

# Shipping Integration with Australia Post



Copyright © 2005, 2019, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

If this document is in public or private pre-General Availability status:

This documentation is in pre-General Availability status and is intended for demonstration and preliminary use only. It may not be specific to the hardware on which you are using the software. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to this documentation and will not be responsible for any loss, costs, or damages incurred due to the use of this documentation.

If this document is in private pre-General Availability status:

The information contained in this document is for informational sharing purposes only and should be considered in your capacity as a customer advisory board member or pursuant to your pre-General Availability trial agreement only. It is not a commitment to deliver any material, code, or functionality, and

should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described in this document remains at the sole discretion of Oracle.

This document in any form, software or printed matter, contains proprietary information that is the exclusive property of Oracle. Your access to and use of this confidential material is subject to the terms and conditions of your Oracle Master Agreement, Oracle License and Services Agreement, Oracle PartnerNetwork Agreement, Oracle distribution agreement, or other license agreement which has been executed by you and Oracle and with which you agree to comply. This document and information contained herein may not be disclosed, copied, reproduced, or distributed to anyone outside Oracle without prior written consent of Oracle. This document is not part of your license agreement nor can it be incorporated into any contractual agreement with Oracle or its subsidiaries or affiliates.

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

### **Sample Code**

Oracle may provide sample code in SuiteAnswers, the Help Center, User Guides, or elsewhere through help links. All such sample code is provided "as is" and "as available", for use only with an authorized NetSuite Service account, and is made available as a SuiteCloud Technology subject to the SuiteCloud Terms of Service at [www.netsuite.com/tos](http://www.netsuite.com/tos).

Oracle may modify or remove sample code at any time without notice.

### **No Excessive Use of the Service**

As the Service is a multi-tenant service offering on shared databases, Customer may not use the Service in excess of limits or thresholds that Oracle considers commercially reasonable for the Service. If Oracle reasonably concludes that a Customer's use is excessive and/or will cause immediate or ongoing performance issues for one or more of Oracle's other customers, Oracle may slow down or throttle Customer's excess use until such time that Customer's use stays within reasonable limits. If Customer's particular usage pattern requires a higher limit or threshold, then the Customer should procure a subscription to the Service that accommodates a higher limit and/or threshold that more effectively aligns with the Customer's actual usage pattern.

### **Beta Features**

Oracle may make available to Customer certain features that are labeled "beta" that are not yet generally available. To use such features, Customer acknowledges and agrees that such beta features are subject to the terms and conditions accepted by Customer upon activation of the feature, or in the absence of such terms, subject to the limitations for the feature described in the User Guide and as follows: The beta feature is a prototype or beta version only and is not error or bug free and Customer agrees that it will use the beta feature carefully and will not use it in any way which might result in any loss, corruption or unauthorized access of or to its or any third party's property or information. Customer must promptly report to Oracle any defects, errors or other problems in beta features to [support@netsuite.com](mailto:support@netsuite.com) or other designated contact for the specific beta feature. Oracle cannot guarantee the continued availability of such beta features and may substantially modify or cease providing such beta features without entitling Customer to any refund, credit, or other compensation. Oracle makes no representations or warranties regarding functionality or use of beta features and Oracle shall have no liability for any lost data, incomplete data, re-run time, inaccurate input, work delay, lost profits or adverse effect on the performance of the Service resulting from the use of beta features. Oracle's standard service levels, warranties and related commitments regarding the Service shall not apply to beta features and they may not be fully supported by Oracle's customer support. These limitations and exclusions shall apply until the date that Oracle at its sole option makes a beta feature generally available to its customers and partners as part of the Service without a "beta" label.

# Send Us Your Feedback

We'd like to hear your feedback on this document.

Answering the following questions will help us improve our help content:

- Did you find the information you needed? If not, what was missing?
- Did you find any errors?
- Is the information clear?
- Are the examples correct?
- Do you need more examples?
- What did you like most about this document?

Click [here](#) to send us your comments. If possible, please provide a page number or section title to identify the content you're describing.


To report software issues, contact NetSuite Customer Support.

# Table of Contents


- Shipping Integration with Australia Post ..... 1
  - Shipping Integration with Australia Post ..... 1
    - Getting Started with Australia Post Integration ..... 2
    - Calculating Australia Post Rates ..... 13
    - Fulfilling Orders with Australia Post Shipments ..... 14
    - Lodging Orders with Australia Post ..... 19
    - Tracking Australia Post Shipments ..... 22
    - Deleting Fulfillments with Voided Australia Post Shipments ..... 23
    - Common Australia Post Integration Errors ..... 23

# Shipping Integration with Australia Post

## Shipping Integration with Australia Post

 **Important:** This is a NetSuite Integration with Third Party Applications.

The Australia Post shipping integration enables you to register and set up your existing Australia Post account in NetSuite. This integration lets you process Australia Post services for the domestic shipment of parcels. Within your NetSuite account, you can calculate shipping rates, fulfill orders, lodge orders, track packages, and print shipping labels and manifest with Australia Post services.

 **Note:** The shipping services available to you depend on your account or contract with Australia Post.

## Availability

The Australia Post SuiteApp is available to all NetSuite OneWorld accounts. The SuiteApp is suitable for NetSuite Australia edition and NetSuite OneWorld with Australian subsidiary.

