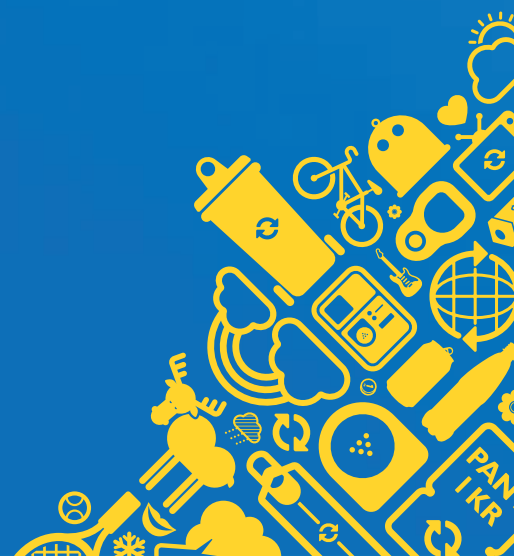# Customer Portal
My pages

Producer & Importer

Welcome to your new Customer Portal

We are pleased to present your new customer portal - My pages! The new portal is developed to make it easier for you to handle various matters related to your collaboration with us. On My pages you can, among other things, report sales, manage and register your articles, get an overview of paid and unpaid invoices and a lot more.

In this manual, we go through how to create a personal account and link it to your business. We also show the different functions and the information that is available and how you manage My pages.

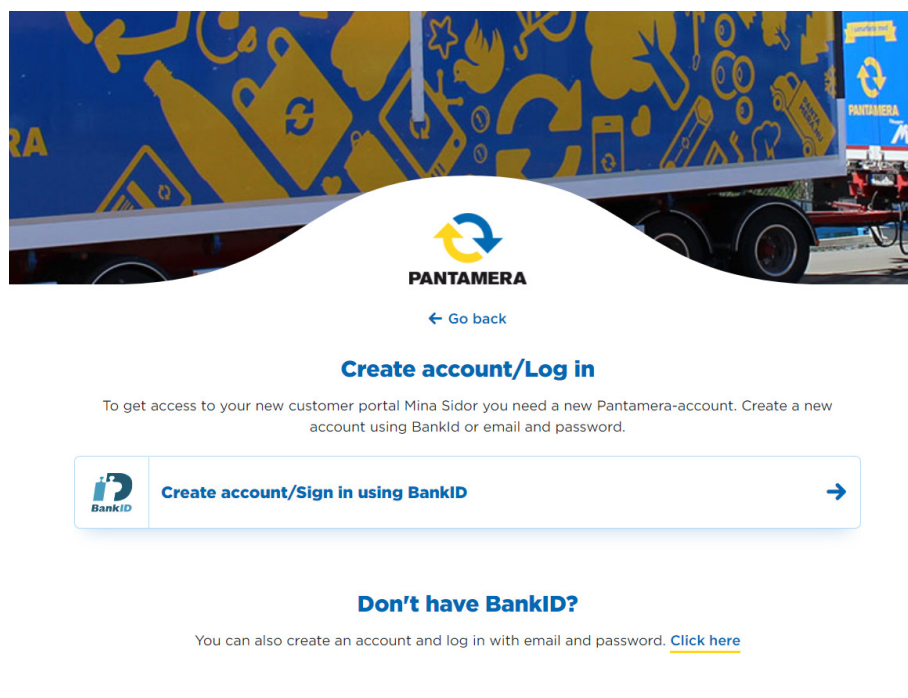# Create account to My pages

1. Find My pages

You will always find the button to 'My Pages' in the top right corner of our website. Click on the icon to get to the login page.

You can find My pages here.

2. Create account with BankID

In the next step, you create your account with BankID. If you do not have BankID, you can create an account by entering your e-mail address and password.

3. Select device and enter social security number
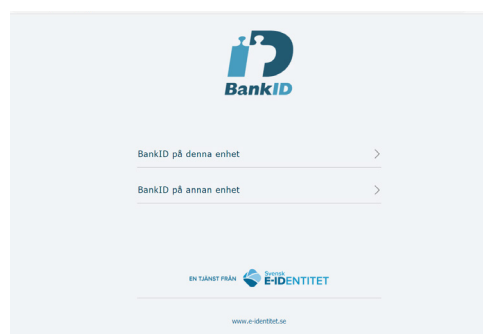
In the next step, select whether you want to start BankID on the device you are using or another device.

'BankID på samma enhet'
BankID is started on the device you are using. Verify yourself with your personal password.

