# Asendia Sync

## User Guide

Last updated: **28 May 2025**

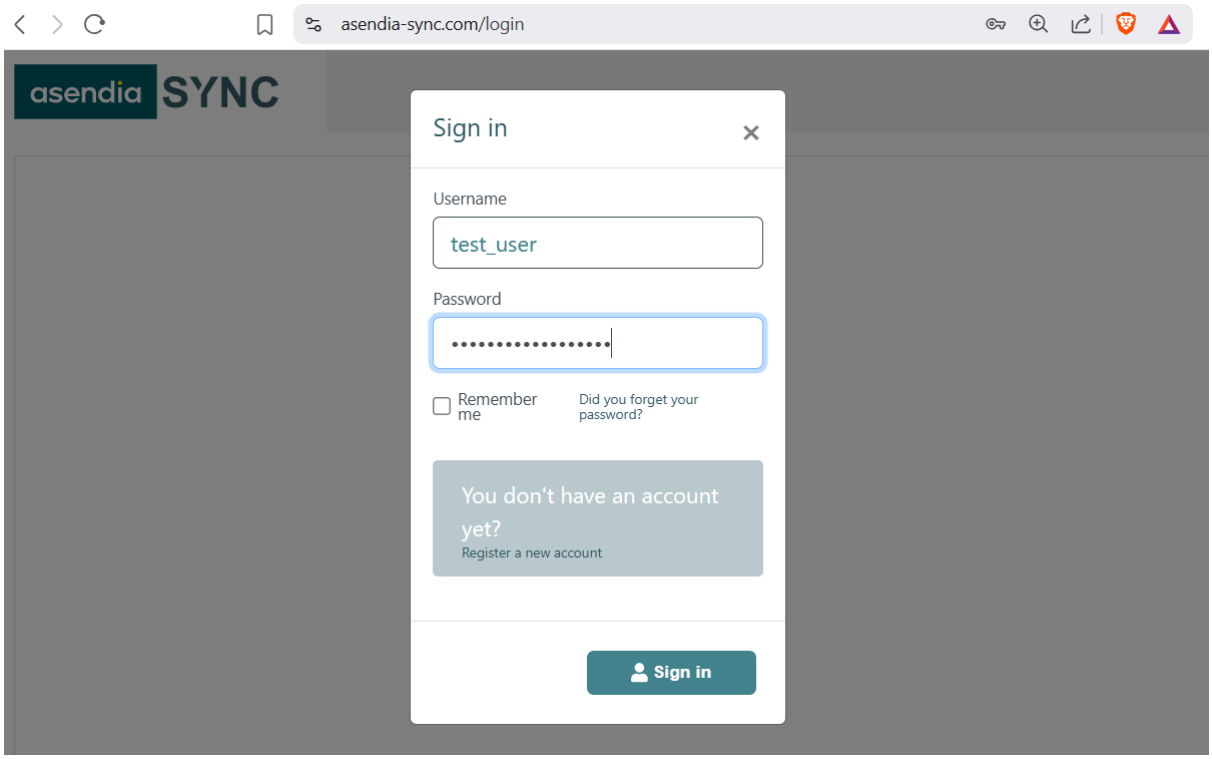
# Asendia Sync - User Guide

Create and edit shipments, manually or by uploading a csv file, track shipments, download labels and produce manifest documents.

| Environment | URL |
| --- | --- |
| Production | https://asendia-sync.com/ |
| QA | https://qa.asendia-sync.com/ |

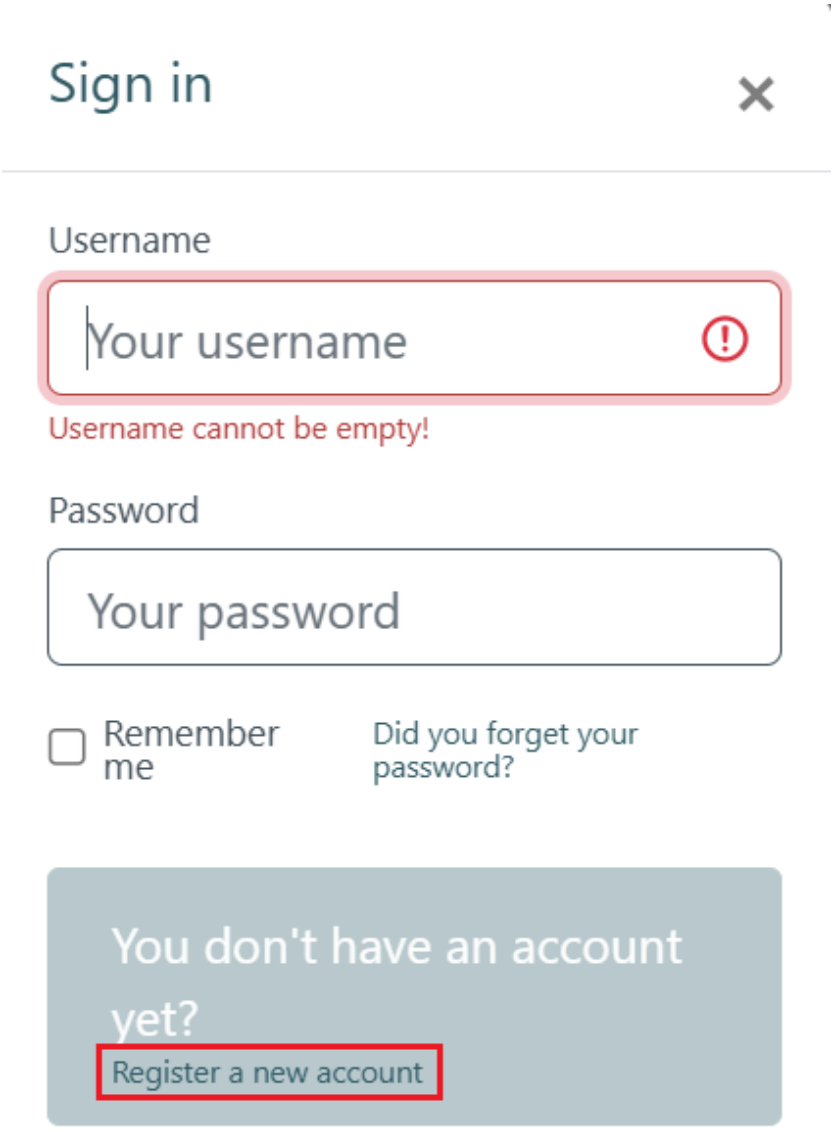
# Sign in

Go to https://www.asendia-sync.com/ and click on “Sign in”.
Enter your username and password and click on Sign in. If you want to use multiple tabs of Asendia Sync you should also check the “Remember me” checkbox.

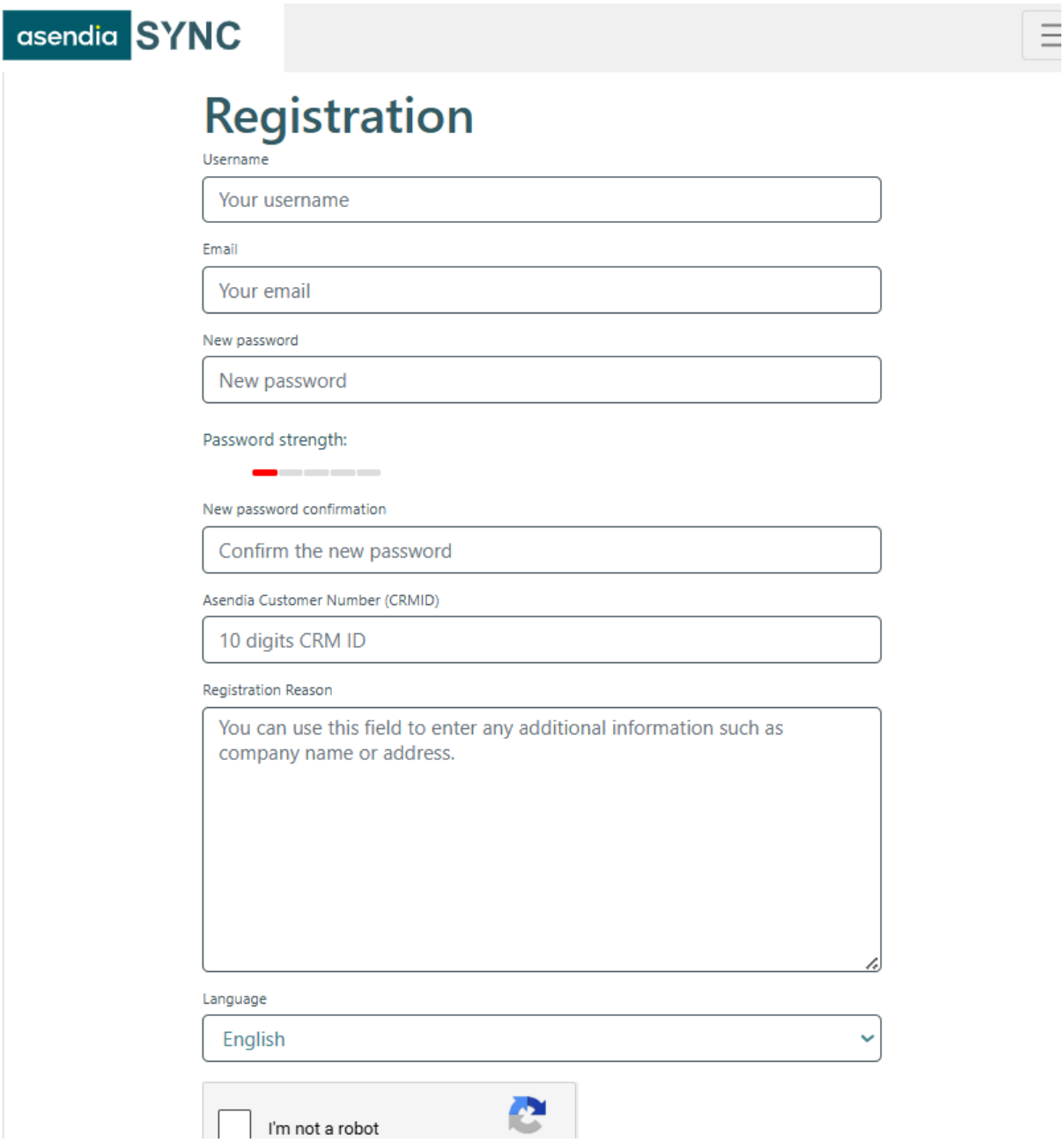


# Register new account

If you do not already have a user account for Asendia Sync Sign and want to request one, you can do so by clicking on the "Register" button in the Sign-in page.



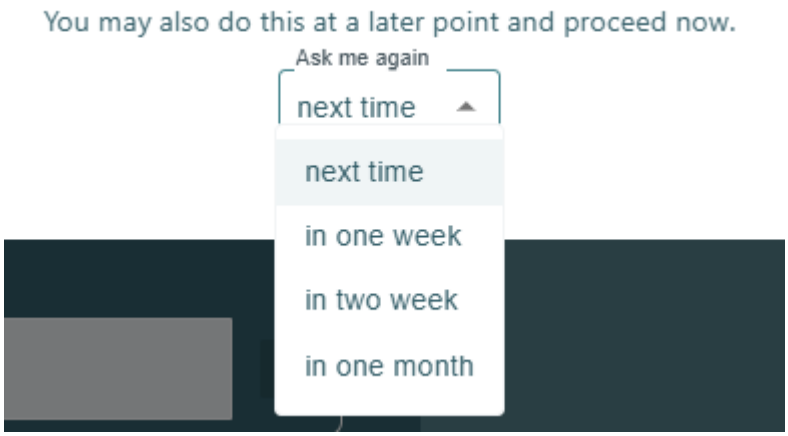
Make sure you fill in the registration form with all required info and you will receive a confirmation email once we have validated the info and activated the account.



