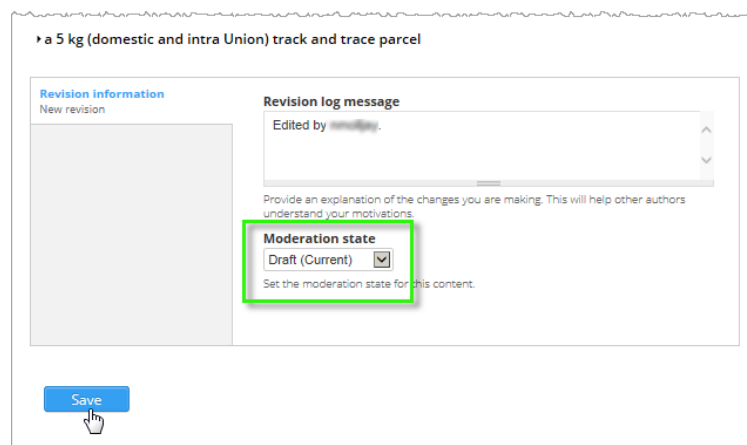


Figure 11 – Completing a data collection form

3. Repeat this step for all other items to be completed.
4. If you wish to temporarily save your work as *Draft* before sending it to your NRA as final, proceed as follows. The *Draft* form will remain editable in your list, while your NRA can already consult it in read mode only.
 - go down to the bottom of the form,
 - select **Draft (Current)** in the *Moderation state* box,
 - click **Save**:



Or,

When you consider the survey as complete and final, proceed as follows to submit it to your NRA:

- Go down to the bottom of the form,
- Select **Submitted to NRA** in the *Moderation state* box,
- Click on **Save**:

The screenshot shows a web form titled "a 5 kg (domestic and intra Union) track and trace parcel". It contains several sections: "Revision information" with a "New revision" label and a large grey text area; "Revision log message" with a text box containing "Edited by [redacted]"; and "Moderation state" with a dropdown menu currently set to "Submitted to NRA". Below the dropdown is the instruction "Set the moderation state for this content." A blue "Save" button is located at the bottom left of the form, with a mouse cursor hovering over it.

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, and you will be notified by e-mail as well.

Support

For general 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.