## Limitations for Australia Post Integration

Be aware of the following limitations for the Australia Post shipping integration:

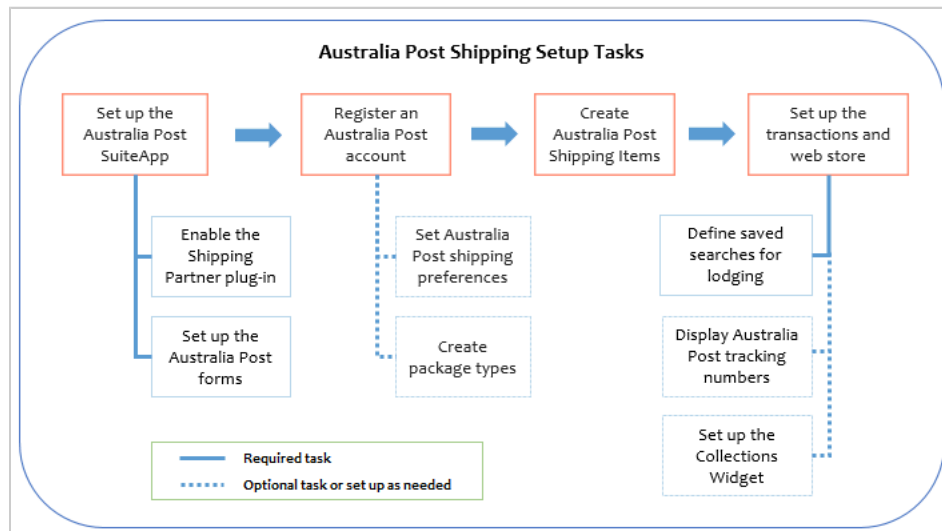
- You can register only one active Australia Post account per location. If your NetSuite account has the Locations feature enabled, each location in Australia can be assigned to one unique Australia Post account.
- International shipments are not supported. For NetSuite sales orders with an international shipping address, you must create the labels and lodge the shipment within your Australia Post eParcel account.
- Shipping rates are considered and displayed only in the Australian Dollar currency, regardless if the account is set up with another currency. For example, if a sales order has a shipping rate value of 20 USD, this is treated as 20 AUD.
- Return shipping is not supported.
- Because Australia Post uses centimetres (cm) for package dimension and kilograms (kg) for weight, values using other units are automatically converted. The Multiple Units of Measure feature is not supported.
- For order fulfillments:
  - A maximum of 50 packages is recommended for each fulfillment record. For lodging, there is a maximum limit of 1000 packages per shipping manifest file.
  - To ensure the accuracy of shipping addresses, validation is made during order fulfillment. However, validation is limited to addresses in Australia. For more information, see the help topic [Fulfilling Orders with Australia Post Shipments](#).
- Voiding of Australia Post shipment cannot be made directly using the Australia Post shipping integration. For more information, see the help topic [Deleting Fulfillments with Voided Australia Post Shipments](#).

## Getting Started with Australia Post Integration

This section includes procedures and requirements to install and set up Australia Post shipping integration by the Administrator.

- [Setup Requirements for Australia Post Integration](#)
- [Setting Up the Australia Post Integration](#)
- [Registering an Australia Post Account](#)
- [Creating Australia Post Shipping Items](#)
- [Setting Up the Transactions and Web Store for Shipping](#)

Use the following diagram as a guide for the Australia Post setup tasks. On the first row, the sequence of primary tasks must be completed after you have installed the Australia Post SuiteApp. Under a primary task, specific setup tasks are provided that are either required or can be set up later, depending on your business requirements.



## Setup Requirements for Australia Post Integration

- [Prerequisites](#)
- [Installing the Australia Post SuiteApp](#)
- [Roles and Permissions](#)

### Prerequisites

The following features are required before you install the Australia Post SuiteApp. To enable the features, go to Setup > Company > Setup Tasks > Enable Features:

- On the **Transactions** tab, check the box for **Shipping Partners**.

**Note:** Before enabling this feature, you must contact NetSuite Customer Support to make it available for your account.

- To perform the following tasks, check the box for **Shipping Label Integration**:

- Create package types
- Generate and display tracking numbers
- Print shipping labels



**Important:** For your Australia Post account, the **Print as you go** service is required to create the shipping labels and manifest.

- On the **SuiteCloud** tab, check the following boxes:
  - Custom Records
  - Client SuiteScript
  - Server SuiteScript
  - SuiteFlow

For more information on enabling features and preferences, see the help topic [Enabling Features](#).

After enabling the required features, be sure to have at least one tax schedule and accounting period set up in your account. To set up a tax schedule, go to Setup > Accounting > Taxes > Tax Schedules. To set up an accounting period, go to Setup > Accounting > Manage G/L > Manage Accounting Periods.

## Installing the Australia Post SuiteApp

After enabling all required features and account settings, install the Australia Post SuiteApp with the following details:

- Bundle Name: **Australia Post**
- Bundle Id: 93157

For detailed instructions on installing a SuiteApp, see the help topic [Installing a Bundle](#). After the installation, you can verify that the SuiteApp is included in your Installed Bundles list by going to Customization > SuiteBundler > Search & Install Bundles.

The Australia Post SuiteApp is a managed bundle and is automatically updated whenever there are updates. These issue fixes and enhancements are available after the bundle is updated in your account.

## Roles and Permissions

Installing the Australia Post SuiteApp adds the following custom role and record:

- **Shipping Partner Administrator** – Use this custom Administrator role to enable the Shipping Partner Plug-in for Australia Post, if there is no standard System Administrator or Administrator role for your center.
- **Shipping Orders** – Use this custom record to lodge the orders and generate the shipping manifest and labels for bulk orders. This record is available only to roles that use the Classic and Shipping centers.

For your custom roles, you can assign the required permissions to access and use the Shipping Orders. Go to Setup > Users/Roles > Manage Roles. On the Manage Roles page, click the Edit link for the role to be updated. On the Role page, on the **Permissions** subtab, add the following permissions:

Permission	Subtab Type	Minimum Permission
Find Transaction	Transactions	Edit



Permission	Subtab Type	Minimum Permission
Item Fulfillment	Transactions	View
Fulfill Orders	Transactions	View
Perform Search	Lists	View
Publish Search	Lists	Full
Notes Tab	Lists	Full


To view execution logs in the Australia Post Communicator script deployment, you must add the following permission:

Permission	Subtab Type	Minimum Permission
SuiteScript	Setup	View

After adding the permissions, you must set up your custom roles on the script deployment for lodging orders and generating the shipping documents.

