Your guide to the Business Support Portal

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

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Australia Post

Contents

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.

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.
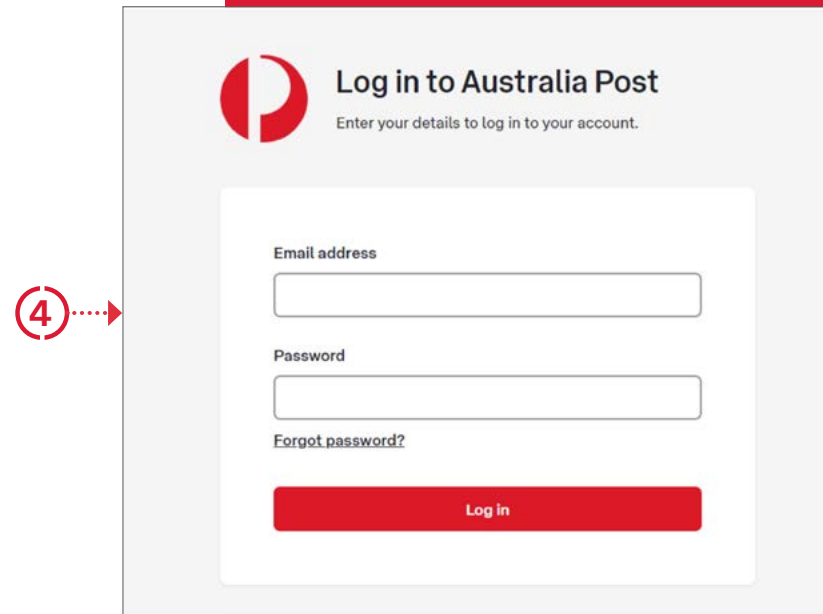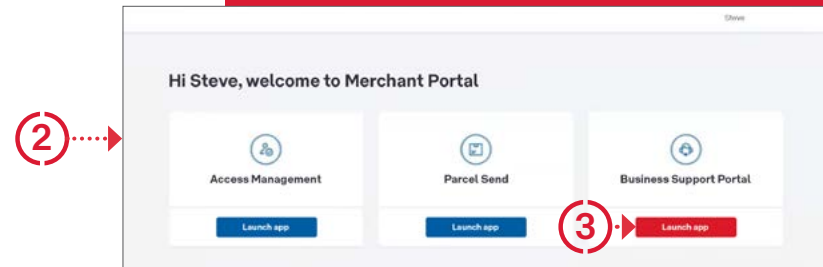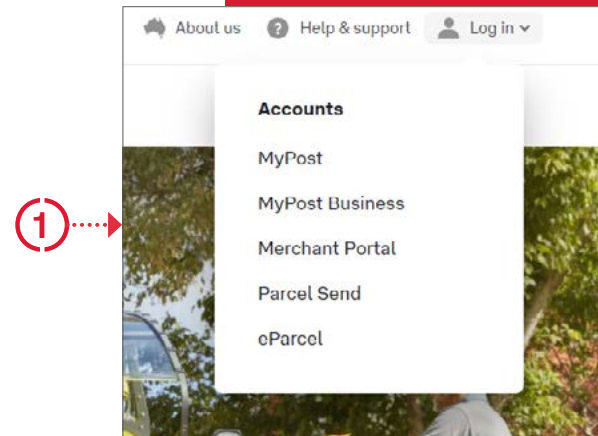
Navigating the Homepage

