

Instruction Manual MijnDocument

Online reporting environment for physical and digital document flows

MijnDocument is an online environment in which you can view reports of your document flows. Here you will find information about the processing of your physical and digital documents. Also your stocks and usage, incidents, changes and invoices can be viewed quickly and easily.

Do you have any questions after reading the manual? Please reach out to your Traffic Manager or send an email to mijndocument@paragon-cc.nl. It is also possible to follow a workshop. In half a day you will learn how to use all of the MijnDocument functionalities optimally. Ask your account manager about the possibilities.

Login

With your login details you will always have access to MijnDocument.

Step 1: Go to MijnDocument via <https://www.paragon-cc.com/nl/mijnparagon>

Step 2: Login: Username: <fill in>
 Password: <fill in>

Dashboard

The dashboard is your home page. Here you will see an overview of the processing on a daily basis. You can quickly and easily check whether the number of messages received and processed corresponds with your own numbers.

The other reports can be viewed via the icons: 'SLA', 'incidents', 'stock', 'finance' en 'changes'.

At the top of the screen, above the dark blue bar, you can see the tabs which show the selections you have made. You can easily switch to a different date or channel per tab.

	16-01-2021	15-01-2021	14-01-2021	13-01-2021	12-01-2021	11-01-2021	10-01-2021	09-01-2021	08-01-2021	07-01-2021	06-01-2021	05-01-2021	04-01-2021	03-01-2021
# received	1.276	1.794	0	0	97.000	839	68.029	69.114	3.834	0	0	279.415	876	63.904
# in process	395	36	0	0	27.651	0	5	49	0	0	0	27	0	0
# successful	666	1.692	0	0	70.187	728	67.212	68.787	3.545	0	0	279.172	768	62.900
# issue	14 ▲	66 ▲	0 ✓	0 ✓	82 ▲	110 ▲	1.412 ▲	276 ▲	89 ▲	0 ▼	0 ▼	221 ▲	76 ▲	1.064 ▲

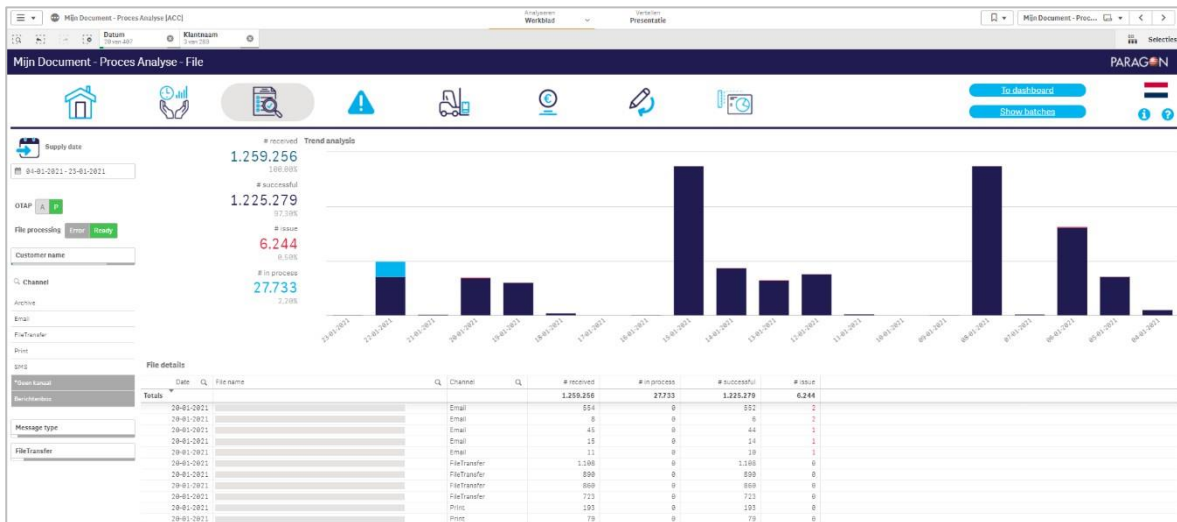
By selecting 7, 14, or 30 days in the dashboard, you will determine how many days will be shown. Per day you will see the number of delivered messages, the number of messages we are processing, the number of successfully processed messages, and the number of messages where issues occurred during processing.

You can adjust the overview to whether you see the data until 'supply date' or the 'planned date'.

You can select one or more days and then apply this selection by clicking on the green check mark. Via the button 'Show details' you will be able to see a trend analysis about the files on the selected days.

Procesanalyse – File

This trend analysis provides you with an overview by file name of the files you supply each day. You can enlarge the screen by using the ‘volledig scherm’ button. Below the graph you will see an overview of the file details: you can see which output channels are/will be used for your messages