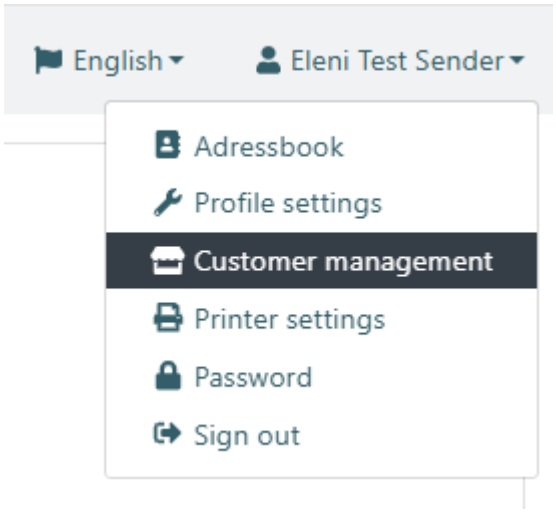
# Two-factor authentication

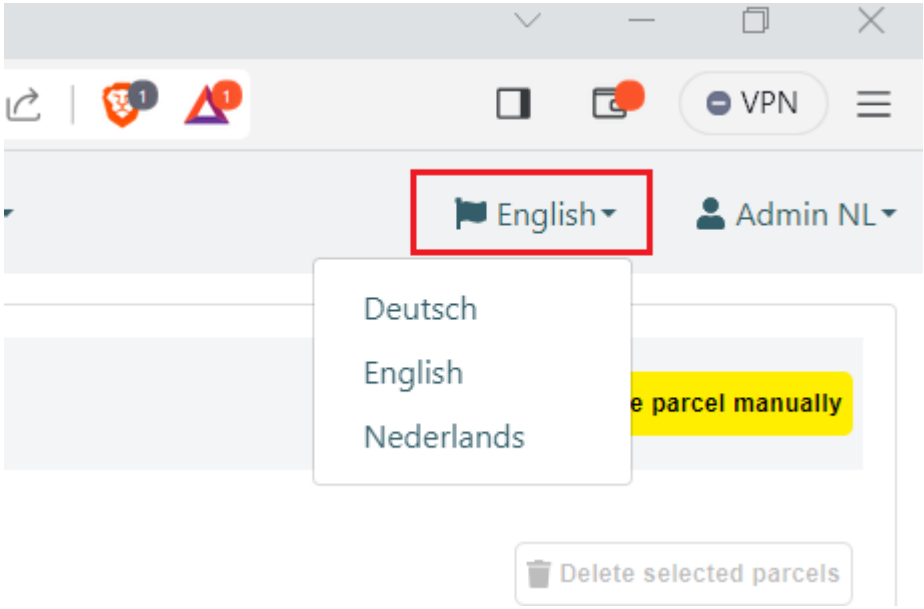
The first time you log-in to your user account with your credentials you will be requested from the system to set up the two-factor authentication.
Two-factor authentication (2FA) is a security measure that requires two separate forms of verification to access an account or system, in addition to a password. To set it up correctly follow the instructions on the pop-up.

If you wish, you can select to skip this for the time being (not recommended) and select to be notified again in the future from the dropwdown.



# User menu and language selection



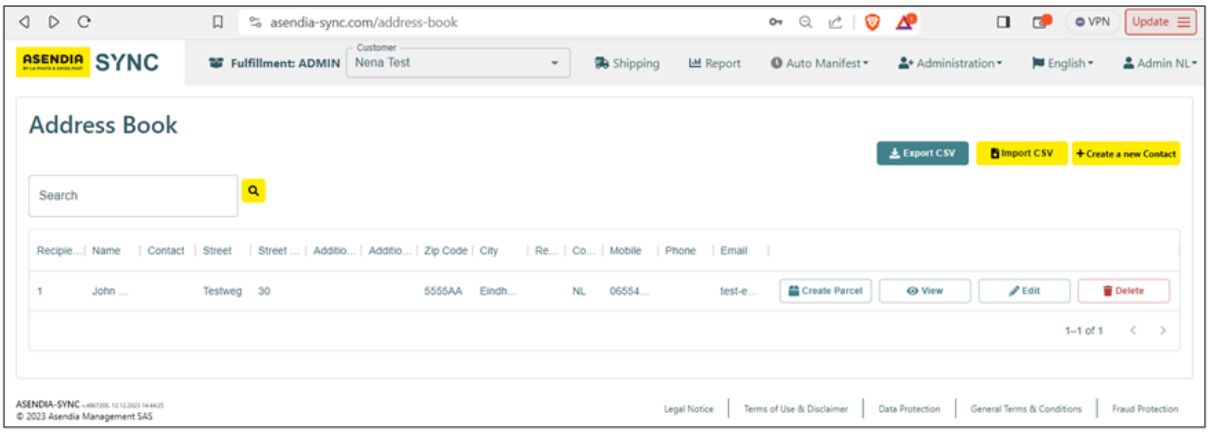
# Sign out

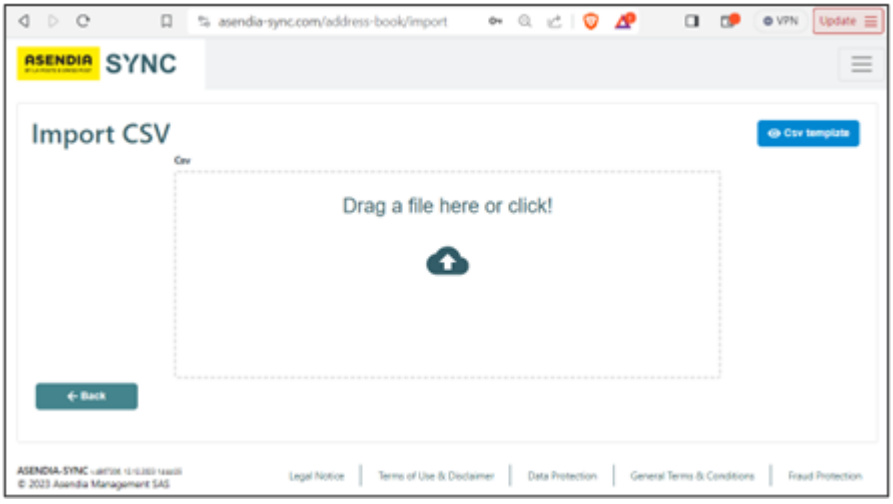
You can log out using the “Sign out” button, which is available in the user menu dropdown on the top right of the website.

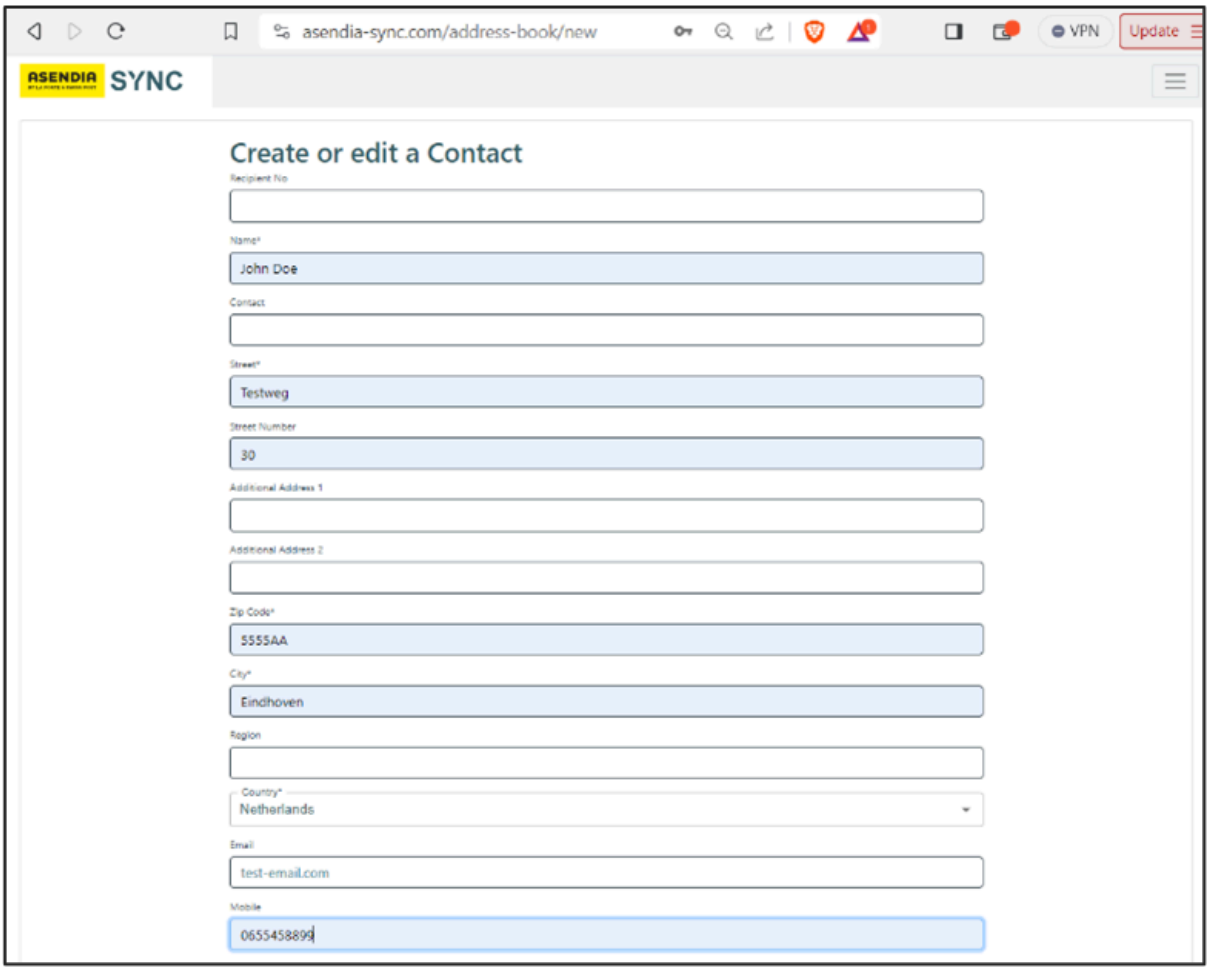
# Address book

From the user menu dropdown, you also have access to the “Address Book” page where you can take the following actions:

1. View and search on existing contacts
2. Create new contacts by manually creating one, or importing a CSV file with one/multiple entries (“Create new contact” and “Import CSV” buttons)
3. Export a CSV file for the existing list of contacts (“Export CSV” button)
4. For a specific contact the actions you can perform through the contact list table are the following:
    - Create a parcel for this contact (“Create Parcel” button)
    - View / Edit contact (“View” and “Edit” buttons)
    - Delete (“Delete” button)

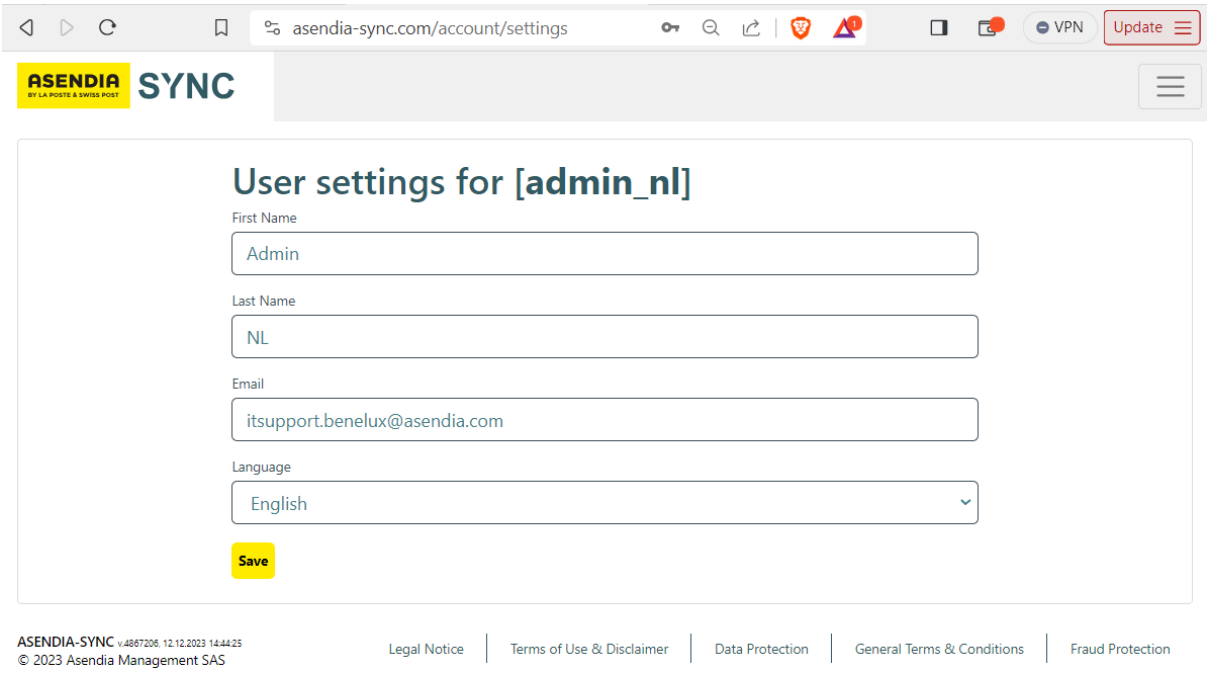

asendia-sync.com/address-book
VPN
Update
ASENDIA SYNC
Fulfillment: ADMIN
Customer
Nena Test
Shipping
Report
Auto Manifest
Administration
English
Admin NL
Address Book
Export CSV
Import CSV
+ Create a new Contact
Search
Recipie...
Name
Contact
Street
Street ...
Additio...
Additio...
Zip Code
City
Re...
Co...
Mobile
Phone
Email
1
John ...
Testweg
30
5555AA
Eindh...
NL
06554...
test-e...
Create Parcel
View
Edit
Delete
1–1 of 1
ASENDIA-SYNC
© 2023 Asendia Management SAS
Legal Notice
Terms of Use & Disclaimer
Data Protection
General Terms & Conditions
Fraud Protection


