We Mail on Demand - Sweden User manual

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Content

Glossery **4**

Account Registration **4**

Creating Users as an Administrator **4**

Create an Individual User 4

Import Users using a CSV file 5

Sign in to We Mail on Demand **5**

Download templates (CSV address file or Word) **6**

Download User Manual **6**

Limitations **7**

Consigment 7

Address file 7

Attachments 8

File submission **8**

Preview **8**

Address **10**

Images 10

Placing 10

Addresses and rows 10

International mail 11

Postal codes 11

Social Security Number, SSN 11

Create Send out **11**

Steg 1 - Single and Multi Packs – Upload file 12

Step (1) - Mail Merge – Upload files 13

Step 2 – Preview, Delivery options and Digital Mailbox 14

Rough preview 14

Select delivery options 16

Set subject for Digital Mailbox 16

Delay sending 17

Detailed preview of uploaded pack 17
Step 4 – Sent and displayed packs 19
Cancel uploading of pack 19
Overall statuses and their meaning 19
Held status 20
Release and send a Held pack 20
Successful and failed packages 21
Single Pack – Successfully processed 21
Multi Pack or Mail Merge – Successfully processed 21
Single Pack – Failed 22
Multi Pack or Mail Merge – Failed 22
Failed large package and page count 23
Acknowledge failure – Good praxis 23
Sending results in several lines/sections 24
Detailed information about a processed pack 25
Look at the letter 26
Cancel one or several successfully processed packs 27
Pause and resume successfully processed packs 28
Search 29
Filtering 29
Quick check of filter 30
Save filter 30
Clear filter 31

Glossery

Term	Explanation
Package	A letter or shipment to a recipient.
Singel	Single letter / item, only one.
Multi Packs	Multiple letters / items.
Split / Splittas	The file is divided into multiple parts, documents, or letters according to the selected split method.
Attribute	For example, return address, recipient address, or personal identity number
Send out / submission	A package/letter, or all packages included in a combined mailing (Single Package, Multi Package, or Mail Merge Package).

Account Registration

After discussing the use of We Mail on Demand with PostNord Strålfors, please contact customer.service@stralfors.se to have your account set up.

A customer account will be created to enable access to the service. Customer Service will assist in creating an administrator account for your organization. Once the administrator account has been created, your administrator can create and manage additional user accounts as needed.

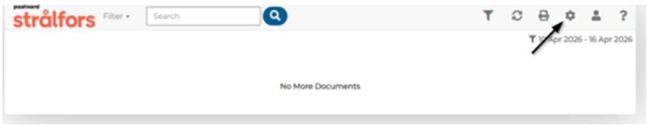
Creating Users as an Administrator

There are two ways to register users:

Create User – Create an individual user
Import User – Import multiple users simultaneously using a CSV file.

Create an Individual User

1. Click the **gear icon** in the upper-right corner to manage users.



2. Select **Configure → Users → Create User**



3. Complete the required fields (email address, first name, last name)

4. Select the user type from the drop-down menu:
    a. WeMail Admin can create and manage users and has access to administrative functions.
    b. WeMail User only has access to the portal for using the service.

5. Important! Leave the Create Method field set to Standard User. If another options is selected will the user not automatically receive their password by email when logging in for the first time. Instead, the user must use the Forgotten Password funcion to create a password.

6. Click Save to complete the process.

Import Users using a CSV file

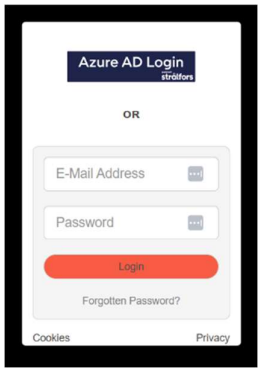
If you want to create multiple users at the same time, you can use the Import Users function and upload a CSV file.

1. Go to Configure → Users.
2. Click Import Users.
3. Click Select CSV and upload your file.

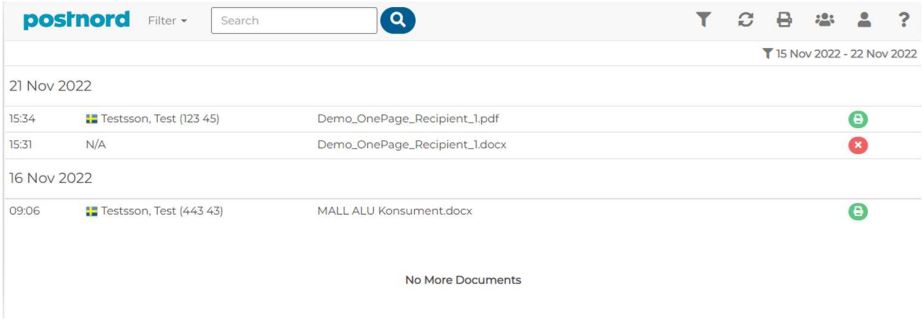
Note! The SSO option can only be used if your organization has Azure AD integration configured together with PostNord Strålfors and a Tenant ID has
been registered.

Sign in to We Mail on Demand

1. Go to https://wemailondemand.stralfors.com/portal/console.aspx
2. Enter your email address and password and click on ”Log in”

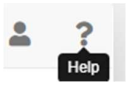


3. You have been signed in successfully.



Download templates (CSV address file or Word)

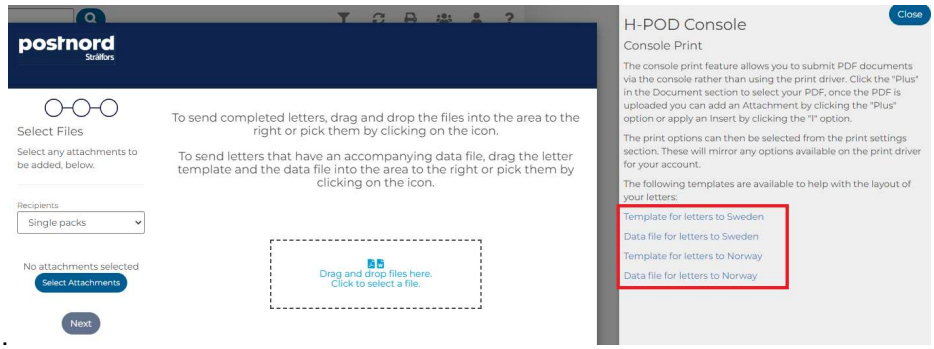
Click on "Help" in the menu at the top right. The help section will then appear.



Click on the print function in the same menu bar.



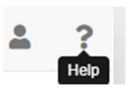
The content of the help section changes, and you can see the links to download the templates, one for Norway and one for Sweden.



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Download User Manual

Click on "Help" in the menu at the top right. The help section will then appear.



Click on one of the links to download the user manual. In Swedish or English.



Limitations

Consigment

- The document must be in DOC/DOCX or PDF format and cannot be larger than 100MB, including attachments.
- The only allowed format is A4 (210mm x 297mm) standing portrait.
- The file cannot contain more than 8000 pages.
- Each consignment cannot be more than 40 sheet or 80 pages.
- All fonts need to be embedded in the PDF files.
- Size limits for DMB is according to the terms for each Digital Mailbox.

Address file

- Approved formats on the address file are CSV and XLSX.
- There is no limit to the number of rows/recipients in the address file.
- Fields in CSV/XSLX-file.

Field Name	National - Obligatoriskt	International - Obligatoriskt
Namn	X	X
Adressrad2		
Adressrad3		
Adressrad4		
Postnummer	X	X
Ort	X	X
Land		X
Returadressrad1	X	X
Returadressrad2		
Returadressrad3		
ReturPostnummer	X	X
ReturOrt	X	X
ReturLand		
Personnummer	X*	X*

* Mandatory if you want to send to a Digital mailbox.