1. Go to Customization > Scripting > Script Deployments.
2. On the Script Deployments page, click the Edit link for the Shipping Manifest Suitelet script.
3. On the Script Deployment page, on the **Audience** subtab, select the custom role from the Roles list.

This allows the script to run in the accounts of users with these roles.

 **Tip:** To select one or more roles, press the Ctrl key while clicking the custom role names.

## Setting Up the Australia Post Integration

- [Enabling the Shipping Partner Plugin](#)
- [Setting Up the Australia Post Forms](#)

### Enabling the Shipping Partner Plugin

After installing the Australia Post SuiteApp, enable the Shipping Partner Plug-in implementation.

#### To enable the Shipping Partner Plug-in:

1. As an administrator go to: Customization > Plug-ins > Manage Plug-ins.
2. On the Manage Plug-in Implementations page, check the **Australia Post** box located under the Shipping Partners section.
3. Click **Save**.

### Setting Up the Australia Post Forms

After enabling the Shipping Partner Plug-in, set the following custom forms as preferred forms:

- Australia Post Package
- Australia Post Registration
- Australia Post Shipment

## To set up the Australia Post forms:

1. Go to Customization > Forms > Entry Forms.
2. On the Custom Entry Forms list, click the Edit link for the form.
3. On the Custom Entry Form page, enter a name for your preferred form.
4. Check the **Form is Preferred** box.
5. Click **Save**.

When you go back to the Custom Entry Forms list, you should see the boxes checked in the **Preferred** column for the Australia Post forms.

## Registering an Australia Post Account

This section includes the instructions for registering your Australia Post account.



**Important:** You can register only one active Australia Post account per location. If your NetSuite account has the Locations feature enabled, each location in Australia can be assigned to one unique Australia Post account.

After registering your Australia Post account, you can set up additional shipping preferences, create package types, and the shipping items. For more information, see the following topics:

- [Setting Up Shipping Preferences for Australia Post](#)
- [Creating Package Types for Australia Post](#)
- [Creating Australia Post Shipping Items](#)

## To register your Australia Post account in NetSuite:

1. Go to Setup > Accounting > Setup Tasks > Shipping (Administrator).
2. On the Set Up Shipping page, click the **Partner Registration** subtab and then click **Add Shipping Partner Registration**.
3. On the Select Shipping Partner page, click the link for Australia Post in the Shipping Partner column.
4. On the Shipping Partner Registration page, under the Service Group section, select the service group for your account.
5. On the Registration Details section, enter the values in the following fields:
  1. In the **Name** field, enter a name for the registration record. You can enter the name in your Australia Post account.



**Note:** The registration name must be unique. You must not assign this name to another shipping registration.

2. In the **Location** field, select the location to be associated with the Australia Post account if you use the Locations feature.
3. In the **Company Name** field, enter the name of your company.
4. The following phone and address fields are automatically populated based on the selected location. However, you can still change the information. If you do not use the Locations feature, enter the values in the following fields:

Field	Description
Phone Number	Enter the contact number for the shipping location.
Email	Enter the email address for the shipping location.
Address Line 1	Enter up to 40 characters for physical address of the shipping location.
Address Line 2	Enter up to 60 characters for additional physical address details of the shipping location.
Suburb	Enter the city, suburb, or town that corresponds to the postcode of the address.
State Code	Enter the state or territory code for the address.
Postcode	Enter the postcode for the address.
Country	Enter the country for the address.



**Important:** The address must be the same as the one in your Australia Post account. This address is used as the default shipping address to calculate the shipping rates on your transactions.

6. On the General Preferences section, enter the values in the following fields.



**Note:** The preferences you define are applied to all Australia Post shipping items. You can also set preferences specific to a shipping item by updating the item record. For more information, see the help topic [Creating Australia Post Shipping Items](#).

Field	Description
Markup or Discount Rate	Enter the discount rate, in decimal form, to offer a markup or discounted shipping rate. The value you enter must be greater than 0 and not equal to 1.00.  For example, if you want to add a 20% markup, enter 1.20 in the <b>Markup or Discount Rate</b> field. If you want to offer a 25% discount, enter 0.75 in this field.  Multiply this rate by the real-time rate to compute for the total discount rate.
Customer Reference 1	Select the information you want to include in packages shipped using Australia Post from the following options: Customer Email, Customer Name, Customer Phone #, Item Name, Order Number, or Purchase Order Number.
Customer Reference 2	Select additional information you want to include in packages shipped using Australia Post from the following options: Customer Email, Customer Name, Customer Phone #, Item Name, Order Number, or Purchase Order Number.

7. On the Label Layout Preferences section, enter the values for Parcel services, Express services, or both:

Field	Description
Parcel Services Label Layout	Select a page size and number of shipping labels per page from the following options: <b>A4-4pp</b> , <b>A4-1pp</b> , or <b>A6-1pp</b> .
Print Australia Post Brand	For Parcel services, check the <b>Print Australia Post Brand</b> box to include the Australia Post brand when printing labels.  If you are using stationery purchased from Australia Post, you do not need to add the Australia Post brand anymore.
Parcel Services Left Offset	Enter the value, in millimeters, to adjust the horizontal margins of the label.

Field	Description
	Enter a positive number to move the margins to the right. Enter a negative number to move the margins to the left.
Parcel Services Top Offset	Enter the value, in millimeters, to adjust the vertical margins of the label. Enter a positive number to move the margins down. Enter a negative number to move the margins up.
Express Services Label Layout	Select a page size and number of shipping labels per page from the following options: <b>A4-1pp</b> , <b>A4-3pp</b> , <b>A4-4pp</b> , or <b>A6-1pp</b> .
Print Australia Post Brand	For Express services, check the <b>Print Australia Post Brand</b> box to include the Australia Post brand when printing labels. Take note of the following guidelines for branding with Express services: <ul style="list-style-type: none"> <li>■ If you are using stationery purchased from Australia Post, you do not need to add the Australia Post brand anymore.</li> <li>■ This branding option is not available for the A6-1pp layout. The A6-1pp layout must use the pre-printed stationery, to ensure that the Express Post labelling is in color.</li> </ul>
Express Services Left Offset	Enter the value, in millimeters, to adjust the horizontal margins of the label. Enter a positive number to move the margins to the right. Enter a negative number to move the margins to the left.
Express Services Top Offset	Enter the value, in millimeters, to adjust the vertical margins of the label. Enter a positive number to move the margins down. Enter a negative number to move the margins up.

