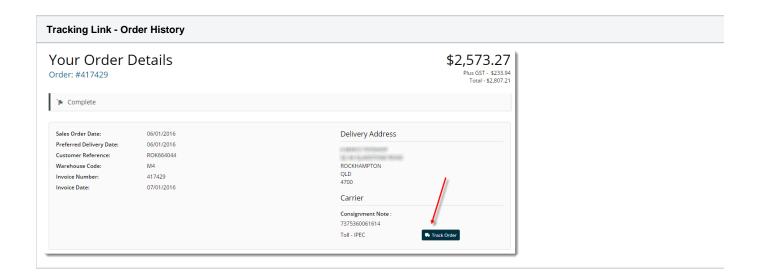
Carrier Track and Trace links

Overview

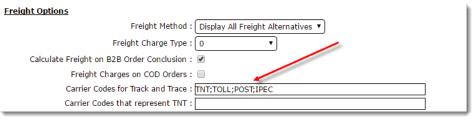
Customer Self Service features Track and Trace links for carriers that support this functionality on their own websites. This page describes the setup for those tracking links.



Step-by-step guide

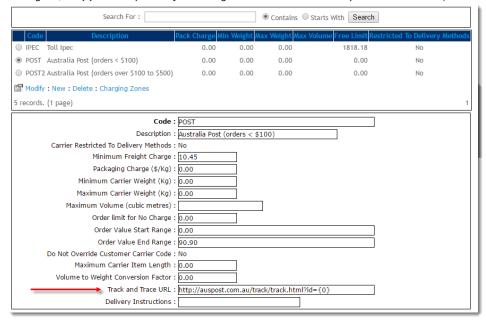
To Configure Carrier Track and Trace Links:

- 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.
- Update the 'Carrier Codes for Track and Trace' field. Enter all trackable PRONTO carrier codes in a semicolonseparated format (e.g. "TNT;TOLL;POST;IPEC").



- 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).



- 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