Mottagaradress:	Returadress:
Namn	Returadressrad1
Adressrad2	Returadressrad2
Adressrad3	Returadressrad3
Adressrad4	ReturPostnummer ReturOrt
Postnummer Ort	ReturLand
Land	

Attachments

- It is possible to have as many attachments as you need if the collected size doesn't exceed limits mentioned under consignment.
- PDF is the only allowed format for attachments. The PDF must be in allowed format under consignments.
- If the document with recipients contains an odd number of pages, a blank page is shown before the attachments since this is the back side of the last sheet for the document. This applies even if the attachments contain an odd number of pages.
- Attachments are not saved in We Mail on Demand. At each mailing, they must be uploaded again.

File submission

For documents uploaded before 8:00 weekdays, submission takes place on the same working day. For documents that are uploaded after 8:00 on weekdays and on public holidays, submission will take place on the next working day. Delivery to Digital Mailboxes takes place when the document has been processed every day.

For each shipment, the customer chooses the type of shipment; 1st class, Economy or International. International is always sent as 1st class.

A document can contain one or more recipients. The customer chooses how the document is to be divided and the customer is responsible for previewing and ensuring that the shipment looks correct.

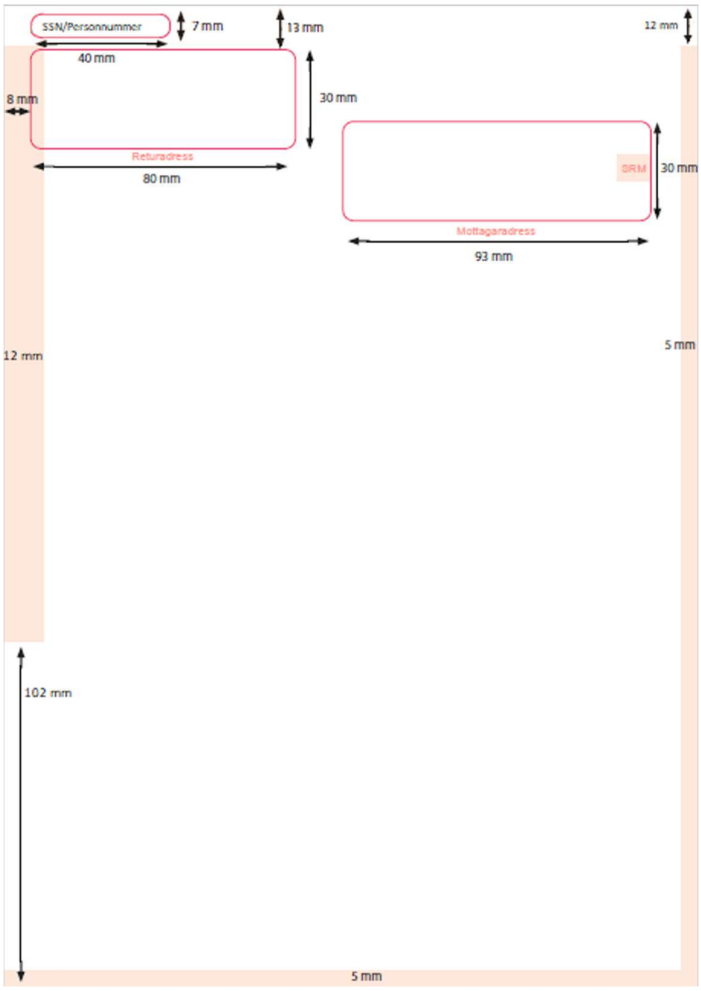
Preview

The consignment can be previewed before sent to print. You can do a rough preview in step 2 when the job is created and a more detailed preview after the file has been uploaded. There is a grace period of 1h after the upload is finished. During this period, you can cancel the sending if errors are found.

The customer should preview the consignment to ensure that the recipient's address and sender's address (and in cases where there is a social security number) are in the correct place.

When the consignment is being previewed, it is important to ensure that there are no images or text in the shaded/light pink margin, see picture below. (upper right corner is assigned for Social Security Number (SSN), left side 11 mm width and 236 mm height is assigned for B5 code, right side 5 mm, lower edge 5 mm). If there are images or text in these areas the system will not accept the uploaded file and an error will show.

NOTE: The mask is only a guide and will not be printed on the letter. The social security number will not be printed either.



	Mått				Placering			
Ytterruta avsändare	Höjd	41 mm	Bredd	97 mm	0 mm	Från VK	7 mm	Från ÖK
Ytterruta mottagare	Höjd	40 mm	Bredd	110 mm	93 mm	Från VK	30 mm	Från ÖK
Avsändarruta	Höjd	30 mm	Bredd	80 mm	8 mm	Från VK	13 mm	Från ÖK
Mottagarruta	Höjd	30 mm	Bredd	93 mm	102 mm	Från VK	35 mm	Från ÖK
Innerruta avsändare	Höjd	18 mm	Bredd	61 mm	18 mm	Från VK	18 mm	Från ÖK
Innerruta mottagare	Höjd	18 mm	Bredd	80 mm	111 mm	Från VK	41 mm	Från ÖK
SRM Kod	Höjd	8 mm	Bredd	10mm	185 mm	Från VK	45 mm	Från ÖK

Strålfors Reliable Mailing (SRM) refers to a function that increases the security of the envelope. The function means that every individual printed and enveloped consignment is checked using optical reading against information about the current consignment in the Customer's database, so that incorrect consignments can be sorted out and printed again.

Address

Images

Addresses must not be images because then the system cannot validate the address, if the address is an image the package will fail.

Placing

When sending Single and Multi packs, the addresses must be placed within the framework of the permitted area, otherwise the pack will fail. The allowed area is shown in the templates we provide (see chapter "Download templets for Single- and Multi packs "). If a shipment fails due to misplaced address, you can get more information about the error (see chapter "Detailed information about a package" and "Review the letter ").

Addresses and rows

The recipient's address must consist of at least two lines (if it is a large customer with its own postcode) and a maximum of 6 lines. The address must include a postal code.

The return address may consist of at least one line (if a company has its own postcode) and a maximum of 6 lines. The address must include a postal code.

Example of an international address with six rows.

Laden AG
Kertrud Kaufmann

Wirtschaftweg 1 A
P.O. Box 1
00001 Hansastadt
GERMANY

Example of a enterprise customer with its own postal code with two rows:

Skatteverket
205 30 Malmö

International mail

The option "International" is not selectable when setting delivery options as this is handled automatically in the background. If a package has a different country written in the recipient address than the country your WeMail on Demand account belongs to, it will be set to international mail in the system. **The country must then be entered on its own line at the bottom of the recipient address**. If the country is entered on the same line as the postal code, the shipment will not be handled as international mail.

Postal codes

Permitted format for Swedish postcodes is either:

- Three numbers followed by a space and then two numbers (123 45)
- Alternatively, five digits in a row without spaces (12345)

If, on the other hand, you write two numbers followed by a space and then three numbers (12 345), this will not be accepted by the system, nor if you write letters in the postcode, for example the letter O instead of the number 0.

It is allowed to enter country codes before postcodes, for Sweden the example is SE-123 45, for Germany DE-33248 and for Greece GR-334 84.

Social Security Number, SSN

Written with 12 digits according to YYYY/MM/DD/NNNN, 199710052876

Create Send out

When creating a sending you can do it by either having the addresses writhen directly on the document (PDF or DOX/DOCX) according to the templet, this is called Single

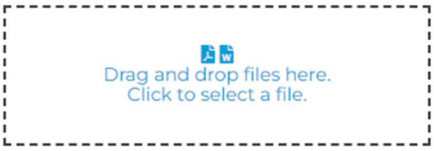
Pack or Multi Pack send outs. Or you can use the MailMerge function which let you use an address file (CVS) where you write all addresses which then will be merged into the document you would like to send.

