

How to PostBird

1. Start using PostBird in 3 steps

a. Create an account

Go to <https://webapp2-0.PostBird.be/auth/login> and create your personal account by clicking on 'Register'. An e-mail address can only be used once for creating an account. If you are a business user, don't forget to activate the button 'Register as a company'. All personal settings can be adjusted in your personal dashboard at a later moment. Don't forget to choose and save your own PostBird license. We offer a PostBird Free, PostBird+ and PostBird Pro. Detailed price differences can be found by clicking on 'see pricing details' at the bottom.

b. Charge your account

You can charge money in the web application using following payment methods: Bancontact, VISA and Mastercard. Go to the tab 'Billing' on the left side and follow the instructions. For PostBird Pro clients we also offer the possibility for bank transfers. Contact us at how.can.we.help.you@PostBird.be for inquiries. There are €0.50 administration costs for every charge below €10. Please be aware that our service is always prepaid. We won't process any letters if there aren't sufficient funds available.

c. Upload your document(s)

PostBird only accepts PDF or Word files in letter or A4 format. Make sure the address is in [the green box](#) for automatic address recognition. If this isn't correct you can always manually overwrite the green box or you can add a cover sheet with the address details. Please be aware that paid documents can no longer be cancelled for sending!

Uploading your document(s) can be done in multiple ways:

Non-integration methods

[Web application](#)
[Desktop application](#)

Integration methods

[API](#)
[Mail integration](#)
[FTP](#)

2. Using the web application

Go to <https://webapp2-0.PostBird.be/auth/login> and login to your personal account.

☒ **Dashboard:**

Click on 'select files' to upload the letters you want to send. These documents will be loaded into the tab 'my documents' of your personal dashboard. Don't forget to select the uploaded letters and go to payment by clicking on the edit icon. Only if the payment is completed the letter will be sent. Underneath you can check the status of every document. The tab 'sent documents' displays all letters that have been delivered. Use the filter to sort letters based on: *Document name, Created at, Price, Reference and Status.*



My documents



Upload is correct



Correct file format



Address is recognized



Payment is accepted



Letter is sent for printing

Sent documents



Letter is printed



Letter is sent to destination



Download original file



Track & trace Code

* Only available with archiving

* Only available for registered letters to Belgium

Editing letters

Address

Check the address and adjust if necessary. Or type in manually the address and choose to overwrite the green box or to add a cover sheet.

Example

View the example of how your letter will be printed.

Send options

Select the required shipping options and save as standard send options if wanted.

Payment

Payment overview of the letter and calculation of the price. Click on 'pay document' or use a coupon code to send the letter.

☒ **Profile:**

Use the tab 'My profile' to adjust your personal settings or to register yourself as a company.

Use the tab 'Change password' and enter your current password and new password. Click on save to complete the change.

☒ **Licenses:**

Change your PostBird license at any time and view the pricing details of our service. Press save to complete the changes.

☒ **Settings:**

Use settings for adjusting your notifications, standard send options and for activating your mail listener or API. More information about the mail listener and API configuration can be found in the chapters below or at [our integration page](#).

☒ **FAQ:**

Consult our FAQ database to receive an answer on our most asked questions. For further information, you can always contact us at how.can.we.help.you@PostBird.be.

☒ **Payment methods:**

Link your credit card in order to charge your account with credits or use the tab 'Bancontact' to charge your account with a debit card. Consult your monthly invoices by clicking on the tab 'Invoices'.

☒ **Logout:**

Done for the day with PostBird? Don't forget to logout so nobody else has access to the personal account on your computer.

3. Using the desktop application

The desktop application is only available for PostBird Pro clients. Inquiries can be made by contacting us at i.want.to.integrate@PostBird.be.

4. API

Visit <https://www.PostBird.be/en/integration/> for our API reference documentation and technical API specification.

We also described our API in Swagger: <https://PostBird.elements.ecerium.com/index.html>

Before you start your integration

First of all, you need to create your PostBird account at:

- ☒ **Production:**
<https://webapp2-0.PostBird.be/auth/register>
- ☒ **Test environment:**
<https://PostBird-ui-acc.ecerium.be/auth/register>

The API is using OAuth2 for authentication. Most calls will need you to pass an *X-Ecerium-AccessToken* http header containing your OAuth2 bearer token.

