

How to use the self-service website *Mans Pasts*

What is *Mans Pasts*?

Mans Pasts system is a self-service site where any private individual or company can prepare postal items with appropriate accompanying documents for sending with *Latvijas Pasts*.

What are the advantages of *Mans Pasts*?

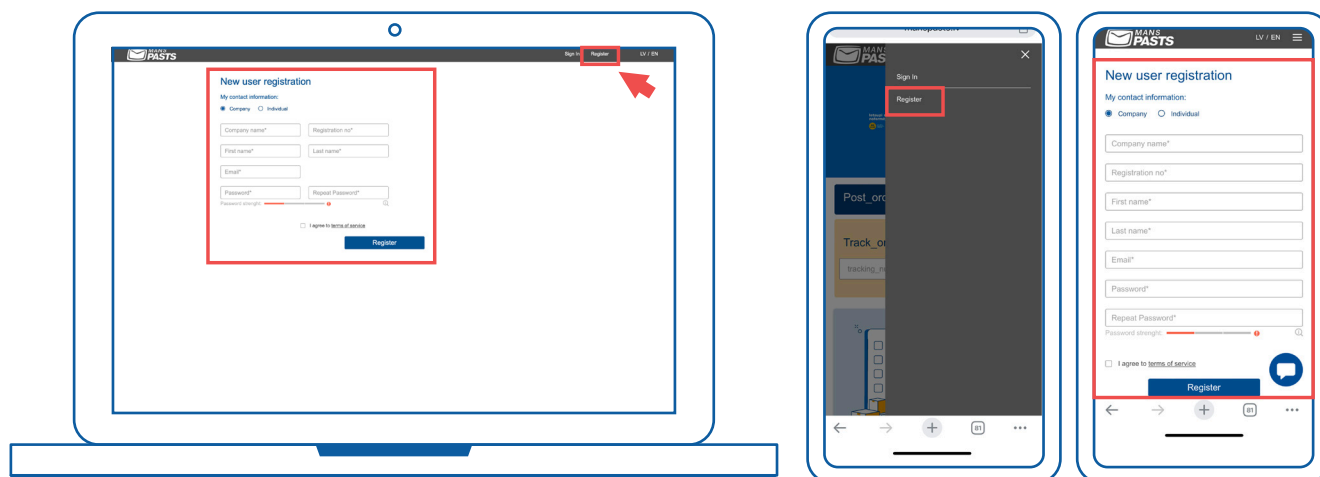
- Discounts on all registered postal items – 40 cents off each traceable postal item and 59 cents off each registered or insured postal item.
- If you hand over postal items at a post office, your queue number will come more quickly.
- All documents accompanying the postal item will be prepared electronically. All that remains to do is to print them out and attach to the postal item.*
- Postal item shipment history for all registered customers, showing postal item numbers, addressees, sending times and statuses.
- Address book for all registered customers to save the contact information of addressees.

Is registration in the system mandatory?

No. A postal item can also be prepared for sending without authorisation. The system will prepare the required accompanying documents to be printed out and attached to the postal item. Please note that postal item data for unauthorised users will not be saved in the system; they will have to be filled out again the next time.

How can I become *Mans Pasts* user?

- Choose “Register” function.
- Fill in your contact information. It will be saved in the system and you will no longer have to fill it in every time you prepare postal items for sending.
- Receive the confirmation link in e-mail, activate it and become *Mans Pasts* user.



* The exception is for a paid additional service for cross-border shipments – “Delivery confirmation”. In this case you have to fill in the original form at the post office

What should I do if I can't connect to *Mans Pasts*?

