

# Your guide to the Business Support Portal

Manage your deliveries and enquiries with Australia Post and StarTrack via the Business Support Portal.

June 2022



Australia Post

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# Overview

**The Australia Post Business Support Portal (BSP) has been designed with ease-of-use in mind and gives you access to a self-serve 24/7 support portal.**

Access and manage your enquiries in the one place, including checking the status of an enquiry, and providing Australia Post with any additional information needed.

Anyone with a Business Credit Account can use the Business Support Portal.

**Through the Business Support Portal you can:**



Manage your deliveries and get the most recent tracking information and expected delivery date



Recall or Redirect a parcel that's been lodged\*



Download a Proof of Delivery document or Safe Drop image#



Access live chat during business hours 8am–6pm (AEST), Monday – Friday†



Raise enquiries to have deliveries investigated or submit general enquiries



View a summary of your enquiries and be notified when more information is needed to progress your query.

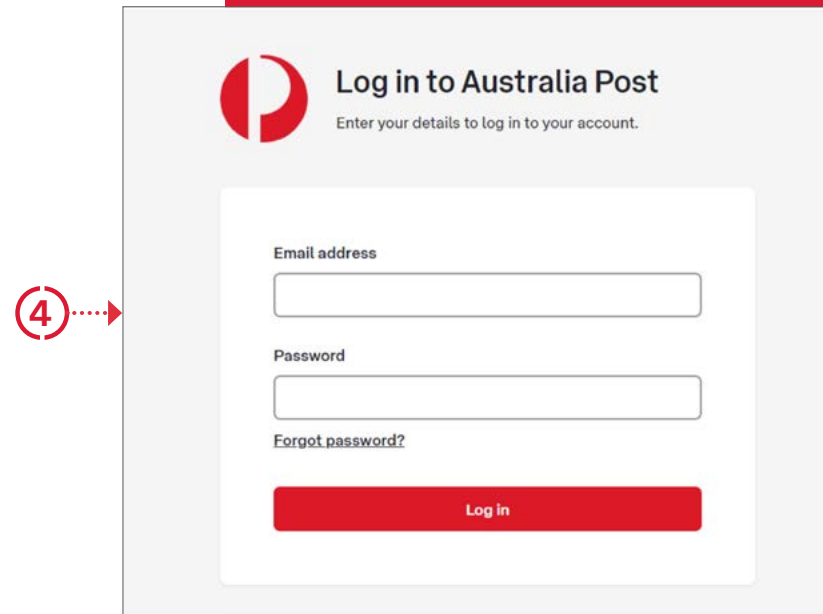
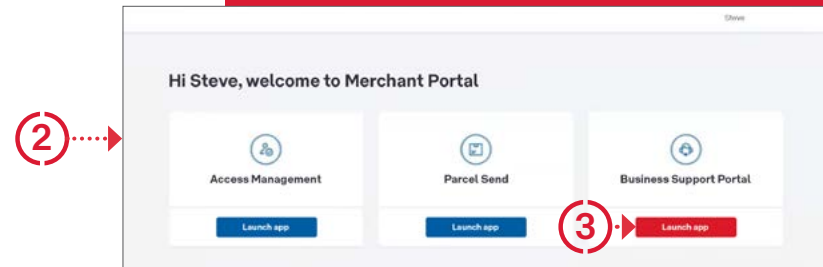
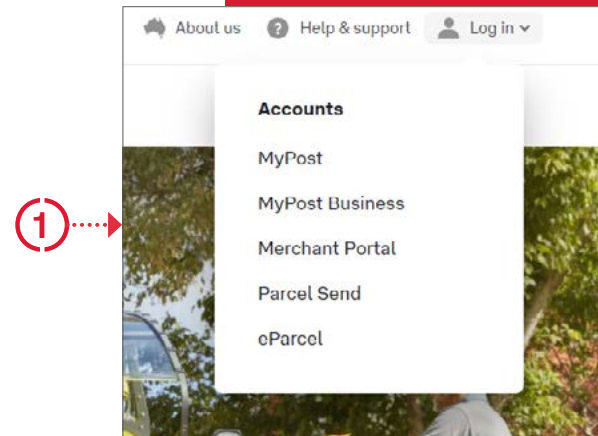
\* Our recall or redirect services are only available for parcels in transit that have been lodged using the Australia Post parcel shipping platforms, and have been addressed to a street address. If your parcel is addressed to a 24/7 Parcel Locker, PO Box or Parcel Collect please log a case by selecting RTS from the drop down box. The return to sender charge outlined in your contract will apply to any redirection or recall services that we provide to you. If you choose to redirect your parcel this will add at least one extra business day to the delivery. While we will make all reasonable efforts to recall or redirect your parcel, it may not be possible in certain circumstances. Australia Post does not accept any responsibility for failing to redirect or recall the parcel. # Proof of Delivery and Safe Drop images are only available for articles lodged through Australia Post parcel shipping platforms and for selected articles. † Excludes National Public Holidays.

# Accessing BSP via Merchant Portal

To access Business Support Portal, you will need to log in via Merchant Portal:

1. On the [Australia Post](#) website click on log in and choose **Merchant Portal**; or go directly to the [Merchant Portal](#).
2. You'll see the **Business Support Portal** tile along with the other applications you have access to (e.g. Access Management, Parcel Send).
3. To launch the Business Support Portal Application, click the **Launch app** button.
4. Log in using your current Merchant Portal email address and password.