asendia-sync.com/address-book/import
VPN
Update
ASENDIA SYNC
Import CSV
Csv template
Csv
Drag a file here or click!
← Back
ASENDIA-SYNC
© 2023 Asendia Management SAS
Legal Notice
Terms of Use & Disclaimer
Data Protection
General Terms & Conditions
Fraud Protection


asendia-sync.com/address-book/new
VPN
Update
ASENDIA SYNC
Create or edit a Contact
Recipient No
Name*
John Doe
Contact
Street*
Testweg
Street Number
30
Additional Address 1
Additional Address 2
Zip Code*
5555AA
City*
Eindhoven
Region
Country*
Netherlands
Email
test-email.com
Mobile
0655458899

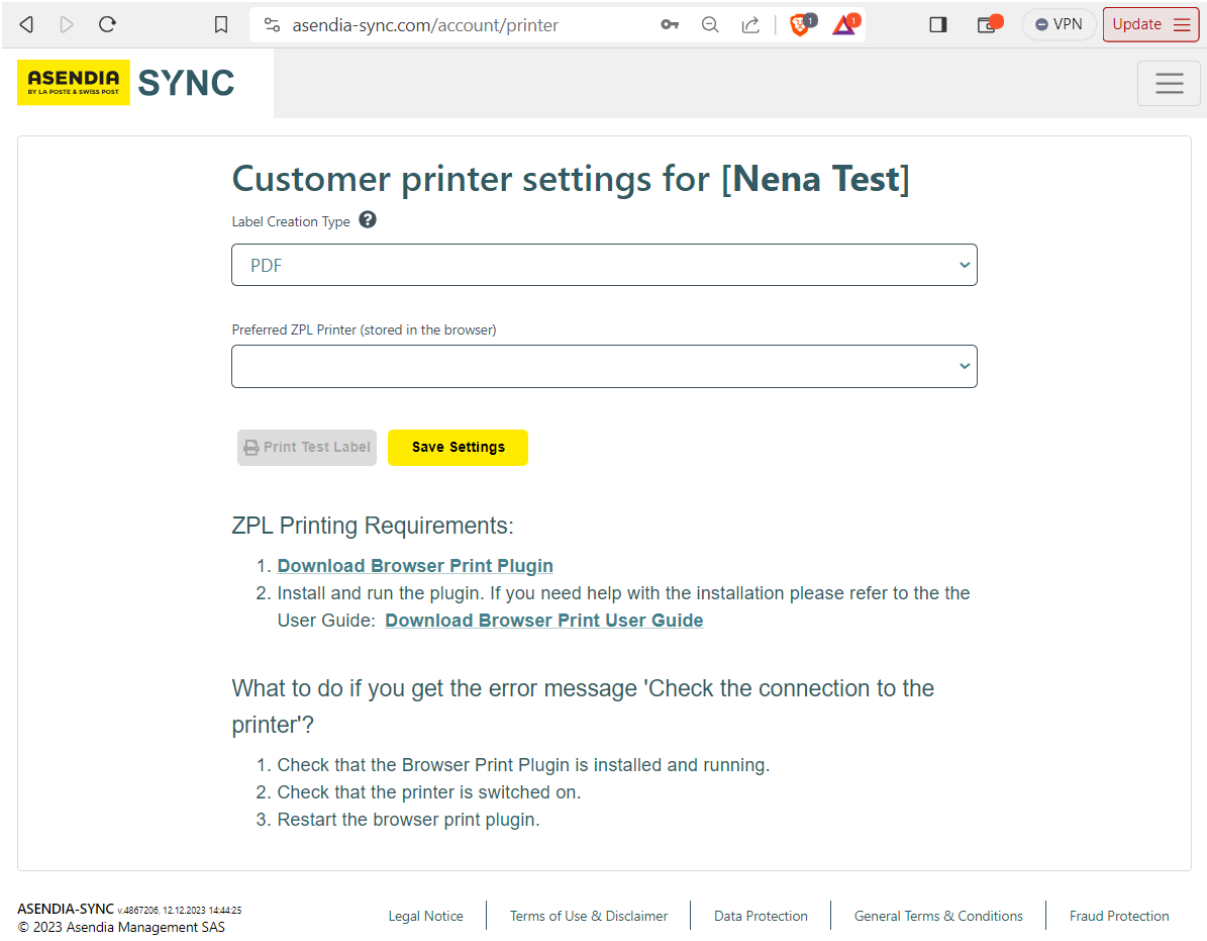
# Profile settings

From the user menu dropdown, the user can edit their settings via the "Profile settings" option.



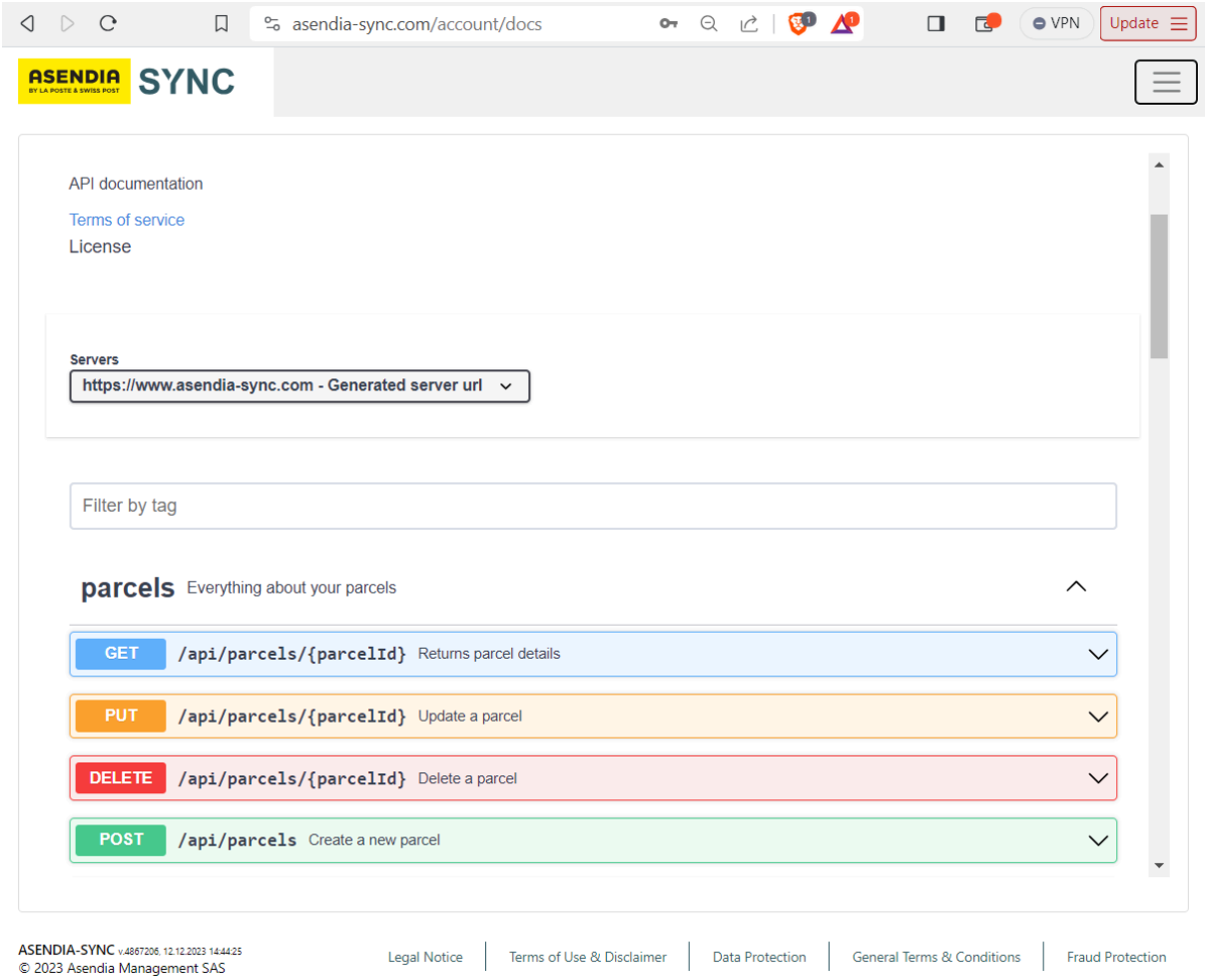
# Printer settings

From the user menu, you also have access to the “Printer settings” page. From there you can select the preffered "Label Creation Type" and the "Preferred ZPL Printer".



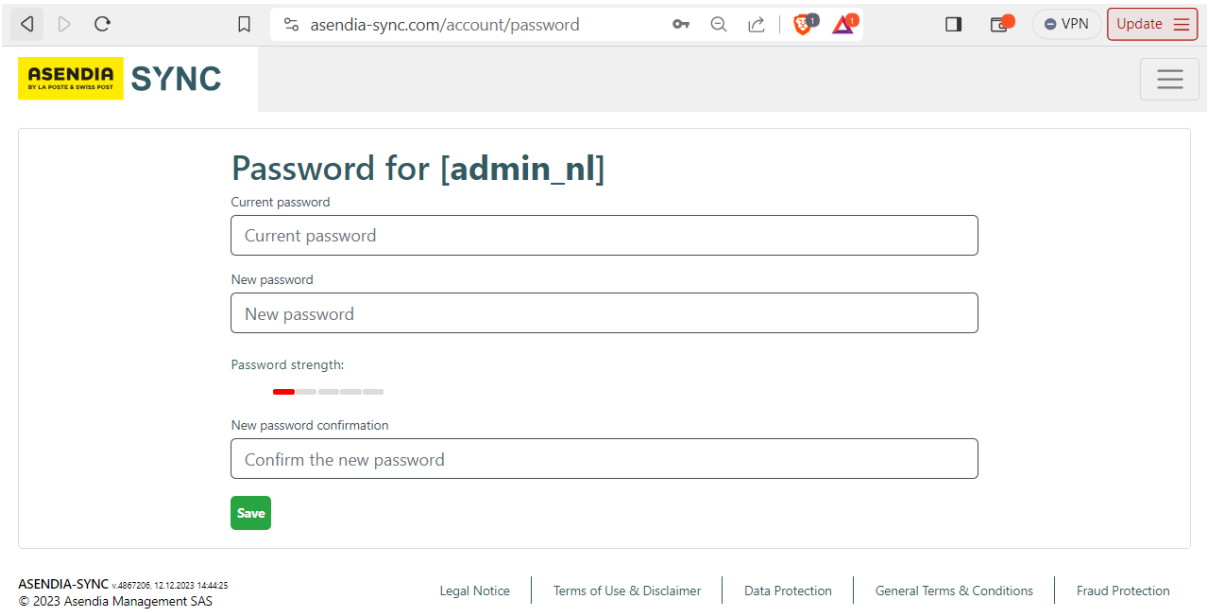
# API

From the user menu dropdown, you can find an overview of what is possible with Asendia Sync and a description of the structure of the API ("API" option).



