



**UPU** | UNIVERSAL  
POSTAL  
UNION

# **EMS COOPERATIVE Drupal 8 Website Functional Scope**

**Date: 18/08/2020**

**Version: 2**

Berne, November 2020



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# SUMMARY

- + **General information**
- + **Navigation**
- + **Content types**
- + **Content blocks**
- + **Style guide**

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# GENERAL INFORMATION

## + General information

The website will be created in English, but additional languages will be added later on. This will allow to translate certain sections of the website if required.

The current alternative languages list consists of:

- > French
- > Spanish
- > Portuguese

Currently the language switcher is disabled and only French is added as an extra language. The language switcher can be enabled in the control panel.

## + User rights

There will be 4 types of roles inside the website. Each role will have it's own set of permissions:

- > **Public (Anonymous users)**  
This role is dedicated to the visitors of the website. This information does not require a login.
- > **Stakeholders**  
Read access to public and own group content.  
Restricted Unions/EMS operators (ie not members), delivery agents
- > **EMS Cooperative members**  
Read access to public, stakeholders and own group content  
EMS members/IB staff
- > **EMS Unit/board**  
Creation of content and read access to public, stakeholders, cooperative members and own group content.  
Staff/Board

The permissions will be set on a page basis. A page can be linked to a certain role. Each user inside the role can access the content.

For this a taxonomy term with the same name of the role will be added in combination with the taxonomy term permissions module.

Operators, members and board & unit require a login to access their dedicated pages.

# GENERAL INFORMATION

## + Paragraphs

To be able to make certain components on pages re-usable, a module called Paragraphs will be implemented.

The paragraph module allows to create a group of fields (textfields, images, links, ...), that can be added to a certain content type.

Each paragraph can be added for a limited or unlimited amount of times to a certain field.

This way a page can be constructed using a combination of different components.

## + Focal point

A module will be added to allow to select a certain part of the image as the cropping focal point.

This will allow to select a certain point in an upload image as the center of the cropped image, which will avoid that the system crops the wrong part.



## + Global search

A global search using the default Drupal search will be provided to be able to search on content inside the website.

Only the current user roles content will be shown inside the search results. To make this possible a Search API implementation will take place.

We will display a search result excerpt compliant with the default Drupal 8 behavior.

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# GENERAL INFORMATION

## + Images

All images that could benefit from a search engine indexation will allow to set a an "alt" attribute.

For usability, icons and other control based elements will not contain an alt tag.

None of the images come from a library. Meaning that an image should be uploaded for each instance. Some exceptions exist from re-occurring icons.

## + Taxonomy

A taxonomy in Drupal is used to categorize content. By using a taxonomy, a content type can be used for multiple similar types of content. It also allows to filter on a content type by a certain set of given taxonomy terms.

An example of a taxonomy in this project could be an operator that provides an EMS service. The service would be the taxonomy in relation to the member content type.

## + Required fields

All required fields are marked with a red asterisk \*

## + Breadcrumbs

A breadcrumb navigation will be implemented for accessibility, usability and SEO.

## + File size restrictions

We do not provide restrictions on the file size inside the Drupal configuration. The file size will be limited to the settings provided by the hosting provider.

# GENERAL INFORMATION

## + Control panel

A control panel will be created to be able to modify elements that re-occur on several pages. This could for example be used to make a hard coded string inside the template editable.

### Control panel

Home

**EN** FR

- ▶ LOGIN
- ▶ NEWS BLOCK
- ▶ BROADCASTS BLOCK
- ▶ OPERATOR DETAIL
- ▶ FORM SETTINGS
- ▶ MAIL SETTINGS
- ▶ POPUP SETTINGS
- LANGUAGE SWITCHER
  - Enable language switcher
- ▶ TRACKING WIDGET

**Submit**

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# CONTROL PANEL

+ **Language switcher**

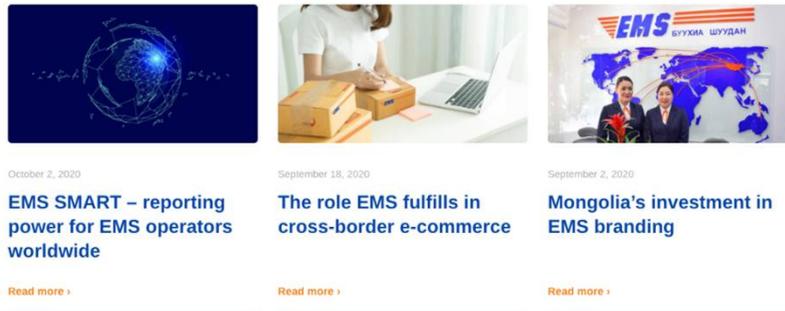
At the top of the control panel there is language switcher which allows to change the configuration of each language.



# CONTROL PANEL

## + News block

Define the title and link title of the news block on the homepage. If left empty the default text will display.



Three news cards are displayed in a row. Each card has a small image at the top, a date, a title, and a 'Read more' link. The first card has a blue globe image, the second shows a person at a desk with a laptop and boxes, and the third shows two people in front of a world map with the EMS logo.

October 2, 2020  
**EMS SMART – reporting power for EMS operators worldwide**  
[Read more >](#)

September 18, 2020  
**The role EMS fulfills in cross-border e-commerce**  
[Read more >](#)

September 2, 2020  
**Mongolia's investment in EMS branding**  
[Read more >](#)

[Load more news](#)

### ▼ NEWS BLOCK

**Title (English)**

**Link title (English)**

# CONTROL PANEL

## + Broadcasts block

Define the title and link title of the broadcast block on the homepage.

If left empty the default text will display.

Additionally, you can specify the number of broadcasts to show.

Note: the broadcasts are only shown on the private (authenticated) homepage

Latest broadcasts		<a href="#">See all the broadcasts &gt;</a>
<b>New EMS Operational Guide - Q1 2018 update request</b> 18/01/2018 - EMS Unit/UPU (Switzerland)	<b>Launch of the new version of the EMS Operational Guide: <a href="http://www.emsog.post">www.emsog.post</a> / Request for Q1 2018 online update.</b> <a href="#">Read more &gt;</a> <a href="#">Edit</a>	
<b>Application of a value-added tax of 5%</b> 03/01/2018 - Saudi Arabia	Application of a value-added tax of 5% on the total value of commodities/products entering Saudi Arabia as of 1 January 2018. <a href="#">Read more &gt;</a> <a href="#">Edit</a>	
<b>Rugby-GlobalCSS - National holidays for 2018</b> 13/12/2017 - EMS Unit/UPU (Switzerland)	To simplify the process of submitting national holidays for Rugby-GlobalCSS national holidays for 2018 must be entered directly in the "National Holidays" section of the EMS Operational Guide before <b>15 December 2017</b> . <a href="#">Read more &gt;</a> <a href="#">Edit</a>	
<b>MaltaPost - New national tracking system</b> 25/10/2017 - Malta	On 10 October 2017, MaltaPost launched a new national tracking system. As with any new service there could be initial problems, so postal partners are asked to report any issues with the new system to Maltapost immediately. <a href="#">Read more &gt;</a> <a href="#">Edit</a>	

### ▼ BROADCASTS BLOCK

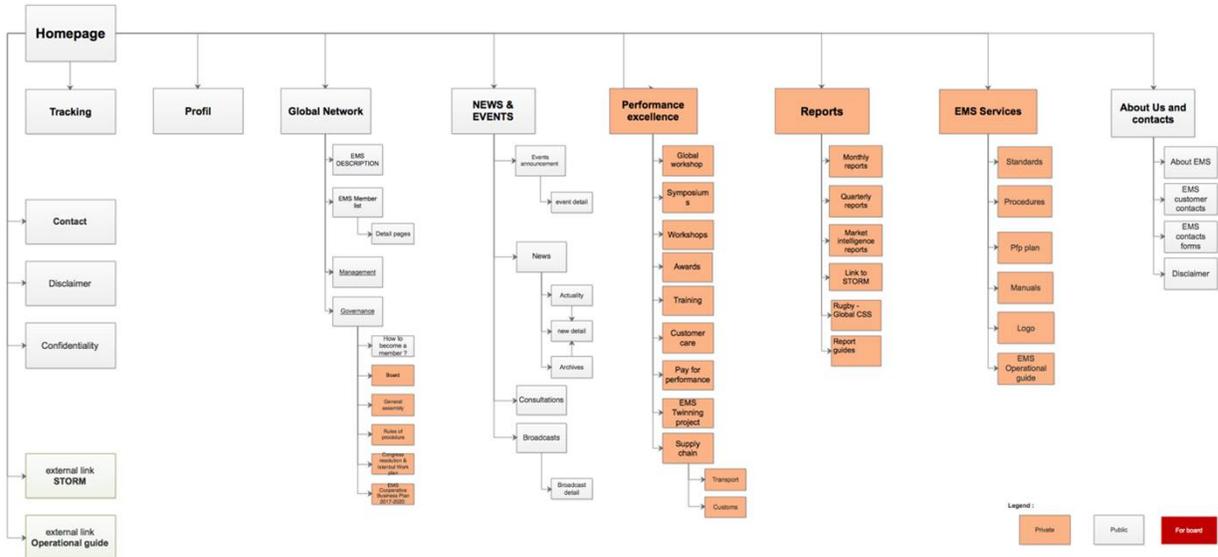
Number of broadcasts to show on homepage.

Title (English)

Link title (English)

# NAVIGATION

## + Main navigation



It is possible to add new items inside the menu. This can be obtained by adding a menu settings when editing a page.

The menu structure will remain exactly the same for logged in and logged out users. The only difference consists in links that are only available for certain visitors.

For this, a separation between public and private links has been created:

- > The **private links** can only be accessed when the user has logged in,
- > The **public links** are available to all users.

An addition sidebar menu can be created by using the link paragraph. More about this inside the paragraphs section of this document

# NAVIGATION

## + Sidebar navigation

The sidebar navigation will be placed on all content types except for the homepage. It consists of 4 links:

- › **EMS Tracking**  
A link redirecting the users to the tracking content type page
- › **Reports portal SMART**  
Links to an external platform
- › **EMS Operational Guide**  
Links to an external platform
- › **i-Care**  
Links to an external platform

A separate menu will be created to handle these links. The links should contain a certain class to be able to display the correct icon.

The sidebar navigation will be placed to the side of header image on a subpage, and will only be shown for authenticated users. This way the button do not hover over the text on mobile.



## + Footer navigation

The footer navigation will be active on all pages and contains the following links

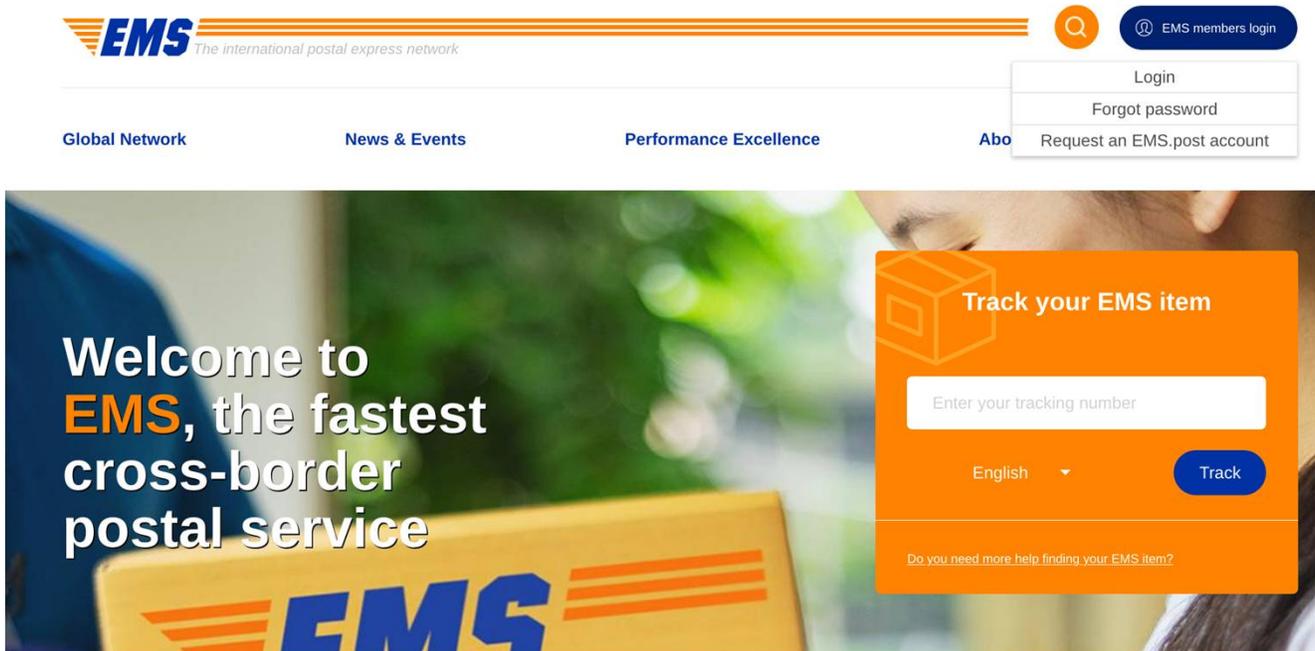
- › **Contact EMS**  
This link redirects the page to the contact page
- › **Sitemap**  
This links to a page of the type "Content page" that will be used for the HTML sitemap. The content type will contain a paragraph implementation that allows to insert a custom block. The custom block will contain an automatically generated sitemap based on the current user role.
- › **Disclaimer & confidentially**  
This links to a page of the type "Content page"

A separate menu will be created to handle these links.