If you don't have access to Merchant Portal, please contact your Account Manager who can set this up for you.





# Navigating the Homepage

1. Track an item
2. Create a new enquiry
3. View your current enquiries
4. Access live chat
5. Update your details & password
6. Access commonly used links, such as FAQs

Click **Home** at any time to return to the homepage.


The screenshot shows the Australia Post StarTrack homepage for a user named Steve Sample. The page is divided into several sections:


- Header:** Australia Post and STARTRACK logos, user name Steve Sample.
- Greeting:** "Hi Steve, how can we help today?" with a "New to the site? Download the user's guide" link.
- Manage your delivery:** A section with a tracking number input field (callout 1) and a "Go" button. To the right, links for "Track a delivery", "Recall or redirect parcels", and "Download a proof of delivery".
- Create a new enquiry:** A section titled "What is your enquiry about?" with six categories, each with a "Create enquiry" button (callout 2):
  - Late or missing parcel: "The parcel has **no delivered scan** and you're not sure why it hasn't arrived yet. We'll follow it up, using the tracking number."
  - Return to sender: "Return a parcel that is awaiting collection or has been addressed to a Parcel Locker, P.O. box or Parcel Collect."
  - Delivery issue: "The parcel has been **marked as delivered** but there's a problem with how or where the delivery occurred. Tell us more and we'll investigate."
  - General enquiry: "For all other Australia Post business questions, select this option."
  - StarTrack deliveries: "For all enquiries regarding articles that have been shipped but not yet delivered."
  - StarTrack pickup bookings: "For all questions regarding pickup bookings."
- Your enquiries:** A section with a search bar, filters, and a table of enquiries (callout 3).

ENQUIRY NUMBER	DATE CREATED	TRACKING NUMBER	DETAILS	RECEIVER	STATUS	UPDATED
0349584992302	10/10/2020	99702142026101000840907	Missing item	Mrs Sample	Action Required	11/10/2020 9:37 AM
0349584992302	29/09/2020	99702142026101000840907	Delivery issue	Mrs Sample	Closed	29/09/2020 11:22 PM
0349584992302	04/10/2020	99702142026101000840907	Pickup booking	Mrs Sample	In progress	05/10/2020 2:42 PM
- Quick links:** A section with links to BSP Users Guide, FAQs, Login to eParcel, Login to eMerchant tracking, Login to My Business Account, Sitemap, About our site, Terms & Conditions, and Privacy Policy (callout 6).
- Live chat:** A "Live chat" button with an "ONLINE" status indicator (callout 4).

# Manage your delivery

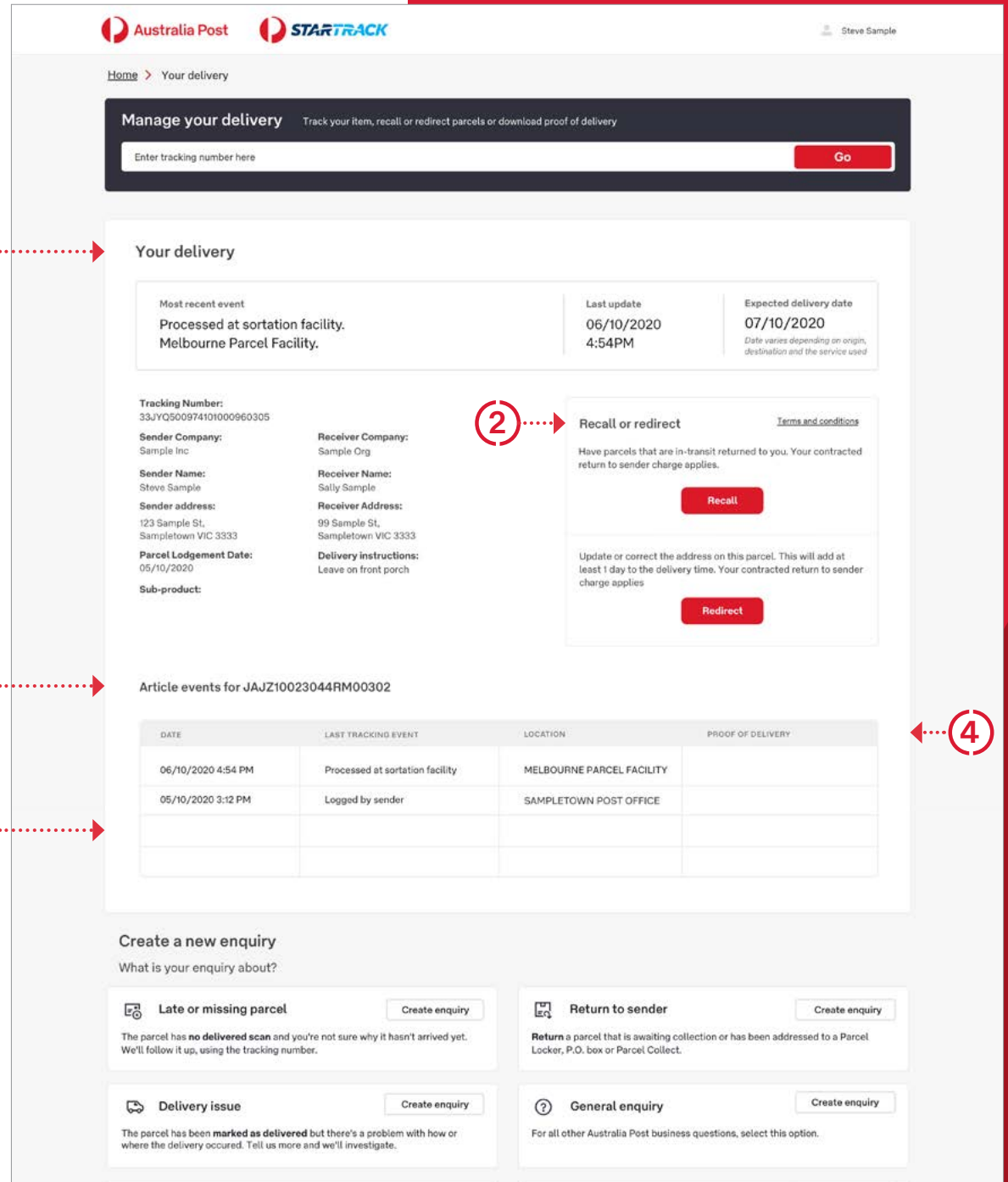
Through **Manage your delivery**, it's simple to track your items and get delivery information.