Steg 1 - Single and Multi Packs – Upload file

1. Navigate to the Print function in top right menu.

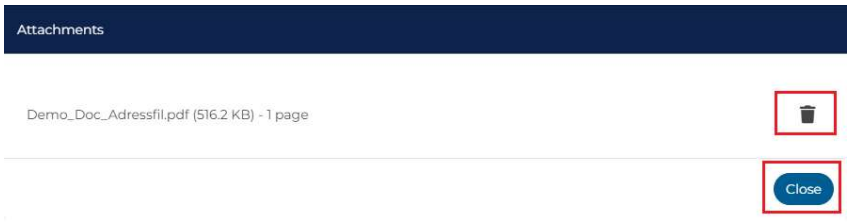


2. Drag and drop or click to select your files (PDF or DOC/DOCX). You can upload more than one file at a time, but you must make sure all files can fit under the same settings for Single- or Multi Packs, otherwise one or several packs might fail or be split in the wrong way. To remove an uploaded file, click the trash can icon next to the file name. ATTENTION! if there is something wrong with the file at this stage, the system will not flag it, no error messages are provided. For example, if it is the wrong format.



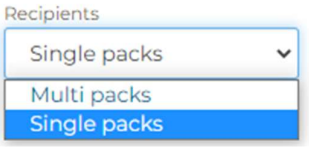
3. Add attachment
If you would like to add an attachment, press the “Select attachment” button, then drag and drop or click to select your attachment file. Once you’ve done press close. If you would like to remove an attachment just press the trash can next to the file name.





4. Select Single or Multi Packs document.

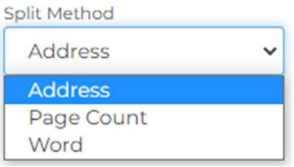
- Single Packs is a document (PDF or DOC/DOX, with or without attachment) that only contains one recipient. A pack is the same as one letter.
- Multi Packs is a document (PDF or DOC/DOX, with or without attachment) that contains several letters to several recipients.



If you choose Single Packs, which is the prechosen value, click next.

If you choose Multi Packs, you also need to choose split method.

- Address - splits the document per recipient address. Every time a recipient's address is detected in the document it will be split.
- Page Count – if you specify the number 2 the document will be split for every 2 pages, this can be used if you know that each recipient only is to have a 2 pages letter.
- Word – here you write a unique word that the document will be split upon. Each time the word is detected the document will be split. For example, if every letter begins with the word "Hi!" and that word isn't used anywhere else in the letter.



In the unlikely event that something goes wrong, and the selected split method is lost, the system will use the default logic which is split by address.

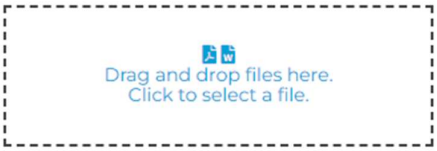
5. Click next.

Step (1) - Mail Merge – Upload files

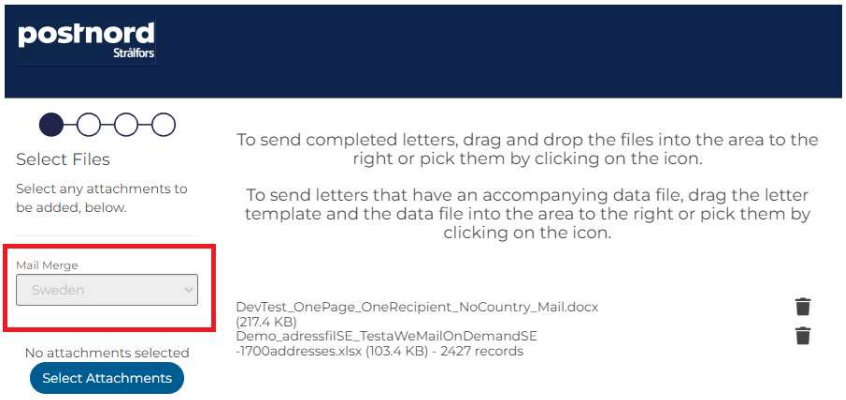
1. Navigate to the Print function in the top right menu.



2. Drag and drop or click to select your files, one document (PDF or DOC/DOCX) and one address file (CSV/XML,) it must be two files and one of each format.



As soon as a CSV/XML file has been uploaded the options for Single- and Multi packs will disappear. The field will instead show that a Mail Merge send out is to be created. If the CSV/XML file were to be removed the Single- and Multi packs options will be shown again. If the CSV/XML file doesn't fit the allowed structure you will not be able to go to the next step.



3. Add attachment
See step 3 under chapter "Step 1 – Single and Multi Packs – Upload file

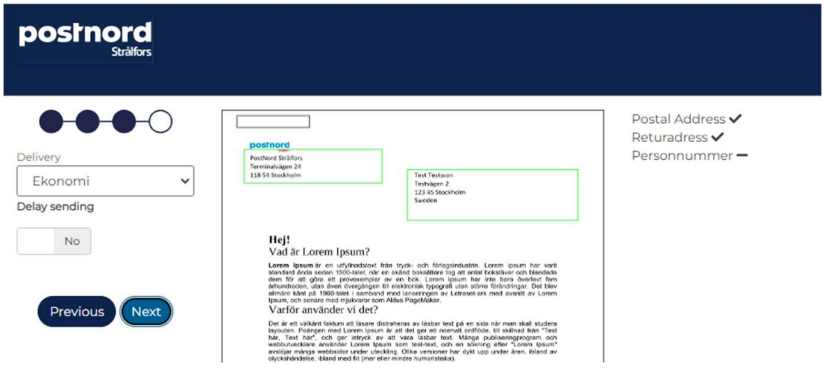
Step 2 – Preview, Delivery options and Digital Mailbox

Rough preview

If all frames are green, as seen in the image below, the Social Security number (SSN), return address and recipient address is placed in the right area and we can't detect anything wrong with them. They will also be stated in the top right corner with a check mark next to them and if you hover over these you can see the values they have. This can be good for SSN since that is not written on the pack.

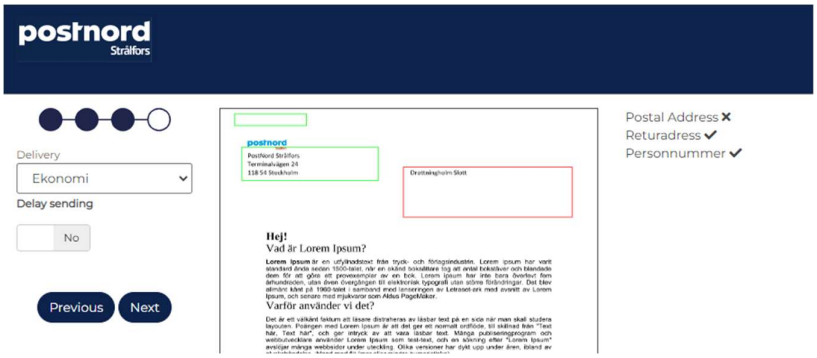


If the frame for SSN is grey it means that an SSN is not included in the document. SSN is used if you want to be able to send packs to a Digital Mailbox (DMB), and to do so a special agreement is needed.



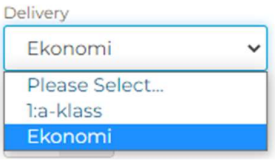
If a frame is red an error has been detected in that area. For example, if an address isn't aligned in the right area, if a post code contains a letter or if other instructions for how a document is allowed to be structured haven't been followed. This is also shown in the top right corner giving the area with errors a cross instead of a check mark.

ATTENTION! if any frame is red, the system will not provide any error message in this step. For example, if the file is in the wrong format, if the postal code is not correct or if the address is outside the frames. Such detailed information is provided after the file is uploaded. Documents with such errors are never sent to print, instead they are canceled by the system.