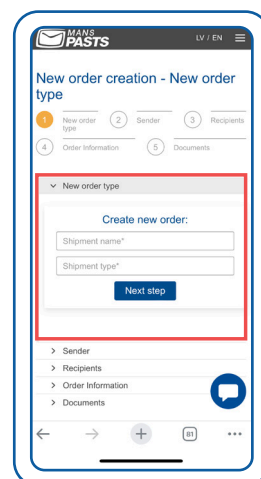
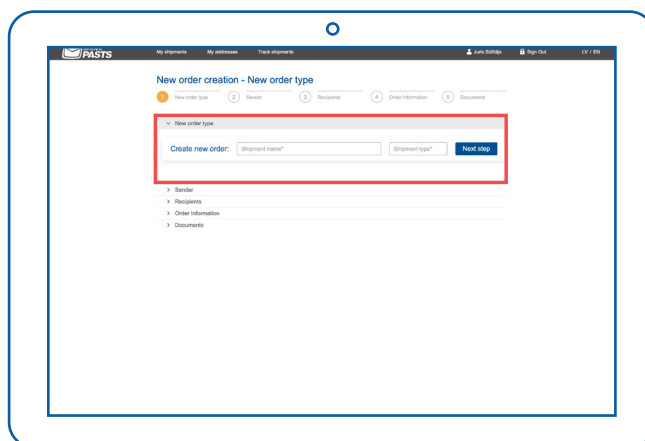
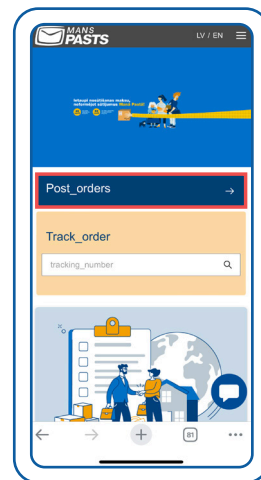
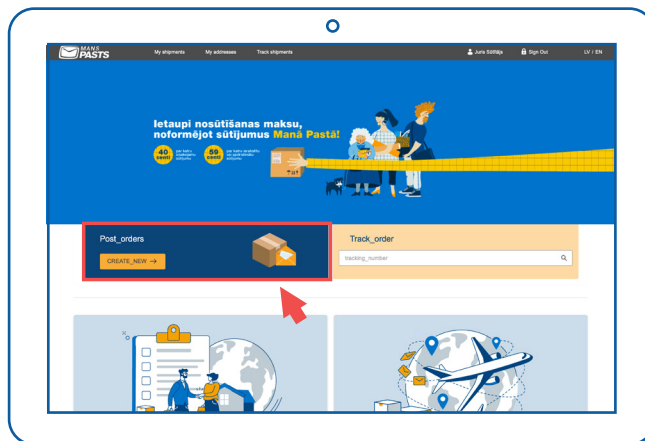
Make sure you have correctly entered your:

- phone number or agreement no.;
- password – capital or lowercase letters, and check if you have not accidentally inserted a space before the password, etc.

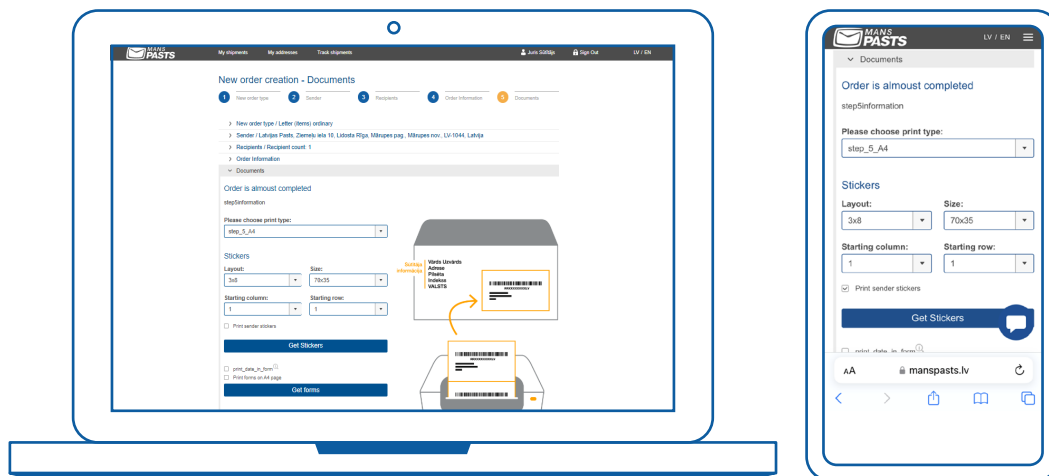
If the data is correct, but you are still unable to connect, call us on: 27008001, 67008001, or write to: info@pasts.lv

How to prepare a postal item for sending?