 Enter a Tracking Number; and then

 Click 'Go' or press enter.

## You can then:

1. View the most recent tracking event, latest scan update and expected delivery date
2. Recall or redirect an item
3. View tracking activity
4. Access Proof of Delivery
5. If required, create an enquiry



The screenshot shows the Australia Post 'Manage your delivery' interface. At the top, there are logos for Australia Post and STARTRACK, and a user name 'Steve Sample'. Below the logos is a breadcrumb trail 'Home > Your delivery'. A dark header bar contains the title 'Manage your delivery' and a subtitle 'Track your item, recall or redirect parcels or download proof of delivery'. Below this is a search bar with the placeholder 'Enter tracking number here' and a red 'Go' button. The main content area is titled 'Your delivery' and contains several sections. The first section, 'Most recent event', shows 'Processed at sortation facility. Melbourne Parcel Facility.' with a 'Last update' of '06/10/2020 4:54PM' and an 'Expected delivery date' of '07/10/2020'. The second section, 'Tracking Number: 33JYQ500974101000960305', lists sender and receiver details. The third section, 'Recall or redirect', has buttons for 'Recall' and 'Redirect'. The fourth section, 'Article events for JAJZ10023044RM00302', is a table with columns for DATE, LAST TRACKING EVENT, LOCATION, and PROOF OF DELIVERY. The fifth section, 'Create a new enquiry', has four options: 'Late or missing parcel', 'Return to sender', 'Delivery issue', and 'General enquiry', each with a 'Create enquiry' button. Numbered callouts 1-5 point to specific elements: 1 points to the 'Your delivery' title, 2 points to the 'Recall or redirect' section, 3 points to the 'Article events' table, 4 points to the 'PROOF OF DELIVERY' column header, and 5 points to the 'Create a new enquiry' section.

Home > Your delivery

### Manage your delivery

Track your item, recall or redirect parcels or download proof of delivery

Enter tracking number here **Go**

#### Your delivery

**Most recent event**  
Processed at sortation facility.  
Melbourne Parcel Facility.

**Last update**  
06/10/2020  
4:54PM

**Expected delivery date**  
07/10/2020  
Date varies depending on origin, destination and the service used

**Tracking Number:**  
33JYQ500974101000960305

**Sender Company:**  
Sample Inc

**Sender Name:**  
Steve Sample

**Sender address:**  
123 Sample St,  
Sampletown VIC 3333

**Parcel Lodgement Date:**  
05/10/2020

**Sub-product:**

**Receiver Company:**  
Sample Org

**Receiver Name:**  
Sally Sample

**Receiver Address:**  
99 Sample St,  
Sampletown VIC 3333

**Delivery instructions:**  
Leave on front porch


**Recall or redirect** [Terms and conditions](#)  
Have parcels that are in-transit returned to you. Your contracted return to sender charge applies.  
**Recall**  
Update or correct the address on this parcel. This will add at least 1 day to the delivery time. Your contracted return to sender charge applies.  
**Redirect**


#### Article events for JAJZ10023044RM00302


DATE	LAST TRACKING EVENT	LOCATION	PROOF OF DELIVERY
06/10/2020 4:54 PM	Processed at sortation facility	MELBOURNE PARCEL FACILITY	
05/10/2020 3:12 PM	Logged by sender	SAMPLETOWN POST OFFICE	


#### Create a new enquiry

What is your enquiry about?

 **Late or missing parcel** **Create enquiry**  
The parcel has **no delivered scan** and you're not sure why it hasn't arrived yet. We'll follow it up, using the tracking number.

 **Return to sender** **Create enquiry**  
**Return** a parcel that is awaiting collection or has been addressed to a Parcel Locker, P.O. box or Parcel Collect.

 **Delivery issue** **Create enquiry**  
The parcel has been **marked as delivered** but there's a problem with how or where the delivery occurred. Tell us more and we'll investigate.