8. On the Credential Fields section, enter the values for the following fields:
  1. In the **Account** field, enter your valid 10-digit Australia Post account number.
  2. In the **API Key** field, enter the API key given by Australia Post.
  3. In the **Password** field, enter the password or credentials given by Australia Post.
9. Click **Save**.

The newly created Shipping Partner Registration record is displayed with a confirmation message. When you return to the Set Up Shipping page, you should see the registration listed on the **Partner Registration** subtab. If you need to update the record, click the link for the registration to open the record. You can also delete a registration if there are no dependent records associated with it.

## Setting Up Shipping Preferences for Australia Post

Aside from registering the Australia Post account, you can also set shipping preferences on the Set Up Shipping page. To access the page, go to Setup > Accounting > Setup Tasks > Shipping. You can select any of the following settings that suit your business requirements:

- In the **Default Shipping Carrier** field, select **FedEx/USPS/More** for Australia Post.
- In the **Default Shipping Method** field, select the Australia Post service to be assigned as your default shipping method.
- If you use the Pick, Pack, and Ship feature, you can select the stages in the **Default Item Fulfillment Stage** and **Shipping Label Creation Stage** fields. For more information about this feature, see the help topic [Shipping Integration with Pick, Pack, and Ship](#).
- In the **Default Item Weight in LBS** field, enter the value in pounds. This value is automatically converted to kilograms on your transactions.

For more information about shipping preferences, see the help topic [Setting Up Shipping](#).

## Creating Package Types for Australia Post

If you use the Shipping Label Integration feature, you can create package types and set one as your default. For more information, see the help topic [Prerequisites](#). For limitations on packages, see the help topic [Limitations for Australia Post Integration](#).

To create packages for Australia Post, go to Setup > Accounting > Setup Tasks > Shipping. On the Set Up Shipping page, click the **Packages** subtab. Enter the name, dimensions, and the maximum number of items that could ship the package. For more information about creating package types, see the help topic [Packages Subtab](#).

The default package type is automatically assigned to new item fulfillment records, unless you have set a default package on the item record. For specific item types, you can assign a default package on the item record. For more information about default packages on the item record, see the help topic [Entering Sales/Pricing Information for Items](#).

**Note:** If no default package has been set up, the following dimensions of an Australia Post medium box are used: 31 cm (width) by 22.5 cm (depth/length) by 10.2 cm (height).

## Creating Australia Post Shipping Items

After registering the account, you can add the Australia Post shipping items. You can only set up the shipping items or services that are available for your account with Australia Post.

To associate a shipping item with an Australia Post service, you need to select from a list of service names. The service names available for selection depend on your Australia Post account. If you do not see a particular Service Name from the list, you can review your Australia Post account details or verify that you have registered the correct Australia Post account.

### To create Australia Post shipping items:

1. Go to Shipping > Lists > Shipping Items > New.  
Alternately, if you have the Ship Items list open, click **New**.
2. On the Shipping Item page, enter the values for the basic shipping item details. For detailed instructions, see the help topic [Creating Shipping Items](#).
3. On the **Shipping Rate** subtab, in the **Account (Shipping)** field, select the account where charges for this Australia Post shipping item are recorded.
4. For the shipping rate, choose **Shipping Partner Rate**.
5. Click the Shipping Partner Rate section header to display the shipping partner fields.

The screenshot shows the 'Shipping Rate' subtab of the 'Shipping Item' page. At the top, there are tabs for 'Shipping Rate', 'Shipping Labels', 'Shipping Rules', 'Free Shipping Items', and 'Packaging'. The 'Shipping Rate' tab is active. Below the tabs, there is a dropdown menu for 'ACCOUNT (SHIPPING) \*' with 'Miscellaneous Income' selected. Below this is a radio button for 'SHIPPING PARTNER RATE' which is selected. A section header 'Shipping Partner Rate' is visible. Below this header, there is a dropdown menu for 'SHIPPING PARTNER \*'. At the bottom, there are two dropdown menus: 'SERVICE GROUP' and 'SERVICE', with a 'REGISTRATION' dropdown next to 'SERVICE'.

6. In the Shipping Partner Rate section, select or enter the values in the following fields:

Field	Description
Shipping Partner	Select <b>Australia Post</b> .
Service Group	Select the service group to be used for the shipping item.
Service Name	Select the specific service to be used for the shipping item. This is the basis for the shipping rate.
Registration	Select the name of the shipping registration to be used for the shipping item.

7. On the **Shipping Labels** subtab, select or enter the values in the following fields.

Field	Description
Shipping Partner	Select <b>Australia Post</b> .
Service Group	Select the service group to be used for labels of the shipping item.
Service Name	Select the specific service to be used for labels of the shipping item.
Registration	Select the name of the shipping registration to be used for labels of the shipping item.

8. On the **Shipping Rules** subtab, enter the values in the following fields:

- In the Web Site Rules section, in the **Limit to Sites** field, select the web sites where your customers can choose this shipping item.
  - If you leave this field blank, the shipping item becomes available on all web sites in the list
  - If you check the **Exclude** box beside this field, the shipping item does not become available on the selected web sites.

For more information about the fields on this subtab, see the help topic [Shipping and Handling Rules](#).

- In the Shipping Restrictions section, select **Australia** from the **Countries** list. It limits the use of this shipping item to locations or addresses within Australia.
- In the **Charge Tax on This Shipping Portion of Item** field, select a tax schedule to be used for calculating the tax amount for the shipping charge.