Select delivery options

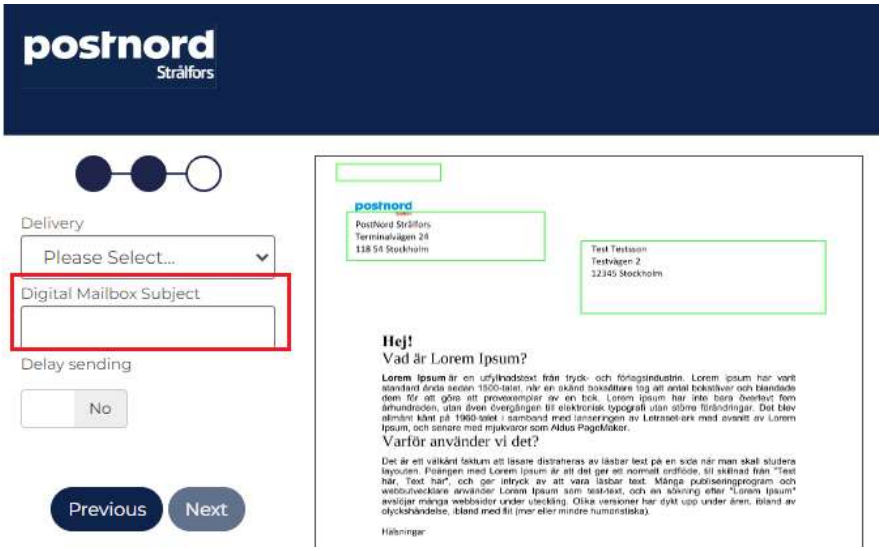
You either choose ”Ekonomi” or ”1:a klass”. Once a delivery option has been chosen you can click next.



The option “Utrikes” is not optional since this will be handled in the back. If a letter has another country written in the recipient address, then the country that your company belongs to, it will be set to international mail. However, the **country needs to be written at a separate row at the bottom of the recipient address**. If that’s not done the letter will not be labeled as international mail.

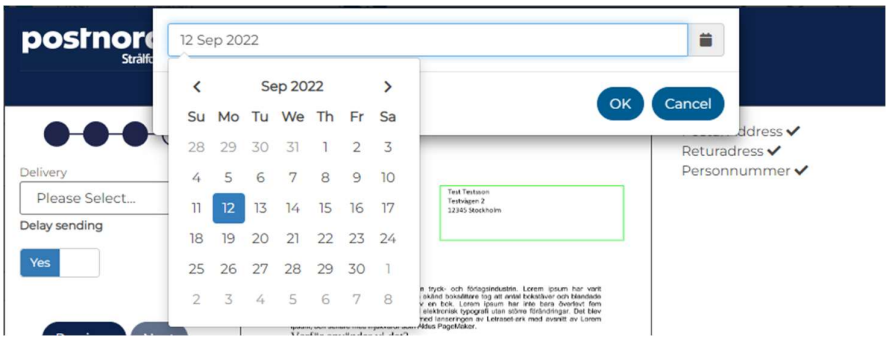
Set subject for Digital Mailbox

If you have an agreement to send to a digital mailbox, you enter the subject of the mailing. This is a must to be able to send to a digital mailbox. If you do not set a subject here a default one will be used that was setup tighter with your company.
If you aren’t to send to digital mailbox you don’t have to enter a subject.



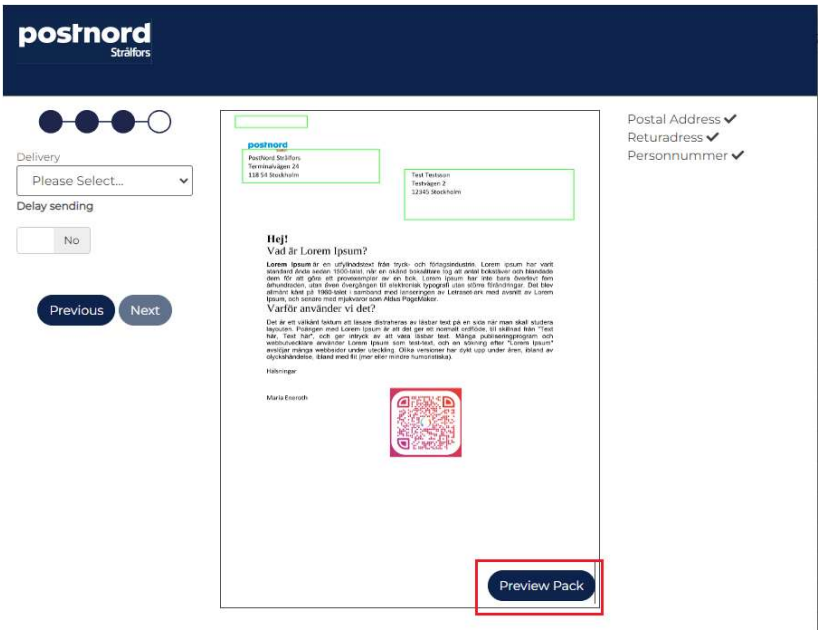
Delay sending

If you want to send the document right away leave this option to ”No”. If you want to send the document on another date and time you can choose to schedule it here.



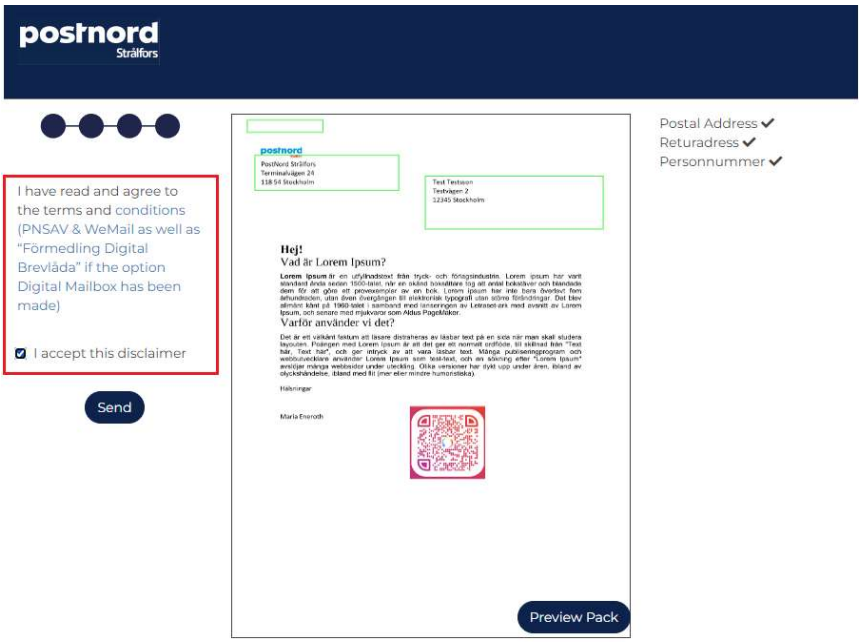
Detailed preview of uploaded pack

If you would like to preview one letter (pack) before sending it you can press “Preview Pack” and it will be shown to you. You will then see exactly how it will look to the recipient. You will also be able to look closer into each letter after it has been processed. All send outs have a grace period of one hour, within which you can choose to cancel the pack.



Step 3 – Agree to conditions and send pack

Here you must agree to conditions in the policy before being able to press the send button. You do this by ticking the checkbox and if you want to red the conditions you can follow the link in the text.

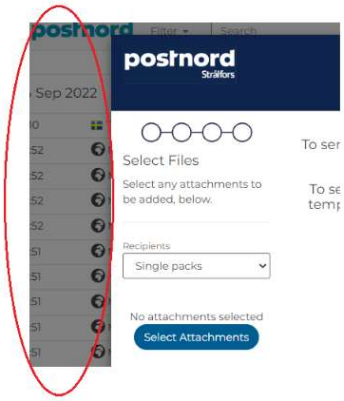


Step 4 – Sent and displayed packs

When you have sent the document, it will be displayed as a new row with the status “received/submitted” on the landing page (start page), together with all your other send outs. Once the document has been processed you can see more details about it, this is described further down.

Cancel uploading of pack

If you ever want to cancel an ongoing send out, you only need to click outside of the window for the step you are in and the window will be closed.



