

# Business Support Portal

## What's new?

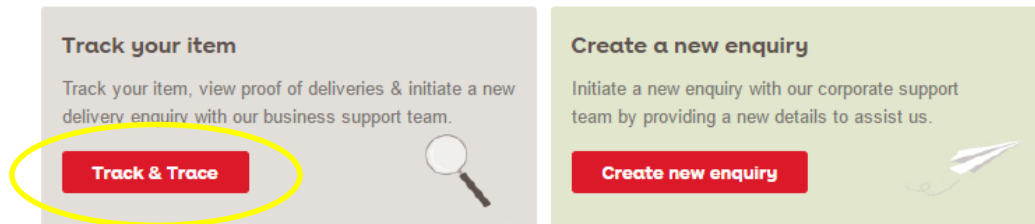


There are several new changes to the Business Support Portal:

### Track an item

You can now track an item within the Portal by clicking on the 'Track & Trace' button. Manifest information will be displayed on the screen for those parcels that are associated with your eParcel business account.

\*Tip: Should you need to raise an enquiry after tracking an item, you can easily do so by clicking the 'Create an enquiry' which can be found below the scans.



### Pre-populated form

Clicking 'Create an enquiry' after tracking an item that displays the associated manifest information, will pre-populate the customer's information in the web-form, saving you time.

### Obtain a Proof of Delivery (POD)

The ability to download a copy of a POD, should one be available following a delivery event. To obtain a POD, you must first track your item by clicking on the 'Track & Trace' button and search the tracking number. Should a POD be available, it will be displayed within the scan events.

### Filtering your enquiries

You now have the ability to filter your enquiries by a specific date range and/or status. This will help to locate enquiries should you not be able find what you are looking for when using the 'Search' function and also assist with internal auditing. For example, below would display 'Closed' enquiries for March 2017.

Date Created From	Date Created To	Status
1/03/2017	31/03/2017	Closed

We welcome your comments, suggestions and feedback. If you require any assistance or support, please contact the relevant Business team on the below numbers:

SMB customers 13 11 18  
Enterprise customers 1300 110 933

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