'BankID på annan enhet'
You enter your social security number and click *'Verifiera'.* Then start BankID on the device you want to use. Verify yourself with your personal password.

Choose where you want to start BankID.

Enter social security number if you want to start BankID on another device.

4. Verify by e-mail

You will be directed to a page where you will be asked to verify yourself by entering your e-mail address. When you have entered your e-mail address and clicked on *Send verification code,* a code will be sent to your e-mail address. If you don't receive a code, check your junk mail or click *Send new code.* Enter the code in the field *Verification code*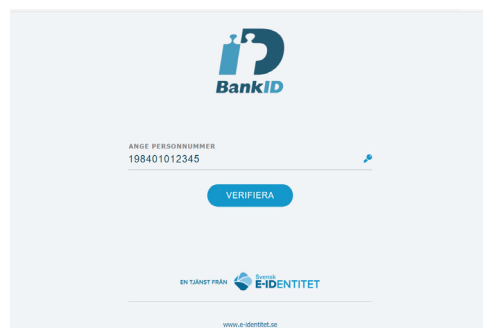 that appears. Click *Verify Code* and read Returpack's privacy policy further down. Confirm that you have read the privacy policy by clicking the box and then click the button *Continue* to proceed.

5. Link account to existing business

Welcome to My pages. Here you can link your account to your business. New customers who have not previously connected their business to the deposit system can do this here. The account that is first connected to a business automatically becomes an administrator account for that business. That user can in turn invite other users and assign access levels to them as well as change their own.

Note that your name is now here, and that the button to log out has been added.

Link your account to a business that is already connected to the deposit system.

Access levels:

Administrator - Have full access to all information and functions. Can change users access levels.

User - Have limited access to all information and functions. Can't change users access levels.

6. Enter information

To link your personal user account to your business, you need to enter your business' customer number and the PIN code you used to log in to the previous customer web. If you do not have access to the PIN code, enter the email address registered with us, and you will receive an email where you can easily complete the process. To link a Producer and Importer, enter the e-mail adress that is registered with us.

Link/connect business using customer number and password

If you have previously logged in to the customer web using your customer number and password (information on the latest monthly report).

Customer number*

Password*

Add

Enter the e-mail adress that is registered with Pantamera.

Link/connect business with registered email address

If you have previously logged in to the customer web using a username or an email address. Enter the email address that you have previously registered with us, and you will receive a link to connect your business to your new account.

Email address*

Send mail

7. Activate business

In the next step you activate your business to connect it to the new customer portal and get access to My pages.

User:
Panta Pantamerasson

Log out

Panta Brewery
Customer nr. 0123456

Activate company

Functions on My pages

On *My pages,* you have all your services gathered in one place and can easily carry out your errands on your own, at any time of the day. You also have access to company and invoice information, as well as the ability to manage users and their access levels.

1 **My pages** - Button to My pages' home page

2 **Reporting** - Report sales of your articles

3 **Articles** - See och manage your articles

4 **Invoices** - See your invoices

5 **Company information** - See company information and agreements, see, add and manage contact persons

6 **User management** - See and manage users and their access levels

7 **Order deposit labels** - Order deposit labels

1. My pages

On the home page for My pages, all the different subpages are in a panel at the top of the page. Quick links are located on the right. Further down the page, you can see current news in the section *In focus*, as well as statistics on where your articles are deposited in Sweden.
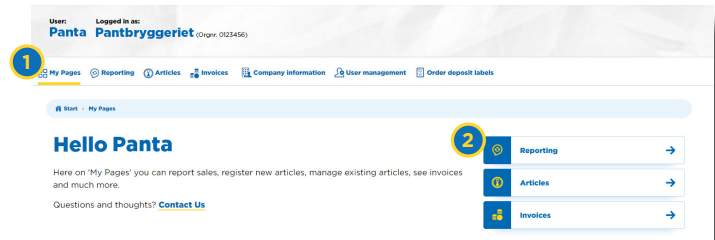
1   **Panel with links**

2   **Quick links**

3   **In focus** - **Current news**

4   **Deposit statistics**

2. Reporting

Under *Reporting*, you report the sales of all your articles during a specific sales period. You can also view and search for all your previous sales reports.

You can choose to report directly in the portal, or by uploading an Excel file. If you want to do the reporting in excel but do not have a template, you can download it here.