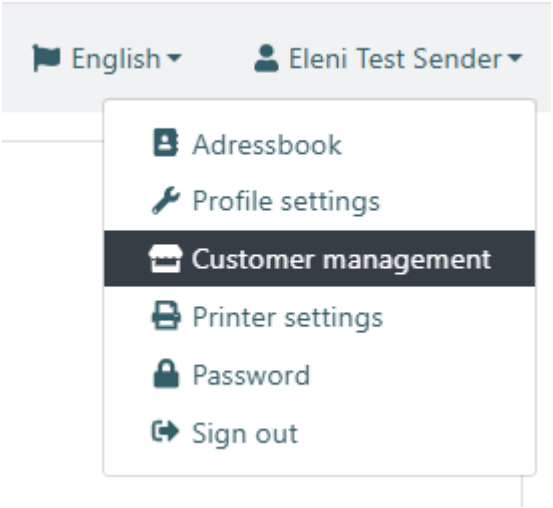
# Password

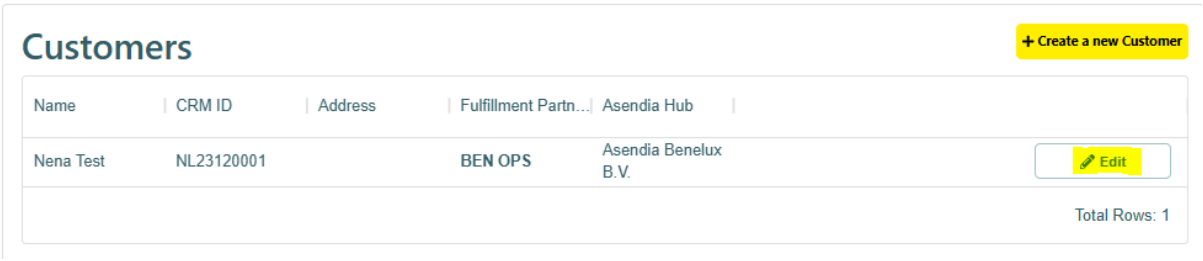
From the user menu, user gets the option to change their password ("Password" option). They can perform the action only after they present the old password to authenticate.



# Customer management

From the user menu, by clicking on "Customer management" you can select to edit sender specific details such as:



Customer data tab:

- Sender name
- Change preferred label type and account language
- Sender address
- Sender tax information
- Accept general terms for commercial invoices and Accept commercial invoice pricing

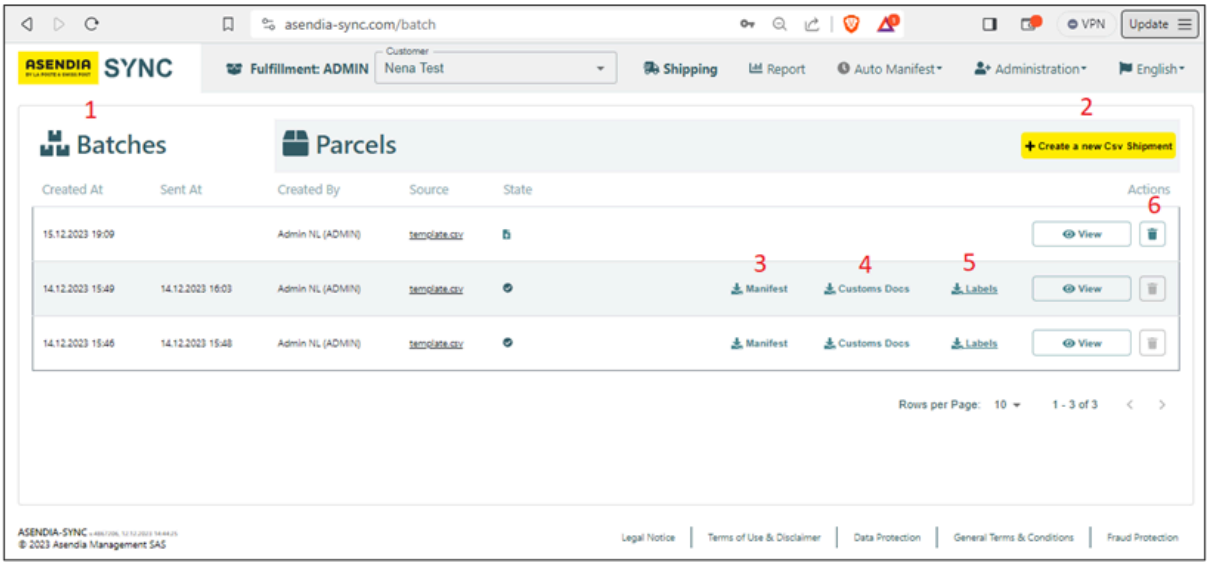
Configuration tab:

- Configure auto manifesting and set up email notifications (for the auto-manifesting)

# Shipping page > Batches

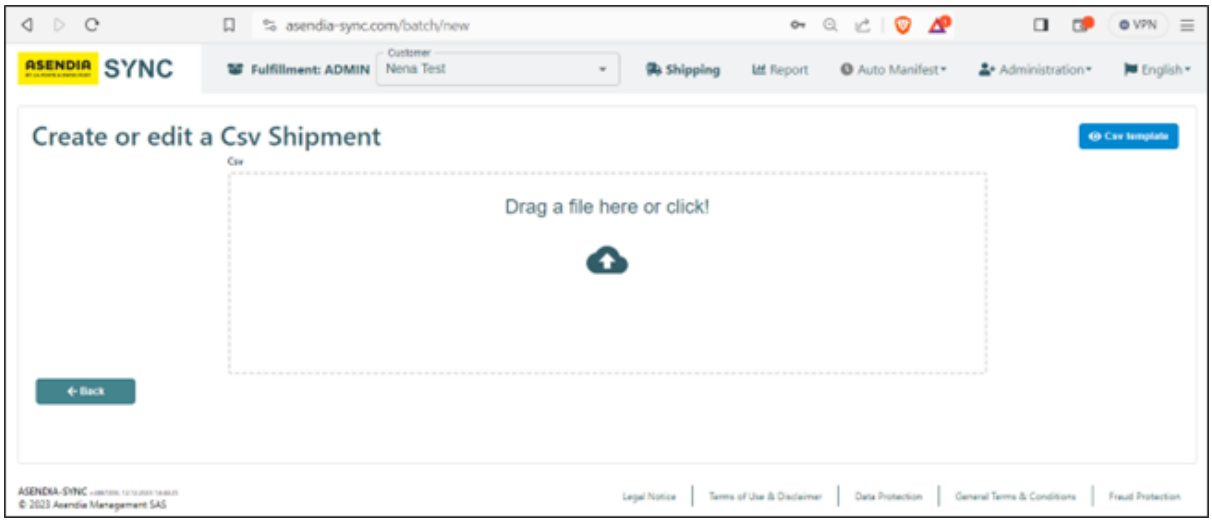
Once you have logged in you will be redirected to the “Shipping” page.
Here you have 2 separate tabs “Batches” and “Parcels. On the first tab you can:

1. View existing Batches and their information (Creation details, file, state, etc.)
2. Create a new Batch of shipments by clicking on “Create new CSV shipment”.
3. Download the Manifest
4. Download Customs docs
5. Download Labels of manifested batches.
6. Delete batches that have not been already manifested.



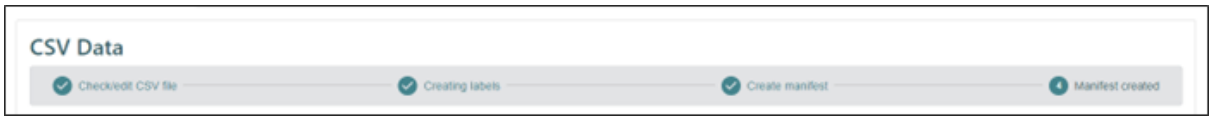
# Create a new batch

When you click on “Create new CSV shipment” you will be presented with the “Create new batch” page.
Here you can drag and drop a CSV file with multiple shipment records or select the file from your file explorer.
You can also view a template of the file by clicking on the “CSV template” button and fill it with the corresponding information.
The maximum allowed number of rows in the CSV file is 2000 rows.

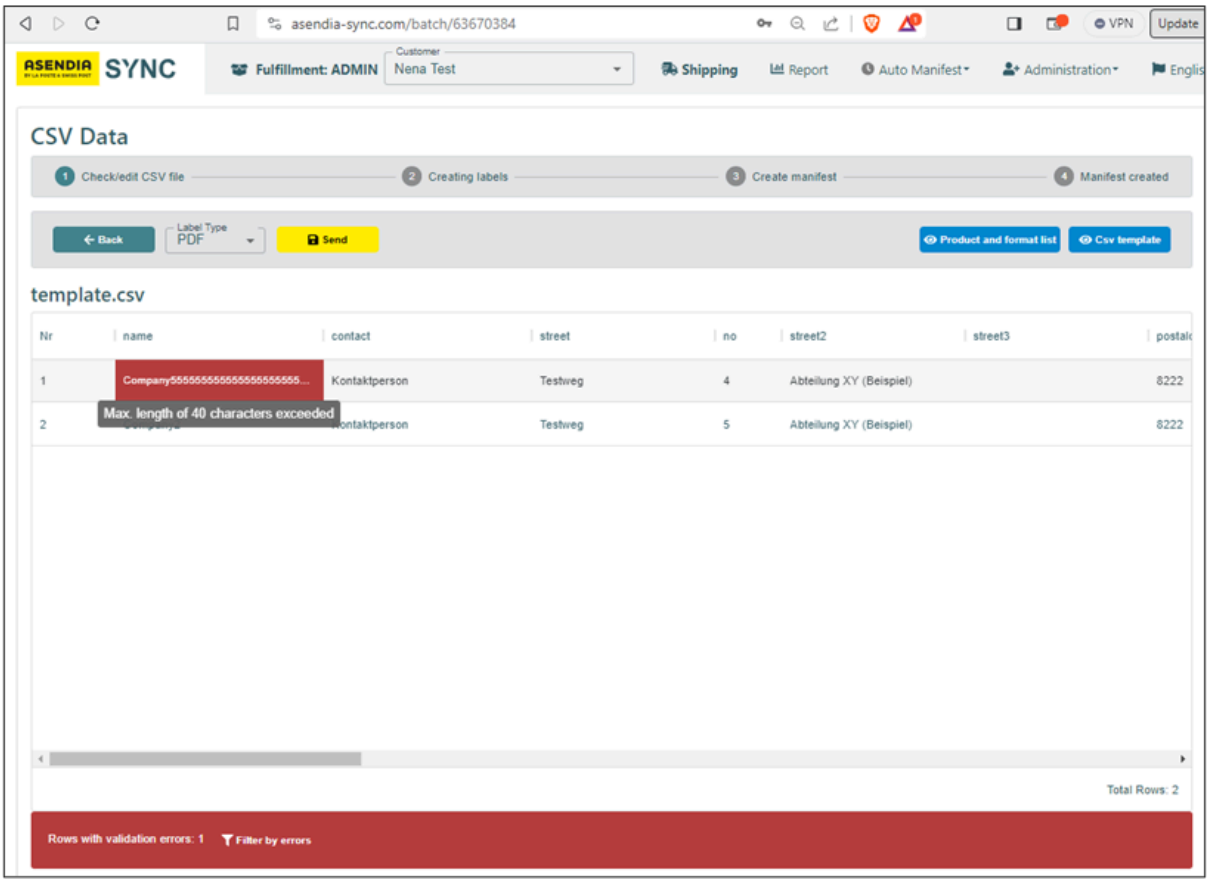


# Step 1. Check/edit CSV file

On the top of the page a step indicator is present to display the state of the process you are working on:




Your CSV data will be presented as seen in the screenshot below. If there are any errors the cell will be marked as red and by hovering your mouse over it, you can see a description of the error.
The button “Filter by errors” will only display on the table the rows with an error.