 **General enquiry** **Create enquiry**  
For all other Australia Post business questions, select this option.

# Recall or Redirect

If an article has been addressed incorrectly or you need to recall an item, you can create a Recall or Redirect\* enquiry in a few simple steps.

To recall a parcel:

1. Enter the tracking number into the **Manage your delivery** section.
2. If the tracking event indicates the item isn't 'Onboard for delivery', you'll be able to select Recall.

- If Recall is available, a notification will be sent to the facility prior to delivery and the item will be returned to the address that's associated with your Parcel billing account.

**Australia Post** **STARTRACK** Steve Sample

Home > Your delivery

**Manage your delivery** Track your item, recall or redirect parcels or download proof of delivery

Enter tracking number here

**Your delivery**

Most recent event Processed at sortation facility. Melbourne Parcel Facility.	Last update 20/07/2020 8:46 AM	Expected delivery date 22/07/2020 <small>Date varies depending on origin, destination and the service used</small>
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Tracking Number:  
33JFYC5009748101000960305

Sender Company:  
Sample Inc

Sender Name:  
Steve Sample

Sender address:  
123 Sample St,  
Sampletown VIC 3333

Parcel Lodgement Date:  
June 30, 2020

Sub-product:

Receiver Company:  
Sample Org

Receiver Name:  
Sally Sample

Receiver Address:  
99 Sample St,  
Sampletown VIC 3333

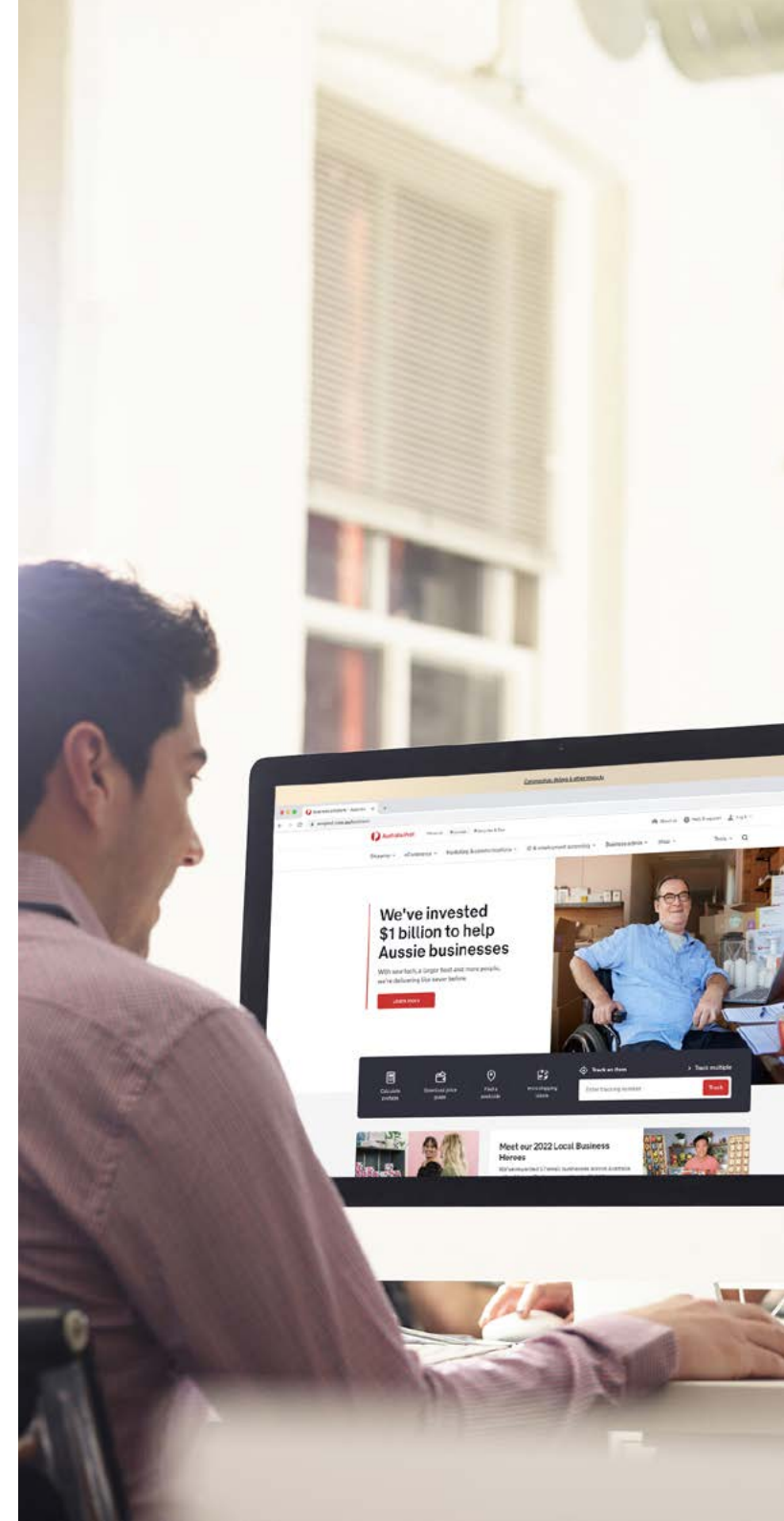
Delivery instructions:  
Leave on front porch

**Recall or redirect** [Terms and conditions](#)

Have parcels that are in-transit returned to you. Your contracted return to sender charge applies.