You can always edit any errors in a completed sales report.
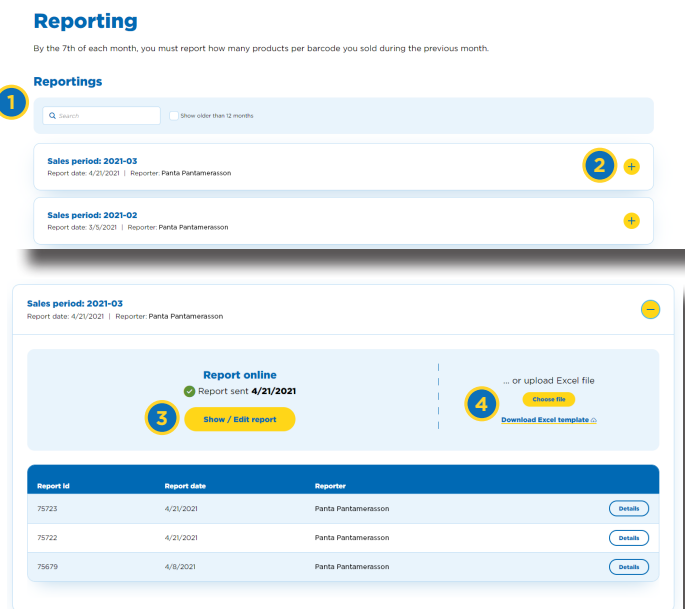
1   **Previous reportings**

2   **Open report**

3   **Report online**

4   **Upload Excel file/ download Excel template**

3. Articles

Under *Articles*, you get an overview of your registered articles, as well as the articles that are under current article registration. Here you can easily register new articles and receive help with what information that needs to be entered. Further down the page you will see your registered articles and related information.
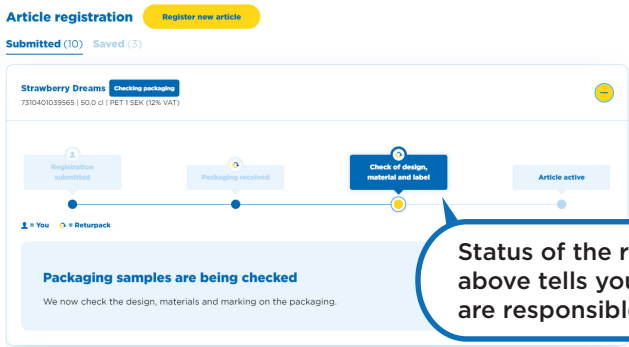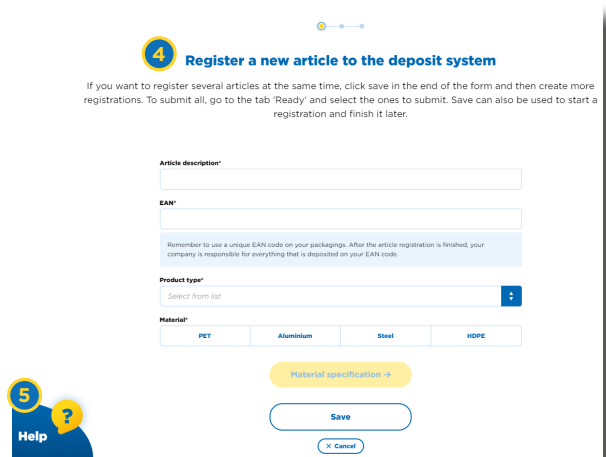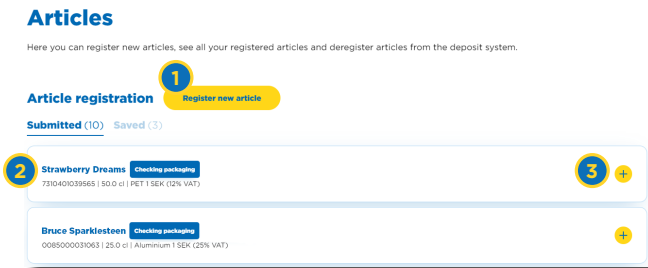
Status of the registration process. The icon above tells you whether you or Returpack are responsible for that step in the process.

1 Register a new articel

2 Article under registration

3 View info about article

4 Formula for registering new article

5 Help - Support guide for the page

4. Invoices

All your paid and unpaid invoices are gathered in one list. Here you can see the invoice date, invoice number and amount. You can also see the status of the invoice's payment status, and open the invoice in PDF format.