9. After entering the shipping item details, click **Save**.

Use the Australia Post shipping items to create and fulfill sales orders. To view the list of shipping items in your account, go to Shipping > Lists > Shipping Items. From the Ship Items list, you can also edit a shipping item record by clicking its Edit link.

You can use the shipping items to create and fulfill sales orders. For instructions, see the help topic [Fulfilling Orders with Australia Post Shipments](#). You can also set a shipping item as a default shipping method for an item. For instructions, see the help topic [Setting a Default Shipping Method Per Item](#).

## Setting Up the Transactions and Web Store for Shipping

The following setup instructions are specific to transactions and the web store. You must define the saved searches for lodging of orders. Based on your business requirements, you can also set up the tracking number, order fulfillment email, and the Collections Widget.

- Defining Saved Searches for Lodging
- Displaying the Australia Post Tracking Numbers

## ■ Setting Up the Collections Widget

### Defining Saved Searches for Lodging

Saved searches are used for lodging orders with Australia Post. The default saved search, named **Fulfilled Orders for Lodgement**, is provided when you install the Australia Post SuiteApp. You can use this as a template or create your own saved search. For instructions to create your own saved search, see the help topic [Defining a Saved Search](#). To create a copy of the default saved search, see the following instructions.

#### Creating a copy of the default saved search

If you are going to use the default saved search, you must add validations specific to your shipping registration.

#### To create a copy of the default saved search:

1. Go to Reports > Saved Searches > All Saved Searches.
2. In the Saved Searches list, click the Edit link for the saved search named, **Fulfilled Orders for Lodgement**.

**Note:** If you do not see this saved search in the list, verify that your filters are set to **All**, especially the Use filter. To view the filters, click the plus icon beside the Filters header.

3. On the Saved Transaction Search page, enter a name for your copy of the saved search.
4. On the **Criteria** subtab, add the Shipping Registration criteria.

The following table describes the required criteria for saved searches that you want to use for lodging. You can add more filtering criteria or edit other criteria that are not in this list.

Filtering Criteria	Value	Description
Type	Item Fulfillment	Only orders from Item Fulfillment records can be lodged.
Shipment ID (Custom)	is not empty	Only Item Fulfillment records with the Australia Post Shipment ID can be processed for lodging.
Order ID (Custom)	any of Set the value to <b>-None-</b> .	An Order ID is generated during lodging. Applying this filter ensures that have been lodged are not processed for lodging again.
Main Line	is true	This prevents unnecessary line item transactions from being displayed in the saved search results.
Shipping Registration Id (Custom)	any of Select the name of the specific shipping registration to be used for lodging.	This ensures that all orders for lodging belong to the same shipping registration.

**Note:** If you have multiple shipping registrations in an account, you can set up a saved search for each of the shipping registrations. Only one shipping registration should be used for each saved search.

5. Click **Save As**.

Saved searches that you create for lodging are added to the list on the Australia Post Shipping Manifest page. To access this page, go to Shipping > Shipping > Print Checks and Forms. Saved searches are listed in the **Select Order Fulfillment Batch** field. For more information about lodging, see the help topic [Lodging Orders with Australia Post](#).

## Setting a default saved search

If you created a custom saved search, you can set it as the default saved search when lodging shipments with Australia Post. However, if you select another saved search during lodging, this setting is automatically replaced.

### To set your own default saved search

1. Hover over the home icon and then select **Set Preferences** from the menu.
2. On the Set Preferences page, click the **Custom Preferences** subtab.
3. In the Australia Post Feature section, select the saved search from the list in the **Saved Search for Manifest and Label** field.
4. Click **Save**.

Click **Reset** to return to the previously selected saved search.

## Displaying the Australia Post Tracking Numbers

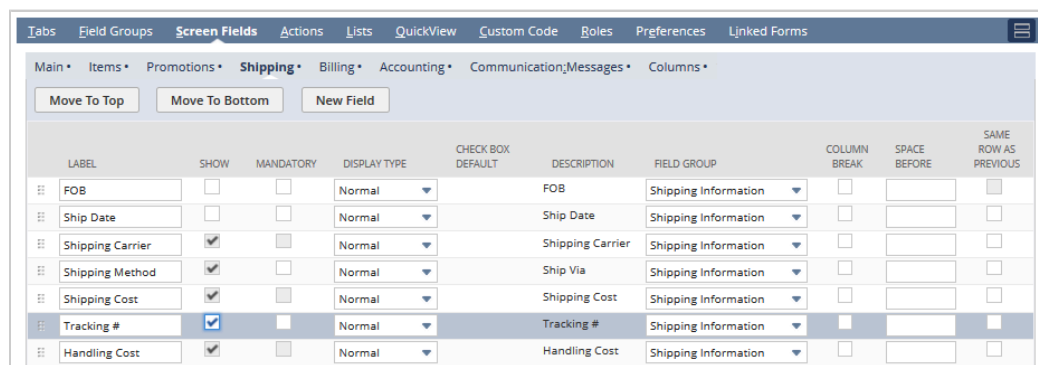
If you use the **Shipping Label Integration** feature, you should see the generated tracking number on the transaction records. When an order is fulfilled, the tracking number is displayed, by default, on the item fulfillment and sales order record.

If you use the **Pick, Pack, and Ship** feature, you can select the stage at which the tracking number is generated, as well as the shipping label creation and account charging. For more information, see the help topic [Shipping Integration with Pick, Pack, and Ship](#).

For other transactions, the tracking number is displayed by default on the Standard Product Invoice. For other invoice types, cash sales, and estimates, you need to create a custom form that displays the tracking number. If you already have a custom form for any of the transaction types mentioned, you only need to edit the shipping preferences. For instructions on customizing forms, see the help topic [Creating Custom Entry and Transaction Forms](#).