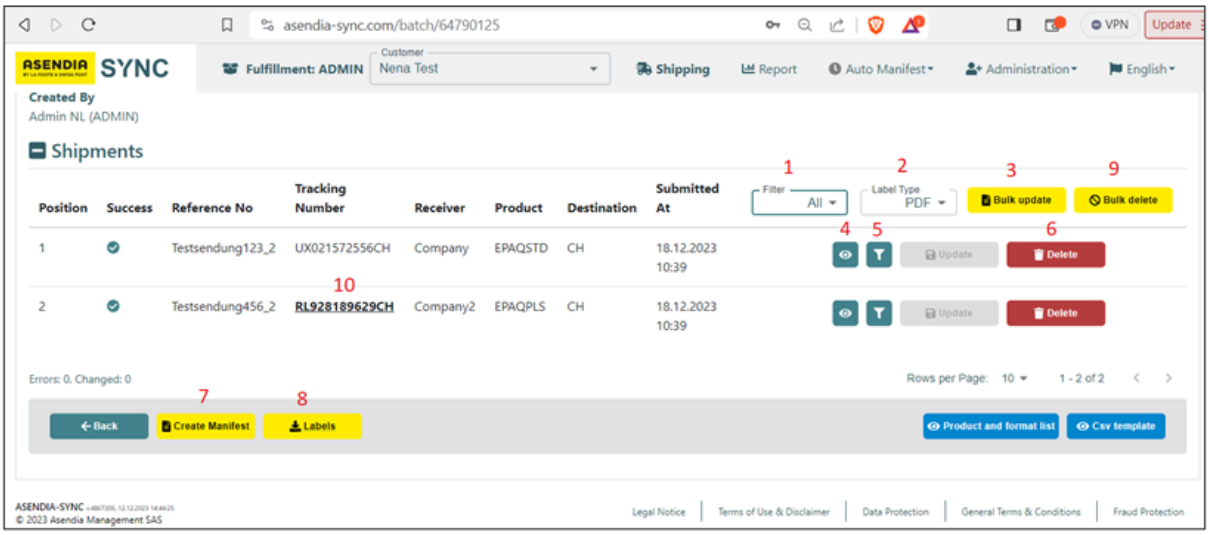



Here you can select to see the available Products and Formats combinations by clicking on “Product and format list”.

# Step 2. View Shipments

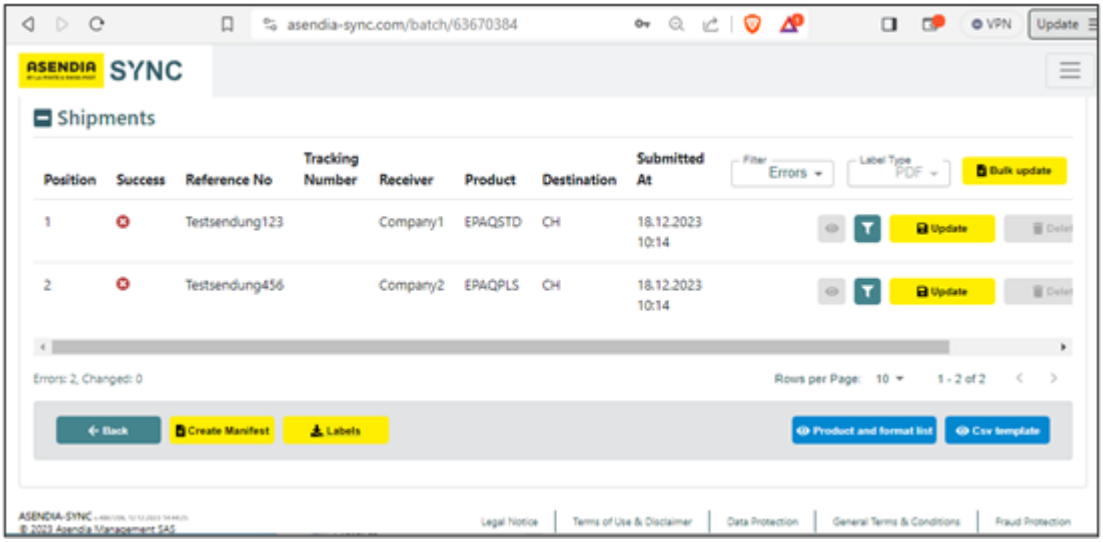
Once everything is correct (and there are no more errors) you can select the preferred “Label Type” from the dropdown menu and press “Send”. You can now see a summary of the shipments by scrolling down to the “Shipments” table. Below you will find a list of available actions.

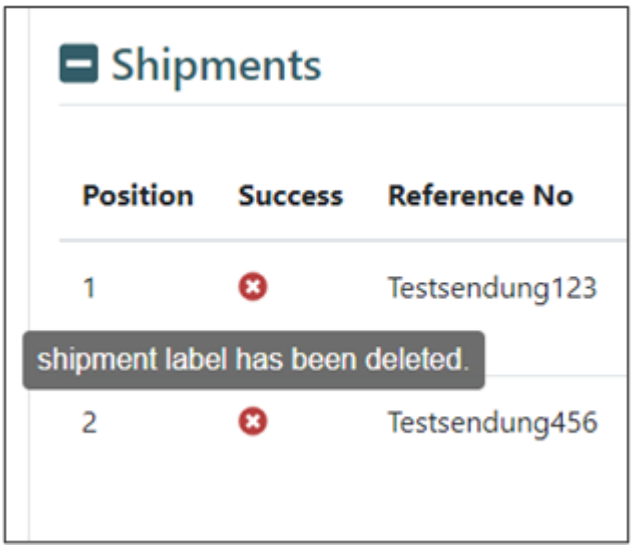
1. Filter shipments by their current status (Changed/Errors)
2. Select to update the Label Type of the whole Batch (and then press “Bulk update”)
3. “Bulk update” button to apply changes to all shipments in the list
4. “Preview label” of the selected shipment
5. “Show shipment” button filters the uploaded CSV table above to show only that entry
6. Delete shipment
7. “Create manifest” button to produce the manifesting and customs documents for this batch
8. Download labels of all entries in one file
9. Delete the whole batch
10. Click on highlighted tracking numbers in order to view the shipment in Asendia tracking.




Clicking on “Back” will take you to the previous page (Batches overview)

This is what a deleted bulk looks like (hovering over the error message icon will give you a short description of the error):



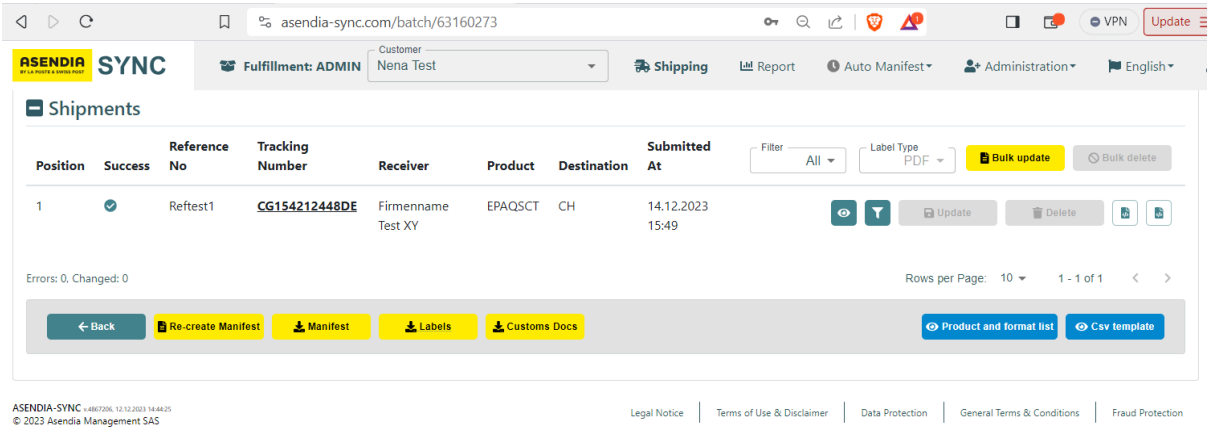



## Step 3. Create Manifest

Press on the “Create manifest” button to produce the manifesting and customs documents for this batch.

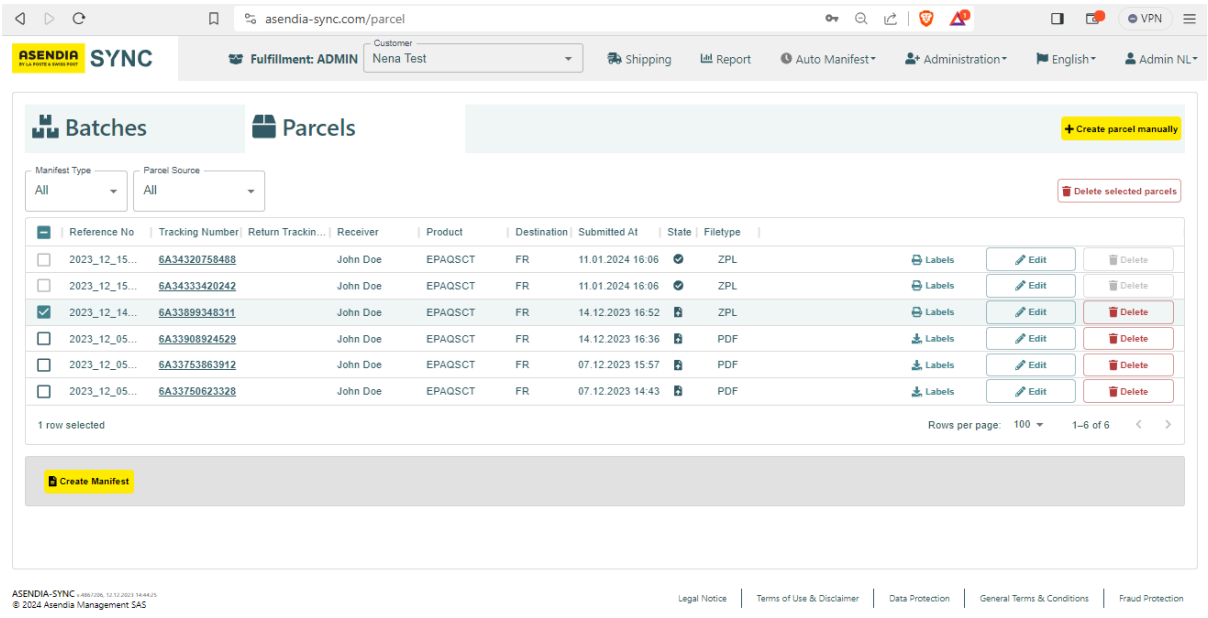
# Step 4. Manifest Created

Once a batch is Manifested these additional actions will appear for the user to use (and deletion options will no longer be available):
“Re-create manifest”, “Download manifest” and “Download Customs documents”.



# Shipping page > Parcels

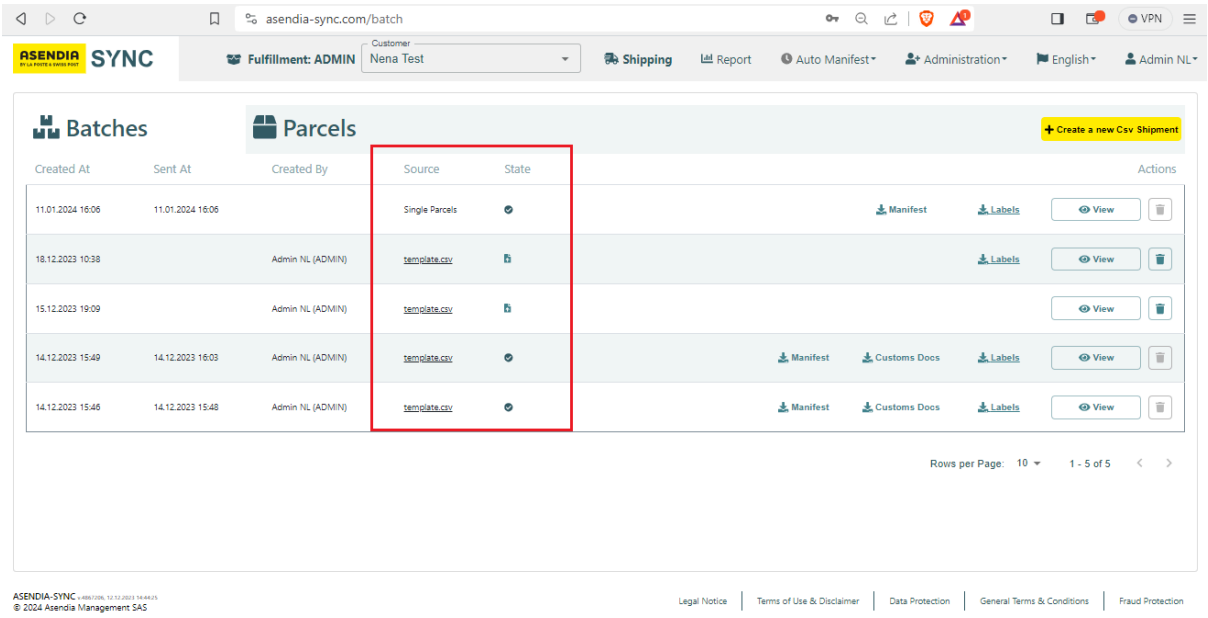
This page shows the list of manually created parcels.