Invoices

Your invoices

① Invoice date ↑	② Invoice nr	③ Amount	④ Expire date	⑤ Paid	⑥
05/08/2020	32202268	40,334,201.00 SEK	21/08/2020	❓	Open PDF
05/08/2020	33200983	32,242,406.00 SEK	21/08/2020	❓	Open PDF
12/07/2020	32202141	240.00 SEK	27/07/2020	✅	Open PDF
05/07/2020	32201979	41,413,140.00 SEK	21/07/2020	✅	Open PDF

① Invoice date

② Invoice number

③ Invoice amount

④ Expire date

⑤ Payment status

⑥ Open invoice in PDF format

5. Company information

Here you will find your company information, your contact persons and your agreements. Under *Addresses* you can see and edit your company's different addresses. Under *Contact persons*, you can add and remove contacts who have access to My pages, and change each contact's information. Your company's agreement with Returpack, as well as other documents can be found under *Agreements*. You can download these documents in PDF format.

Addresses   Contact persons   Agreements

Organisation addresses

Panta Brewery

Address	Email	Street address	Zip code	City	
Mailing address		Box 432	601 05	NORRKÖPING	① Edit
Visitor address		Hanholmsvägen 67	601 05	NORRKÖPING	Edit
Delivery address					Edit
Invoice address		Box 432	601 05	NORRKÖPING	Edit
Invoice email address	invoice@pantabrewery.com				Edit

① Change adress information

Under *Company information* and *Contacts persons*, you can add contact persons to your business. You can choose from existing users and what they should be the contact person for, as well as enter their information. Click the *Add contact person* button at the bottom of the page.

Addresses   **Contact persons**   **Agreements**

Organisation contact info

Panta Brewery

Contact types	Email	Name	Mobile number	Phone number		
Contract manager	panta@pantabrewery.com	Panta Pantamerasson	070-123 34 34		Edit	Delete
Product owner	burk@pantabrewery.com	Petra Burk			Edit	Delete
	bottle@pantabrewery.com	Johanna Bottlequist			Edit	Delete
Product owner	product@pantabrewery.com	Philip O'Product			Edit	Delete
	water@pantabrewery.com	Marie Liquidson	+46 23 123-34-56	0371-133 71	Edit	Delete

Add contact person

2 List of contact persons and their contact information

3 Change contact information

4 Delete contact person

5 Add contact person

Addresses   **Contact persons**   **Agreements**

JVB agreement
Agreement

Name	Signing date	
Panta Brewery 5560796871.pdf	30/05/2017	Download
Appendix 1 - General terms.pdf		Download
Appendix 2 - Technical Specification and Marking Manual 2018-02-05.pdf		Download
Appendix 3 - Deposit and Fees.pdf		Download

6 Agreement

7 Download agreement

6. User management

Under *User management*, you can create new users and give them different access levels. As an Administrator, you can also remove and change the access level for users with lower access level. Further down the page is information on what is available for the different access levels.

Here you can view and add new users to access this account. Each user has a personal user account with a given access level that controls what it can see and do. Read more about the different access levels below.

1 � **Create new user**

Add new or change contact persons?

If you want to add new or change the company's contact persons, do so under 'Company Information and Contact persons'.

User

E-mail	Name	Access level ↓	
panta@pantabrewery.com	Panta Pantamerasson	**Administrator**	Remove **2**
burk@pantabrewery.com	Petra Burk	**Administrator**	Remove
bottle@pantabrewery.com	Johanna Bottlequist	**Administrator**	

1 **Create new user and assign access level**

2 **Remove user**

7. Order deposit labels

If you need to order deposit labels to paste on your articles, you can do so under *Order deposit labels*. There are several different types of labels with price information. Select the type, enter quantity and delivery details to finish the order.

Order deposit labels

Variants and prices

Deposit symbol

Size: 13 x 18 mm
Delivery time: approximately 10 business days

Order

Price information:

Amount (min 5 000)	Price per 1000 units (excluding VAT)
5 000-	**22.66 SEK**

Deposit symbol and barcode

Size: 51 x 25 mm
Delivery time: approximately 10 business days

Order

Price information:

Amount (min 3 000)	Price per 1000 units (excluding VAT)
3 000-	**216.30 SEK**
10 000-	**185.40 SEK**

Deposit symbol, barcode and label text

Size: 51 x 47 mm
Delivery time: approximately 10 business days

Order

Price information:

Amount (min 1 500)	Price per 1000 units (excluding VAT)
1 500-	**267.80 SEK**

Deposit symbol, barcode, ingredients and nutrition declaration

Size: 80 x 50 mm
Delivery time: approximately 10 business days

Order

Price information:

Amount (min 1 500)	Price per 1000 units (excluding VAT)
1 500-	**370.80 SEK**

Do you have questions?

Don't worry! Contact *avtal@returpack.se* and we will help you.