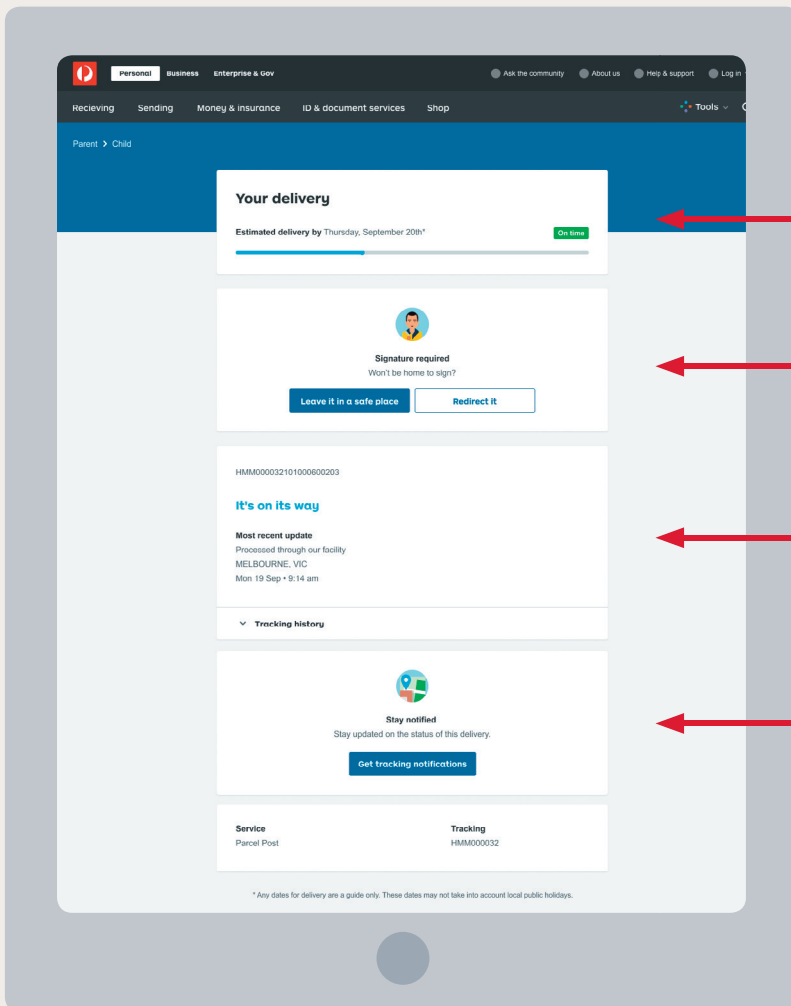# Improving your customers' tracking experience

Tracking for Parcel Post and Express Post

March 2019

We know that tracking information is really important to you and your customers, especially if customers want to change how and where their parcel is to be delivered, or if something doesn't go quite as expected. We're keen to ensure that the tracking record is clear and concise so that your customers don't need to contact you, or us.

New features at auspost/track

Over the past few months we've made a number of improvements to the User Experience on our "Track" web-page.

Dynamic **estimated delivery date**, progress bar and indication of whether or not the parcel is "On Time"

The **delivery experience** your customer can expect and what **delivery choices** are available

Most recent track event and milestone with an easy link to the detailed **tracking history**

The option to request **emailed tracking notifications**

We will continue to make improvements to layout and language over the coming months.

Typical tracking flow

The typical tracking events used for your customer's parcels is as follows:

Milestone	Detailed description	Event Code	Use Case
Your parcel is coming	Shipping information received by Australia Post	ADMIN-ER39	We've received and processed your electronic manifest
It's on its way	Picked up from sender	AFC-ER15	We've scanned your parcel when we picked it up (selected parcels only)
It's on its way	Received by Australia Post	AFC-ER31	We've scanned your parcel when you lodged it at one of our facilities (selected parcels only)
It's on its way	Item processed at facility	NSS-ER42	We've scanned your parcel in one of our processing facilities (may get more than one of these)
It's coming today	Onboard for delivery	AFP-ER13	Our driver or postie has the parcel and is planning to deliver it today
Awaiting collection	Awaiting collection at [facility name]	DD-ER4	Your parcel is awaiting collection at a Post Office and we've advised your customer that it's there
Delivered	Delivered or Delivered – Left in a safe place	DD-ER13	We've delivered or handed over your parcel to the recipient

Typical tracking flow

We know that some senders provide a tracking link in despatch emails. The only supported format is as follows, where {trackingNumber} is either the Consignment ID or the Article ID:
auspost.com.au/track/{trackingNumber}

Changes from April 2019

Up until now, a number of different URL formats, many informal in nature, have been used to access tracking. From April 14th, the only one which will be supported is **auspost.com.au/track/{trackingNumber}**

If you use any other format, please update to the supported format before April 14th