# NAVIGATION

## + Login

A login button will be placed on the top right of the website. If clicked an expandable box will open to display a login form.



This will be implemented by creating a custom block with a Drupal form API form inside.

A text should be added to add a disclaimer above the login form. This text can be modified inside the control panel.

The form components will be hard coded and can only be changed by the website provider.

There will be a forgot password and a request account link.

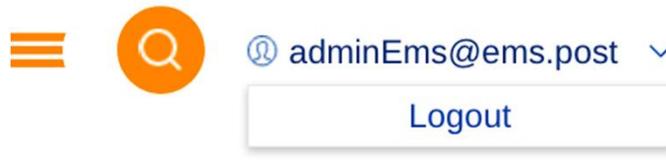
The default Drupal logic will be called from the form submit handler instead of using the default Drupal login form. This makes it possible to modify the content of the form to the exact needs.

# NAVIGATION

## + Login

After logging in, the login button will be converted to an email address. Upon hovering this email, an expandable box is shown containing a logout button.

The logout button is the only option inside the expandable box.



# NAVIGATION

## + Request a new user account

The request page will be created using a separate content type called "User page".

This will allow to add the following fields for the content above the form:

- > Title \*
- > Content

The form fields content will be submitted to an email (control panel setting). EMS will handle this mail manually inside the current existing external user management.

The forms will be rendered inside a custom block, which will be linked to a certain node id from the "User page" content type. Only the administrator will be able to delete this page. Modifications to the content can be made by the appropriate users.

# NAVIGATION

## + Request new ems.post account

Since the register form is hard coded, the labels can only be adjusted by the website provider.

A new account can be created by filling in a form containing the following fields

- > Fieldset: Postal organization
  - » **Postal organization** \* – Designated / Restricted
  - » **Country** \* – Dropdown - (A custom country list EMS country region list.xlsx) (only for Designated)
  - » **Designated operator** \* – Dropdown (only for Designated)
  - » **Restricted postal union** \* – Dropdown (only for Restricted)
- > Fieldset: Your information
  - » **Title** \* (Mr / Mrs / Ms / Dr) – Dropdown
  - » **Name**\* – Textfield
  - » **Last name**\* – Textfield
  - » **Email** \* – Email field
  - » **Phone** – Textfield
  - » **Confirmation checkbox** \* – checkbox
- > Submit button: Send

The input fields will be limited to a certain amount of characters. The allowed amount of characters for each field will be delivered by EMS. Currently a max 40 char

The screenshot shows a web form with two main sections. The first section, titled "Which Postal Organization do you work for?", contains two radio buttons: "Designated Operator" (selected) and "Restricted Postal Union". Below this is a dropdown menu for "Country" with the text "- Select -". The second section, titled "Your information", contains five text input fields: "Title" (dropdown with "- Select -"), "Name", "Last Name", "Email", and "Phone". At the bottom of this section is a checkbox with the text: "I confirm that my contact information is correct and that I work for a Designated Operator or Restricted Postal Union". At the very bottom of the form is an orange button labeled "Send my request".

# NAVIGATION

## + Password recovery

The screenshot shows the EMS website's 'Forgotten password request' page. At the top, there is the EMS logo and a navigation menu with links for 'Global Network', 'News & Events', 'Performance Excellence', 'About us', and 'Contact us'. Below the navigation is a blue header with the text 'Home' and 'Forgotten password request'. The main content area contains a paragraph explaining that some content is restricted and password-protected, followed by a bulleted list of eligible users: 'Members of the EMS Cooperative;', 'UPU members;', and 'Restricted Unions'. Below this, it states that the EMS Unit will examine the request and, if qualified, send a username and password. The form itself is titled 'Forgotten password request' and includes four input fields: 'Email \*', 'First name \*', 'Last name \*', and 'Country/Territory \*' (a dropdown menu with '- Select -'). A blue 'Send my request' button is positioned below the form. At the bottom of the page, there is a footer with copyright information, contact links, and the UPU logo.

Using the forgot password link, it will be possible to request a new password. When this form is completed, a mail is sent to EMS to notify them of the request.

Afterwards, EMS will send the correct password to the user. The website will not handle any automated solution for this, since the user accounts originate from a different system.

This page will be created using the same mechanism created for the request user page.

Authentication is done using the EMS Portal Login, providing a SSO environment.

# CONTENT TYPES

## + General

The website will consists of the following content types

- > Homepage
- > Tracking page
- > Report – List
- > [Report](#) (Not displayed as a separate content type)
- > Broadcast – List
- > [Broadcast](#)
- > Operator – List
- > [Operator](#)
- > [Content page](#)
- > Event – List
- > [Event](#)
- > News – List
- > [News](#)
- > Consultation – List
- > [Consultation](#)
- > [User Page](#)

[Only the content types marked in blue, can be created.](#) The other types are created by the website provider and only consists in the amount that has been delivered.

The content inside the existing non-marked pages can however be changed by EMS.

Once a page has been created, it cannot be moved from one content type to another.

A page marked as “- List” will be used to list items from the content type without “- List”. Each list page has its own set of field and cannot be converted from one list type to another.

The only role that can create or modify content is EMS Unit/board

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# CONTENT TYPES

## Homepage

### + General

This is the landing page of the website and consists of different sections:

- > Header
- > Tracking
- > Who we are
- > News
- > Broadcast (Logged in users only)
- > What are we doing ? (Logged in users only)

### + Header

The header region consists of a background image that will be stretched on the full width of the page. There is a "public" version (for anonymous visitors) and a "private" version (for authenticated users). The image area will have a fixed height, if the screen width is increased the image will become cropped from the bottom.

- > Image
- > Text

Image dimensions• Public = 1920 x 480 pixels, Private = 1920 x 370 pixels  
When an image is too big, the image will get cropped. The cropping result will always start in the middle of the image.

### + Tracking

This section will contain a field that allows to enter your tracking number to perform a trace of your package.

The labels in this area will be made adjustable inside the control panel.

When the tracking number is submitted, the website is redirected to the tracking page with the tracking code and language already filled in.

# CONTENT TYPES

## Homepage

### + Who we are ?

This section will contain some information about EMS, and will only be shown on the public version of the homepage. The information will be added as fields inside the homepage content type:

- › Fieldset: Information
  - » **Title** \* (Who are we ?)
  - » **Info icon** \*  
Paragraph: Info icon
    - Title \* (Express mail..)
    - Image \*
  - » **Content** \* (in 1998...)
  - » **Link** (Learn more..)

### + News

The news section will display a list of the 3 latest news items, chronologically sorted from left to right (new to old). On the private version of the homepage, 1 news item is shown "featured" at the top, while 3 other items are shown near the bottom.

The news section will be loaded inside a custom block that is added to the homepage template.

The following fields will be added to the control panel to allow to edit them:

- › Fieldset: News block
  - » **Title** \* (News)
  - » **Link Title** \* (See all...)

# CONTENT TYPES

## Homepage

### + News

A news item is rendered as a teaser inside the block. The teaser contains the following items:

- > **Title \***
- > **Image**
- > **Link \***  
"Read more". This link will be provided automatically.
- > **Date**  
A datepicker implementation.

The news section will contain a link to the news list page.

### EMS News



September 18, 2020

**The role EMS fulfills in cross-border e-commerce**

[Read more >](#)

[Edit](#)



September 2, 2020

**Mongolia's investment in EMS branding**

[Read more >](#)

[Edit](#)



August 21, 2020

**Creative transport solutions help EMS Vietnam's volume growth**

[Read more >](#)

[Edit](#)

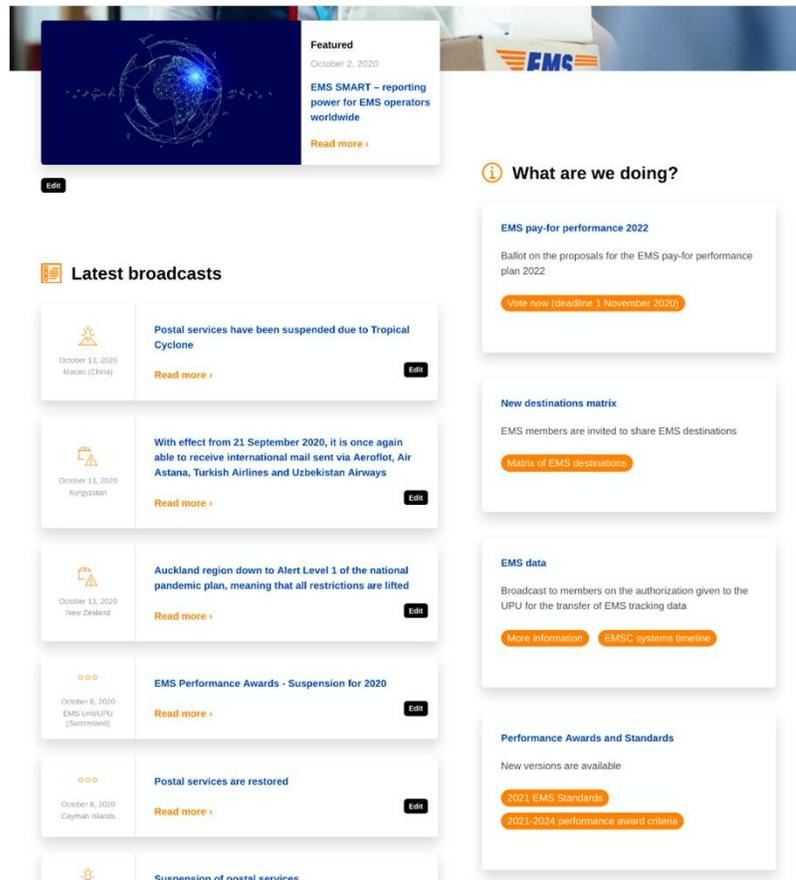
[Load more news](#)

# CONTENT TYPES

## Homepage

### + Broadcasts

A list of the 10 latests EMS broadcasts will be shown inside a section of the private homepage, with a link pointing to the full broadcast list. They will be chronologically sorted by date starting from the most recent item.



The broadcasts will be rendered as a teaser inside a custom block. This block will be rendered inside the homepage template.

There will be no filtering provided for tracking results on the homepage. It will be required to visit the tracking page to view the tracking specific broadcasts.

The broadcast section is only available for logged in users.

# CONTENT TYPES

## Homepage

### + Broadcasts

The following fields will be added inside the control panel

- > Fieldset: Broadcasts block
  - » **Title \*** (Latest broadcasts)
  - » **Link Title \*** (See all the ...)
  - » **Number of broadcasts to show**

A broadcast teaser will contain the following elements:

- > **Status icon \*** (Removed after meeting 22/05/2020)  
Taxonomy: Broadcast status
  - » Red = Issue
  - » Gray = Pending
  - » Green = Solved
- > **Title \***
- > **Date \*** (Format: 05 12 2020 (PHP = d m Y))
- > **Country \*** (Custom list, add a "Global" option to display all countries, see EMS country region list.xlsx)
- > **Broadcast description \*** (a cropped version limited in characters)
- > **Link \***  
This link will be provided automatically

# CONTENT TYPES

## Homepage

### + What are we doing ?

This section allows to add a call to action or simple information box into the homepage.

It is possible to add a title, description and an optional button or link.

The following fields will be added to the homepage content type:

#### > Fieldset: What are we doing ?

» **Title \*** (What are ...)