1. Click on *Post Orders*.
2. Choose what you want to send: Shipment Name and Shipment Type. Find out more about postal item and shipping types [here](#).
3. Go to the next step and fill in the data about yourself (if you have not done this upon registration).



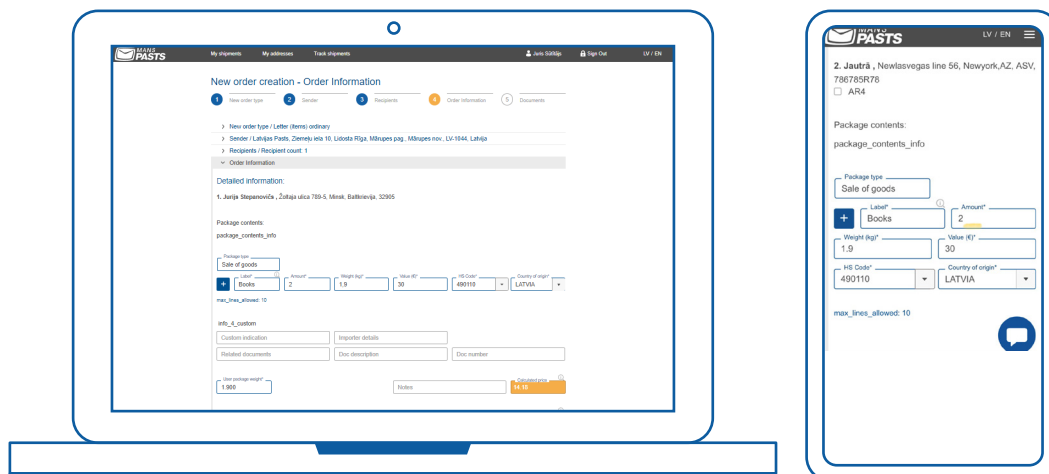
4. Fill in the information about recipients. If you are a registered user, you can save information about recipients in your address book at the time you prepare your postal item for sending.
5. You can choose additional services available for specific postal item types, e.g., for a fragile postal item. Also, you can see the shipping and additional service price if you specify the weight of the postal item.
6. The last step – printing out accompanying documents and attaching them to the postal item.
 - If you are preparing domestic postal items, print out the sender's and recipient's addresses and affix onto the package as shown on the sample.



- If you are preparing cross-border postal items, print out the forms and affix onto the package. Insert additional copies (if any) in a self-seal envelope and affix to the package.
 - If you have chosen additional services with forms (the system will prepare the required number of forms), print them out and attach to the package in a self-seal sleeve.
7. Hand over postal items at any post office or use the service *Office Pick-up*.

In what cases do I need to fill in customs information?

Information about the contents of the postal item must be specified for all shipments of goods to non-European Union countries. Information about goods in the postal item must be provided in the system in English or in the language of the country of destination.



Where can I hand over prepared postal items?

Hand over postal items at any post office, where you will also pay for their shipment.

If you have signed a postal service agreement with *Latvijas Pasts*, choose the place of handover, i.e. a post office or at your premises (*Postal Carrier at Office service*).

How can I pay for postal items?

- If you have not signed an agreement, you will have to pay when you hand over the postal item at the post office.
- If you have signed an agreement, you will have to make the payment after receiving an invoice.

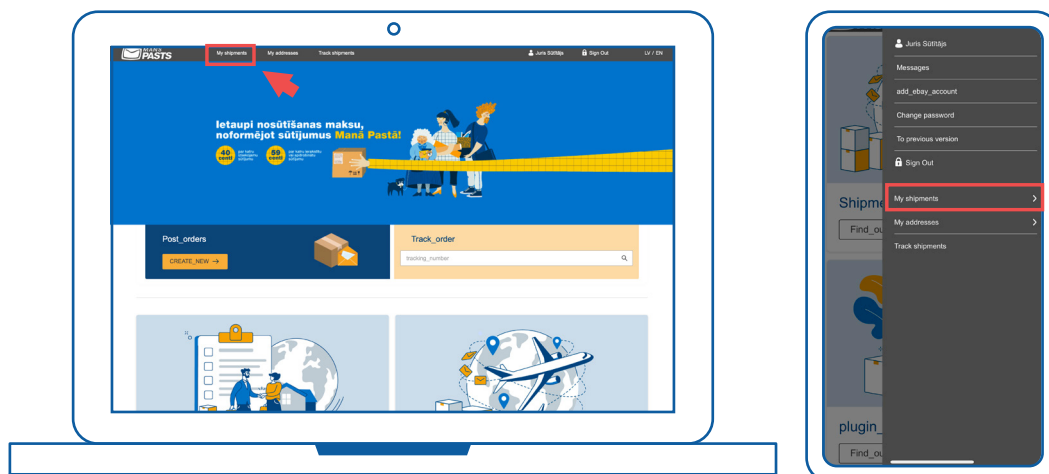
How can I find out the price for postal item shipments?