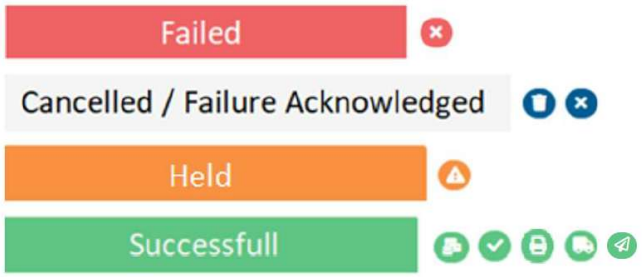
Overall statuses and their meaning

Failed – means that the package cannot be sent out in one way or another. It can be an incorrect address, misplaced address, text or image placed etc

Cancelled – means that the package has been canceled for one reason or another. Failure Acknowledged – The user has confirmed the failure.

Held – the package is held due to "suspicious number of pages". The user can actively choose to release the package for distribution or not. For more information see the chapter "Held status"

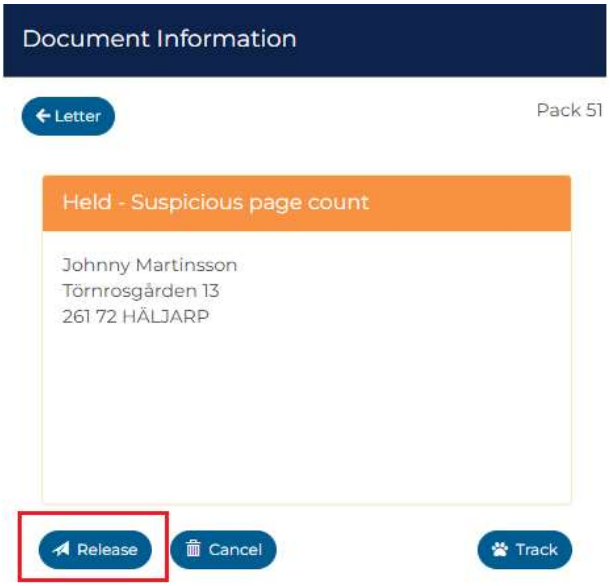
Successful – everything went well with the package and it will be sent out. The package will end up in several statuses depending on where in the flow it is. Symbol number 1 show that the package is being uploaded into the system (this is shown for all packages, even those that will fail), symbol 2 show that the package has been uploaded with a successful result, symbol 3 show that the package has been sent to print (happens 1h after upload), and symbol 4 show that the package is on its way for delivery.



Held status

A pack can be held with the message "suspicious number of pages", this mechanism is intended to find merges, which are split by address or word and for which an address is in the wrong position (or the matched word is not found) which would result in the letter treated as part of the preceding letter (since the split did not occur).

If 85% or more of the packs in a Multi package has the same number of pages, all packs that have a different number of pages are held.



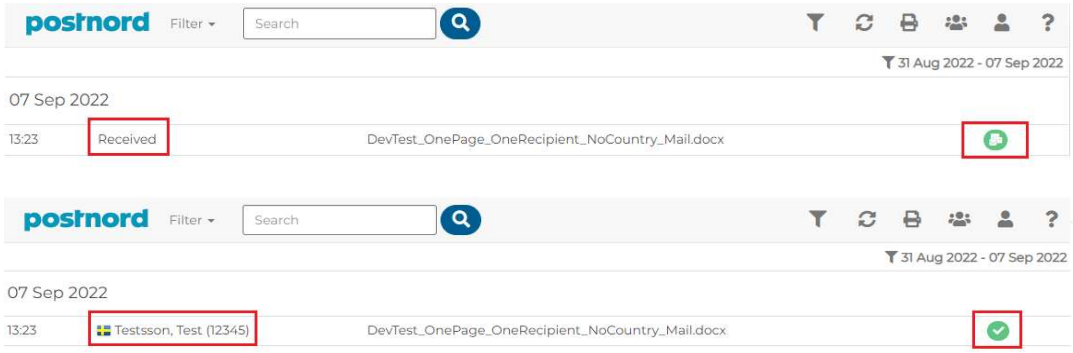
Release and send a Held pack

A pack in the status held can be released for dispatch. Review the pack and if no errors are visible, press the "Release" button, then the package is released for dispatch.

Successful and failed packages

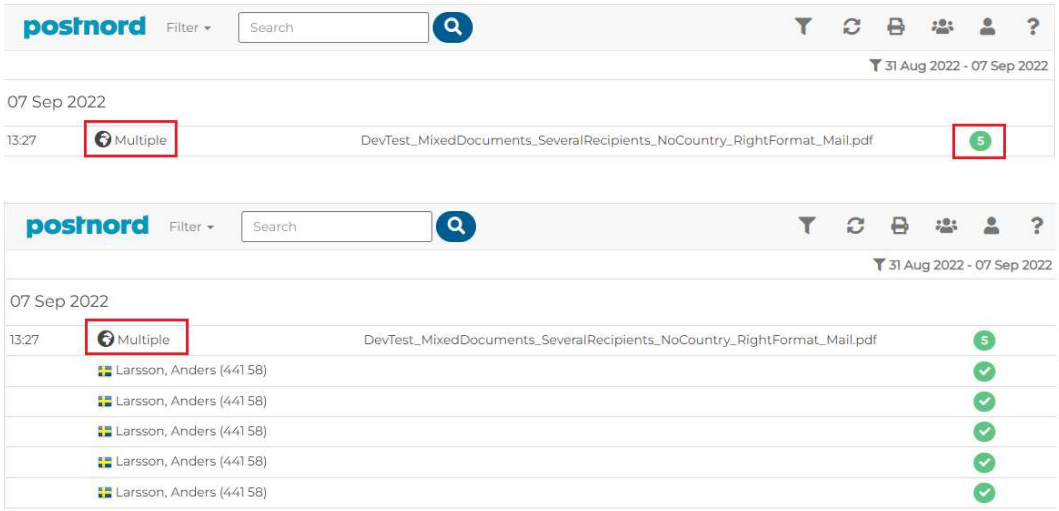
Single Pack – Successfully processed

If a Single Pack has been sent with a successful result you will get a green circle at the end of the row with a check mark in it.



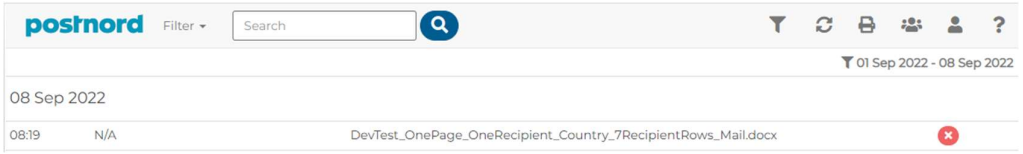
Multi Pack or Mail Merge – Successfully processed

If a Multi Pack has been sent with a successful result the green circle at the end of the row will contain the number of included packs. If you press “Multiple” in the second column the list with those packs will expand.



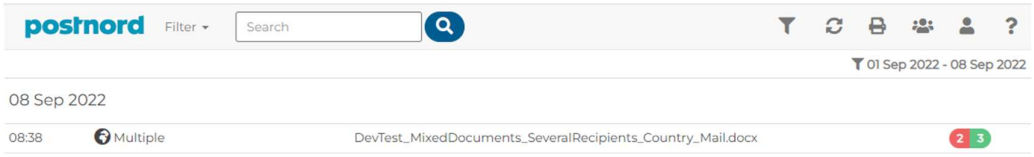
Single Pack – Failed

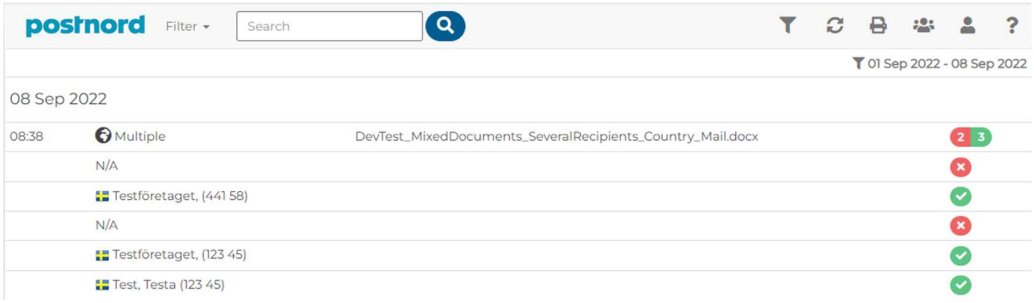
If a Single Pack has failed you will get a red circle at the end of the row with a cross in it.