### To display tracking numbers on custom transaction forms:

1. Go to Customization > Forms > Transaction Forms.
2. Click **Customize** alongside the custom transaction form to be updated.  
If you are creating a custom transaction form, click the **Customize** link for the standard form.
3. On the Custom Transaction Form page, click the **Screen Fields** tab and then click the **Shipping** subtab.
4. Check the box under the Show column for the **Tracking #** label.



LABEL	SHOW	MANDATORY	DISPLAY TYPE	CHECK BOX DEFAULT	DESCRIPTION	FIELD GROUP	COLUMN BREAK	SPACE BEFORE	SAME ROW AS PREVIOUS
FOB	<input type="checkbox"/>	<input type="checkbox"/>	Normal		FOB	Shipping Information	<input type="checkbox"/>		<input type="checkbox"/>
Ship Date	<input type="checkbox"/>	<input type="checkbox"/>	Normal		Ship Date	Shipping Information	<input type="checkbox"/>		<input type="checkbox"/>
Shipping Carrier	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Normal		Shipping Carrier	Shipping Information	<input type="checkbox"/>		<input type="checkbox"/>
Shipping Method	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Normal		Ship Via	Shipping Information	<input type="checkbox"/>		<input type="checkbox"/>
Shipping Cost	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Normal		Shipping Cost	Shipping Information	<input type="checkbox"/>		<input type="checkbox"/>
Tracking #	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Normal		Tracking #	Shipping Information	<input type="checkbox"/>		<input type="checkbox"/>
Handling Cost	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Normal		Handling Cost	Shipping Information	<input type="checkbox"/>		<input type="checkbox"/>

5. Click **Save**.



After an order is fulfilled, you should see the tracking number on the **Shipping** subtab of the custom transaction form.

**Note:** If you use the Send Order Fulfilled Confirmation Emails preference, you can include the tracking number in the email. For instructions, see the help topic [Sending Order Fulfillment Email](#).

## Setting Up the Collections Widget

As a web store owner or merchant, if you offer the eParcel service, you can include the Australia Post Collections Widget on your checkout page. You need to customize the web store by inserting a script and embedding the widget. This enables your customers to search for a parcel locker or post office where they can have their order delivered.

When using the parcel collection service, customers are notified of the locker access details and when the parcel is available for collection. Your customers must enter the shipping phone number and email address during the checkout process. If these details are not entered, they are copied from the customer record in your NetSuite account.

Following Australia Post's format requirements, the phone number must be 10 to 20 in length. It can contain spaces, a set of brackets, and the plus (+) sign, as shown in the following example: (09) 1234 5678. Other phone number considerations are based on your general preferences. For example, if the phone number is entered with a dash or a dot, you can select the preference to automatically remove the dash or dot during order submission. For more information, see the help topic [General Personal Preferences](#).

Review the following requirements to set up the Collections Widget on your web store:

- To offer eParcel and use the Collections Widget, you must register the service with Australia Post. No registration is required from your customers if they want to use the parcel collection service on your web store.
- Be sure that your website uses jQuery 1.8.3 or a higher version.
- You can obtain the technical specification and codes from the Australia Post Developer Centre at <https://developers.auspost.com.au/>. From this site, you can also download documents containing information about the following topics:
  - Qualifications and business rules
  - Item limitations for Parcel Locker and Collect
  - Licence agreement
  - Merchant FAQs
- You can set up the Collections Widget in the reference Checkout application, which is available for your Site Builder or SuiteCommerce Advanced web store. It enables you to customize the address form on the Checkout page.

The reference Checkout application is included in the Site Builder Extensions and Premium SuiteApps. For more information about installation, requirements, and setup, see the following topics:

- [Checkout](#)
- [SSP Application Overview](#)
- [Prerequisites](#)
- [Shopping Cart and Checkout Set Up](#)

The screenshot shows a sample deployment of the Collections Widget on the Shipping page of a web store. The widget is displayed only when a customer chooses the **Click & Collect from a Post Office or 24/7 Locker** option. Your customer can use a postcode or suburb to search for the location, use the map, or select from the parcel locker and post office list.

1. SHIPPING / 2. PAYMENT / 3. REVIEW & PLACE ORDER

### Enter Shipping Address

☐ Deliver to my address  
☒ Click & Collect from a Post Office or 24/7 Locker

**Search for Australia Post collection locations:**

Enter postcode or suburb

☒ Parcel Locker 
 ☒ Post Office

**Melbourne Flinders Lane Post Shop**

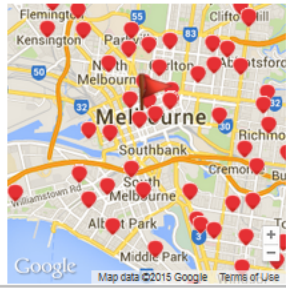
Shop 8, 271 0.14 km

Collins Street  
MELBOURNE VIC  
3000

**Melbourne GPO Post Shop**

Shop 1, 250 0.3 km

Elizabeth Street  
MELBOURNE VIC  
3000



## Calculating Australia Post Rates

The shipping rate is based on the Australia Post service associated with the shipping item. The tax amount, based on the schedule you selected for the shipping item, is added to the shipping estimate to calculate the shipping cost.



**Important:** Only shipping rates for addresses within Australia are calculated. Shipping rates for international addresses are not supported. For more information, see the help topic [Limitations for Australia Post Integration](#).

The following factors affect the calculation of the shipping rate estimate:

- Package type (for example, parcel or letter)
- Weight of the package
- Item record preferences: Item Weight, Package, Ships Individually
- Speed of delivery or delivery time (for example, express or same day delivery)
- Delivery location
- Delivery type
- Additional features such as Signature on Delivery
- Optional services such as Extra Cover



**Note:** Specific Australia Post services might not be available depending on your account, the shipping address, or item weight.

Other factors may affect the shipping estimate. For more information on shipping rates, please visit the Australia Post web site at <http://auspost.com.au/>. To view the limitations of the shipping integration, see the help topic [Limitations for Australia Post Integration](#).