Update or correct the address on this parcel. This will add at least 1 day to the delivery time. Your contracted return to sender charge applies

\* Our recall or redirect services are only available for parcels in transit that have been lodged using the Australia Post parcel shipping platforms, and have been addressed to a street address. If your parcel is addressed to a 24/7 Parcel Locker, PO Box or Parcel Collect please log a case by selecting RTS from the drop down box. The return to sender charge outlined in your contract will apply to any redirection or recall services that we provide to you. If you choose to redirect your parcel this will add at least one extra business day to the delivery. While we will make all reasonable efforts to recall or redirect your parcel, it may not be possible in certain circumstances. Australia Post does not accept any responsibility for failing to redirect or recall the parcel.





# Recall or Redirect (continued)

## To redirect\* a parcel:

1. Enter the tracking number into the **Manage your delivery** section.
2. If the tracking event indicates the item isn't 'Onboard for delivery', you'll have the option to Redirect the item to an alternative address.
3. When prompted, type in the new address and Australia Post will deliver the item to the new address. This feature is available for all valid street addresses.

- Recall/Redirect is only available to use if the buttons are red.
- The Recall/Redirect feature will only be available on manifested articles that match with your associated Australia Post billing account number.
- Your billing account number can be found in the logged in user profile under 'Update details'.

Australia Post STARTRACK

Home > Your delivery

**Manage your delivery** Track your item, recall or redirect parcels or download proof of delivery

Enter tracking number here

**Your delivery**

<b>Most recent event</b> Processed at sortation facility. Melbourne Parcel Facility.	<b>Last update</b> 20/07/2020 8:46 AM	<b>Expected delivery date</b> 22/07/2020 <small>Date varies depending on origin, destination and the service used</small>
--	---	---

<b>Tracking Number:</b> 33JFYC550974810100960305	<b>Receiver Company:</b> Sample Org
<b>Sender Company:</b> Sample Inc	<b>Receiver Name:</b> Sally Sample
<b>Sender Name:</b> Steve Sample	<b>Receiver Address:</b> 89 Sample St, Samplertown VIC 3333
<b>Sender address:</b> 123 Sample St, Samplertown VIC 3333	<b>Delivery instructions:</b> Leave on front porch
<b>Parcel Lodgement Date:</b> June 30, 2020	
<b>Sub-product:</b>	

**Recall or redirect** [Terms and conditions](#)

Have parcels that are in-transit returned to you. Your contracted return to sender charge applies.

Update or correct the address on this parcel. This will add at least 1 day to the delivery time. Your contracted return to sender charge applies.

\* Our recall or redirect services are only available for parcels in transit that have been lodged using the Australia Post parcel shipping platforms, and have been addressed to a street address. If your parcel is addressed to a 24/7 Parcel Locker, PO Box or Parcel Collect please log a case by selecting RTS from the drop down box. The return to sender charge outlined in your contract will apply to any redirection or recall services that we provide to you. If you choose to redirect your parcel this will add at least one extra business day to the delivery. While we will make all reasonable efforts to recall or redirect your parcel, it may not be possible in certain circumstances. Australia Post does not accept any responsibility for failing to redirect or recall the parcel.





# Proof of Delivery (POD)

## To access a Proof of Delivery:

1. Go to **Manage your delivery** and enter your tracking number, then click 'Go'.
2. Under 'Article events' you can access a Proof of Delivery by selecting 'Click to view'. The Proof of Delivery could be an image of an item that has been left in a safe place, or a signature on delivery.

If an item with an open enquiry is delivered, the POD will automatically be added and the case will be closed.

Australia Post STARTRACK

Home > Your delivery

**Manage your delivery** Track your item, recall or redirect parcels or download proof of delivery

Enter tracking number here **Go**

**Your delivery**

Most recent event  
Delivered with signature from S Sample at  
SAMPLETOWN DF 047

Last update  
7/10/2020  
2:23PM

Expected delivery date  
07/10/2020  
Date varies depending on origin, destination and the service used

Tracking Number:  
33JYQ500974101000960305

Sender Company:  
Sample Inc

Sender Name:  
Steve Sample

Sender address:  
123 Sample St,  
Sampletown VIC 3333

Parcel Lodgement Date:  
05/10/2020

Sub-product:

Receiver Company:  
Sample Org

Receiver Name:  
Sally Sample

Receiver Address:  
99 Sample St,  
Sampletown VIC 3333

Delivery instructions:  
Leave on front porch

**Recall or redirect** [Terms and Conditions](#)

Recall/Redirect is already in progress

**Recall**

Recall/Redirect is already in progress

**Redirect**

**Article events for JAJZ10023044RM00302**

DATE	LAST TRACKING EVENT	LOCATION	PROOF OF DELIVERY
07/10/2020 2:23 PM	Delivered with signature from J Williamson	ASHTOWN DF 047	<a href="#">Click to view</a>
07/10/2020 12:32 PM	Onboard with driver	ASHTOWN DF 047	
06/10/2020 4:54 PM	Processed at sortation facility	MELBOURNE PARCEL FACILITY	
05/10/2020 3:12 PM	Logged by sender	VALHALLA POST OFFICE	

# Create a new enquiry

If you can't find the information you're looking for, you can get in touch with the Australia Post team by creating a new enquiry.