Multi Pack or Mail Merge – Failed

If any pack in a Multi Package has failed, an oval shape will appear at the end of the line instead, the shape contains the number of packs that have failed (in the red area) and the number of successful packs (in the green area). Tapping on the row expands it and a consolidated list of all packages in that shipment is displayed along with their statuses. The oval shape can vary in length and contain two to four colors, one for each overall statuses.







Failed large package and page count

If a pack has failed and the pagination looks weird i.e., that the pack only consists of 10 pages, it is an optimization in the service. If an error is encountered on the first page, the entire file associated with that section is truncated.

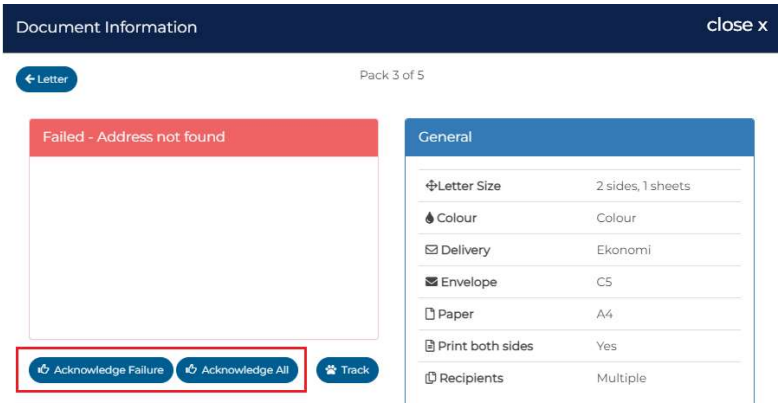
The system then only displays 10 pages of the document, so the user does not have to download and view a potentially large document to see the problem on page 1.

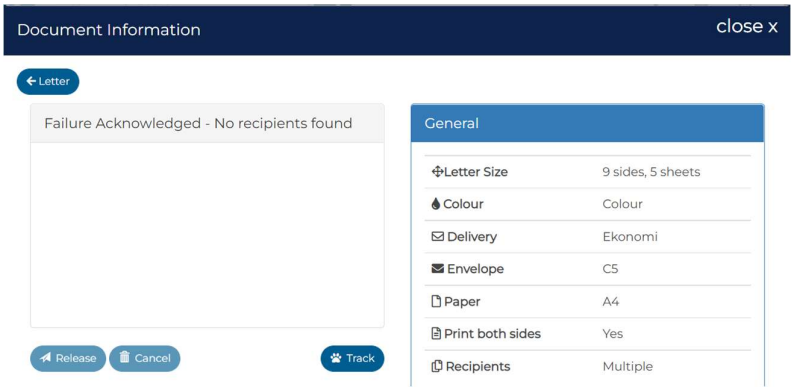


Acknowledge failure – Good praxis

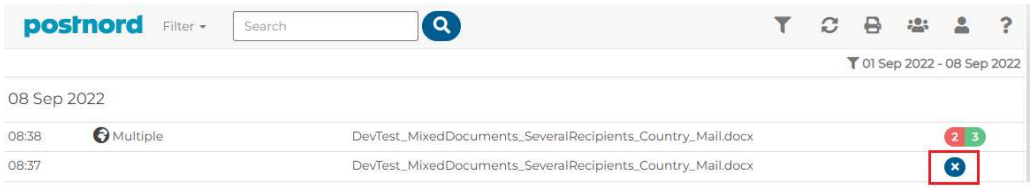
Good Practice is to Acknowledge the Failure in the Pack Information window, you do this by clicking the “Acknowledge Failure” button. This changes the status of the pack to “Acknowledged” to support console filter options and confirm to other users any remedial action required has been taken for a failed pack.

If you are to acknowledge only on pack (one letter) that has been sent with the Multi Packs function you press the “Acknowledge Failure” button. If you want to cancel all packs (letters) that has been sent with the Multi Packs function you press the “Acknowledge All” button. If you have sent a Single Pack, it doesn’t matter what button you press, the one and only pack will be acknowledged either way.





Not only the status for an acknowledge pack will changes, the symbol at the end of the row will also change to a dark blue one with a cross in it.



Sending results in several lines/sections

As for the fact that one and the same sending is divided into several lines in the interface, it reflects the automatic division process.

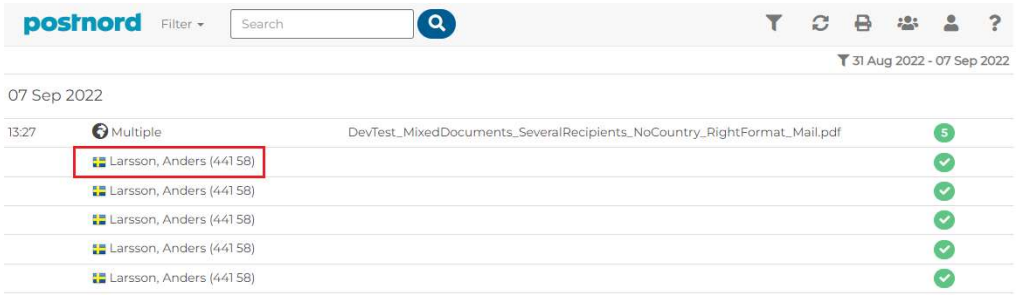
The file is scanned and when 100 pages are passed, the document is split at the next valid split location (i.e., at the next valid recipient address, next matched word, or next valid page count split point, depending entirely on the splitting method requested by the user). The reason this is done is for performance, so that larger documents can be processed in parts across many servers and be completed much faster.

The numbers given in square brackets after the document name indicate the number of packets in that section (i.e., the number of packets that fit in a 100-page section). In the case below, the sections have been divided into 100 packets per section because each pack is 1 page long, had each pack been 2 pages long the sections would have been divided into 50 packages per section instead.

