eParcel Contract

How to integrate with our eCommerce partners

Updated October 2025

Contents

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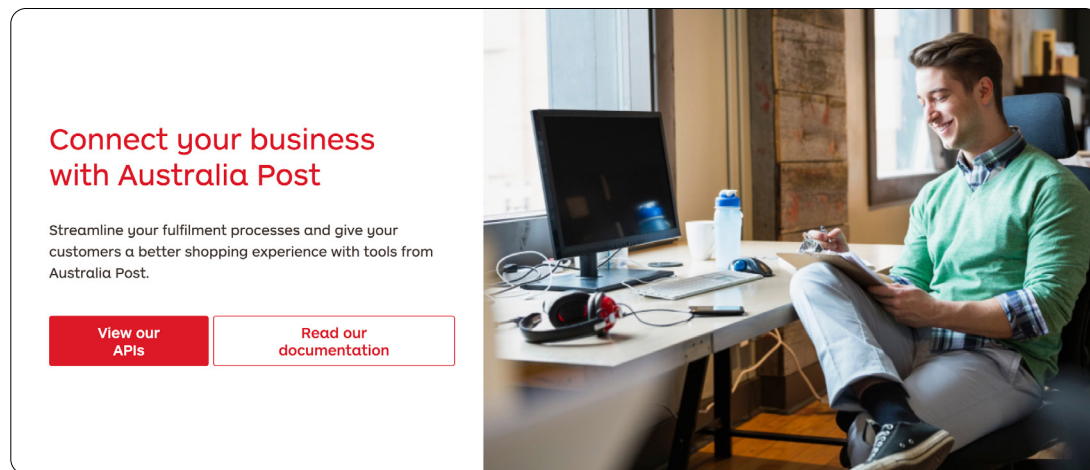To locate your account number, check an invoice or in the Parcel Send platform, or ask your Account Manager.

Integrating eParcel Contract with an eCommerce partner
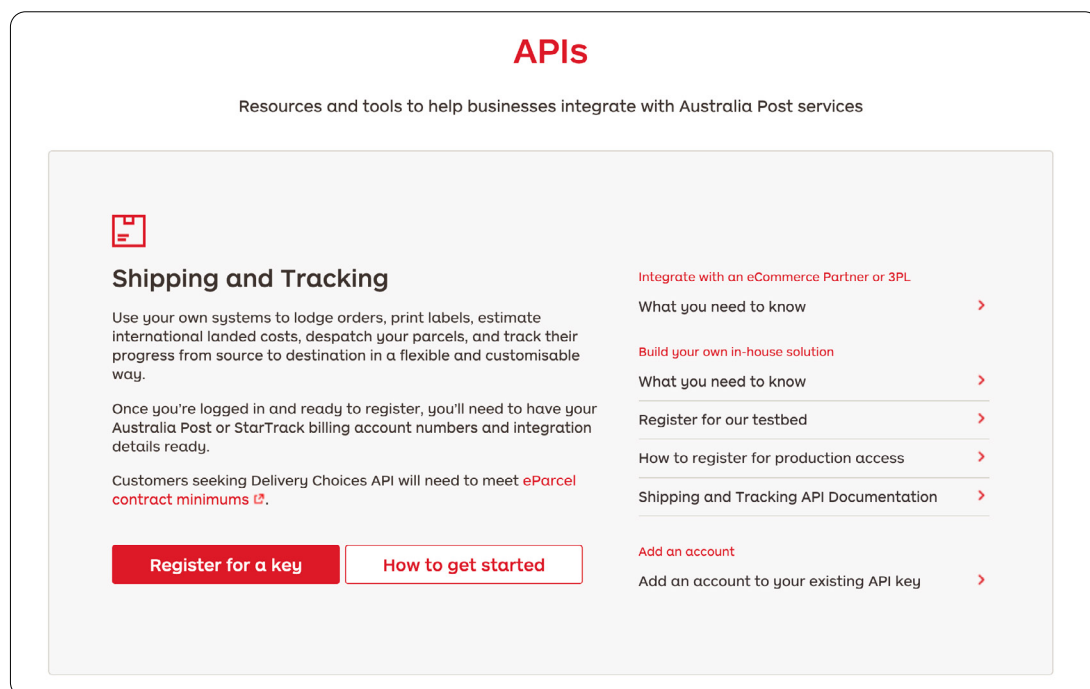
Log in to the developer centre

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**.

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

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**.

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.