




EASY REVERSE SOLUTION :

SETTING UP THE EASY REVERSE SOLUTION ON YOUR WEBSITE

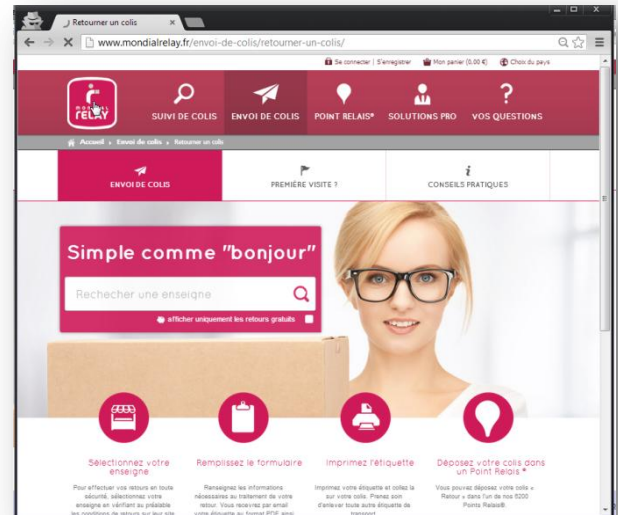
<p>MONDIAL RELAY ZAC des 4 Vents 5, Avenue Antoine Pinay 59510 Hem http://www.mondialrelay.fr</p>		<p>Service Support Mail : servicesupport@mondialrelay.fr</p>
Updates	Date of updates	Commentaries
V1	05 July 2013	Creation of the document
V2	25 November 2013	Revision and validation



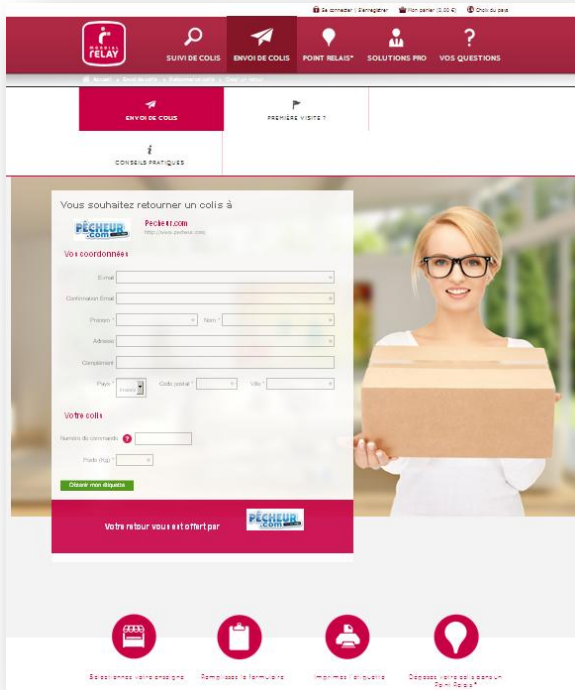
SETTING UP THE EASY REVERSE INTERFACE ON YOUR WEBSITE

You can set up a direct access to the Easy Reverse formulary on your website.

On the home page of the interface, a search engine enables the customer to select the merchant towards which the return parcel has to be sent. According to your demand, you can either appear in the list or not.



In the case you do not wish your brand to appear in those search results, we will send you a direct link to a dedicated formulary.



OPTIONS & INFORMATION REQUESTED

To encode your Easy Reverse formulary, the following details are needed :

The return address :

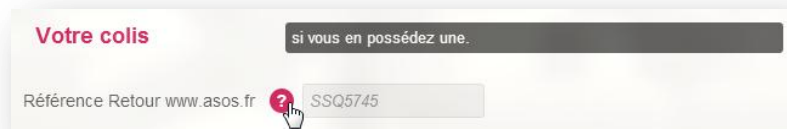
- Address (4 Lines x 32 Characters)
- Post Code
- City (32 Characters)
- Country
- A single login (6 Characters)

Your internal reference (for returns payable by the merchant only)

You can ask your client to input an internal reference in order to help your services to track the return parcels (e.g. order number).

Mondial Relay offers you the possibility to customize the tooltips on our formulary to make the input easier to your customers.

A control tool can also be set up to check the contents of the different areas.