» **CTA \*** (Call to action)

Paragraph: Homepage CTA

- **Title \***

- **Content \***

- **Button**

The default value for the button is  
"Read more"

Multiple input is possible

- **Link**

The default value for the link  
is "Read more"

Multiple input is possible

#### What are we doing?

##### EMS pay-for performance 2022

Ballot on the proposals for the EMS pay-for performance plan 2022

[Vote now \(deadline 1 November 2020\)](#)

##### New destinations matrix

EMS members are invited to share EMS destinations

[Matrix of EMS destinations](#)

##### EMS data

Broadcast to members on the authorization given to the UPU for the transfer of EMS tracking data

[More information](#) [EMSC systems timeline](#)

##### Performance Awards and Standards

New versions are available

[2021 EMS Standards](#)

[2021-2024 performance award criteria](#)

The "What are we doing ?" section is only available for logged in users.

# CONTENT TYPES

## Tracking

### + General

Tracking is implemented through an iframe embedding the Paranor tracking widget.

The tracking page will be created inside a content type called "Tracking page".



COVID-19   Global Network   News & Events   Performance Excellence   Reports   Service Guidelines   About us   Contact us

EMS > Global Network > Tracking

## Tracking

### EMS customer service contacts

- [Contact us](#) >

### EMS tracking

To track your EMS item, **please enter your 13 digit item number** (e.g. EZ987654321XX) which is given to each EMS item. If you do not know the EMS item number, you can obtain this from the sender.

#### Disclaimer

EMS does not intervene in service issues between Posts and their customers >> [disclaimer](#).

Thank you for your understanding.

English

EE123456785US

Date and time	Status of Item	Location
Sep 10, 2019 11:17 AM	Arrived at destination import office	Coventry

# CONTENT TYPES

## Tracking

### + Integration of the Paranor Tracking Widget

The data provided by this solution will be limited to the possibilities of the widget.

In the situation where all data is available, the following items will be rendered:

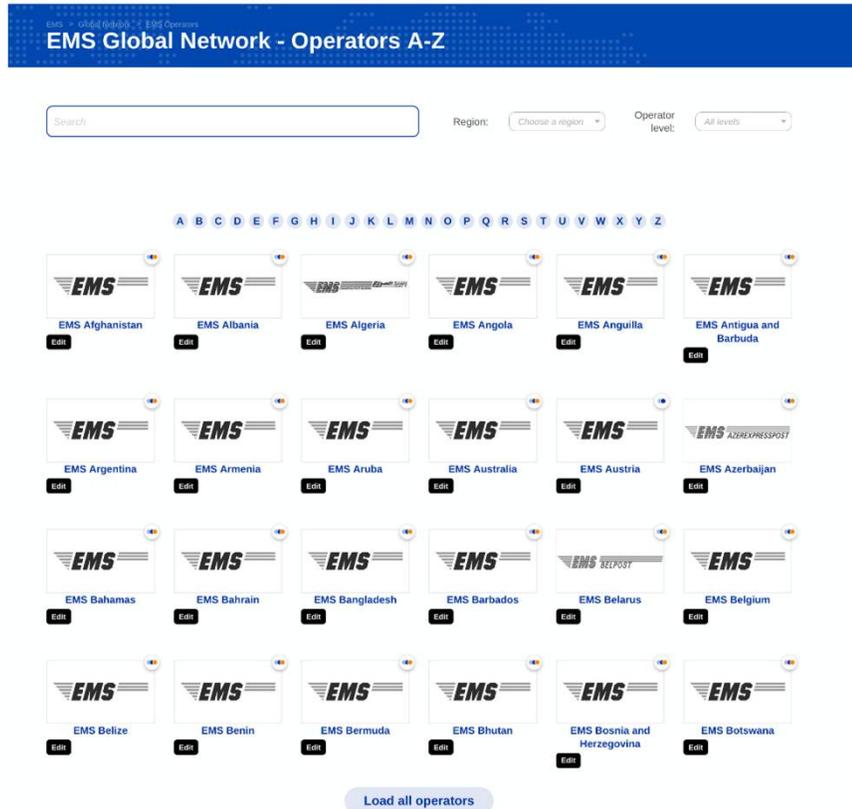
- > Current status bar
- > Alerts
- > Shipping information
  - » Current status
  - » Shipping from
  - » Shipping to
  - » Scheduled delivery
  - » Last location
- > Mail carrier
  - » Carrier name
- > Postal organization
  - » Postal organization name(s)
- > Shipment progress
  - » A list of all progress events

The Google map feature will not be included. (decision 28/06)

# CONTENT TYPES

## Operator - List

### + General



The operator list page combines all the operators inside a separate content type.

The content type contains the following fields:

- > Title \*
- > Content  
Displayed above the list

A custom block will be created that is only rendered on the content type "Operator – List".

The page consists of the following sub-elements

- > Search
- > Operators

# CONTENT TYPES

## Operator - List

### + Search

A search will be implemented and will allow to search using the following elements:

- > **Text**  
This is a free text search on the title of the operator only
- > **Operator level**  
Taxonomy: Operator level
  - » Full member
  - » Import member
  - » Non member
- > **Region** (Custom list provided by EMS: EMS country region list.xlsx)
- > **First letter**  
A filter from A to Z will be provided above the operators

All keywords of the search are passed using query parameters.

- » Example: /operators?continent=1&text=afg...

The search will be provided by a Drupal EntityQuery implementation. After providing a search query, the list of operators is retrieved and rendered in a grid up to 24 items. If the button "Load all the operators" is pressed, the remaining items are shown.

The images will be loaded using data attributes to avoid that all images from hidden operators are downloaded on the initial page load.

The search result consists of a teaser view of the operator that contains the following elements:

- > **Image**
- > **Title**
- > **Country** (EMS country region list.xlsx)
- > **Operator level (Icon)**

# CONTENT TYPES

## Operator - Item

### + General

The screenshot displays the EMS Belgium website interface. At the top, the EMS logo is accompanied by the tagline "The international postal express network". A search icon and the email address "admin@wax.be" are visible in the top right corner. A horizontal navigation menu includes links for "COVID-19", "Global Network", "News & Events", "Performance Excellence", "Reports", "Service Guidelines", "About us", and "Contact us". Below this is a blue breadcrumb trail: "EMS > Global Network > EMS Operators > EMS Belgium". The main content area features the EMS logo on the left and contact details on the right. The contact information is divided into two sections: "Website information" with a globe icon and the text "bpost", and "Customer care information" with email addresses "klientendienst@bpost.be" and "serviceclients@bpost.be", and a phone number "+(32) 2201 23 45". The footer contains copyright information "Copyright © 2020 - All rights reserved", links for "Contact EMS", "Disclaimer & confidentiality", and "Sitemap", along with the UPU (Universal Postal Union) logo.

If an operator has been selected on the operator list page, the detail is shown on a separate page.

These pages will be created inside a content type called "Operator"

The carousel will be displayed horizontally.

# CONTENT TYPES

## Operator - Item

### + General

The following operator information will be stored inside the content type:

- > **Title \***  
Name of the operator
- > **Logo \***  
This logo will be scaled in width only
- > **Operator level \***  
Taxonomy: Operator level
  - » **Title \***
  - » **Logo \***
- > **Region \***  
Taxonomy: Region (Continent)
  - » **Title \***Delivered by EMS: EMS country region list.xlsx
- > **Country**  
A custom country list  
Taxonomy: Countries
  - » **Title \***Delivered by EMS: EMS country region list.xlsx
- > **Contact link**  
A link to the external website of the operator
- > **Email**  
Validation will take place to validate a correct email
- > **Phone number**
- > **Website**  
Validation will take place to validate a correct url
- > **EMS Email**  
An Email specifically for EMS  
Validation will take place to validate a correct input
- > **Description**
- > **Images**  
A carousel containing images from this operator. This will be implemented using a multiple input image field. For performance, the field will be limited to 10 images. When the image is clicked, it is expanded in a lightbox.

# CONTENT TYPES

## Operator - Item

### + General

#### > Product characteristics

Paragraph: Product characteristics

- » Title \*
- » Minimum size \*
- » Maximum size \*
- » Icon \*

Taxonomy: Product type

- Title \*
- Icon \*

#### > Shipment type

Multiple input field that selects a taxonomy term

Taxonomy: Shipment type

- » Title \*
- » Icon \*

#### > Currency

A list of currencies originating from a Drupal pre-defined list or a Taxonomy.

A multiple input select field will be used in the back-office.

#### > EMS Services

A list of services originating from a Taxonomy called "EMS Services".

#### > Operator code \*

A text field that allows to insert an operator code

If any of the above non-required fields is empty, the section containing the field output will not be shown.

On top of the content type specific fields, all fields from the content page will be available.

The titles "Product cha..", "How can you ...", "Additional information", "Currentcy used", "Additinoal EMS services", can be changed inside the control panel. They cannot be overwritten for a single operator.

The text "Pictures of .." can only by changed by a developer.

# CONTENT TYPES

## Broadcast - List

### + General

When the button "See all the broadcasts" is clicked on the homepage, a list view of all the broadcasts becomes available.

The screenshot shows the EMS website's Broadcasts page. The navigation menu includes links for COVID-19, Global Network, News & Events, Performance Excellence, Reports, Service Guidelines, About us, and Contact us. The main content area is titled "Response to COVID-19 webpages" and contains two bullet points: "Operator and UPU response (includes list of all EmiS broadcasts on COVID-19)" and "COVID-19 EMS status". Below this is a blue bar with a "Type" dropdown menu set to "Choose a type". The main content area displays a list of four broadcast items, each with a title, location, date, and a "Read more" link. The items are: "Suspension of postal services" (Macao (China), October 13, 2020), "Acceptance of international airmail" (Kyrgyzstan, October 13, 2020), "Lifting of measures to minimize the spread of COVID-19" (New Zealand, October 13, 2020), and "EMS Performance Awards" (EMS UniNet/UPU (Switzerland), October 6, 2020). Each item also has an "Edit" button on the right side.

The broadcasts list contains the same content as the list on the homepage.

The content type contains the following fields:

- > Title \*
- > Content  
Displayed above the list

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# CONTENT TYPES

## Broadcast - List

### + General

The following filter can be applied:

#### > Type

The page will display the 10 most recent broadcasts.

When a “Load more broadcasts” button is pressed, another 10 items are loaded.

# CONTENT TYPES

## Broadcast - Item

### + General

If a read more button on the broadcast list is pressed, the detail page of a broadcast is shown.

A broadcast consists of the following fields:

- > **Title \***
- > **Type \***
  - Taxonomy: Broadcast type
  - » Title \*
  - » Icon \*
  - (Holidays / Natural disasters / Service Disruption / Technical / Force Majeure / EMS Cooperative alerts / Other)
- > **Status \*** (Removed after meeting 22/05/2020)
  - Taxonomy : **Status (Problem (Red), Pending (Gray), Solved (Green))**
  - » Title \*
  - » Icon \*
  - The status icon will be shown on the top right of the broadcast
- > **Date \*** (Format: 05 12 2020 (PHP = d m Y))
- > **Country \***
  - A broadcast will be linked to a country, not a region.
  - It should be possible to have an All selection to display the broadcast everywhere (or make it optional).
  - The country will be constructed from a separate taxonomy term since not all countries can be inside the list.
  - Delivered by EMS: EMS country region list.xlsx
  - Taxonomy: Country
  - » Title \* (Name of the country)
- > **Broadcast description \*** (limited in characters)

The layout will be based on the news page features.