You can view postal item shipment prices before preparing a postal item [here](#), or else you can see the price next to the postal item when preparing it.

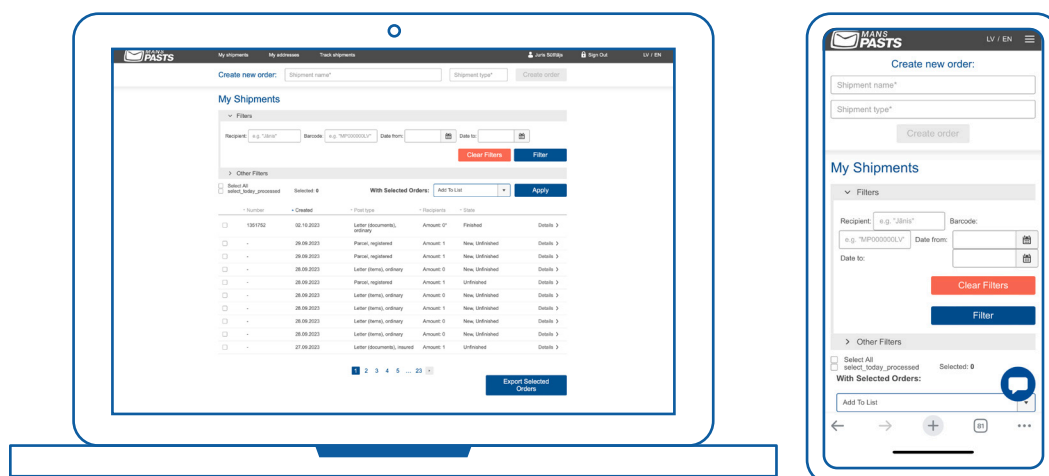


Can I see the postal item shipment history?

All postal item shipment data are retained and you can view them in your user account for 12 months by clicking on *My Postal Items*.

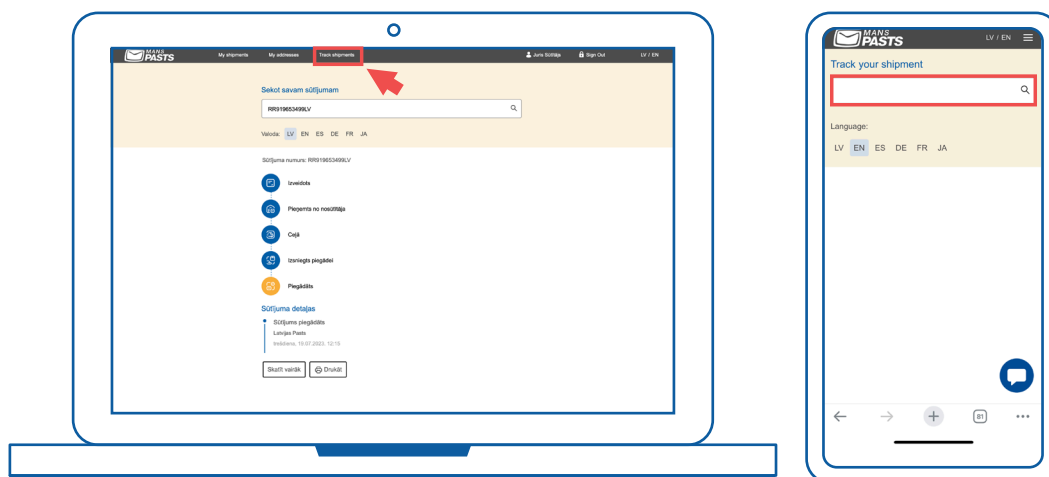


If you need to find a specific postal item, use search filters.