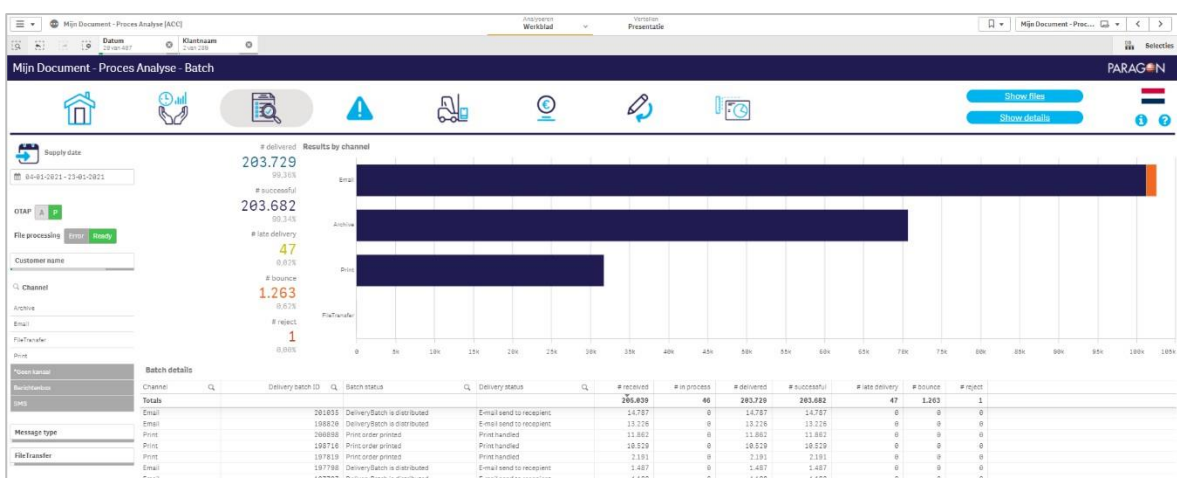
You can make a date selection by selecting the desired days in the bar chart or by clicking on the desired days in the selection window on the left.

The contents of the overview at the bottom can be sorted by clicking on the column name. The sorted column will then show an arrow pointing up (sorted ascending) or down (sorted descending). Clicking again will reverse the sorting.

You can see a trend analysis of some files, by selecting a ‘file name’ and applying this selection by clicking on the green check mark. You can zoom in further on the processing by clicking on the button ‘Show batches’.

Procesanalyse – Batch

You can see at a glance the processing via different output channels. You can also choose to view the data from another period or a specific channel. You can do this by making the selections on the left and applying these with the green check mark.



Zooming in further is also possible. Via the button ‘Show details’ you will get a detailed overview.

Procesanalyse – Details

Some presets are immediately available to you: ‘Timeliness analysis’, ‘Bounce analysis’, ‘Reject analysis’ en ‘Print details’. This provides you with an easy analysis of the desired data.

In addition, you can create your own overview with the data important to you. With the help of ‘Dynamic Report’ you can select multiple dimensions and measures, so you can see, for example, the scheduled messages in progress. You can also rearrange the columns to your preferences.



On all screens, you can save the analysis you have made by creating a ‘bookmark’. You can do this by clicking on the icon ‘bookmark’ at the top of the screen. This will make the analysis available to you 24/7, whereby the data is updated to the most current information.

All overviews can be exported to Excel by selecting ‘exporteren’ with the right mouse button.

Date	File name	File status	Channel	Date received	# successful
18-01-2021		All messages of the registered	Email	18-01-2021	2
18-01-2021		All messages of the registered	Email	18-01-2021	1
18-01-2021		All messages of the registered	Print	18-01-2021	1
18-01-2021		All messages of the registered	Print	18-01-2021	1
18-01-2021		All messages of the registered	Email	18-01-2021	9
18-01-2021		All messages of the registered	Print	18-01-2021	19
18-01-2021		All messages of the registered	Print	18-01-2021	19
18-01-2021		All messages of the registered	Email	18-01-2021	18.661
18-01-2021		All messages of the registered	Print	18-01-2021	1.979
18-01-2021		All messages of the registered	Email	18-01-2021	2.719
18-01-2021		All messages of the registered	Print	18-01-2021	284
18-01-2021		All messages of the registered	Email	18-01-2021	2
18-01-2021		All messages of the registered	Print	18-01-2021	3
18-01-2021		All messages of the registered	Print	18-01-2021	1
18-01-2021		All messages of the registered	Email	18-01-2021	8
18-01-2021		All messages of the registered	Print	18-01-2021	8
18-01-2021		All messages of the registered	Email	18-01-2021	11
18-01-2021		All messages of the registered	Print	18-01-2021	14
18-01-2021		All messages of the registered	Print	18-01-2021	5
18-01-2021		All messages of the registered	Email	18-01-2021	5
18-01-2021		All messages of the registered	Print	18-01-2021	8
18-01-2021		All messages of the registered	Email	18-01-2021	3
18-01-2021		All messages of the registered	Print	18-01-2021	6
18-01-2021		All messages of the registered	Print	18-01-2021	1.173
18-01-2021		All messages of the registered	Print	18-01-2021	2.673
18-01-2021		All messages of the registered	Print	18-01-2021	293
18-01-2021		All messages of the registered	Email	18-01-2021	289
18-01-2021		All messages of the registered	Print	18-01-2021	437
18-01-2021		All messages of the registered	Print	18-01-2021	21
18-01-2021		All messages of the registered	Email	18-01-2021	1.741

Other reports

Via the icons ‘SLA’, ‘incidents’, ‘stock’, ‘finance’ and ‘changes’ the other reports can be viewed.



SLA

This icon takes you to the page that gives you a visual insight into the SLA agreements and status.



Incidents

Here you can see an overview of the status of any incidents that have occurred during the processing of your messages.



Stock

This overview provides an insight into the stock of your materials that we keep in stock for you. You can see a graph which shows the minimum stock that we have agreed on and the current stock of your items. You can also see the details in an overview at the bottom of the screen.



Finance

Here you will see the amount of outstanding invoices and the details of the invoices you have received from us.



Changes

On this page you can see the current changes we are implementing and the ones we have implemented before. You can also submit a new Request for change via this page.