For each of these parcels you have the following options:

1. Select it by checking the checkbox and click on"Create Manifest" to manifest (you can select multiple parcels for manifesting)
2. "Download/Print" the parcel's label
3. "Edit" and "Delete" (to update or delete a specific parcel)

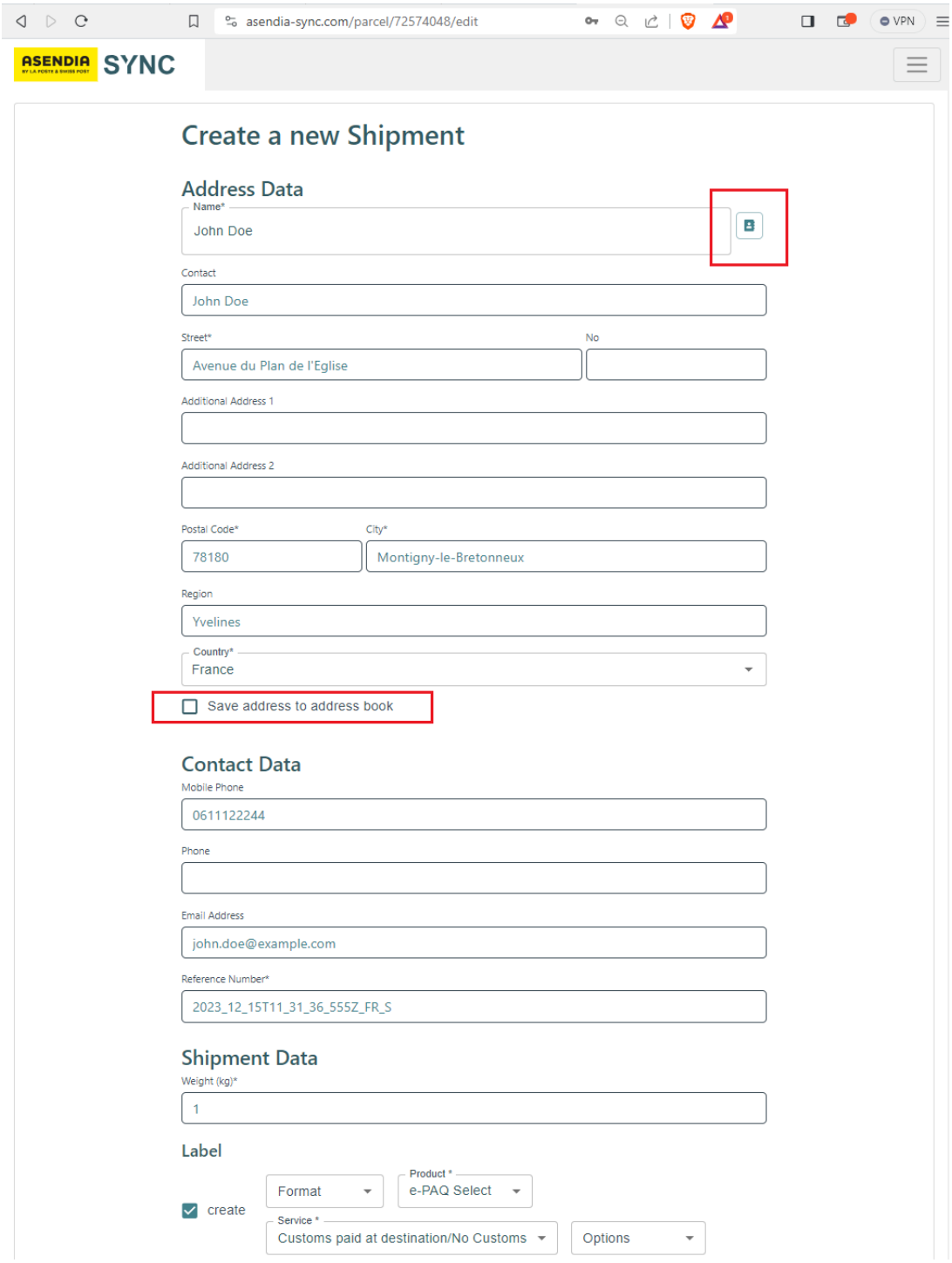
Once you manifest some of these shipments you will also be able to view them in the "Batches" page with the Source being "Single Parcels" (as opposed to batches created via CSV which have a CSV source).



# Create/edit parcel manually

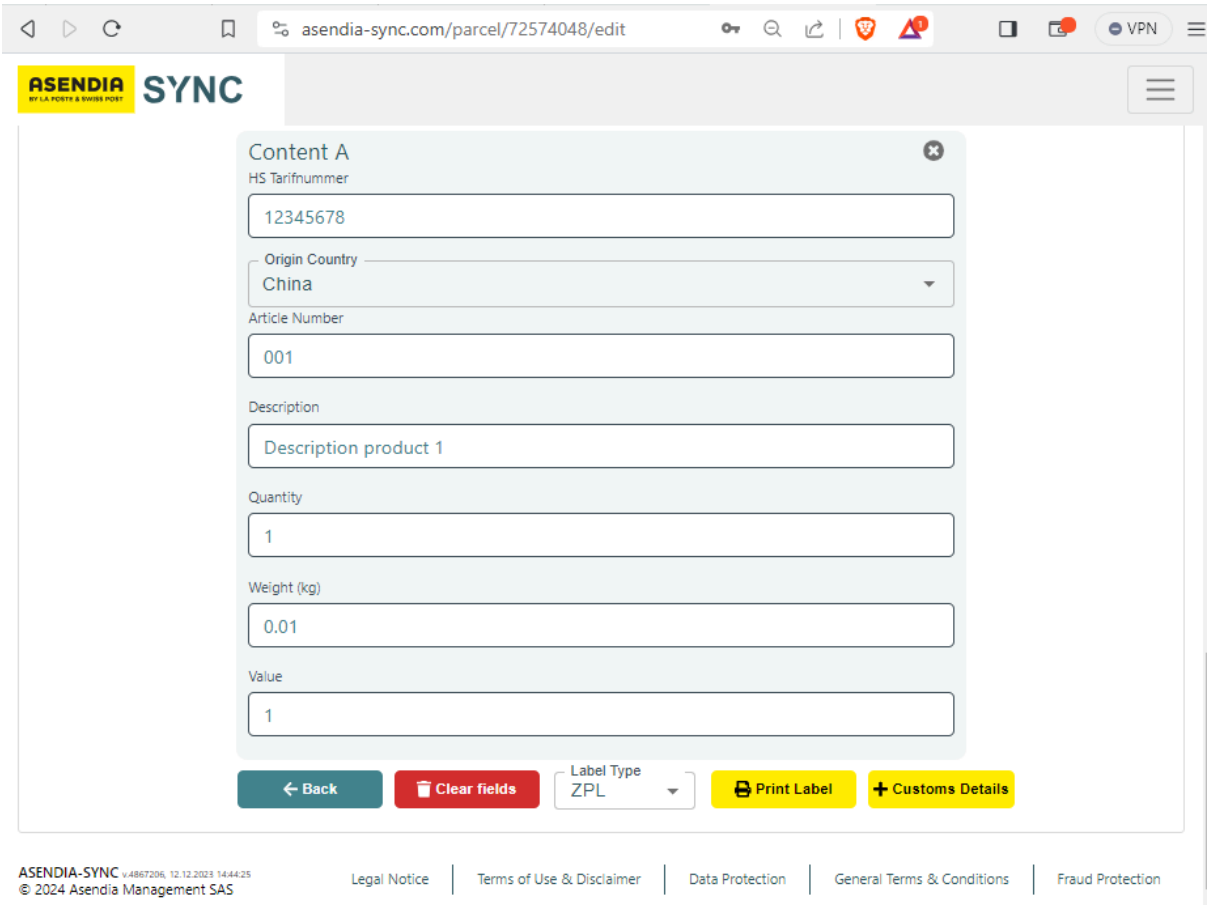
To create a parcel manually click on "Create parcel manually" on the main "Parcels" page and fill in the fields.
The same page is also used to edit a parcel.

If the address data needs to be stored, check the "Save address to address book" checkbox.
Or click on the "Contact Icon" to access the address book for an already stored address.


asendia-sync.com/parcel/72574048/edit
VPN
ASENDIA SYNC
Create a new Shipment
Address Data
Name*
John Doe
Contact
John Doe
Street*
Avenue du Plan de l'Eglise
No
Additional Address 1
Additional Address 2
Postal Code*
78180
City*
Montigny-le-Bretonneux
Region
Yvelines
Country*
France
Save address to address book
Contact Data
Mobile Phone
0611122244
Phone
Email Address
john.doe@example.com
Reference Number*
2023_12_15T11_31_36_555Z_FR_S
Shipment Data
Weight (kg)*
1
Label
create
Format
Product *
e-PAQ Select
Service *
Customs paid at destination/No Customs
Options

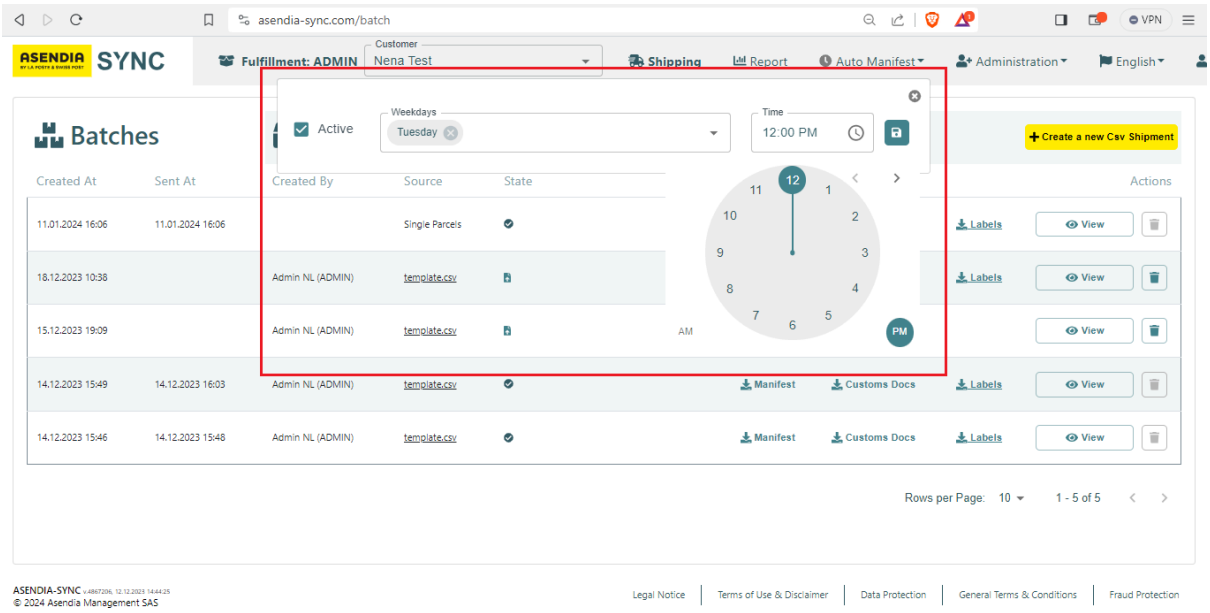
On the bottom of this page the user can do the following actions:

1. "Clear all fields" to reset the form
2. Select the "Label Type" of the parcel
3. "Print/Donwload label" of the parcel
4. Enter additional "Customs Details" about the parcel



# Auto-manifesting

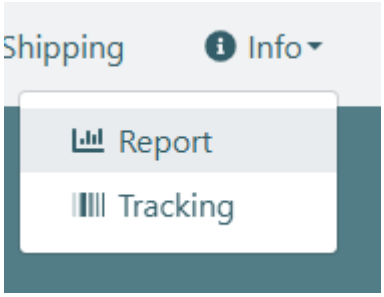
To set up auto-manifesting go to "Auto Manifest", click on the "Active" checkbox, select the preferred days and time from the dropdowns and click on the "Save" icon.