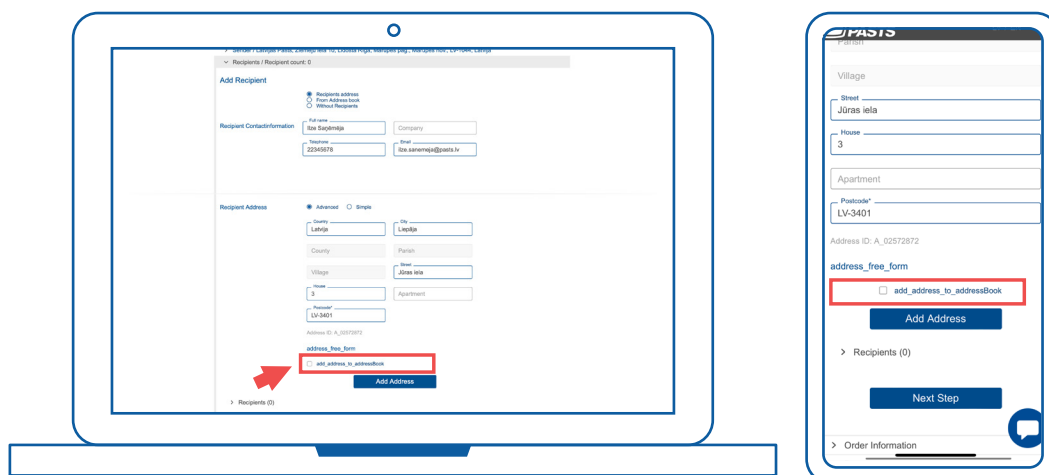
Can I track the delivery of a postal item?

Trackable, registered and insured postal items are assigned a postal item number according to which you can find the postal item and ascertain its status. Click on *Track a Postal Item* and enter the postal item number.