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.
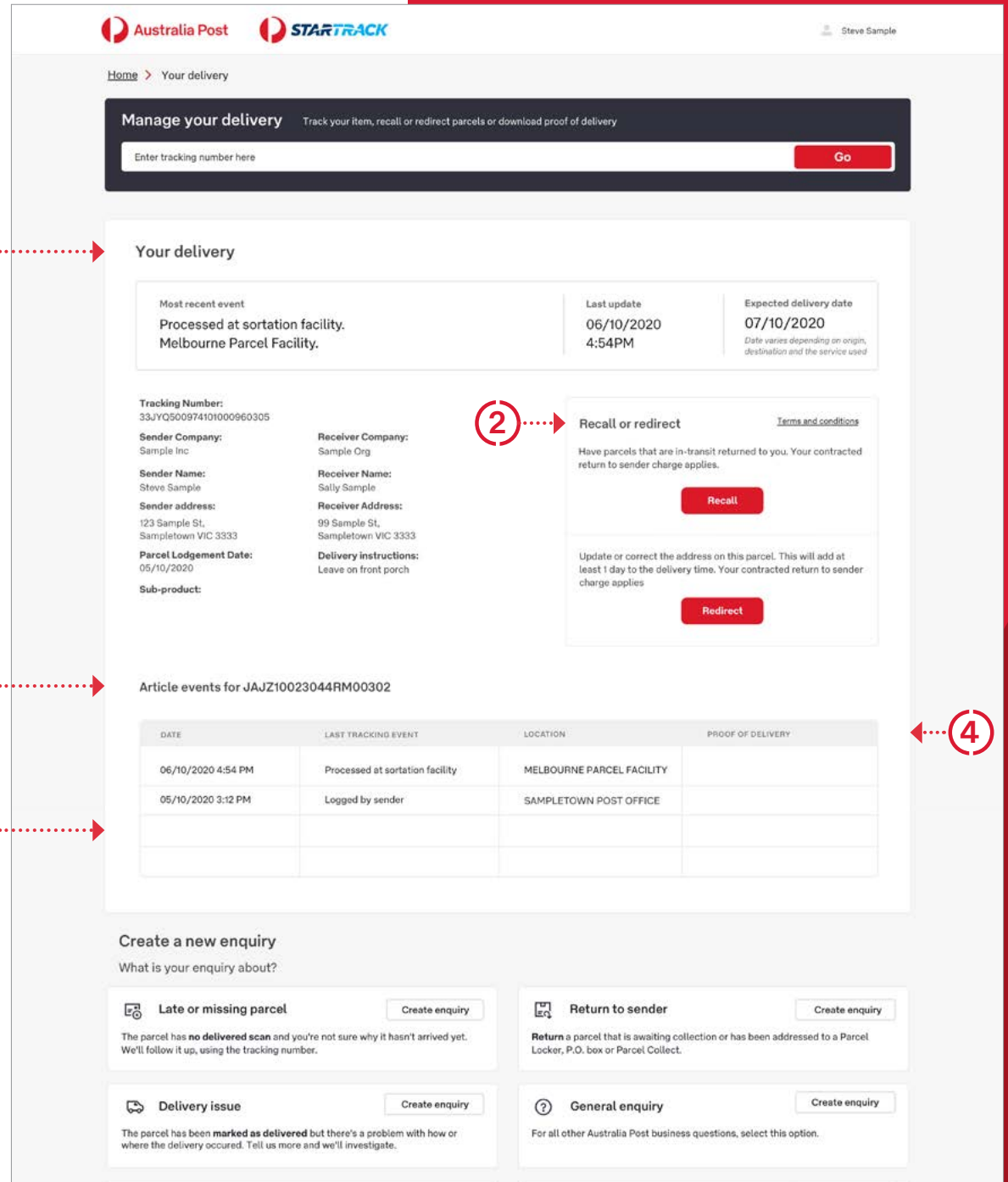
Manage your delivery

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

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.

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'.

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.

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.

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.

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^
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