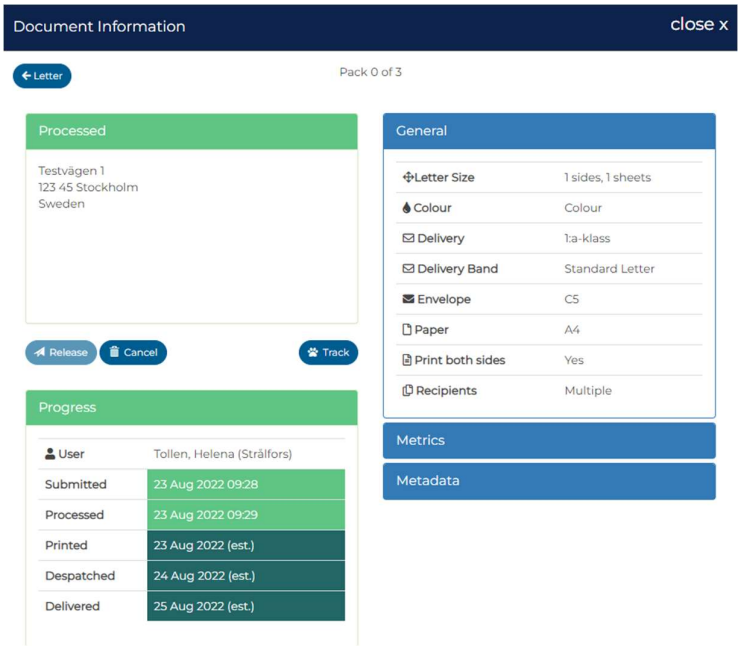


Detailed information about a processed pack

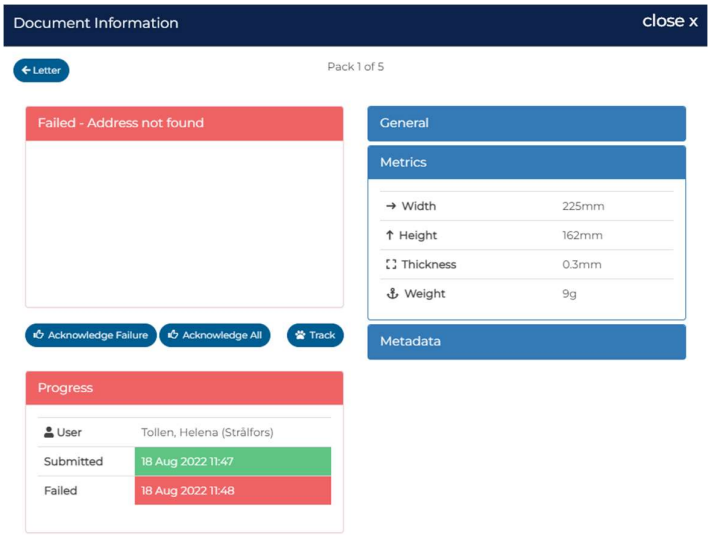
If you press any of the names in column two a window with detailed information about that specific pack will be shown.



In the detailed view you can see what status the pack has (Progress), if the pack has failed you can see the error message, and you can look closer at the letter by pressing the “Letter” button at the top left corner.

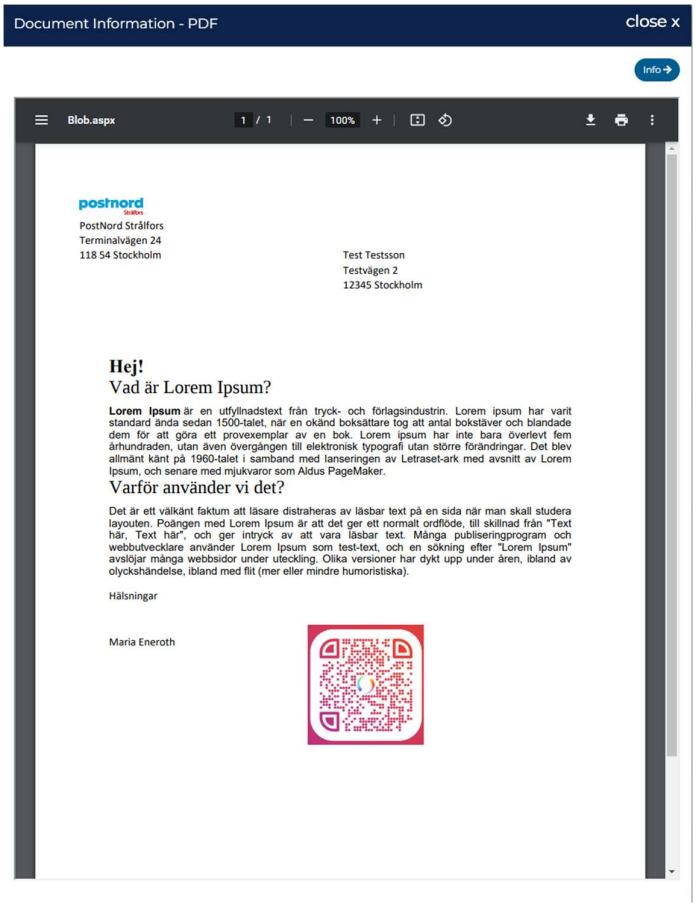


If a pack has failed, you can easily see the reason why.

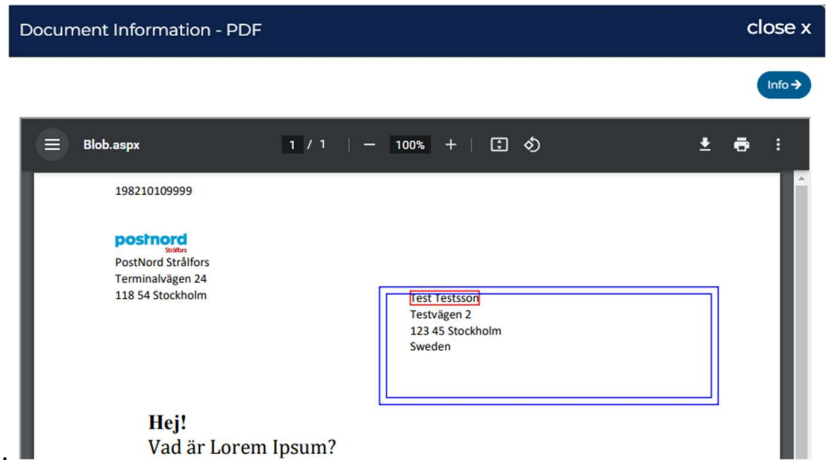


Look at the letter

By pressing the “Letter” button in the detailed view of a pack the letter will be shown as below. You can scroll through the whole letter.

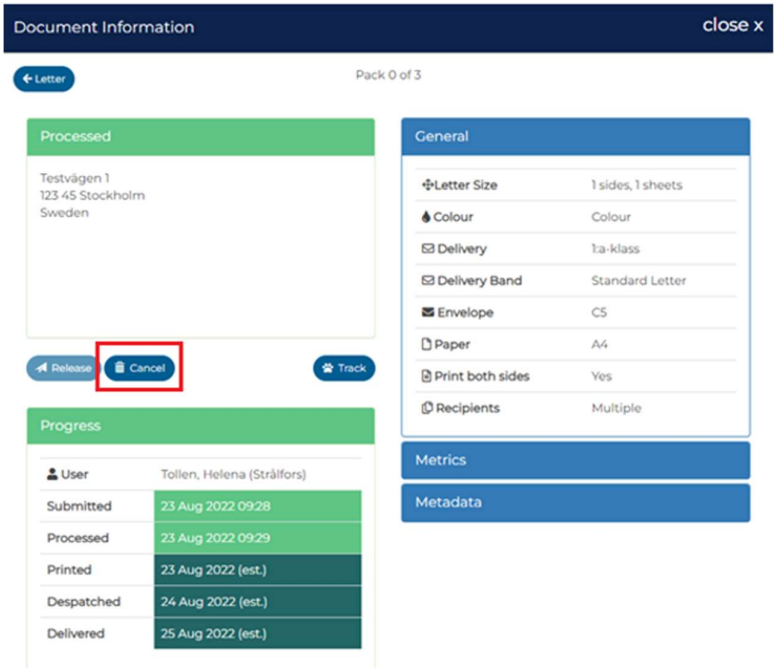


In the letter the error will also be shown. In this case the recipient's address has been placed outside of the allowed area, so no recipient has been found.



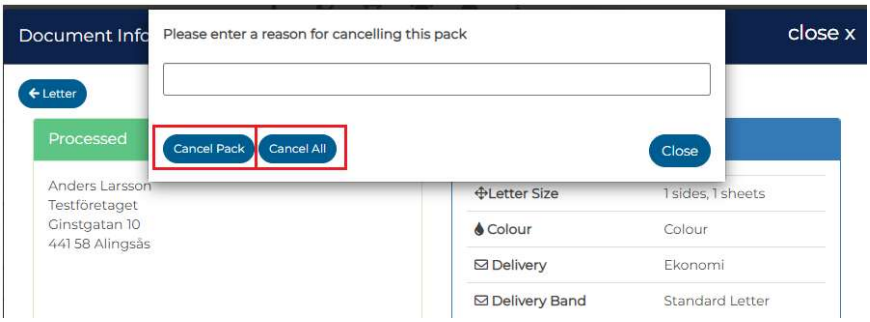
Cancel one or several successfully processed packs

Open the detailed information about a pack and press the "Cancel" button (for information about how to open detailed information about a pack see chapter "Check information about a pack")



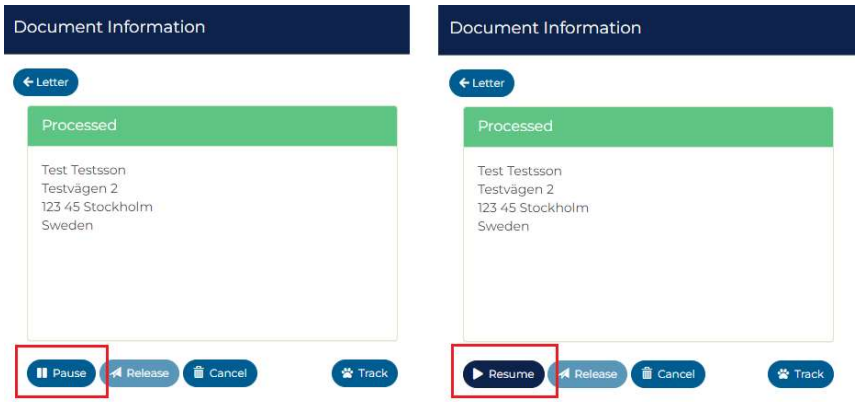
A small window will pop up where you write a reason for cancelling the pack/packs.