This token can be obtained via (tab Integration token):

- ☒ **Production:**
<https://webapp2-0.PostBird.be/settings>
- ☒ **Test environment:**
<https://PostBird-ui-acc.ecerium.be/settings>

Additional information

Most information can be found using the API swagger documentation.

Below you can find some additional information that cannot be found on the swagger documentation.

PostBird offers the possibility to receive status updates of processed documents via a system of hooks/callbacks.

To set this up, you can use the call */api/callback-configurations*.

A callback will be executed and contains a payload object that looks like this:

```
{
  "EventName" = " DocumentStatusUpdated",
  "OccuredAtUtc" = "DateTime.UtcNow", "Properties" = [
    {"Key" = "NewStatus", "Value" = "StatusEnumValue"},
```

```
{ "Key" = "DocumentReference", "Value" = "documentReference"},  
{ "Key" = "ExternalId", "Value" = "documentExternalId"}  
]  
}
```

StatusEnumValue contains one of the following values:

UploadAwaiting = 0,
UploadError = 1,
UploadOk = 2,
PdfCriticalValidationAwaiting = 3,
PdfCriticalValidationError = 4,
PdfCriticalValidationOk = 5,
AddressAwaiting = 6,
AddressError = 7,
AddressOk = 8,
PaymentAwaiting = 9,
PaymentError = 10,
PaymentOk = 11,
SentToNotificationService = 12,

*SentToNotificationServiceError = 13,
AwaitingPrint = 14, // Status sent to print partner
Printed = 15,
Send = 16,
RegisteredSendingNotDelivered = 17,
NormalSendingFailed = 18,
Delivered = 19,
Canceled = 99*

Test environment

- ☒ **Front end:**
<https://PostBird-ui-acc.ecerium.be/auth/login>
- ☒ **API:**
<https://PostBird-acc.ecerium.be/index.html>

5. E-mail integration

☒ **Set up an IMAP mailbox:**

Makesureyouhaveamailboxwhichsupportsimap.mailintegrationcanbedonewithyourownmailprovider,butalsowithtoolslikeGmail.themailboxcanonlybeusedforreceivingthelatters.PostBirdwillscantheinboxandsearchforlettersinordertosendthem.

If you're using Gmail (<https://support.google.com/mail/answer/7126229?hl=en>):

- Switch on IMAP (Settings – Forwarding – POP/IMPAP - Select IMAP)
- AllowuserandpasswordauthenticationforIMAP(Settings–AccountsandImport–otherSettingsGoogleaccount–Appsaccessingyouraccount–Allowapps with lowersecurity)

☒ **Create the mail listener settings:**

GotothePostBirdwebapplicationandclickon‘Settings’intheleftsidecolomandthenon‘Mail listener settings’. Hit the green cross to create a setting for mail integration. Click on the grey arrow at the end of the ‘Setting’ bar and enter the credentials:

Mail address	Send options	Imap server
Imap port	Imap username	Imap password

Don't forget to save the settings. It's possible to create listener settings for multiple mail accounts by clicking on the green cross.

☒ **Sending letters:**

The mail integration only recognizes PDF or Word files in letter or A4 format with the address data in [the right position for window envelopes](#). Our service will automatically read out the address in the file. Send one file (which contains one letter) via mail at a time to the email address. When there is enough credit available and the letter and address is accepted, you will see after maximum 15 minutes that the letter is ready for sending in your personal dashboard and that the mail will be moved to a ‘SuccessfulArchive’ folder in your mailbox.

Iftheaddresscan'tberecognizedortherearen'tenoughcreditsavailable,thelatterswillbemovedtoaseparatefolderinthemailbox.Checkforthisfolderwiththename‘FailureArchive’.Contactusati.want.to.integrate@PostBird.beforfurtherquestions.

6. SFTP

File Transfer Protocol is only available for PostBird Pro clients with our server application. Inquiries can be made by contacting us at i.want.to.integrate@PostBird.be.