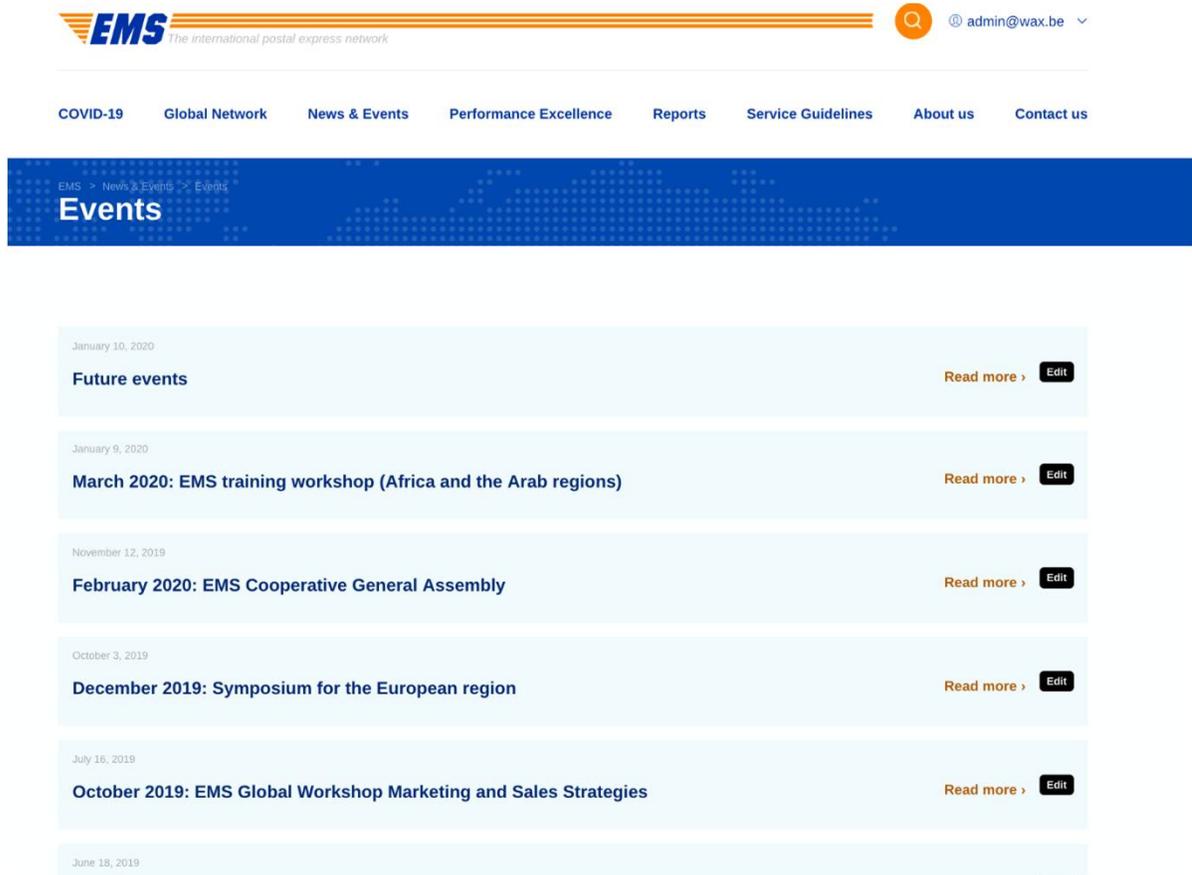
On top of the content type specific fields, all fields from the content page will be available. This will be used to allow to add a list of files to a broadcast.

# CONTENT TYPES

## Event - List

### + General

A list page will be created for the events:



The content type contains the following fields:

- > **Title**\*
- > **Content**  
Displayed above the list

This teaser view consists of the following fields:

- > **Title**
- > **Date**  
A datepicker implementation.
- > **Link** (Read more)

---

# CONTENT TYPES

## Event - List

### + General

No filter is applied to this content type.

The page will display the 10 most recent events.

When a "Load more events" button is pressed, another 10 items are loaded.

# CONTENT TYPES

## Event - Item

### + General

If a read more button on the event list is pressed, the detail page of an event is shown.

### August 2019: Symposium for the Asia Pacific region

June 18, 2019



The EMS Cooperative and the UPU International Bureau, in cooperation with Mongol Post, held an EMS symposium 'EMS vision 2024', for senior management of the Asia-Pacific region on 21 and 22 August 2019 in Ulaanbaatar, Mongolia.

The symposium was a platform for participants to discuss strategic and business development challenges and opportunities for positioning EMS for growth, share their experiences, focus on continuous service performance improvement to meet customers' needs and prioritize the key strategies to achieve the EMS vision 2021-2024 in the Asia-Pacific region.

Key conclusions and recommendations of the symposium will be reflected and incorporated into the EMS Business Plan 2021-2024, and the regional action plans.

#### Symposium presentations

- EMS Cooperative Business Plan 2017-2020 - Jane Dyer, Manager EMS Unit
- Market developments and the outlook for EMS exports in the Asia Pacific region - The Colography Group
- EMS export opportunities and threats the Asia Pacific region - The Colography Group
- EMS Growth - Vietnam Post
- EMS Growth in China - China Post
- 2019 EMS Performance Award Criteria and regional results - JIANG Feng, EMS Regional Coordinator
- EMS Performance Achievement - Mongol Post
- Customer service achievements - Thailand Post
- Improvement on Customs Clearance - Nigeria Post
- US Market Opportunities and EMS Operational Review - USPS
- Post NL's efforts to improve and grow EMS - Post NL
- Adjust to changes - Russia Post
- Transport strategies and competitor benchmarking - The Colography Group
- Customs clearance success story - Japan Post
- Regional customs and transport performance trends - JIANG Feng, EMS Regional Coordinator
- EMS vision 2021-2024 - Jane Dyer, Manager EMS Unit

#### Correspondence

- Invitation
- Agenda

For further information, please contact Mr JIANG Feng, EMS Regional Coordinator for the Asia-Pacific region, feng.jiang@upu.int

An event consists of the following fields:

- > **Title \***
- > **Date \*** (Format: 05 12 2020 (PHP = d m Y))
- > **Event type \***  
Taxonomy: Event type  
» Title \*
- > **Link to an external event**
- > **Disable read more**

It should be possible to disable the read more button using a checkbox.

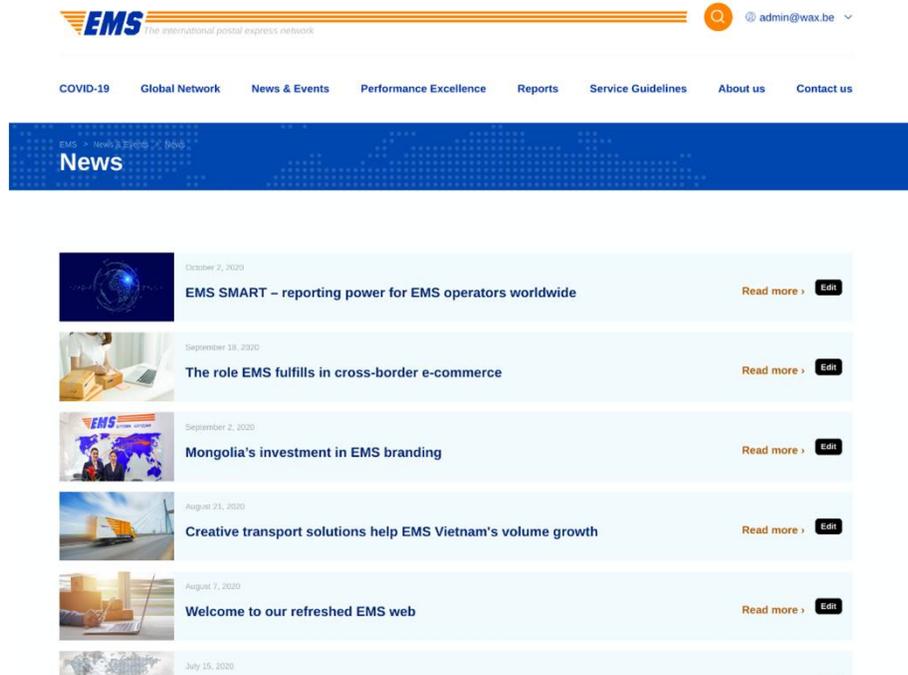
On top of the content type specific fields, all fields from the content page will be available.

# CONTENT TYPES

## News - List

### + General

A list page will be created for the news:



The content type contains the following fields:

- > **Title \***
- > **Content**  
Displayed above the list
- > **Archive page**  
Checkbox

This teaser view consists of the following fields:

- > **Image**
- > **Title \***
- > **Link \***  
"Read more". This link will be provided automatically.
- > **Date**  
A datepicker implementation.

---

# CONTENT TYPES

## News - List

### + General

The news list is not filterable.

The page will display the 10 most recent news items.

When a "Load more news" button is pressed, another 10 items are loaded.

When a checkbox "Archive page" is selected, the page will render the archived news items only.

---

# CONTENT TYPES

## News - Item

### + General

If a read more button on the news list is pressed, the detail page of a news item is shown.

An news item consists of the following fields:

> **Title \***

> **Image**

> **Date \***

Datepicker - (Format: 05 12 2020 (PHP = d m Y))

> **Archived**

A checkbox marking a news item as archived.

This will remove the news item from the news list and only display it inside the archive list page.

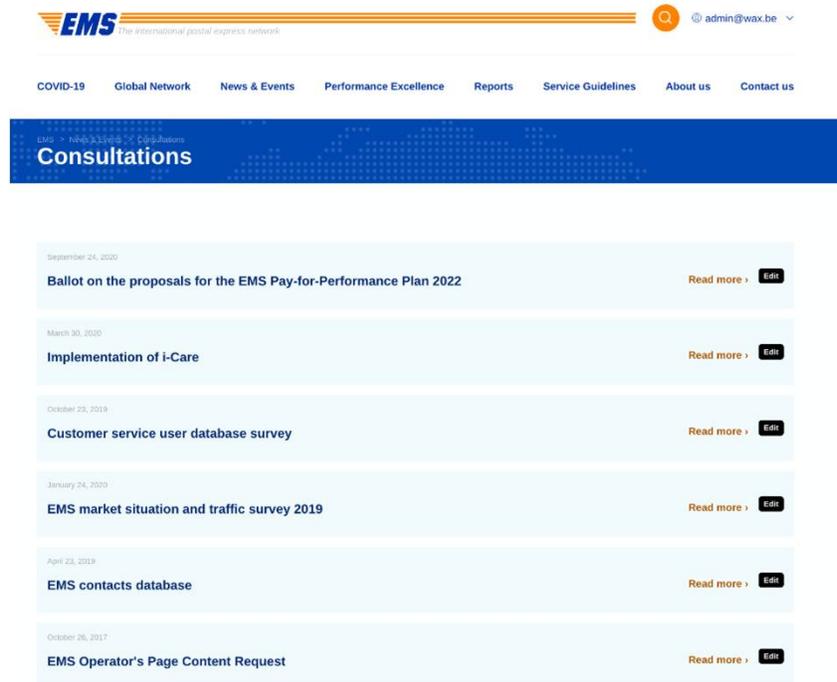
On top of the content type specific fields, all fields from the content page will be available.

# CONTENT TYPES

## Consultation - List

### + General

A list page will be created for the consultations:



The content type contains the following fields:

- > **Title \***
- > **Content**  
Displayed above the list

This teaser view consists of the following fields:

- > **Title**
- > **Date**  
A datepicker implementation.
- > **Link** (Read more)

---

# CONTENT TYPES

## Consultation - List

### + General

The consultation list will not be filterable.

The page will display the 10 most recent consultations.

When a "Load more consultations" button is pressed, another 10 items are loaded.

---

# CONTENT TYPES

## Consultation - Item

### + General

If a read more button on the consultation list is pressed, the detail page of a consultation is shown.

An event consists of the following fields:

- > **Title** \*
- > **Date** \* (Format: 05 12 2020 (PHP = d m Y))
- > **Consultation type** \*
  - Taxonomy: Consultation type
  - » Title \*

On top of the content type specific fields, all fields from the content page will be available.

# CONTENT TYPES

## Report - List

### + General

A list page will be created for the reports:

The screenshot shows the EMS Performance Reports website. At the top, there is a navigation bar with links for COVID-19, Global Network, News & Events, Performance Excellence, Reports, Service Guidelines, About us, and Contact us. Below the navigation bar is a search bar with a dropdown menu for Country and a dropdown menu for Region. The main content area is titled "EMS Performance Reports" and features a section for "EMS Monthly Performance reports". This section includes a link to "Performance reports from September 2019 to September 2020" and a link to "All operators: performance against targets". A sidebar on the right contains the "EMS Reports Guide (version 5.0)" with links for English, Arabic, French, Russian, and Spanish. Below the main content area is a table with columns for Country or territory, Region, Operator code, and Report.

Country or territory	Region	Operator code	Report
 Afghanistan	Asia Pacific	AF	  EMS
 Albania	Europe	AL	  EMS
 Algeria	Arab	DZ	  EMS
 Angola	Africa	AO	  EMS

The content type contains the following fields:

- > **Title** \*
- > **Content**  
Displayed above the list

This teaser view consists of the following fields:

- > **Logo**  
Retrieved from the linked operator.
- > **Country**  
Retrieved from the linked operator.
- > **Region**  
Retrieved from the linked operator.
- > **Operator code**  
Retrieved from the linked operator.
- > **Report**  
This is a direct download link of the report, no detail page is shown.  
A query string will be added to the report, to match the last import date.  
This will ensure the old report is not cached.