If you are to cancel only on pack (one letter) that has been sent with the Multi Packs function you press the “Cancel Pack” button. If you want to cancel all packs (letters) that has been sent with the Multi Packs function you press the “Cancel All” button. This action can’t be undone. If you have sent a Single Pack, it doesn’t matter what button you press, the one and only pack will be canceled either way.



Pause and resume successfully processed packs

You can pause a successful pack, which means that it will not be sent out as long as it is in the paused status. You pause a package by opening the document information and clicking on the "Pause" button. After clicking Pause, a button named "Resume" will appear instead. Clicking the Resume button will resume and send the package. If a paused package should never be resumed, the package remains in a paused status for 90 days and then disappears.



Search

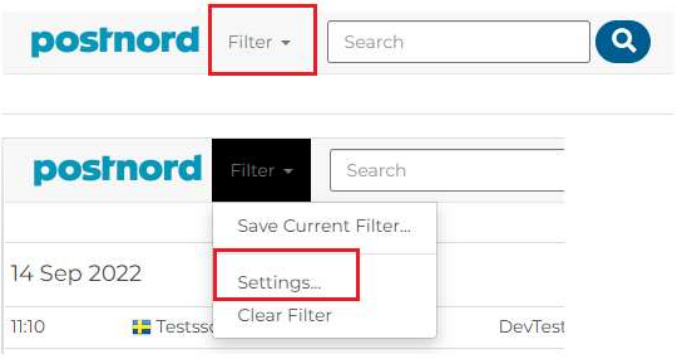
You can use the search function to help find documents and resulting packs. The search function is limited to recipient address information. You can search on a recipient's first name or surname and the postcode of the recipient's address.

To use the search option just go to the search box at the top of the menu bar and enter the search details then click the Search button. All matching results within the search and filter criteria will be displayed.

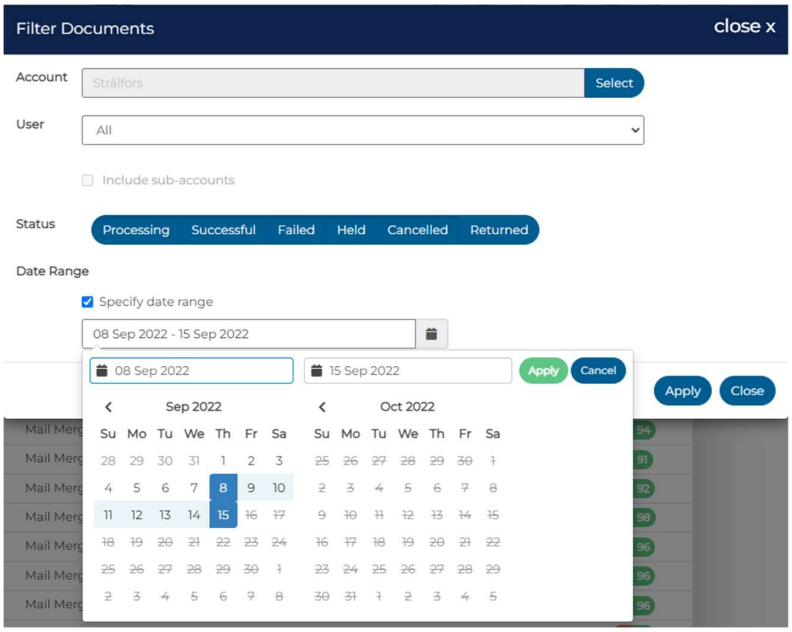
Tip - this search option will help narrow the search and provide a more accurate set of results. By using " " you can return a more accurate set of results. For example, if you want to search for the name John Smith using this format ("John Smith") the system will return results for just John Smith rather than every occurrence of the words John and Smith. The same approach will provide more accurate results when searching for a postcode with a space character between.

Filtering

The Filter option is found at the top left, next to the search field, it allows you to filter the list of processed and sent out packs. To set a filter click the "Filter" option and then click "Settings". Fill in account, user, status, date range, and click apply (both for date range and the filter settings).

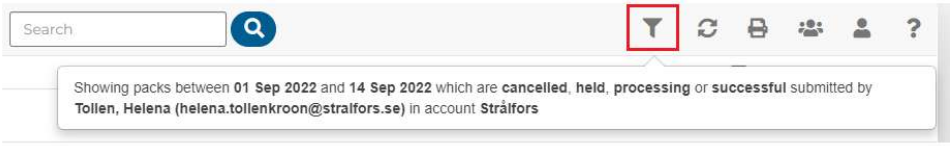


If the calendar with the dates behaves weird when setting a filter, it might be that you already have a filter applied. Then you need to clear the filter and set a new one.



Quick check of filter

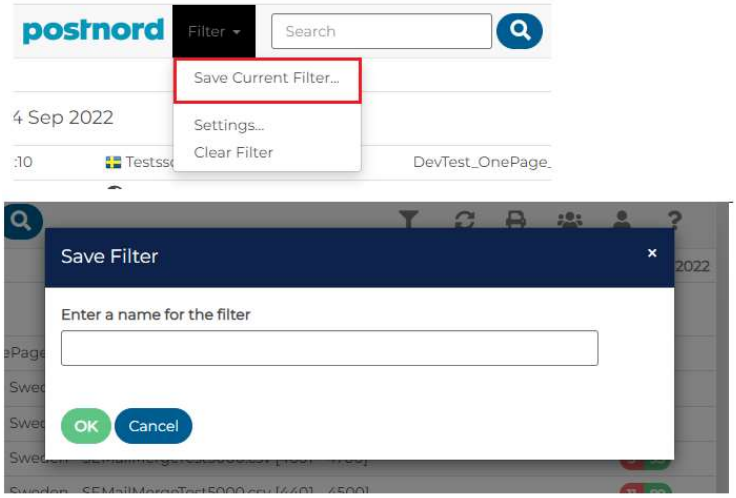
If you quickly want to see the criterions for the filter you have applied you can just hover over the filter icon at the top menu, you will then get a tool tip with the information.



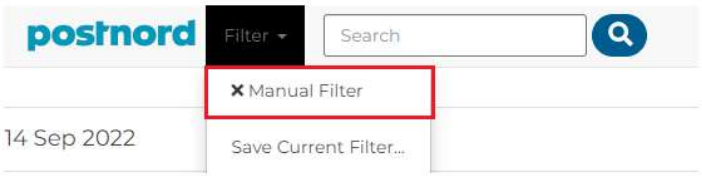
Save filter

If you have a filter you use regularly, perhaps to check for Failed documents, you can save the settings for later use. When you have set a filter simply select “Save Current Filter” from the Filter dropdown menu, then the Save Filter screen will be displayed.

Give the filter a useful name and click the OK button. The filter name will now be added to the main filter menu, and you can select it whenever required. If you ever want to remove a saved filter, just click the X next to the name and it will be removed.



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Clear filter

If you want to return to the default view of all documents, simply click “Clear Filter” from the filter option menu.