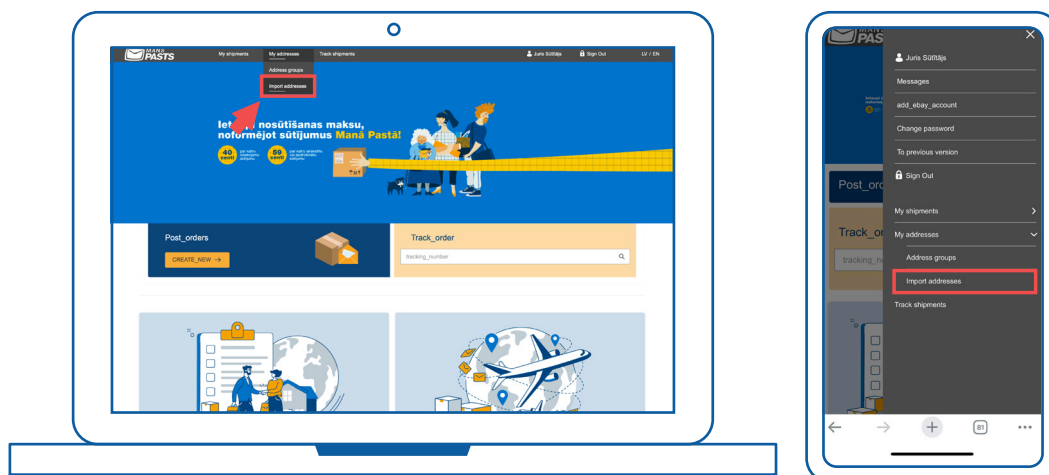


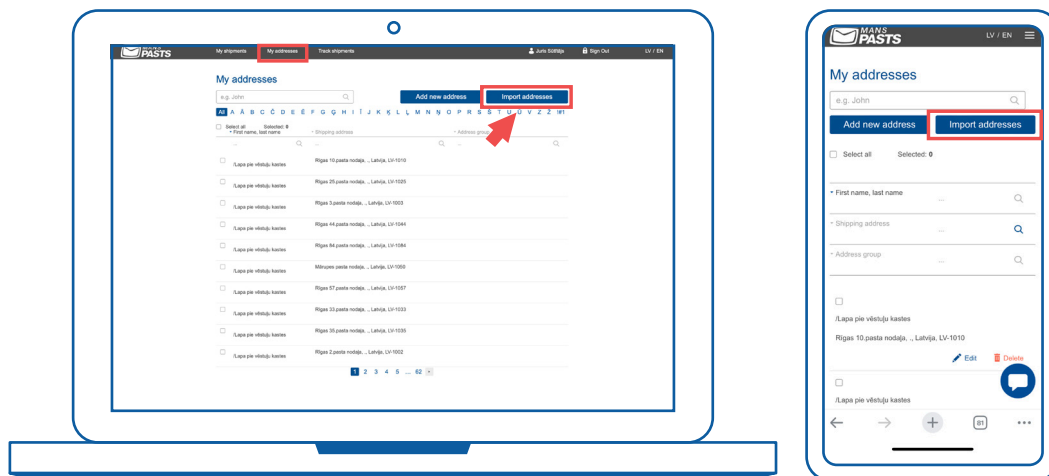
How can I create an address book?

- The address book is available to any registered *My Post* user.
- When preparing a postal item, having entered a new addressee, tick that you want to save this contact.



- You can import a list from Excel to your address book. Click on *My Addresses – Import Addresses* and upload the list.

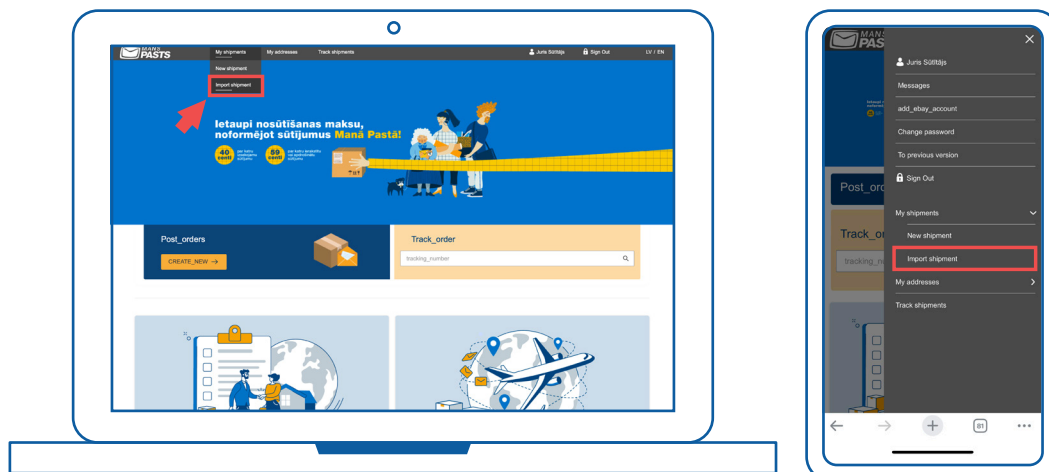




- If you make regular shipments to certain recipients, you can categorise them into groups and subsequently make your selection according to group names.

Can I enter postal items from my own files?

- You can import recipient and postal item data shipment from Excel. Click on *My Postal Items – Import Postal Items*, and upload the list.



- If you have signed an agreement with *Latvijas Pasts*, we offer various data integration solutions. You can find out more [here](#).

What does Latvijas Pasts offer if you sign an agreement?

- You can apply for postal services, e.g. order a postal carrier to pick up your postal items at your office. Find out more about services [here](#).
- Payments for postal items are collected once a month based on invoices.
- Different integration options between your system and that of *Latvijas Pasts*.

Who can apply for a postal service agreement and how?

Anyone who needs regular postal item shipments – both private individuals and businesses. Click on *Apply for an Agreement* and fill in the agreement application form. If you have any questions, contact us by phone on 67008002 or by writing to the e-mail address uznemumiem@pasts.lv.



Can several company employees use a single account?

You can add several users of a single company, but each one will need separate authorisation. That is, each employee will register using their own username and password, mark that they are a customer under the agreement, and fill in the company information, including specifying the company's agreement no.