

Carrier Track and Trace links

Overview

Customer Self Service features Track and Trace links for carriers that support this functionality on their own websites. This page describes the setup for those tracking links.

Tracking Link - Order History

Your Order Details
Order: #417429

\$2,573.27
Plus GST - \$233.94
Total - \$2,807.21

Complete

Sales Order Date:	06/01/2016	Delivery Address
Preferred Delivery Date:	06/01/2016	<div>XXXXXXXXXXXX</div> <div>XXXXXXXXXXXX</div>
Customer Reference:	ROK664044	ROCKHAMPTON
Warehouse Code:	M4	QLD
Invoice Number:	417429	4700
Invoice Date:	07/01/2016	Carrier
		Consignment Note : 7375360061614
		Toll - IPEC

Track Order

Step-by-step guide

To Configure Carrier Track and Trace Links:

1. Determine which of your freight carriers provide track and trace functionality on their websites.
2. Enquire with these carriers to determine if they support the ability to call their website track and trace with the consignment note in the calling URL (see **Common Carrier Tracking URLs** below for information on some known Australian carriers).
3. Login to the CMS as an Administrator.
4. Navigate to '**Settings**' --> '**Settings**'.
5. Select the **Freight** tab.
6. Update the '**Carrier Codes for Track and Trace**' field. Enter all trackable PRONTO carrier codes in a semicolon-separated format (e.g. "TNT;TOLL;POST;IPEC").

Freight Options

Freight Method :

Display All Freight Alternatives

Freight Charge Type :

0

Calculate Freight on B2B Order Conclusion : ☒

Freight Charges on COD Orders : ☐

Carrier Codes for Track and Trace :

TNT;TOLL;POST;IPEC

Carrier Codes that represent TNT :

7. Define the Track & Trace URL for each carrier:
 - a. On the **Freight** tab of the **Settings** page, select a trackable carrier from the Standard Freight table.
 - b. Click '**Modify**'.
 - c. In the '**Track and Trace URL**' field, enter the carrier's URL with the placeholder {0} for the Consignment Note string.

(For example, Australia Post would be '<http://auspost.com.au/track/track.html?id={0}>'). Once the user clicks the tracking link, the {0} will be replaced by the consignment note number for that particular sales order).

Search For :
☒ Contains ☐ Starts With

Code	Description	Pack Charge	Min Weight	Max Weight	Max Volume	Free Limit	Restricted To Delivery Methods
<input type="radio"/> IPEC	Toll Ipec	0.00	0.00	0.00		1818.18	No
<input checked="" type="radio"/> POST	Australia Post (orders < \$100)	0.00	0.00	0.00		0.00	No
<input type="radio"/> POST2	Australia Post (orders over \$100 to \$500)	0.00	0.00	0.00		0.00	No

[Modify](#) : [New](#) : [Delete](#) : [Charging Zones](#)

5 records. (1 page)

Code :

Description :

Carrier Restricted To Delivery Methods : No

Minimum Freight Charge :

Packaging Charge (\$/Kg) :

Minimum Carrier Weight (Kg) :

Maximum Carrier Weight (Kg) :

Maximum Volume (cubic metres) :

Order limit for No Charge :

Order Value Start Range :

Order Value End Range :

Do Not Override Customer Carrier Code : No

Maximum Carrier Item Length :

Volume to Weight Conversion Factor :

Track and Trace URL :

Delivery Instructions :

- d. Click 'OK' to save
- e. Repeat for all remaining trackable carriers in the table.

The Order History screen will now be able to display track and trace links, as well as the Order Shipped email.



Remember that in order to show the tracking link, a sales order will need to have both the carrier code *and* consignment note number populated in PRONTO.

Common Carrier Tracking URLs

Carrier Name	URL
Border Express	https://gateway.borderexpress.com.au/Home/QuickTrack/{0}
Couriers Please	http://www.4pod.com.au/track.php?key=IPD&track={0}
Simon National Carriers	http://www.simon.com.au/shippingDoc.aspx?value={0}
TNT Express	http://www.tntexpress.com.au/interaction/asps/trackref_detail.asp?id=DOMESTIC_TRACK.html&TextArea={0}
TOLL	https://online.toll.com.au/trackandtrace/showConnotes.do?connote={0}
WA Freight Group	https://portal.wafreight.com.au/pod/onlinepod.asp?references={0}
Australia Post (eParcel)	http://auspost.com.au/track/track.html?id={0}
Fastways	https://www.fastway.com.au/tools/track/?l={0}

Further Customisation

To change the text on the 'Track Order' button on the Order History screen:

1. Navigate to '**Content**' --> '**Resources**' (or '**Resource Maintenance**')
2. Search for '**rcOrderSearchTrackLabel**'
3. Click '**Modify**'
4. Update the '**Resource Value**' to the required value (the default value is '**Track Order**').

To change the format of the tracking link:

1. In Resources, search for '**rcOrderTrackingLinkTemplate**'
2. Click '**Modify**'.
3. Update the '**Resource Value**' to the required format.
The default format is '**{1}**'. The first parameter (i.e. {0}) is the carrier-specific URL to call, and the second (i.e. {1}) is the button text configured above ('**rcOrderSearchTrackLabel**').

Additional Information

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Minimum Version Requirements	**.*.*
Prerequisites	--
Self Configurable	Yes
Business Function	Orders
BPD Only?	Yes
B2B/B2C/Both	B2B
Third Party Costs	n/a

Related help

- [Allow User's Own Freight Carrier Option](#)
- [Preferred Delivery Date](#)
- [How Order Integration Works](#)
- [Standing Orders Settings](#)
- [Order Templates](#)