---

# CONTENT TYPES

## Report - List

### + General

The list is filterable by the following filters:

- > **Country**  
Dropdown
- > **Region**  
Dropdown
- > **Operator code**  
Free text field

The list is stored by alphabet and contains a pager to view the following pages.

### + Import system

An FTP server will be made available and will link to a defined folder inside the sites/default/files folder of Drupal.

When a file is uploaded, it will be matched with the existing list of operators in the website. If the operator code from the file name consists with the operator code in the operator content type, it will be shown on the website.

The delivered filename will be of the format: **AT\_ATU.pdf**, the first part of the filename contains the operator code (AT).

When a file is added into the folder, it is not automatically added into the website for performance reasons. A cronjob will process the tasks during the night and will add the new reports inside.

Only a single report is stored for each operator. Meaning that an updated report will overwrite the existing item.

---

# CONTENT TYPES

## Report - Detail

### + General

A detail page view for the reports does not exist. A content type will however be created to be able to create the list view.

The report will be downloaded when clicked inside the report list page.

The content type consists of the following fields:

- > Title \*
- > Operator \*
- > Report \*

A file field that allows to upload 1 document.

The document will be in a PDF format.

The limitation on the filesize will be defined by the hosting configuration.

---

# CONTENT TYPES

## Content page

### + General

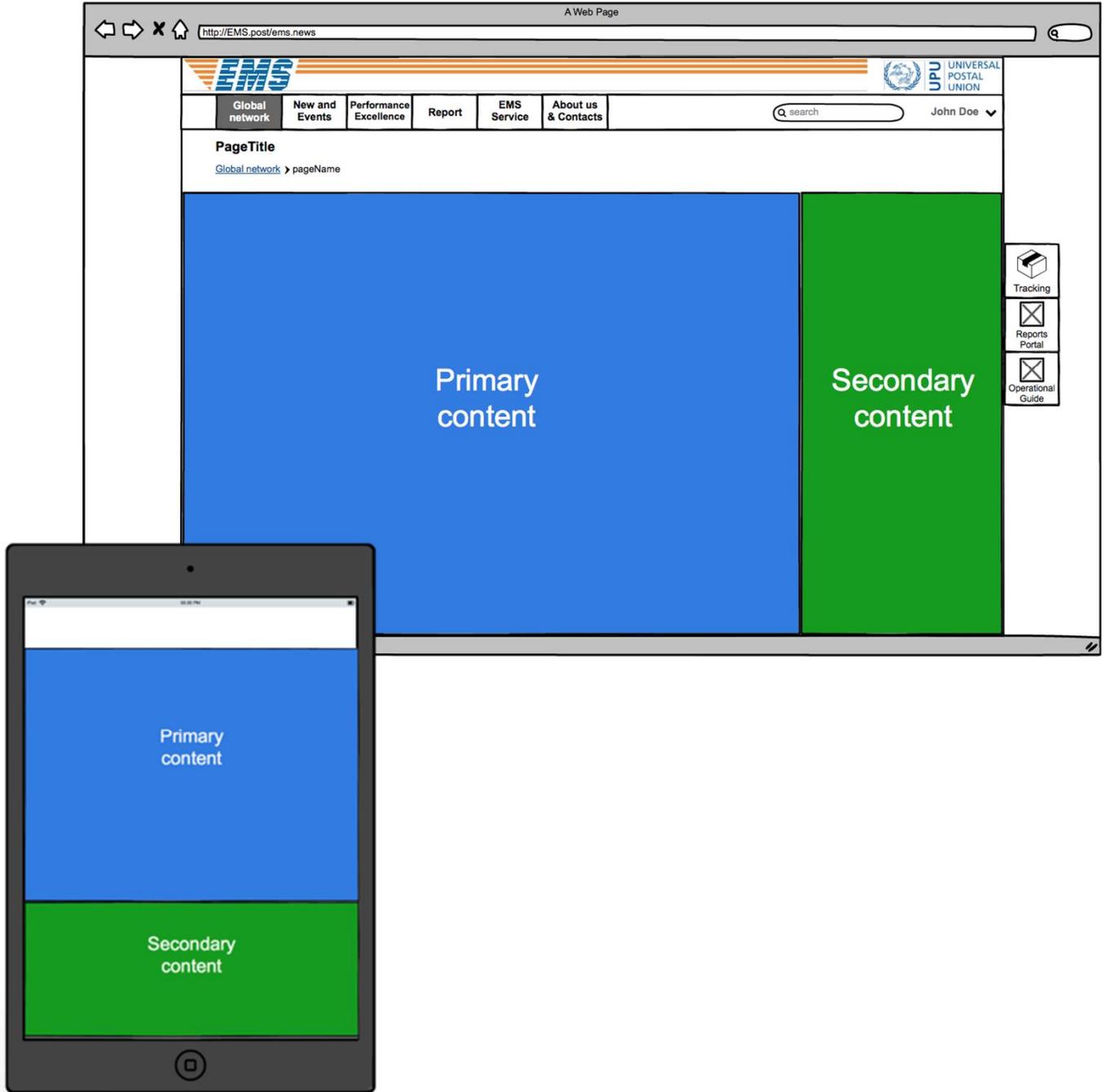
A content type will be created to create all pages that do not belong to a certain content type.

The content page will allow to create a page by using a certain set of defined content blocks. The blocks can have multiple instances on the same page. A drag-and-drop system is provided in the back-office to re-arrange the blocks.

# CONTENT TYPES

## Content page

### + Structure



# CONTENT TYPES

## Content page

### + Structure

The content page will be split into 2 sections. For this a specific paragraph will be created.

The following fields will exist on the content type.

- > Title \*
- > Content blocks \*
  - Paragraph: Structure
    - » Primary content
      - Sub-paragraphs...
    - » Secondary content
      - Sub-paragraphs...

### + Primary content

The **primary content (blue)** section allows to place the following types of blocks

- > Article
- > Image
- > Video
- > Carousel
- > Accordion
- > Quote
- > File
- > Link

### + Secondary content (sidebar)

The **secondary content blocks (green)** section allows to create blocks of the type

- > File
- > Link

# CONTENT TYPES

## Content page

### + Structure (Normal)

An example of a content page:

The screenshot shows a web browser window titled "A Web Page" with the URL "http://EMS.post/ems.news". The page features a header with the EMS logo, navigation links for "Global network", "New and Events", "About EMS", and "Contact us", a search bar, and a user profile "John Doe". The main content area includes a "PageTitle" section with a breadcrumb "Global network > pageName", a "Title" section with a large placeholder image, and a "Secondary title" section with a paragraph of placeholder text. Below this is a quote: "Lorem ipsum dolor sit amet, consectetur adipiscing elit." Another "Secondary title" section follows with another paragraph of placeholder text. The bottom of the main content area features a "Title" section with three smaller content boxes, each containing a "Title" and a paragraph of placeholder text, with left and right navigation arrows. The right sidebar contains a "You may be interested in:" section with three links, an "Associated files:" section with a file "FileName.pdf" and a "Download" button, and another "Associated files:" section with three links. On the far right, there are three icons: "Tracking", "Reports Portal", and "Operational Guide".

# CONTENT TYPES

## Content page

### + Structure (Full-width)

Some pages do not require a sidebar and should be rendered on the full width of the page.

For this the structure block can be ignored, and all Paragraphs can be added directly into the content blocks field.

The screenshot shows a browser window with the URL <http://EMS.post/ems.news>. The page features a navigation bar with the EMS logo and menu items: Global network, New and Events, About EMS, and Contact us. A search bar and the user name 'John Doe' are also present. The main content area is structured as follows:

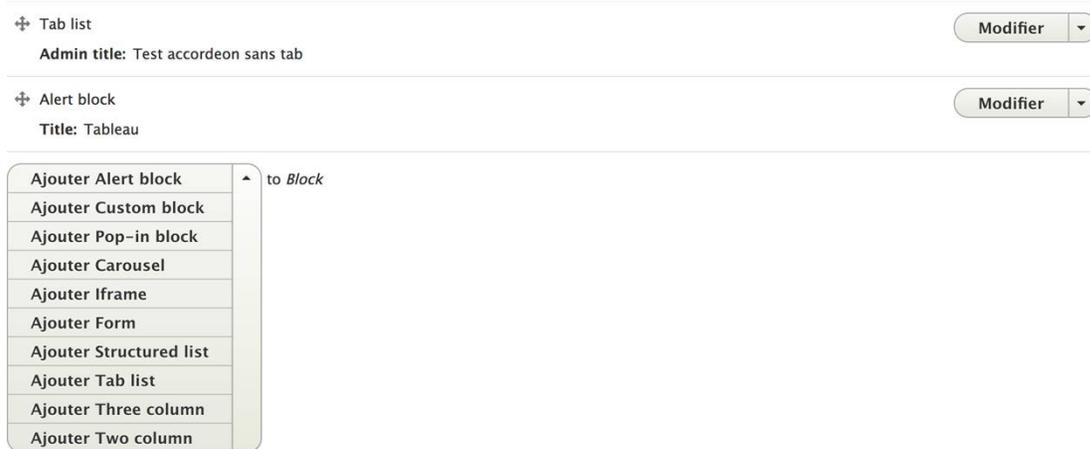
- PageTitle:** Global network > pageName
- Title:** A large placeholder box with a diagonal cross, followed by a paragraph of Lorem Ipsum text.
- Text:** A paragraph of Lorem Ipsum text.
- Other news:** A horizontal carousel of four news items, each with a title and a placeholder box.
- You may be interested in:** A list of three links: [lorem ipsum dolor sit amet](#), [Consectetur adipiscing elit](#), and [Sed do eiusmod tempor incididunt](#).
- Associated files:** A list of three file links: [lorem ipsum dolor sit amet](#), [Consectetur adipiscing elit](#), and [Sed do eiusmod tempor incididunt](#).
- Associated files:** A section with a file link [FileName.pdf](#), a language selector set to 'English', and a 'Download' button.

On the right side of the page, there is a sidebar with three icons: Tracking, Reports Portal, and Operational Guide.

# CONTENT BLOCKS

## + General

The content blocks can be added when editing a page in the back-office.



The screenshot displays a list of content blocks in a back-office interface. Each block has a plus icon on the left and a 'Modifier' button with a dropdown arrow on the right. The first block is 'Tab list' with the admin title 'Test accordeon sans tab'. The second block is 'Alert block' with the title 'Tableau'. Below the list, a dropdown menu is open, showing options to 'Ajouter' (Add) various block types: Alert block, Custom block, Pop-in block, Carousel, Iframe, Form, Structured list, Tab list, Three column, and Two column. The dropdown menu also includes a search icon and a 'to Block' label.

Some buttons have been added to the front-end to be able to sort and modify existing blocks without the need to go to the overview screen of all blocks.

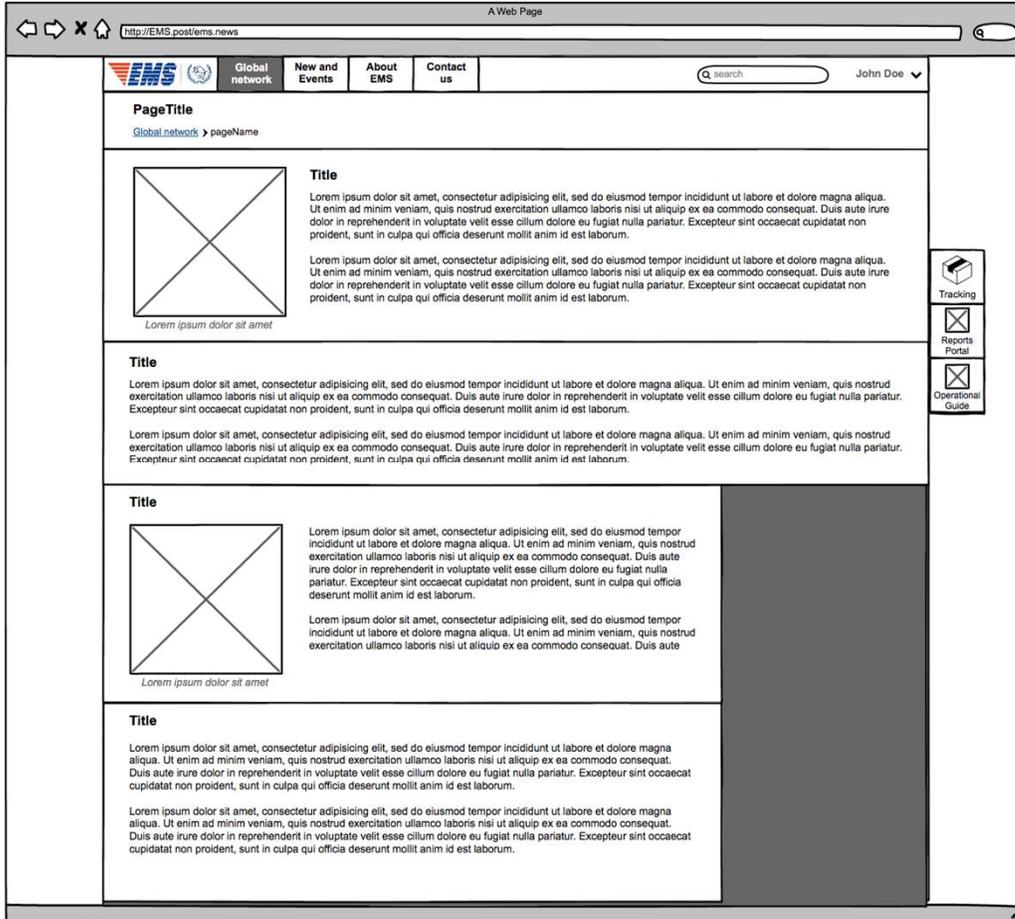


All blocks are created using the Paragraphs module.

