



eParcel Contract

How to integrate with our eCommerce partners

Updated October 2025



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Introduction

Your eParcel Contract gives your business access to flexible, scalable shipping solutions.

Connecting your account with our eCommerce partners streamlines order management, automates label generation, and unlocks efficiency benefits like faster fulfilment and fewer errors.

eParcel is designed for higher-volume businesses with advanced features and negotiated rates, while MyPost Business (MPB) is ideal for smaller volumes.

- Using MPB? Click [here](#) for your integration step-by-step guide
- Getting started with eParcel? Ensure you have an active contract or apply at auspost.com.au/eparcel.

Before you get started

Before you can set up an integration, you'll need two things:

1. A MyPost account

If you don't have a MyPost account, head to the [MyPost page](#) to create a free account.

2. Your Australia Post account number

To locate your account number, check an invoice or in the Parcel Send platform, or ask your Account Manager.

Integrating eParcel Contract with an eCommerce partner

Log in to the developer centre

Log in to the [Australia Post Developer Centre](#) using your MyPost account.

Register for an API key

Once you've logged in, select **View our APIs**.



Connect your business with Australia Post

Streamline your fulfilment processes and give your customers a better shopping experience with tools from Australia Post.

[View our APIs](#) [Read our documentation](#)

Under the Shipping and Tracking header, select **Register for a key**.

APIs

Resources and tools to help businesses integrate with Australia Post services

Shipping and Tracking

Use your own systems to lodge orders, print labels, estimate international landed costs, despatch your parcels, and track their progress from source to destination in a flexible and customisable way.

Once you're logged in and ready to register, you'll need to have your Australia Post or StarTrack billing account numbers and integration details ready.

Customers seeking Delivery Choices API will need to meet [eParcel contract minimums](#).

[Register for a key](#) [How to get started](#)

Integrate with an eCommerce Partner or 3PL

What you need to know >

Build your own in-house solution

What you need to know >

Register for our testbed >

How to register for production access >

Shipping and Tracking API Documentation >

Add an account

Add an account to your existing API key >

Enter your eParcel Contract account number and select **Complete registration**.

The following form will appear on your screen. Enter your contact and account details and click **Next**.

Shipping and Tracking API Registration

Complete the following fields to get a Shipping and Tracking API Key.

The Shipping and Tracking APIs enable you to lodge shipments and generate labels for printing, get an estimate of the delivery price for available products and track the progress for one or more consignments or articles.

Your contact details

Name Company

Email address kristi.kennedy@teamcontent.com.au Phone number

Your accounts

Select the services you would like to access using the Shipping and Tracking APIs and provide your charge/billing account numbers (you can find these on your last invoice).

You can enter up to 20 account numbers, separated by commas.

Australia Post eParcel account(s)
 StarTrack account(s)
 Same Day / On Demand account(s)

Cancel **Next**

Select **Yes** to the question 'Are you accessing the API via a Platform Partner?'

Click on the down arrow to select the relevant **eCommerce partner** from the list.

Make sure you **check the consent box** after selecting your eCommerce partner to proceed.

Shipping and Tracking API Registration

Are you accessing the API via a Platform Partner?