Go to **Manage your delivery** and enter your tracking number, then click 'Go'.

Under 'Create a new enquiry' select your enquiry type, and click 'create enquiry'. If you need help choosing the right enquiry type, see page 10 of this guide.



The form will pre-fill with as much detail about the item as known. You'll then need to complete all mandatory fields marked with an asterisk (\*) in as much detail as possible.



When you submit your enquiry, you'll be provided with a case number. This number together with a summary of your enquiry will also be emailed to you.

Australia Post STARTRACK Steve Sample

Home > Create a Delivery Issue enquiry

### Create a Delivery Issue enquiry

\* Tracking Number  
33JYQ500974101000960305

This delivery is **Delivered with signature** on 7/10/2020 2:23 PM.  
[Click to view details](#)

Your Reference  
Shoes Delivery Issue

#### Item Details

\* Parcel Lodgement Date  
05/10/2020

\* Item Type  
Parcel

\* Service Used  
Australia Post

\* What is your enquiry about?  
Parcel was delivered damaged

\* Description of parcel contents ⓘ  
One pair of size 7 brown shoes, worth \$100

Attach a document or image (e.g. Proof of delivery or wholesale invoice)

Files attached:  
Attached file-01.jpg

### Sender Details

\* First Name  
Steve

\* Last Name  
Sample

\* Business Name  
Sample Inc

\* Address  
 123 Sample St, Sampletown, VIC, 3333

### Receiver Details:

\* First Name  
Sally

\* Last Name  
Sample

\* Business Name  
Sample Org

\* Address  
 89 Sample St, Sampletown, VIC, 3333

\* Required information

# Enquiry types

## Late or missing parcel

Tracking your parcel is simple with the ‘**Manage your delivery**’ feature.

If you still have questions about an article and it doesn’t have a ‘Delivered’ scan, you can submit a **late or missing item** enquiry.

## Delivery issue

If you need to raise a service concern enquiry on behalf of a customer for an item with a ‘Delivered’ scan, please submit a **Delivery issue** query.

E.g. A collection card was not left, or a contractor did not attempt delivery.

## Return to sender

You can raise a **Return to sender** enquiry if the parcel is currently awaiting collection or has been addressed to a Parcel Locker, Post Office Box or Parcel Collect location.

This enquiry type can be used if the recall option isn’t available in the ‘Your delivery’ section. For more information on **Recall or Redirect an item\*** see pages 6 and 7 of this guide.

## General enquiry

For all other Australia Post business delivery queries or questions, please submit a **General enquiry** or get in touch using the live chat feature†. For all enquiries relating to invoicing, please refer to the My Business Account‡ link available in the Quick links on the BSP homepage.

## StarTrack deliveries§

For all enquiries regarding articles that have been shipped but are not yet delivered with StarTrack, submit a **StarTrack deliveries** enquiry.

## StarTrack pickup bookings§

For all questions regarding existing StarTrack bookings, submit a **StarTrack pickup bookings** enquiry.

\* Our recall or redirect services are only available for parcels in transit that have been lodged using the Australia Post parcel shipping platforms, and have been addressed to a street address. If your parcel is addressed to a 24/7 Parcel Locker, PO Box or Parcel Collect please log a case by selecting RTS from the drop down box. The return to sender charge outlined in your contract will apply to any redirection or recall services that we provide to you. If you choose to redirect your parcel this will add at least one extra business day to the delivery. While we will make all reasonable efforts to recall or redirect your parcel, it may not be possible in certain circumstances. Australia Post does not accept any responsibility for failing to redirect or recall the parcel.

† Live chat is available during business hours 8am–6pm (AEST), Monday – Friday. Excludes National Public Holidays.

‡ For more information on a My Business Account and to sign up for a Business Credit Account, read more here.

§ StarTrack deliveries and StarTrack pickup booking enquiries will only be visible for Australia Post BSP users with a StarTrack account.

# Your enquiries

The 'Your enquiries' section of the homepage shows a list of all the enquiries that you've submitted to Australia Post and StarTrack.

You can search for enquiries using:



A case number



Tracking number



Keyword



A filter function can be used to show enquiries by date or status.

The case status displayed indicates how your enquiry is progressing:



## Open

A new case has been raised and is awaiting investigation



## Action Required

Australia Post requires further information from you to proceed



## In Progress

Australia Post is currently investigating your enquiry



## Closed / Resolved<sup>^</sup>

The case has been resolved

## Existing enquiry

1. Track item
2. Enquiry status
3. Enquiry number and date/time created
4. Item details
5. Print enquiry
6. Resolve enquiry
7. Communicate with Australia Post and StarTrack customer service. You can attach a document, image, or send a message relating to the case to our customer service teams

The screenshot shows the 'Your enquiry' page on the Australia Post StarTrack website. The page is titled 'Manage your delivery' and includes a search bar for tracking numbers. Below this, the 'Enquiry details' section shows the status 'In progress' (marked with a blue checkmark), the enquiry number '32910650', and the enquiry type 'Missing or late parcel'. The 'Item details' section provides information about the tracking number, posting date, service used, sender and receiver addresses, and the subject. The 'Communication history' section shows a timeline of updates, including a message from the user and a response from Australia Post. At the bottom, there are buttons for 'Print screen' and 'Resolve enquiry', and a section for adding comments and attachments.