Auto-manifesting email notifications can also be configured from the "Customer management" page from the general user menu (See "Customer management" section).

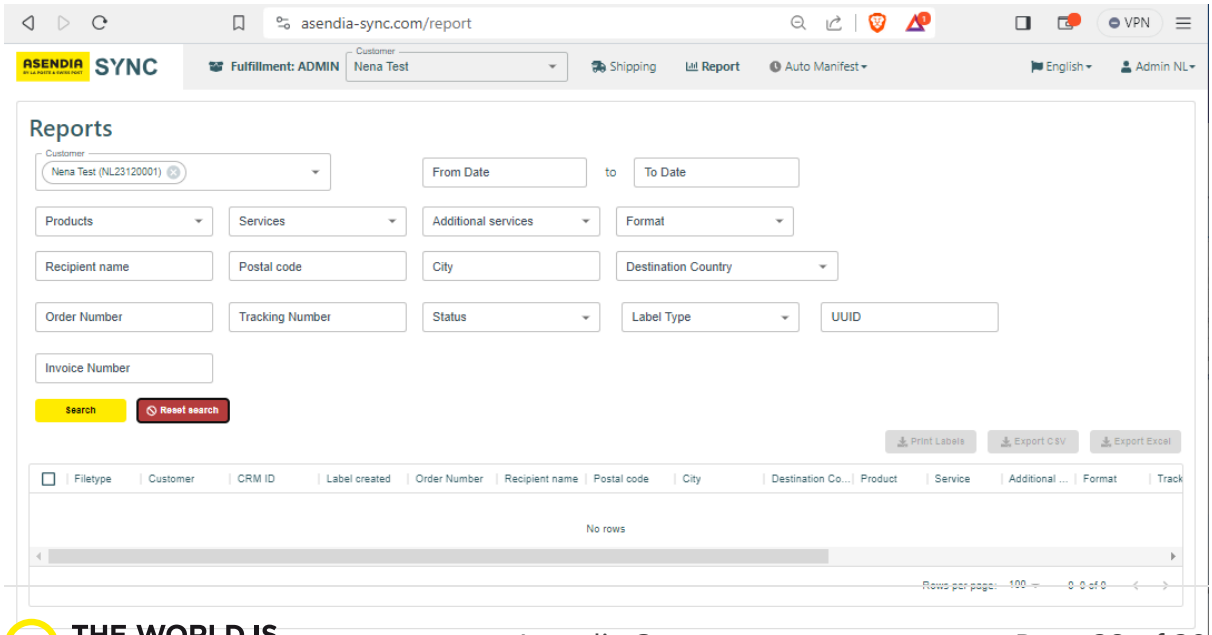
# Info

Under the menu item "Info" you can access the "Reports" and the "Tracking" pages.

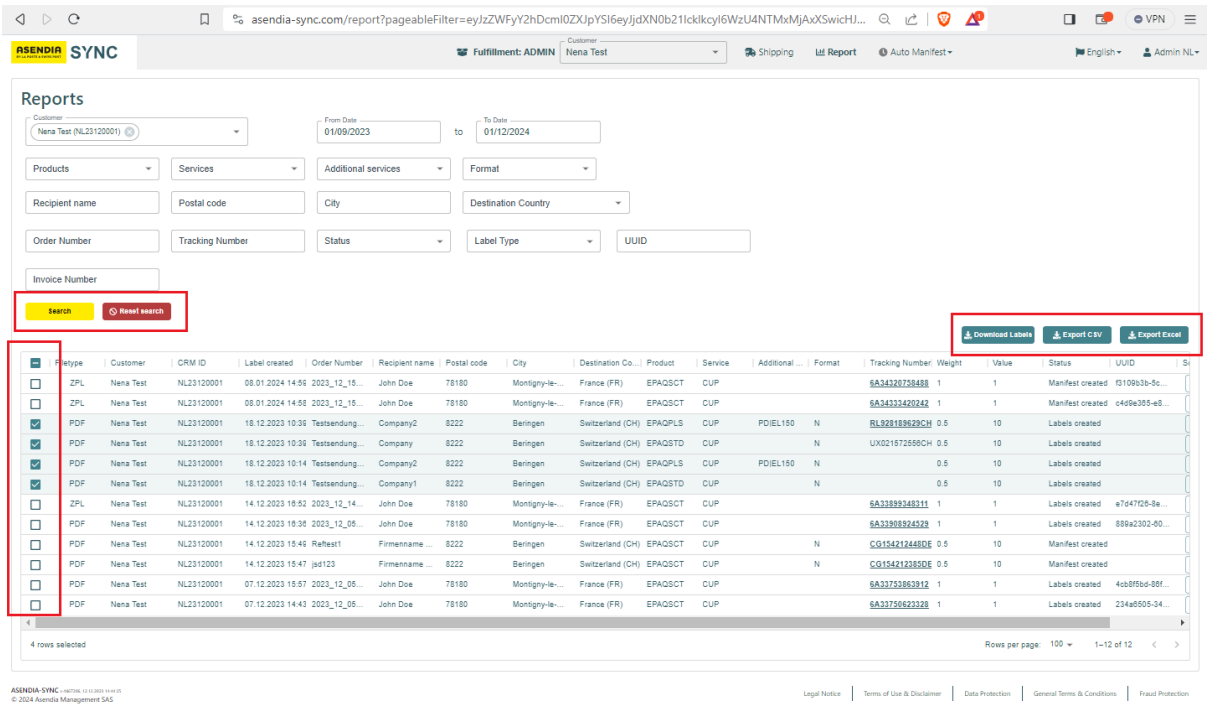



## Reports

In the "Reports" page you can search for/view all previously created shipments of your company. Fill in the search fields to filter on shipments and click on "Search" or press the enter key to view their details in the table.

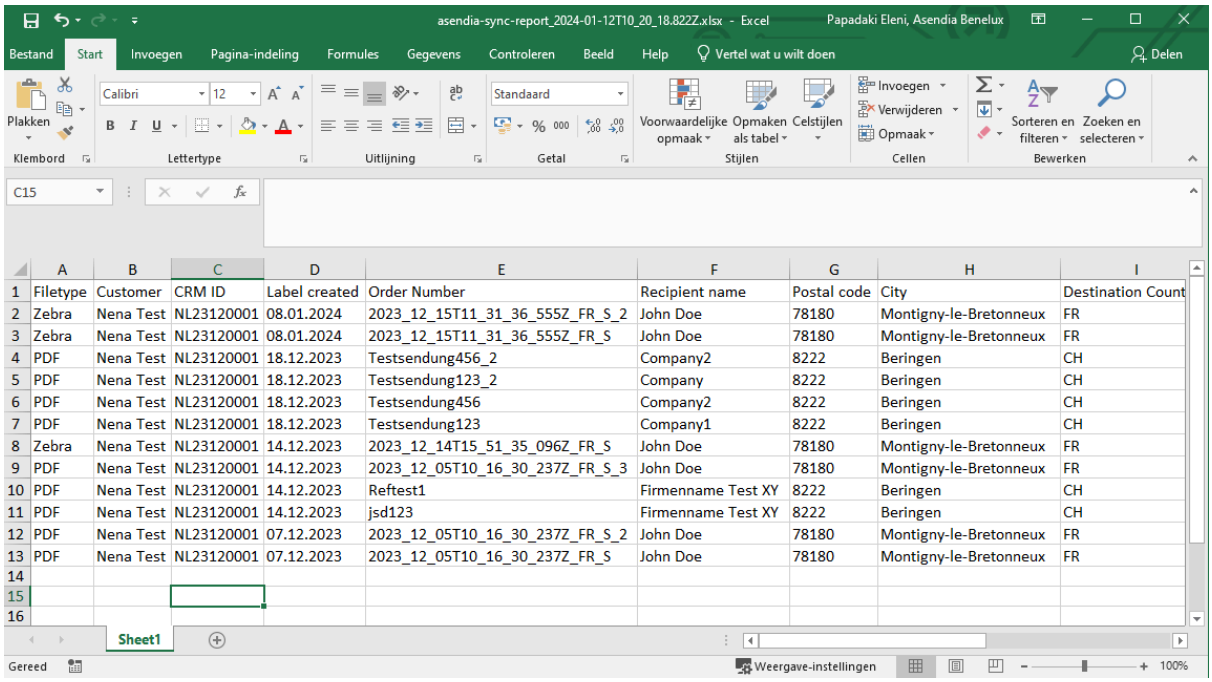


Fill in the search fields to filter on shipments and click on "Search" or press the enter key to search and load the corresponding shipments.
After searching you can view their details in the table.
Clearing all the filter fields is possible by pressing on the "Reset search" button.



The user has the ability to select one or multiple rows (shipments) and perform the following actions.

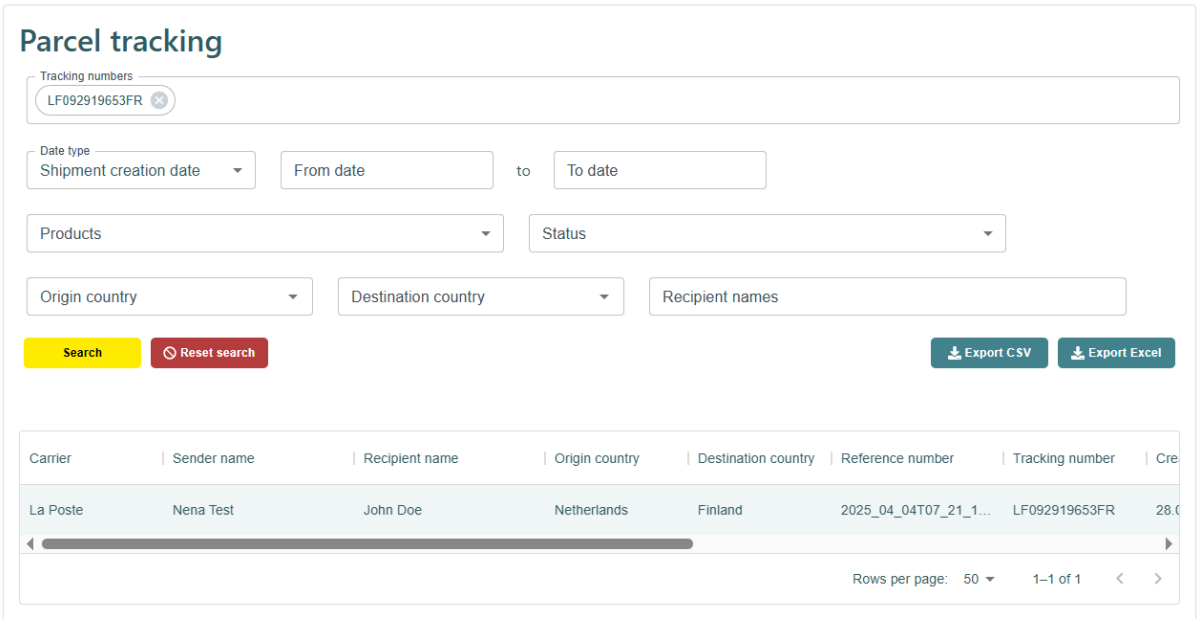
1. "Dowload/Print Labels" of these shipments
2. Click on a "Tracking Number" to track the specific parcel
3. "Export Excel" to download an Excel file containing the selected parcels
4. "Export CSV" to download a CSV file containing the selected parcels
5. To export the whole table in an Excel or CSV file, select all shipments and then click on the "Export Excel/CSV" buttons.




| | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|
| 1 | Filetype | Customer | CRM ID | Label created | Order Number | Recipient name | Postal code | City | Destination Count |
| 2 | Zebra | Nena Test | NL23120001 | 08.01.2024 | 2023_12_15T11_31_36_555Z_FR_S_2 | John Doe | 78180 | Montigny-le-Bretonneux | FR |
| 3 | Zebra | Nena Test | NL23120001 | 08.01.2024 | 2023_12_15T11_31_36_555Z_FR_S | John Doe | 78180 | Montigny-le-Bretonneux | FR |
| 4 | PDF | Nena Test | NL23120001 | 18.12.2023 | Testsendung456_2 | Company2 | 8222 | Beringen | CH |
| 5 | PDF | Nena Test | NL23120001 | 18.12.2023 | Testsendung123_2 | Company | 8222 | Beringen | CH |
| 6 | PDF | Nena Test | NL23120001 | 18.12.2023 | Testsendung456 | Company2 | 8222 | Beringen | CH |
| 7 | PDF | Nena Test | NL23120001 | 18.12.2023 | Testsendung123 | Company1 | 8222 | Beringen | CH |
| 8 | Zebra | Nena Test | NL23120001 | 14.12.2023 | 2023_12_14T15_51_35_096Z_FR_S | John Doe | 78180 | Montigny-le-Bretonneux | FR |
| 9 | PDF | Nena Test | NL23120001 | 14.12.2023 | 2023_12_05T10_16_30_237Z_FR_S_3 | John Doe | 78180 | Montigny-le-Bretonneux | FR |
| 10 | PDF | Nena Test | NL23120001 | 14.12.2023 | Reftest1 | Firmenname Test XY | 8222 | Beringen | CH |
| 11 | PDF | Nena Test | NL23120001 | 14.12.2023 | jsd123 | Firmenname Test XY | 8222 | Beringen | CH |
| 12 | PDF | Nena Test | NL23120001 | 07.12.2023 | 2023_12_05T10_16_30_237Z_FR_S_2 | John Doe | 78180 | Montigny-le-Bretonneux | FR |
| 13 | PDF | Nena Test | NL23120001 | 07.12.2023 | 2023_12_05T10_16_30_237Z_FR_S | John Doe | 78180 | Montigny-le-Bretonneux | FR |
| 14 | | | | | | | | | |
| 15 | | | | | | | | | |
| 16 | | | | | | | | | |

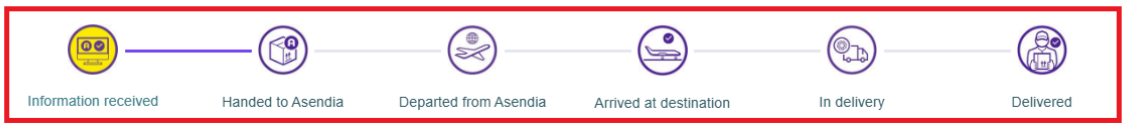
# Tracking

In the tracking page you can track your parcels. Fill in the search fields to filter on shipments and click on "Search", to view tracking information in the results. From the "Export" buttons you can select to export the results list in CSV or Excel format.




Parcel details can be accessed by clicking on the row of the specific item. In this pop-up The user can view the tracking journey of the shipment as well as details of this parcel ("Tracking details" tab) and the detailed tracking events that belong to it ("Tracking events" tab).

Tracking details (LF092919653FR)




TRACKING DETAILS | TRACKING EVENTS

**Shipment details**

| | |
|---|---|
| **Origin:** | Netherlands (NL) |
| **Destination:** | Finland (FI) |
| **Shipment date:** | 28.04.2025 17:38 [+02:00] |
| **Destination CCA2:** | FI |
| **Product Description:** | e-PAQ Plus |
| **Product code:** | EPAQPLS |

**Parcel details**

| | |
|---|---|
| **Weight:** | 0.01 |
| **Quantity:** | 1 |
| **Customer id:** | NL23120001 |

**Carrier details**

| | |
|---|---|
| **Carrier:** | La Poste |
| **Last mile carrier:** | Posti (**Carrier tracking link**) |
| **Current receptacle id:** | N/A |

**Customer details**

| | |
|---|---|
| **Customer name:** | Eleni Test sender (NL23120001) |
| **Subsidiary:** | Asendia Benelux |

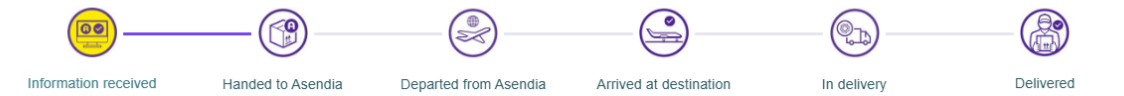
**Recipient data**

| | |
|---|---|
| **Name:** | John Doe |
| **Address Line 1:** | Rantakatu 14 |

**Sender data**

| | |
|---|---|
| **Name:** | Nena Test |
| **Address Line 1:** | N/A |

Tracking details (LF092919653FR)



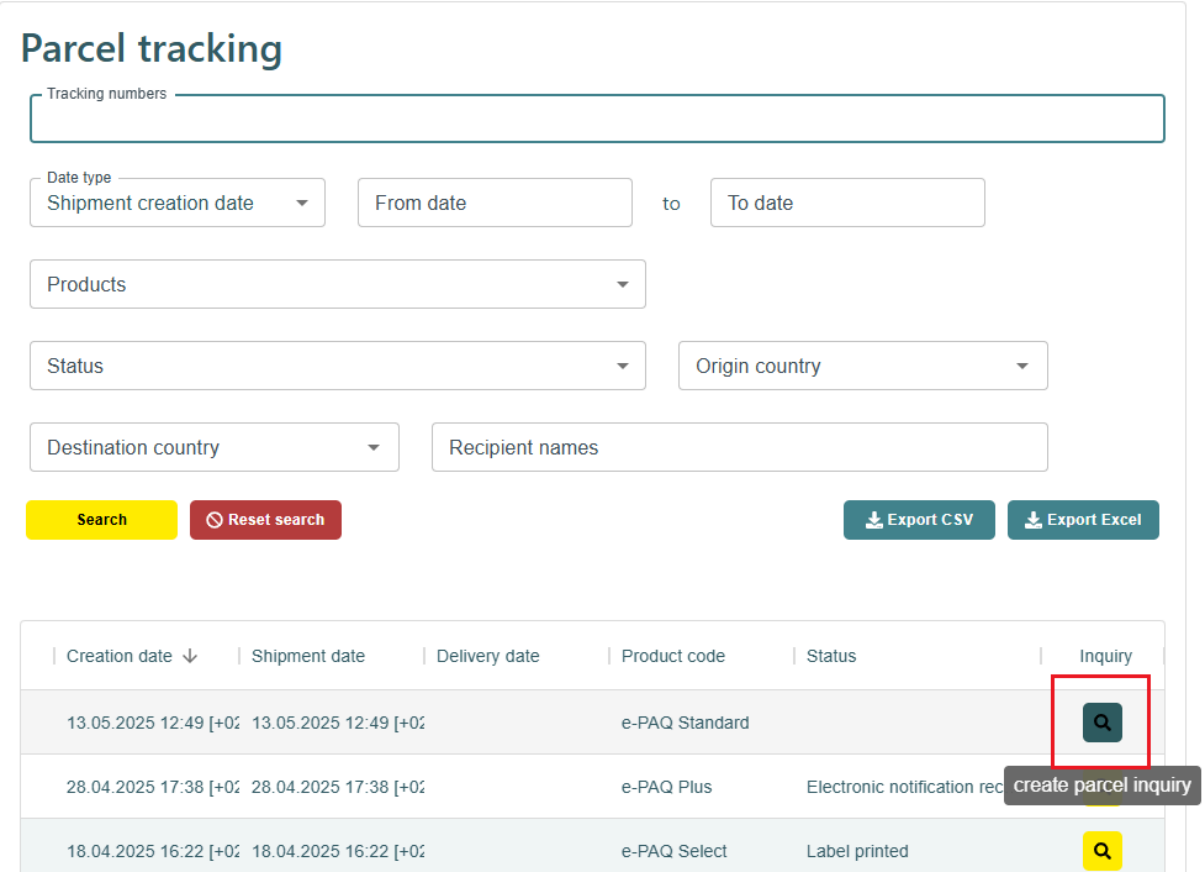

TRACKING DETAILS | TRACKING EVENTS

| Event | Location name | Event time |
|---|---|---|
| Label printed | | 28.04.2025 17:38 [+02:00] |
| Electronic notification received | Asendia Benelux (Eindhoven) | 28.04.2025 18:21 [+02:00] |

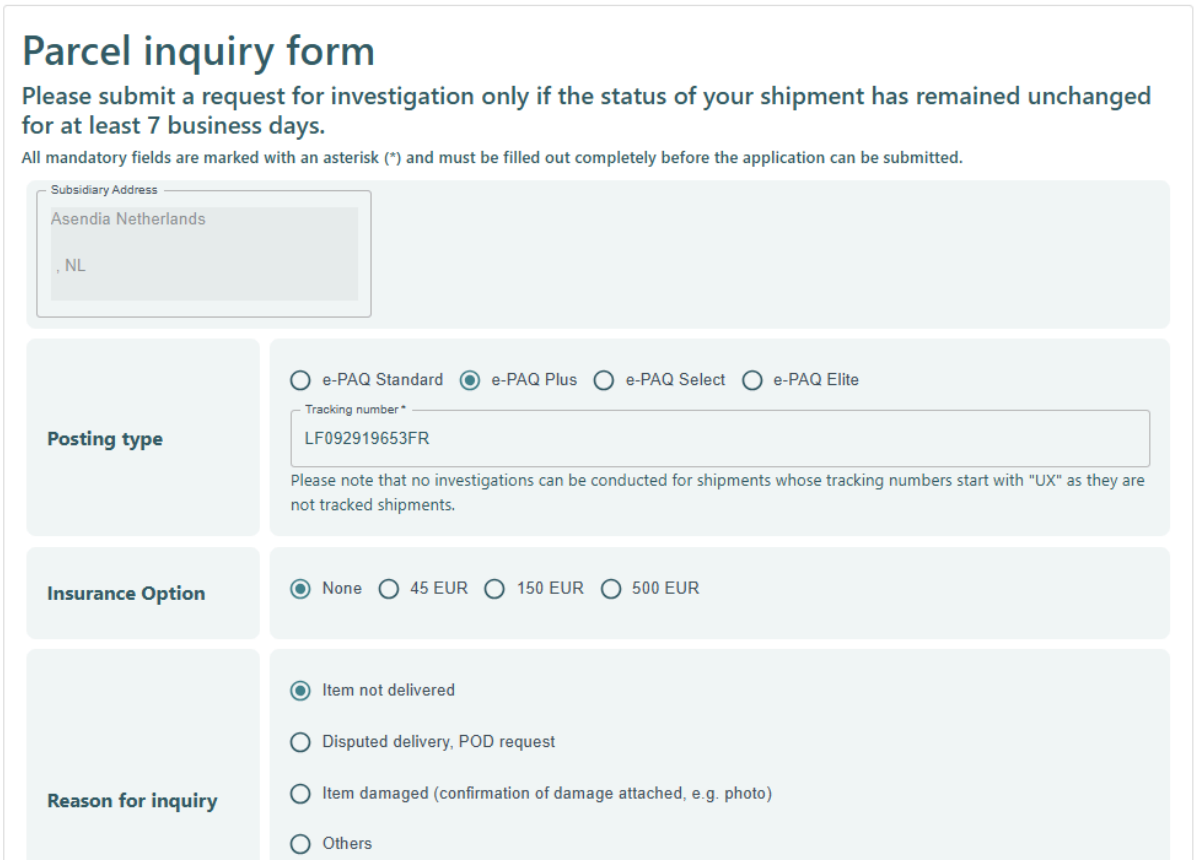
Cancel

# Parcel Inquiry

From the tracking page, after a search has been performed, all the way to the right of the table you can find the "Parcel inquiry" button.




When you click on the button you will be prompted to fill in the "Parcel Inquiry form". After you fill in and submit the form, a request for information, clarification, or assistance from our customer service team will be created. Make sure to click on the "Submit" button (at the bottom of the page) to send the inquiry.




# Asendia Sync API

We also offer an API for our Asendia Sync shipping tool with similar possibilities. The API swagger documentation can be found by following this link: https://www.asendia-sync.com/swagger-ui/index.html