The following topics describe how the shipping rate is affected based on specific changes you make on a transaction.


## Shipping Rates on Transactions

For transactions, including Sales Orders, Estimates, Invoices, and Cash Sales, you can select the shipping item in the **Shipping Method** field. The shipping method of your choice and item quantity are considered in the calculation of the shipping rate. For sales orders, in particular, the shipping address is also considered in the shipping rate computation. Each time you change the shipping method, delivery address, and item quantity of a transaction, you should recalculate the shipping cost to reflect the adjusted rate.

If you use the **Multiple Shipping Route** feature, you can enter the delivery address for each line item on the **Items** subtab. On the **Shipping** subtab, click **Calculate Shipping** in the Shipment section. This list in this section is populated based on the shipping details for each line item on the **Items** subtab. The shipping rate, per line item, is calculated based on the address, shipping method, and quantity. For more information and feature requirements, see the help topic [Multiple Shipping Routes](#).

## Shipping Rates on Item Fulfillments

For item fulfillments, the shipping rate is primarily based on the shipping method and address you selected in the sales order. When you enter packages on a fulfillment record, the shipping rate might change based on the dimensions and number of packages. Each time you change these package details, including the shipping method and delivery address, you should always recalculate the shipping cost.

 **Note:** To recalculate the shipping cost, click the **Shipping** subtab of a transaction record and then click the Calculate icon beside the **Shipping Cost** field.

For instructions on fulfilling orders with Australia Post integration, see the help topic [Fulfilling Orders with Australia Post Shipments](#).

## Shipping Rates on the Web Store

On your web store, the shipping rate may vary based on the Australia Post shipping item or delivery method and delivery address provided by the customer. For the delivery address, the default shipping address in the customer's record is displayed for new orders. The calculated shipping cost appears in the Order Summary section of the Shipping page. The shipping cost automatically adjusts each time you change the items, delivery method, or address.

For more information about shipping on your web store, see the help topic [Shipping Page](#) or [Customizing the Shopping Cart in Site Builder](#).

## Fulfilling Orders with Australia Post Shipments

The following section shows how to fulfill orders using delivery options specific to Australia Post services. For general instructions on order fulfilment, see the help topic [Fulfilling Orders](#). You can also review the package limitations and other topics related to fulfilling orders with shipping integration:


- [Limitations for Australia Post Integration](#)
- [Partial Fulfillment with Australia Post Shipments](#)
- [Bulk Fulfillment with Australia Post Shipments](#)
- [Item Fulfillments and Multiple Shipping Routes](#)
- [Printing labels from an item fulfillment](#)

### To fulfill orders with Australia Post shipments:


1. Go to Shipping > Shipping > Fulfill Orders.


If you have the Sales Order open, click the **Fulfill** button. A blank Item Fulfillment page is displayed. Proceed to Step 3.

2. On the Fulfill Orders page, click the Fulfill link for the order.
3. On the Item Fulfillment page, do any of the following:
  - Edit select details in the Primary Information section.
  - If you have the **Pick, Pack and Ship** feature enabled, be sure to set the appropriate order status to either **Packed** or **Shipped** in the **Status** field to enter packages. For more information, see the help topic [Pick, Pack, and Ship Overview](#).
4. Click the Shipment Details icon to enter the customer reference and more delivery instructions.
  - On the Shipment Details popup, you can see the default customer reference details taken from the shipping registration record. You can still edit one or both selections in the **Customer Reference** fields. For more information, see the help topic [Registering an Australia Post Account](#).

 **Note:** The customer reference details and delivery instructions apply to all packages included in this fulfillment.

- The phone number and email address of the customer also appear in the shipment details. These details are used for notifications sent to web store customers who have selected the parcel collection service. You can edit these details on the customer record, in the Email | Phone | Address section. For detailed instructions, see the help topic [Customers](#). For information about parcel collection and valid phone number formats, see the help topic [Setting Up the Collections Widget](#).
5. On the **Items** subtab, do any of the following:
    - You can clear the box for the items to be excluded from this fulfillment. It automatically adjusts the shipping cost displayed on the **Shipping** tab.
    - If you need to change the quantity or exclude certain items from this fulfillment, you can do a partial fulfillment. For more information, see the help topic [Partial Fulfillment with Australia Post Shipments](#).
  6. On the **Shipping** subtab, you can do the following:
    - In the **Shipping Method**, select a different shipping item.
    - In the **Address Select** field, select a different shipping address.


 **Important:** Verify that the correct city, town, or suburb corresponds to the postcode of the shipping address. In standard address forms, enter the suburb or town in the **City** field.




 **Note:** When selecting a shipping address, be sure that it is entered in the separate address fields and does not use the Override option. Integrated shipping labels cannot be generated from override addresses. To verify that the Override option is not used for the shipping address, click the open icon that appears when you point to the right of the **Address Select** field. For more information about this option, see the help topic [Entering a Customer Address](#).


- Check the **Integrated Shipping Label** box to create the Australia Post shipping labels. If you use the Pick, Pack, and Ship feature, the **Integrated Shipping Label** box is automatically checked when the fulfillment reaches the stage when shipping labels are created. For more information, see the help topic [Pick, Pack, and Ship Overview](#).
- Verify the shipping cost.

You can calculate the shipping cost only if there are packages in the item fulfillment. If you change the shipping method or address, click the calculator icon beside the **Shipping Cost** field to reflect adjustments to the cost.

7. On the **Packages** tab, in the **Package Details** column, click the Package Details icon.
8. On the Package Details popup, enter the values in the following fields:


 **Important:** Safe Drop, Authority To Leave, and Dangerous Goods are options you can choose only if they are available for your selected shipping method and for your account with Australia Post.