# CONTENT BLOCKS

## Article

### + Layout



---

# CONTENT BLOCKS

## Article

### + General

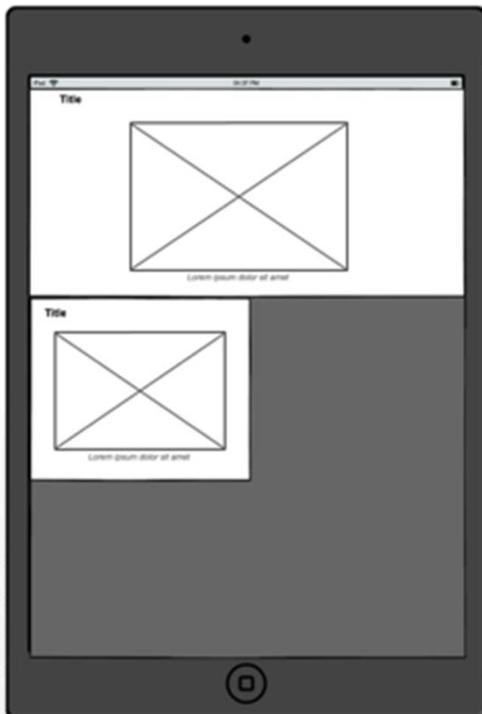
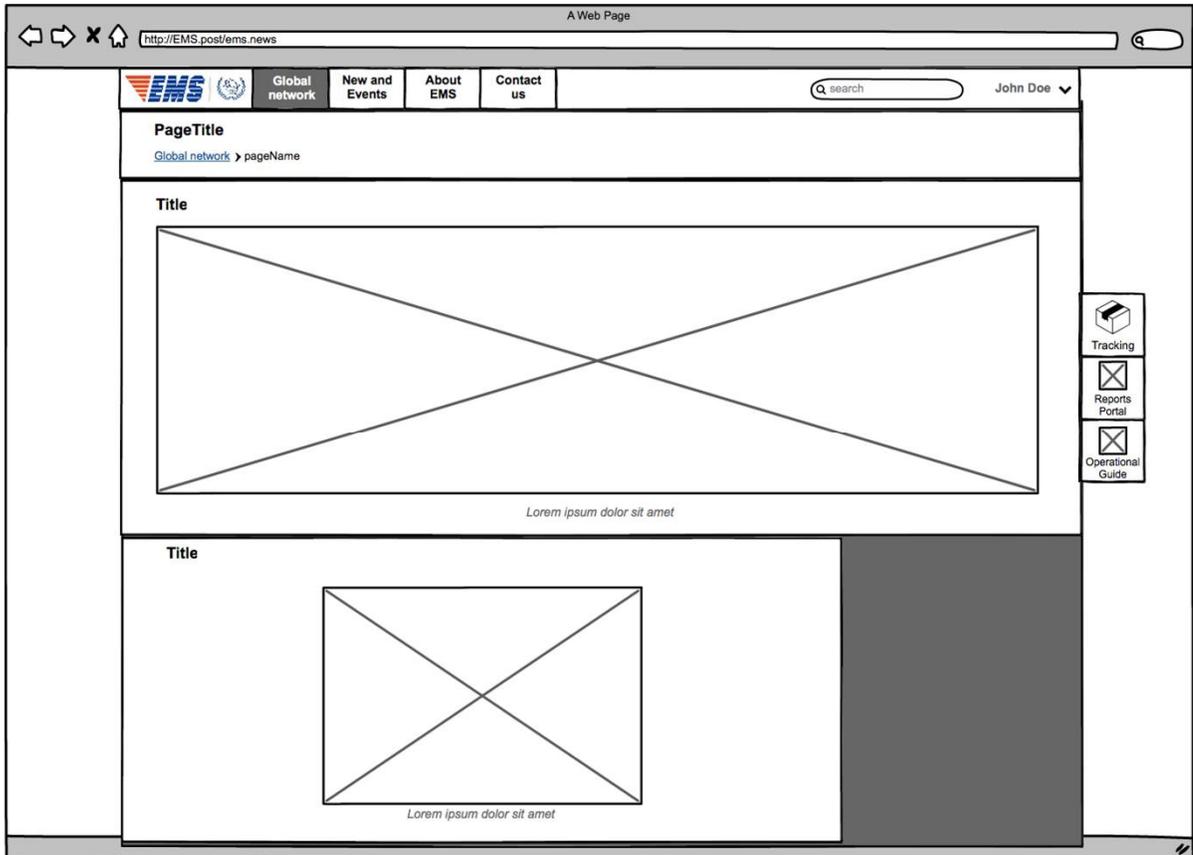
The article block will consist of the following fields:

- > **Admin title** \*  
This title is for administrative purposes only and will not be displayed
- > **Image**
- > **Legend**  
The legend will be added below the image
- > **Text** \*

# CONTENT BLOCKS

## Image

### + Layout



---

# CONTENT BLOCKS

## Image

### + General

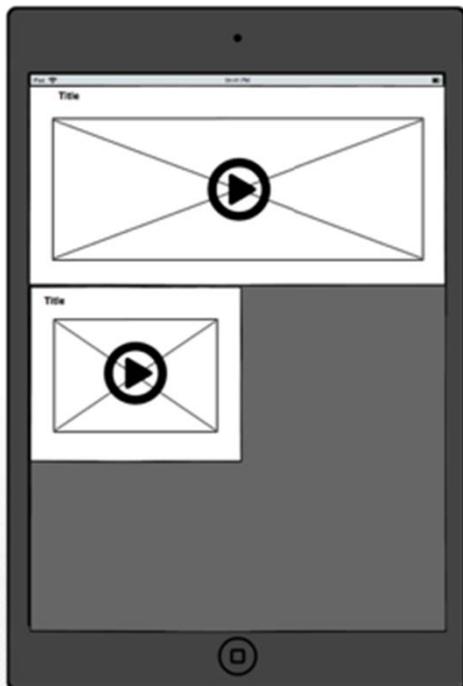
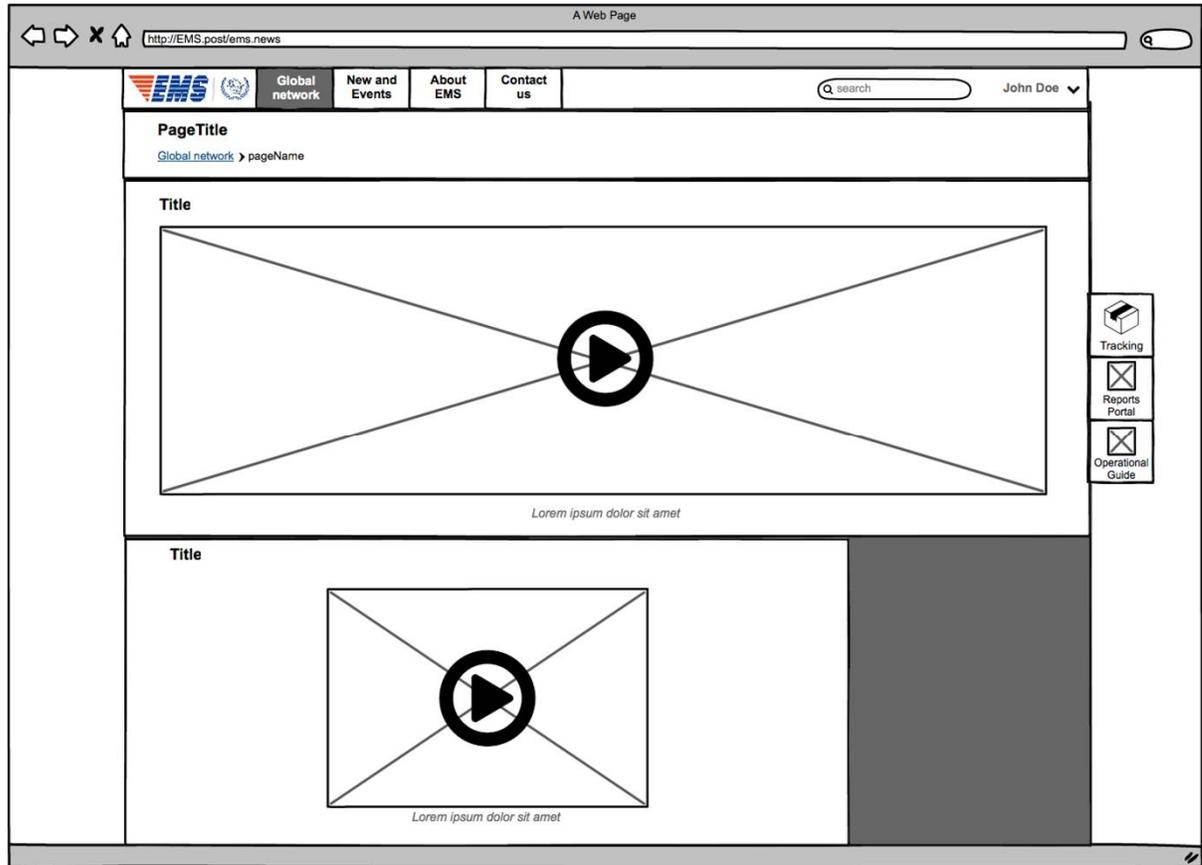
The image block will consist of the following fields:

- > **Admin title** \*  
This title is for administrative purposes only and will not be displayed
- > **Title**
- > **Image** \*
- > **Legend**  
The legend will be added below the image

# CONTENT BLOCKS

## Video

### + Layout



---

# CONTENT BLOCKS

## Video

### + General

The image and video block will consist of the following fields:

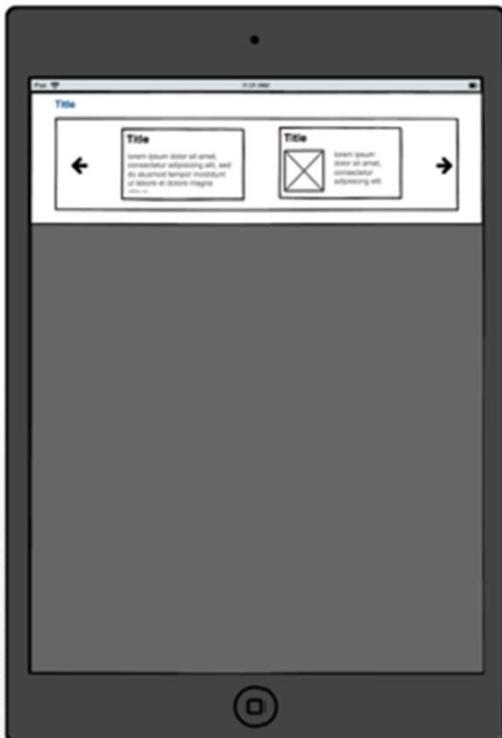
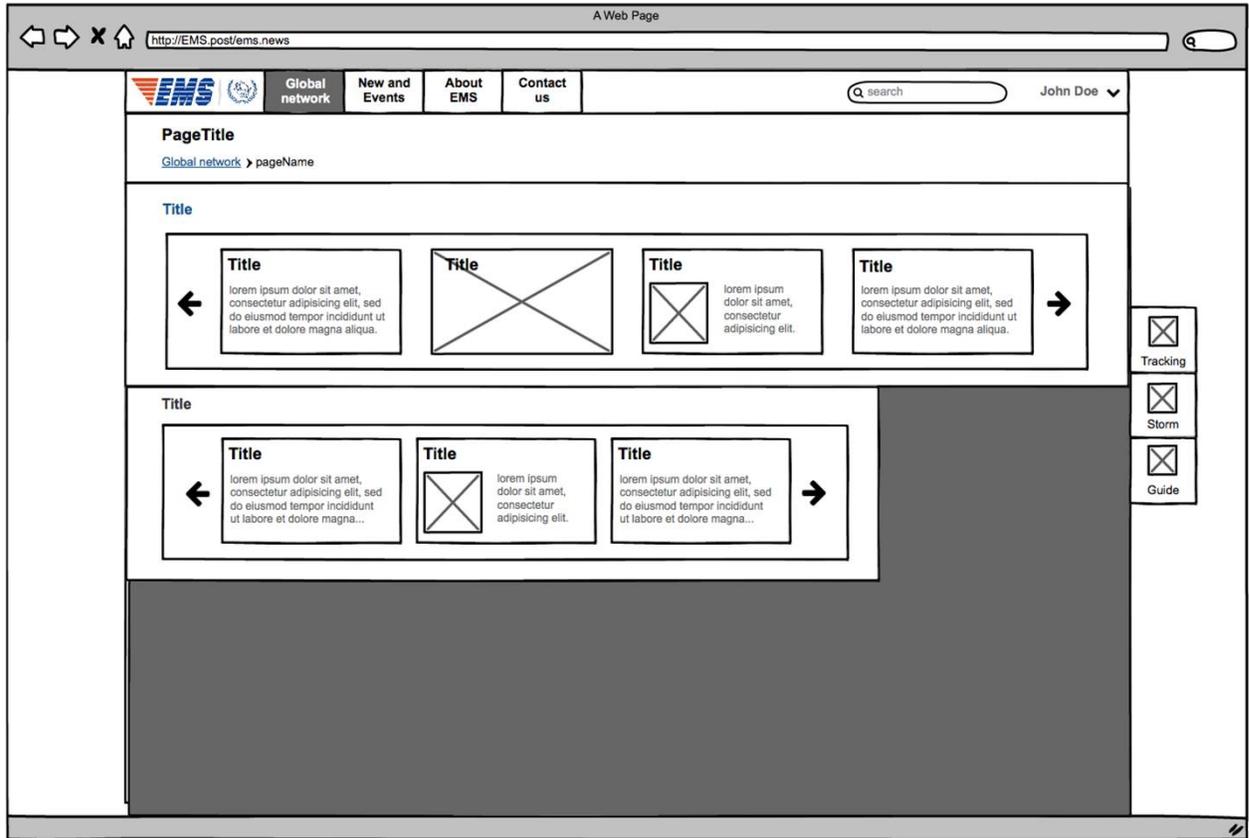
- > **Admin title** \*  
This title is for administrative purposes only and will not be displayed
- > **Title**
- > **Image** \*  
An image displayed as long as the video hasn't been loaded yet
- > **Video** \*  
Youtube or Vimeo supported. No custom video uploads.  
This will be textfield that recognizes the type of video and creates the iframe itself
- > **Legend**  
The legend will be added below the video
- > **Size**
  - Small
  - Large

The iframe should never be larger then the available space inside the region.

# CONTENT BLOCKS

## Carousel

### + Layout



---

# CONTENT BLOCKS

## Carousel

### + General

The carousel block consists of the following fields:

- > **Admin title** \*  
This title is for administrative purposes only and will not be displayed
- > **Title**
- > **Image**  
This image can be expanded upon a click
- > **Link**  
This can be an external or internal link  
If a link is provided, this will override the image expand feature.

There are 2 types of views available for a carousel item

- > Image only
- > Image + title below

The image will be enlarged when clicked, unless it contains a link.

---

# CONTENT BLOCKS

## Carousel

### + General

On a tablet only 2 elements or 1 large will be shown on each carousel iteration.

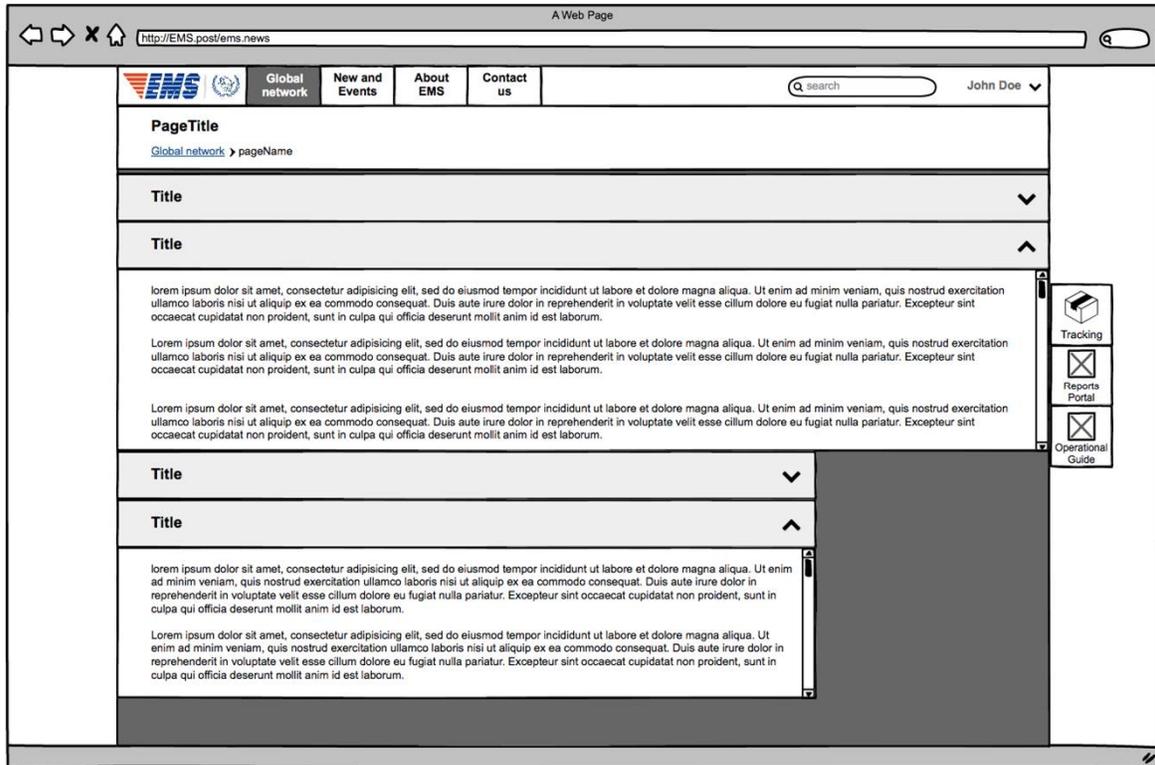
On a smartphone only 1 element will be shown on each carousel iteration, the image of the double size element will be cropped to be able to make it fit inside the same dimension as the other elements.

On mobile devices, each carousel iteration can also be triggered with a swipe gesture.

# CONTENT BLOCKS

## Accordion

### + Layout



---

# CONTENT BLOCKS

## Accordion

### + General

The accordion block consists of the following fields:

- > **Admin title \***  
This title is for administrative purposes only and will not be displayed
- > **Accordeon item**  
Paragraph: Accordeon
  - » **Admin title \***  
This title is for administrative purposes only and will not be displayed
  - » **Title \***
  - » **Content \***  
A richt text (wysiwyg) field.

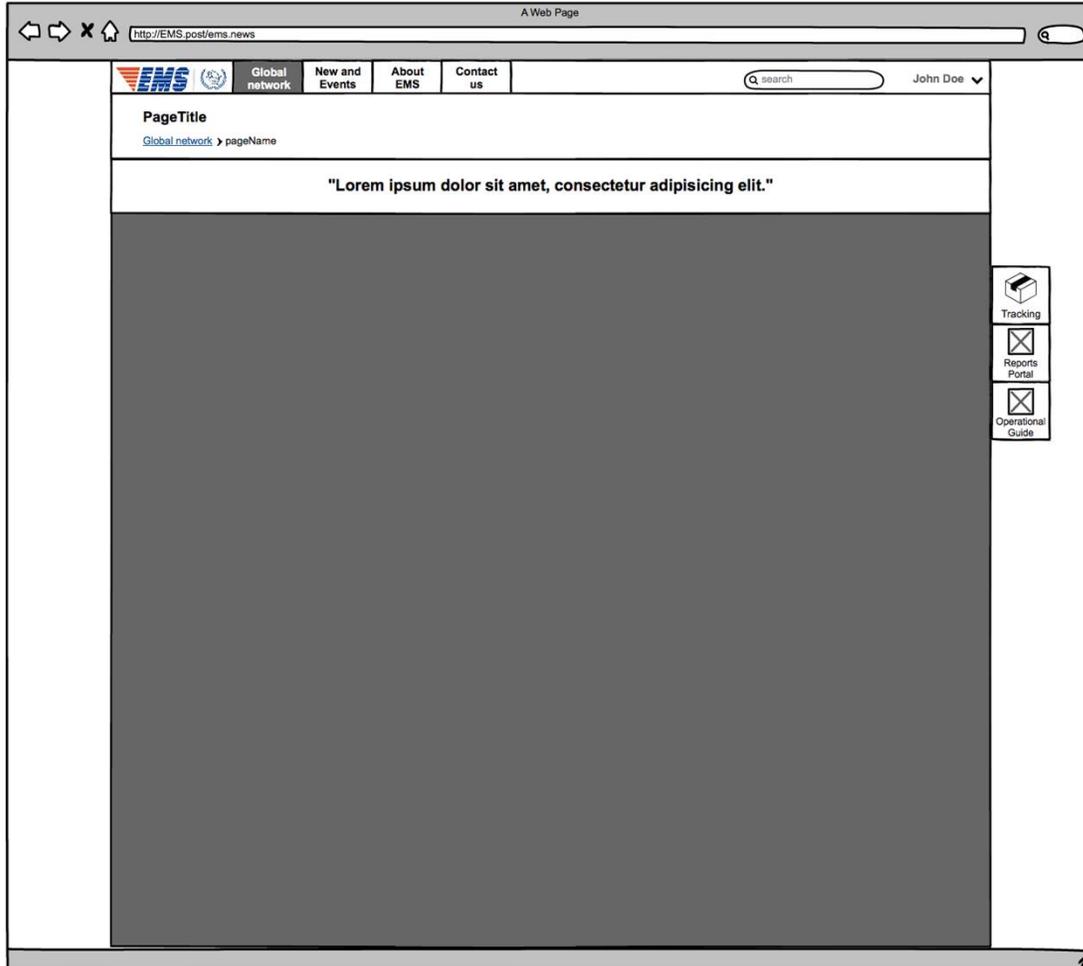
The accordion does not allow any other block inside. Only a wysiwyg field will be provided.

The first element of the accordion is always displayed as expanded on the page load. The other items stay collapsed until the title is clicked.