1. Manage your delivery

2. Enquiry details

3. Enquiry number

4. Item details

5. Print screen

6. Resolve enquiry

7. Add comments

<sup>^</sup> Cases that are logged over the phone will show as 'Closed'. If a case was logged in the BSP it will show as 'Resolved'.

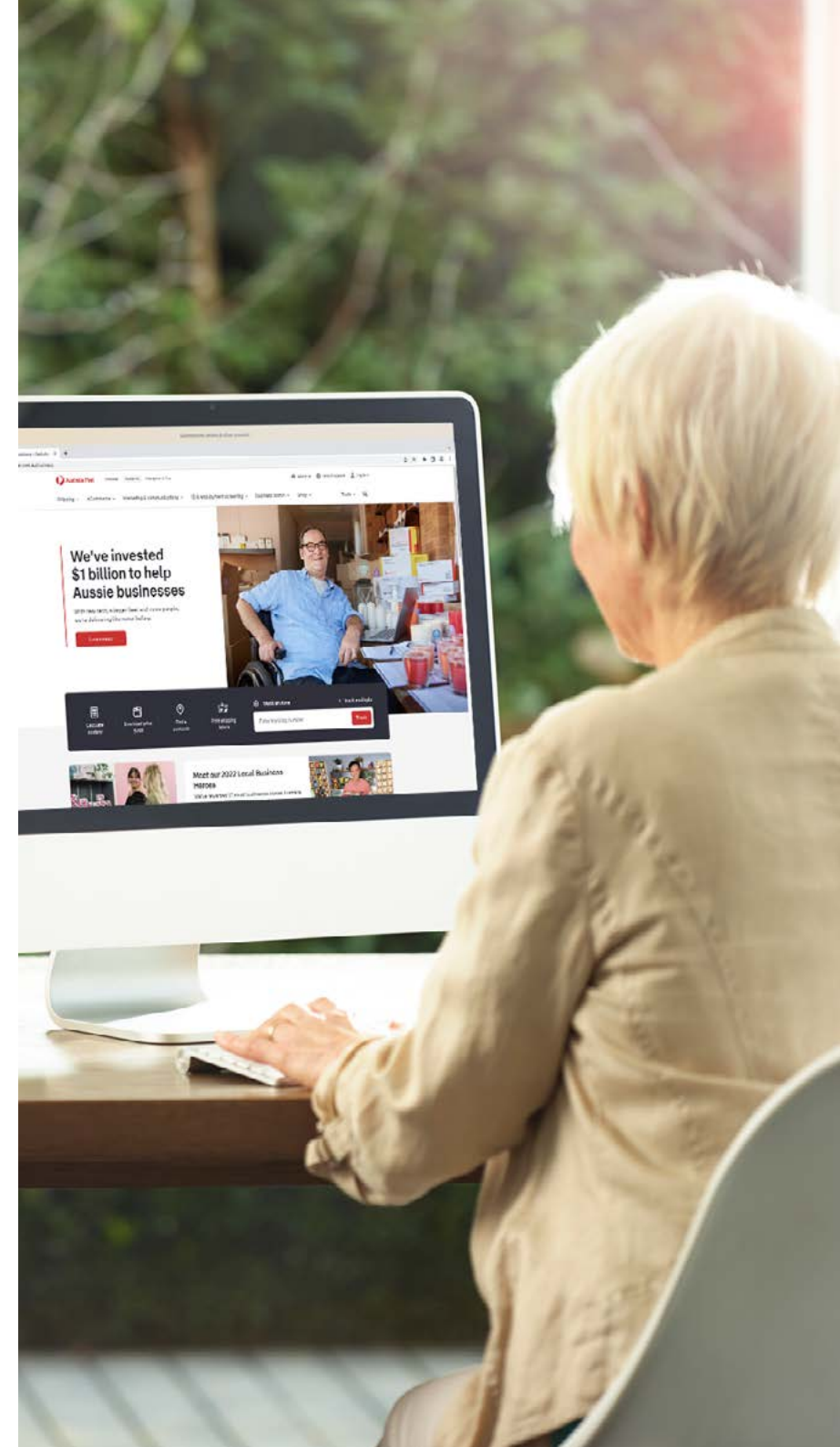
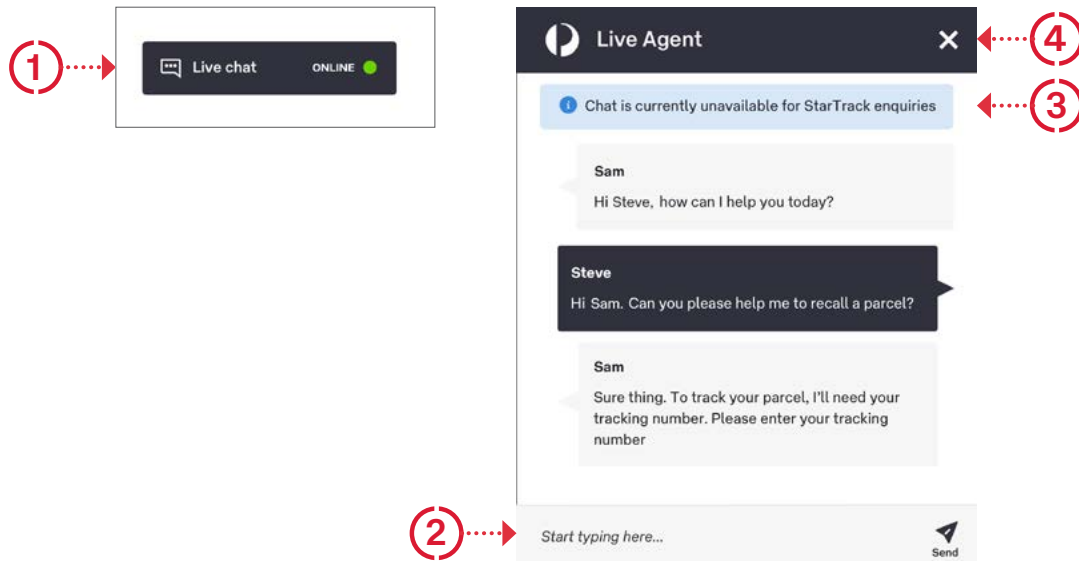