Your return policy

For every return address, please indicate us the countries from which your customers can send a return parcel (France, Belgium, Spain and Luxembourg) and also the return policy that you want us to set up:

- Free for your customer (You will be charged for the shipment by MONDIAL RELAY, the mention "Free Return" will appear on the registration page of the parcel)
- Payable for your customer through online payment (Your customer will be charged by MONDIAL RELAY)
- Payable for your customer (You will be charged for the shipment by MONDIAL RELAY and you will charge your customer for the shipment)

PROCESS

	Free for the client	Payable for the customer, charged by MONDIAL RELAY	Payable for the customer, charged by the merchant
Who is invoiced?	The Merchant	The Customer	The Merchant
Who's Account?	Your Client Account <i>as MONDIAL RELAY's Client</i>	Your Customer's Account <i>that will be created at your customer's first shipment through our Website</i>	Your Client Account <i>as MONDIAL RELAY's Client</i>
Rates	According to your Rates <i>appearing in your MONDIAL RELAY Contract</i>	Public Rates <i>Rates appearing on our website for CtoC Parcel Sending (taking into account weight / country of departure and arrival)</i>	According to your Rates <i>appearing in your MONDIAL RELAY Contract</i>
Invoice	Monthly Invoice addressed to you	Instant Invoice addressed to your customer	Monthly Invoice addressed to you
Parcel Tracking	Online Public Space Connect EDI Web Service	Online Public Space	Online Public Space Connect EDI Web Service
Payment Means	Debit / Transfer	Credit Card Paypal Customer's Account	Debit / Transfer
Claim Declaration	By the merchant <i>Usual process</i>	By the customer <i>By contacting our Sales Service</i>	By the merchant <i>Usual process</i>
Invoicing period	Once Mondial Relay is in charge of the parcels / Once the parcel has been delivered by MONDIAL RELAY <i>According to your parameters</i>	Once the customer has created the order	Once Mondial Relay is in charge of the parcels / Once the parcel has been delivered by MONDIAL RELAY <i>According to your parameters</i>
Refundable	No	Through our Website	No

SETTING UP A DIRECT LINK ON YOUR WEBSITE

Access link

From France: [http://retours.mondialrelay.com/d/\[Code Enseigne\]/](http://retours.mondialrelay.com/d/[Code Enseigne]/) *

From Spain: [http://devoluciones.puntopack.es/d/\[Code Enseigne\]/](http://devoluciones.puntopack.es/d/[Code Enseigne]/) *

From Belgium (FR): [http://retours.mondialrelay.com/d/\[Code Enseigne\]/?country=BE&language=FR](http://retours.mondialrelay.com/d/[Code Enseigne]/?country=BE&language=FR) *

From Belgium (NL): [http://retours.mondialrelay.com/d/\[Code Enseigne\]/?country=BE&language=NL](http://retours.mondialrelay.com/d/[Code Enseigne]/?country=BE&language=NL) *

* please replace **[Code Enseigne]** by your own MONDIAL RELAY customer code

Optional parameters.

Entering the following parameters enables you to pre fill the Easy Reverse formulary for your customer.

Once the information has been set up as parameter, the dedicated area is pre filled and displayed in “read-only” mode.

Parameter	Obligatory	Commentary
Siteld		Single login of the return address. This login is provided by our services when your account is set. If this parameter is not specified, the default return site is automatically displayed.
CustomReference		Customized reference (max 15 characters)
Adress1		Customer's address line1 (max 32 characters)
Adress2		Customer's address line2 (max 32 characters)
Adress3		Customer's address line3 (max 32 characters)
Adress4		Customer's address line4 (max 32 characters)
PostCode		Customer's Post Code (max 6 characters)
City		Customer's City (max 32 characters)
Country*		Customer's Country code (ISO code 2 characters)
WeightInGramm		Weight of the return parcel in grams (Entire number)
Language*		Language code of the interface (ISO code 2 characters)

* Combinations language code / country code available so far:

- France – French
- Belgium – French
- Luxembourg – French
- Luxembourg – Dutch
- Belgium – Dutch
- Spain – Spanish

FORM TO BE COMPLETED FOR THE SETTINGS OF THE «EASY REVERSE »

In order to parameter your Easy Reverse formulary, thank you for providing us the following information:

Thank you for providing one form per country.

*** Required information**

Your Mondial Relay Customer Code* : eeeeeeee

Please select the Mondial Relay website on which the functionality has to be set up*:

www.mondialrelay.fr (France / French)

LOGISTICS INFORMATION

Return Address* :

Address :

Post Code City

Country :

If you wish to set up several return addresses for one country, please specify a specific title for the address above: eeeeeeee

CUSTOMIZE YOUR FORMULARY

The following information enables you to customize your formulary to make the input easier to your customers. Thank you for typing in your clients language.

Do you want your brand to appear in the Search Engine on the main page of the service? * Yes No

Which Return Policy do you want to set up?* Free Returns for your clients

Do you want your customer to input a specific reference to your services? * Yes No

If you wish to control the format of the reference to be input by your customer, please specify a regular control expression:

Title of the reference mentioned above to be set up on the formulary (e.g. Order N°)

Tooltip to be set up concerning the specific reference (e.g. Your order N° is located on the top right corner of your invoice)

Description of your Return Policy (Enables you, for example, to tell your customer that he/she will be charged for the service. You can also set up a link to your Terms & Conditions):

Do you want your customer to input the parcel weight?

*** :** Yes No, rates on the weight basis provided by your Sales Referent will apply.