Yes
 No

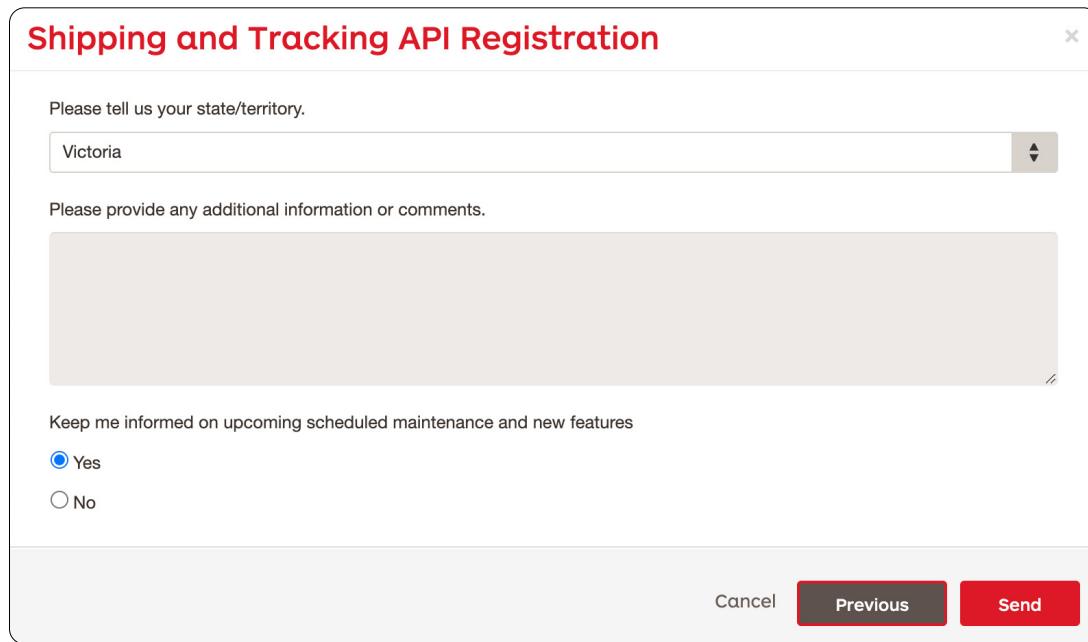
Please select your eCommerce Partner

Check to confirm your consent for the above platform to access your account

Cancel **Previous** **Next**

Provide your state and any other relevant contact details in the form, and choose whether you consent to being informed about upcoming maintenance and new features.

Select **Send**.



Shipping and Tracking API Registration

Please tell us your state/territory.

Victoria

Please provide any additional information or comments.

Keep me informed on upcoming scheduled maintenance and new features

Yes

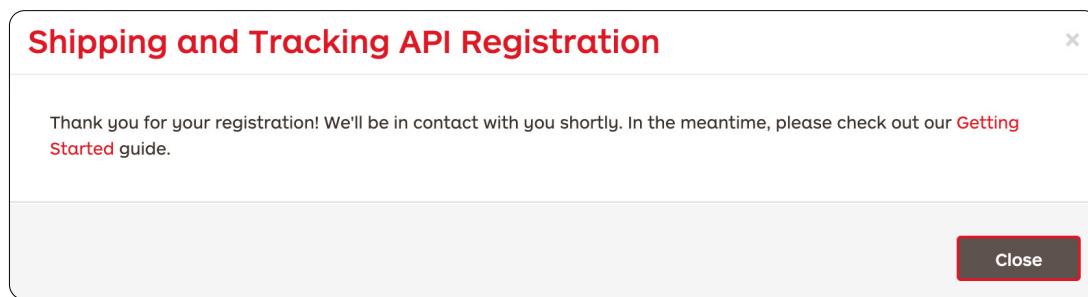
No

Cancel Previous Send

A notification box will appear. Select **Close**. This is all you need to do until you hear back from our team.

Within 1-2 business days, the Australia Post integration support team will email you a PDF with your API credentials.

To open this PDF, you will need your **AP account number**.



Shipping and Tracking API Registration

Thank you for your registration! We'll be in contact with you shortly. In the meantime, please check out our [Getting Started](#) guide.

Close

Connect with an eCommerce partner

Provide the production key, unique code and other information in your API credentials to your chosen eCommerce Partner. Each partner has a different process for providing this information, so check with your chosen partner for assistance with this step. For extra information visit auspost.com.au/business/ecommerce/integrate-your-shipping

Payment details

Note that payment details are not required to be input during the integration process, as your eParcel Contract invoice will include any charges.



Support

If you need support with integration, raise an online request with our [Lodgement Tech Support team here](#). Provide as much detail as possible to help with a timely, accurate resolution.

You can also contact your Account Manager via email or phone.