# Live chat

Live chat provides real time support during business hours  
(8am – 6pm, Mon – Fri, AEST)\*

The chat indicator will let you know if live chat is online.

1. To chat with a consultant, click the **ONLINE** button.
2. Type your question into the text box at the bottom and click **Send**.
3. You'll be placed in a queue and your position will update as you progress.
4. When you're finished, click 'X' in the top right corner to end the live chat session.



\* Excludes National Public Holidays.

# Reporting

You can have your DIFOT reports automatically sent directly to you on the BSP.

Once enabled, to access DIFOT reports via the BSP:

1. Go to the **Account reports** tab on the landing page.
2. Select the report you'd like to view.

From here you can display, sort and download your DIFOT reports as you require them.

To arrange DIFOT reports via the BSP, please contact your Account Manager.

①

Australia Post STARTRACK

Hi Steve, how can we help you today?

Sample Inc  
Account reports

Need help?  
➤ Download the user guide  
➤ How to use the BSP (video)

Manage your delivery

Enter tracking number here

Start with a Tracking number to

- Track a delivery
- Recall or redirect parcels
- Download a proof of delivery

Create a new enquiry  
What is your enquiry about?

Australia Post

☐ Late or missing parcel   
The parcel has **no delivered scan** from Australia Post and you're not sure why it hasn't arrived yet. We'll follow it up, using the tracking number.

☐ Return to sender   
Return a parcel that is awaiting collection from an Australia Post outlet or has been addressed to a Parcel Locker, P.O. box or Parcel Collect.

②

Australia Post STARTRACK

Home > Account Reporting

Download report

Report type: Report Document type: DIFOT Document interval: All

From date: From date To date: To date Page size: 5 Files

TITLE	DOCUMENT TYPE	DOCUMENT D...	DOCUMENT INTERVAL	DOCUMENT VERSION	DOCUMENT MODIFIED DATE
DIFOT_AP DIFOT_Sample Inc 8667870_AP_MONTHLY_SUMMARY_TRUE_2022_RUE_2022-06-09-14:22:51	DIFOT	09/06/2022	Monthly	1	09/06/2022 02:35 pm

Showing 1 - 1 of 1

# Additional BSP features

## Expanding the view

Want to see a longer list of cases on a homepage?

Click the 'previous' and 'next' buttons below the enquiry box to show more enquiries, or use the search function to refine what enquiries are displayed.

## Urgent cases

Australia Post treats all cases with a high priority and understand that sometimes you may be dealing with a sensitive matter, or require urgent assistance.

If your issue is urgent please create a case, then start a live chat session to let us know the case number and that urgent assistance is required.

## Searching for cases

You don't need to rely on case numbers to find the case you're looking for. The search field can understand keywords from information you've entered. Simply type in what you're looking for i.e. John Smith and click the magnifying glass to search.

## Cases no longer required

If you no longer need a case investigated, or if the issue is resolved, you can close the case by clicking the 'Resolve enquiry' button.



### Resolve enquiry

Oops! Did you click on that by mistake? Not to worry.

You can click this option in the same location to re-open the case. You can also do this if the outcome has changed for any reason.

## Quick links

### Log in to eParcel/Parcel Send

The external system where your parcel manifest information is stored.

### Log in to eMerchant tracking

Easily check your parcel tracking events here. You may not even need to raise a case if delivery information is already available.

### Log in to My Business Account

My Business Account is an online website to enable your business to view, download and pay Australia Post credit account invoices.

## Feedback

**Your comments, suggestions and feedback are always welcome.**

If you require any assistance or support, please contact the business support team:

### Live Chat

All parcel enquiries  
(Mon – Fri 8am–6pm AEST)<sup>†</sup>

### Lodgement Tech Support

Technical enquiries on Merchant Portal and lodgement applications [online form](#)

### Account Manager / Service Partner

All Business Support Portal access enquiries

<sup>†</sup> Excludes National Public Holidays.