^ 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.
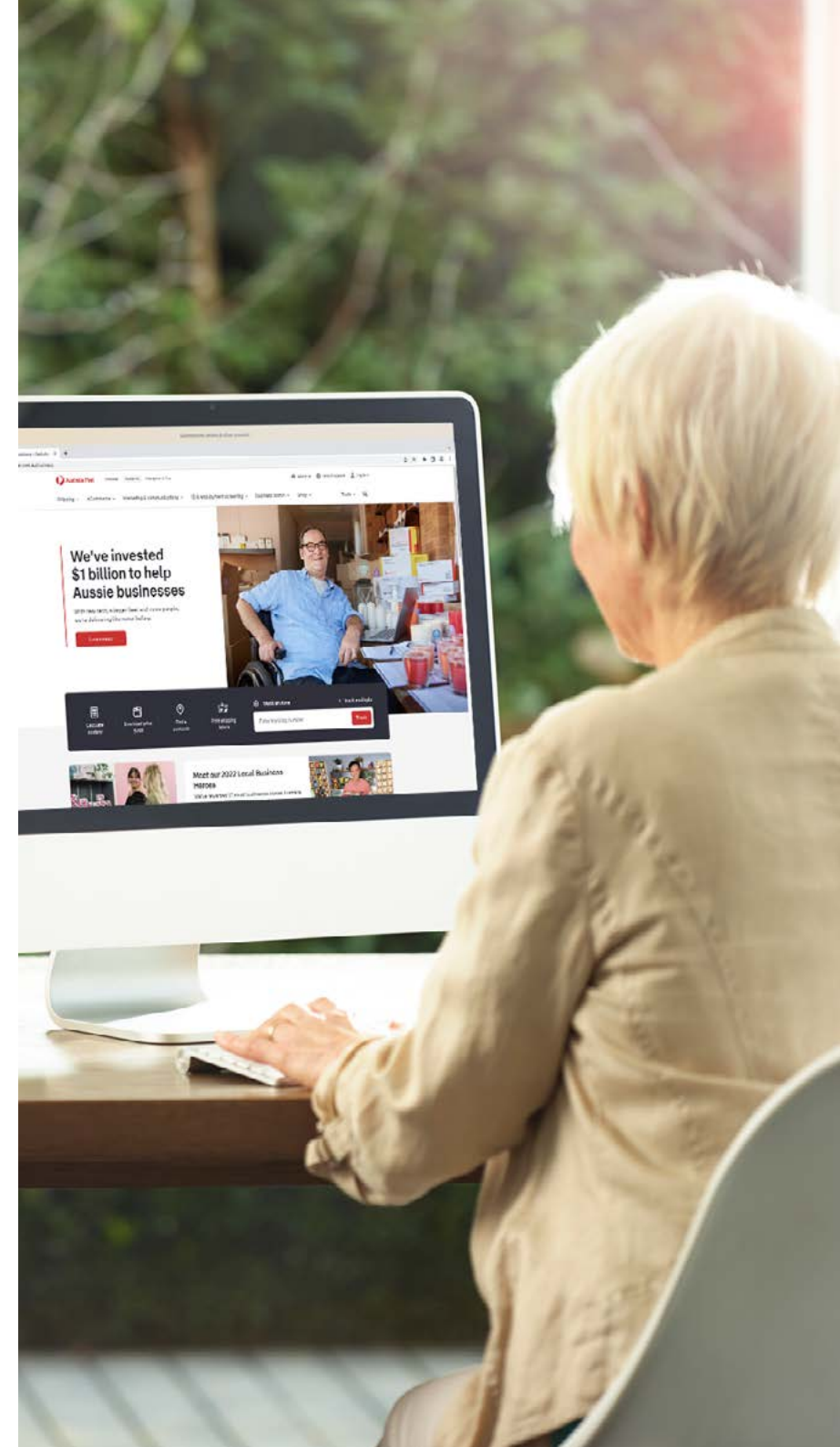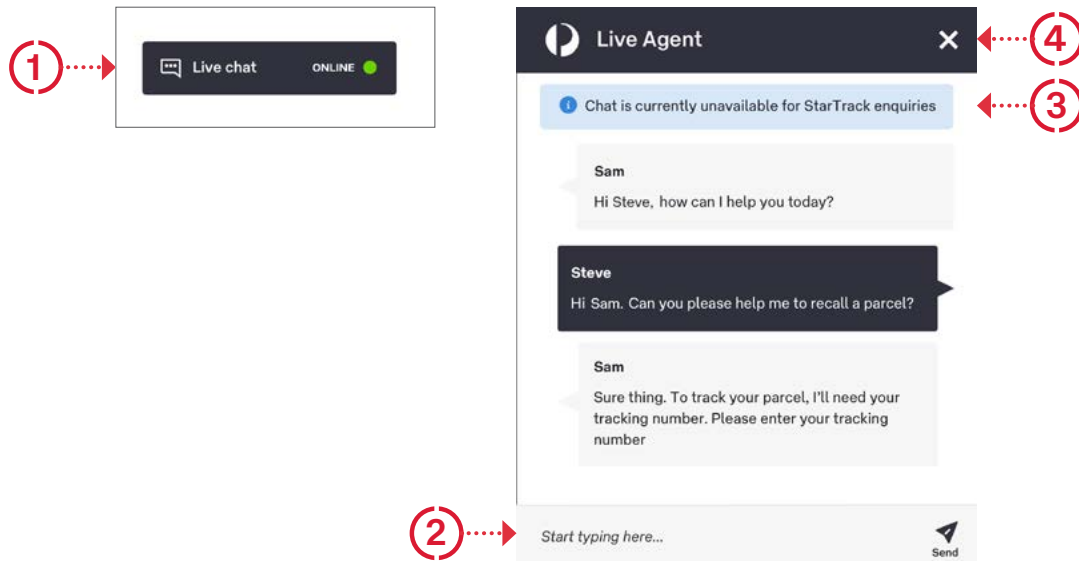
Reporting

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.

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)†

Lodgement Tech Support
Technical enquiries on Merchant Portal and lodgement applications online form

Account Manager / Service Partner
All Business Support Portal access enquiries

† Excludes National Public Holidays.