# CONTENT BLOCKS

## Quote

### + Layout



---

# CONTENT BLOCKS

## Quote

### + General

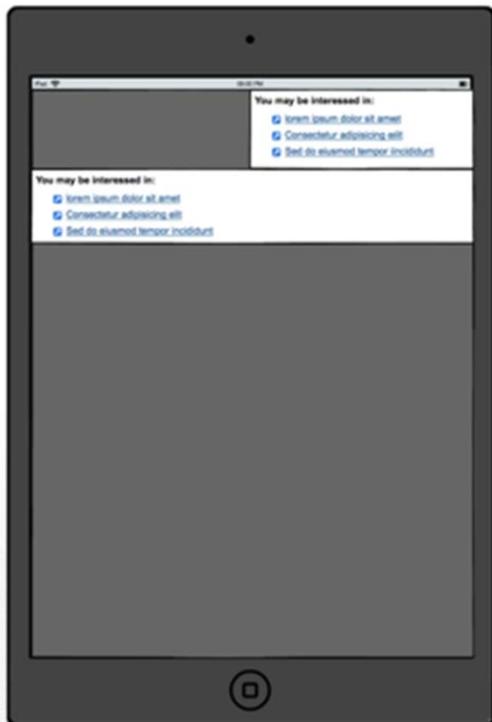
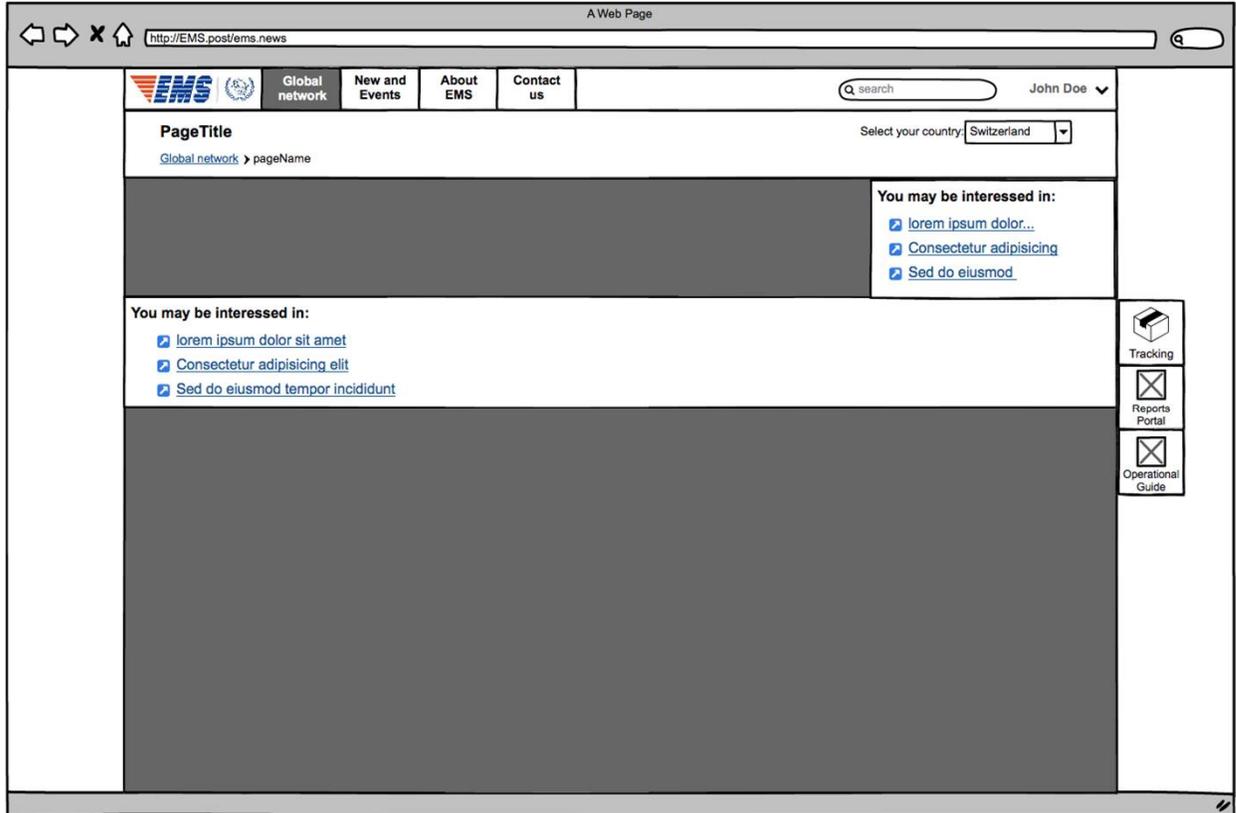
The quote block consists of the following fields:

- > **Admin title** <sup>\*</sup>  
This title is for administrative purposes only and will not be displayed
- > **Quote**  
Wysiwyg field
- > **Author**  
Textfield
- > **Background-color**  
A color picket with a set of fixed defined colors. Only the defined colors can be picked.  
If the background-color is set, the quote icon will not be shown and the quote will be rendered in a boxed view.
- > **Text-color**  
Pre-defined list of colors  
The text-color is only applied when the background-color is active.

# CONTENT BLOCKS

Link

## + Layout



---

# CONTENT BLOCKS

## Link

### + General

The link block consists of the following fields:

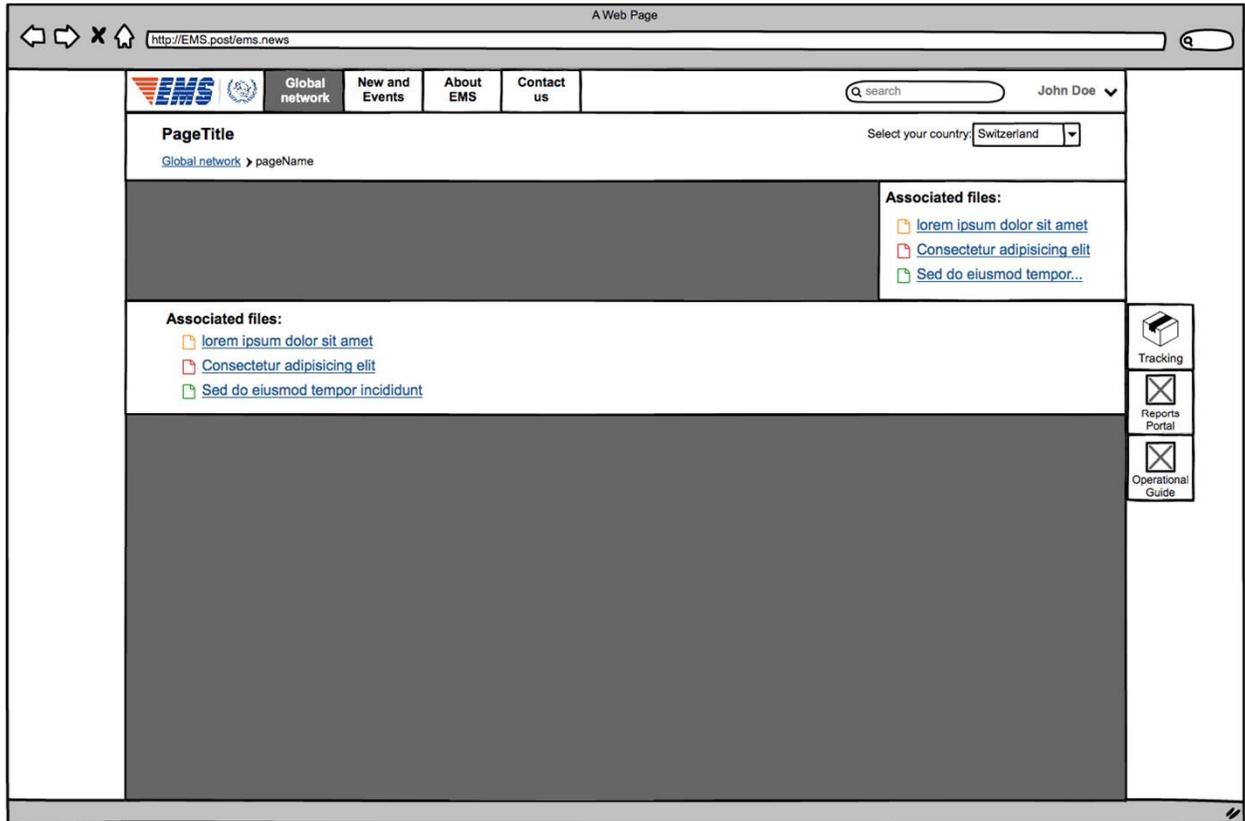
- > **Admin title** \*  
This title is for administrative purposes only and will not be displayed
- > **Title**
- > **Link** \*  
This can be an internal or external link  
It is possible to set a different title for a link.

There is no restriction in the amount of links in a single block.

# CONTENT BLOCKS

File

+ Layout



---

# CONTENT BLOCKS

## File

### + General

The file block consists of the following fields:

- > **Admin title** \*  
This title is for administrative purposes only and will not be displayed
- > **Title**
- > **File**\*

A file will be displayed with an icon in front of it.

The supported file formats are:

doc, docx, docm, xls, xlsx, xlsx, ppt, pptx, pptm, txt, pdf, jpg, jpeg, png, gif

There are no restriction to the amount of files that can be added here.

The file size will be limited to the restrictions of the hosting provider.

# CONTENT BLOCKS

## Flipbook

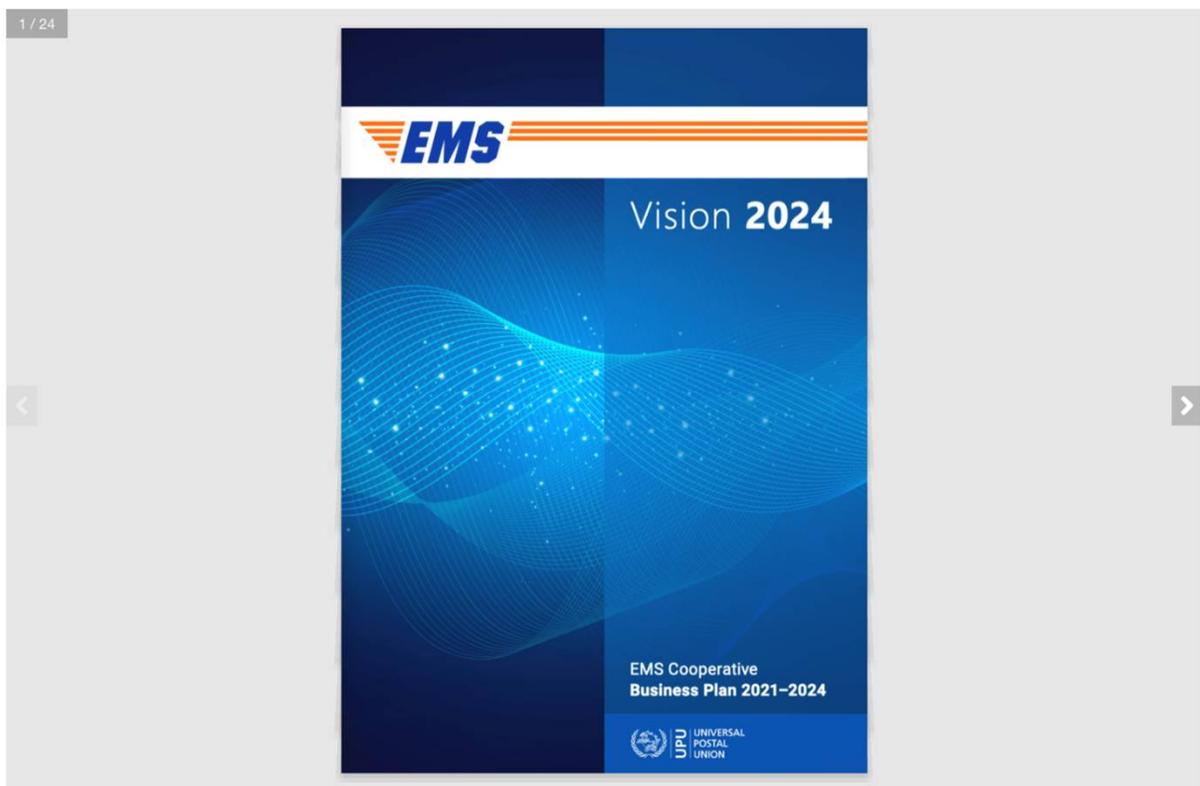
### + General

The Flipbook block consists of the following fields:

> PDF\*

This is the PDF-file that will be used as content for the flipbook.

This block displays a flipbook widget, which the visitor can use to browse through the uploaded PDF file. More than one flipbook block can be placed on a single page.



# STYLEGUIDE

## + Visual specifications

An overview of all the colors and fonts used inside the website:

### Color Palette

 <b>#orange</b> #ff8400 % 100 rgb 255 132 0	 <b>#blue-lighter</b> #e6ebf5 % 100 rgb 230 235 245	 <b>#blue</b> #0033a1 % 100 rgb 0 51 161
 <b>#orange-lighter</b> #fff2e6 % 100 rgb 255 242 230	 <b>#orange-dark</b> #b05b0c % 100 rgb 176 91 12	 <b>#orange-darker</b> #4b2602 % 100 rgb 75 38 2
 <b>#orange-light</b> #fecc9a % 100 rgb 254 204 154	 <b>#blue-light</b> #9aafd9 % 100 rgb 154 175 217	 <b>#blue-dark</b> #052970 % 100 rgb 5 41 112
 <b>#blue-darker</b> #01112f % 100 rgb 1 17 47		



Naming tip: Web developers usually use underscores or dashes while defining colors, which looks like: br...

### Aa Font Book

Blue 16

Arimo, Regular, 16px,  #blue  
Center, Letter spacing: -0.1px

White 16

Arimo, Regular, 16px,  #ffffff  
Center, Letter spacing: -0.1px

Field

Arimo, Regular Italic, 16px,  rgba 0 0 0, 0.25  
Letter spacing: -0.1px