Field	Description
Authority to Leave	(Optional) Check this box if your customer allows the option to leave the package at the delivery location, regardless if someone is present to receive it or not. <div>  <b>Note:</b> This option is available only for services with Signature on Delivery. Do not select this option without prior authority from your customer.           </div>
Safe Drop	(Optional) Check this box if your customer allows the option to leave the package in a safe place at the delivery address, although no one is there to receive it and sign for it. <div>  <b>Note:</b> You can check either Authority to Leave or Safe Drop, but not both. If both Authority To Leave and Safe Drop are not checked, the name and signature of the recipient should be captured. So, if no one will receive the package and sign for it, a notification card will be left and the package will be taken to a nearby Post Office.           </div>
Dangerous Goods	(Optional) Check this box to indicate that the package contains dangerous goods. <div>  <b>Note:</b> This option is not available for Express Post services.           </div> <p>For more information about delivering dangerous goods, please visit the Australia Post web site at <a href="http://auspost.com.au/parcels-mail/dangerous-and-prohibited-items.html">http://auspost.com.au/parcels-mail/dangerous-and-prohibited-items.html</a>.</p>
Length	Enter the length of the package in centimeters.
Width	Enter the width of the package in centimeters.
Height	Enter the height of the package in centimeters.

 **Note:** The value of at least two dimensions must be set to 5 cm each or above. The maximum value is up to 105 cm.

9. Click **OK** to close the Package Details popup and return to the Item Fulfillment page.
10. On the **Packages** subtab, do any of the following:
  - Click **Add** to enter another package.
  - When you fulfill an item that is set to ship individually, create a separate package for the item. For more information, see the help topic [Packages Subtab](#) or [Entering Sales/Pricing Information for Items](#).
  - If you have items with default package settings on the item or shipping record, these values are used for the packages on the item fulfillment. You can edit or replace the default package. For more information about default packages, see the help topic [Creating Package Types for Australia Post](#).


- The total weight of the package is displayed in the **Kg** column. You can enter more information for the description of the package content.

 **Note:** If you add or remove packages, you must recalculate the shipping cost. On the **Shipping** tab, click the calculator icon beside the **Shipping Cost** field.


11. After entering the item fulfillment details, click **Save**.

During order fulfillment, the following are also generated:

- **Shipping labels** – An item fulfillment cannot be saved if the shipping labels have not been successfully generated. For instructions to print shipping labels, see the help topic [Printing labels from an item fulfillment](#).

 **Important:** After a label has been created, changes to the shipment and package details on the item fulfillment are not reflected on the generated shipping label.

- **Shipping ID** – The Shipment ID is requested from Australia Post and displayed on the **Shipping** subtab of the fulfillment record.
- **Tracking Number** – One tracking number is assigned to each package within the order fulfillment. Look for the tracking number on the **Packages** subtab of the fulfillment record. For more information about tracking numbers, see the help topic [Tracking Australia Post Shipments](#).
- **Shipping Registration ID** – This field displays the shipping registration name from the **Shipping** subtab of the fulfillment record.

 **Note:** If you have set up the order fulfillment notification, the email is automatically sent after fulfilling the order. For more information, see the help topic [Sending Order Fulfillment Email](#).

If you use the Pick, Pack, and Ship feature, the labels, tracking numbers, shipment ID, and shipping registration ID are automatically generated when the fulfillment has reached the stage at which you have chosen to generate the labels. For example, you have chosen to generate shipment details at the **Packed** stage. If you create an item fulfillment record with the **Picked** status, no shipment details are displayed. When you click the **Marked Packed** button or manually change the status to **Packed**, the shipment ID and labels are generated. The packages are automatically created and displayed with the tracking number. For more information, see the help topic [Fulfilling Orders Using Pick, Pack, and Ship](#).

## Partial Fulfillment with Australia Post Shipments

When you fulfill only select items or partial quantity of a sales order, the package details and shipping cost must be adjusted on the item fulfillment record. For the package details on the Item Fulfillment page, click the **Packages** subtab to verify that the number of packages correspond to the item quantity. You can also verify the weight and other package details. To calculate the shipping cost, click the **Shipping** tab and then click the Calculate icon beside the **Shipping Cost** field.


The tracking number, shipment ID, and shipping labels are generated for the partially fulfilled order. When you fulfill the rest of the items on the same order, an item fulfillment record is generated with shipment details.

## Bulk Fulfillment with Australia Post Shipments

### To fulfill orders in bulk:

1. Go to Shipping > Shipping > Fulfill Orders.
2. On the Fulfill Orders page, enter or select the shipping details in the following fields:

- In the **Set Shipment Status To** field, select the status to be assigned to all orders to be fulfilled. This field is displayed only if you use the Pick, Pack, and Ship feature.
  - In the **Ship Via** field, select the Australia Post shipping item to be used to deliver the orders. For detailed instructions on bulk fulfillment, see the help topic [Bulk Fulfilling Orders](#).
3. On the **Orders** subtab, do the following:
    1. In the **Fulfill** column, check the box for the orders to be fulfilled in bulk.
    2. In the **Label Integration** column, check the box for the orders where shipping labels are generated. This option is the same as the **Integrated Shipping Label** box on the item fulfillment record.

 **Note:** If you use the Pick, Pack, and Ship feature, the **Label Integration** box is enabled only when the shipment status has reached the stage when labels are scheduled to be created. You can select the shipment status in the **Set Shipment Status To** field. For more information, see the help topic [Fulfilling Orders Using Pick, Pack, and Ship](#).

3. In the **Weight** column, enter the total weight of the package for each order.
4. Click **Submit**

The orders you selected are processed as one job. The Processed Records page is displayed to show you the status of the job. To view the list of successfully processed order fulfillments, go to Shipping > Shipping > Fulfill Orders > List

You can also generate and print shipping labels in bulk after lodging your orders with Australia Post. For more information, see

## Printing labels from an item fulfillment

You can print shipping labels after you have fulfilled the order. One label is generated per package within an order fulfillment. If a fulfillment has multiple packages, labels for each of the packages are included in one PDF file.


Before printing Australia Post shipping labels, review the following printing conditions:

- If you use the Shipping Label Integration feature, you can generate and print the Australia Post shipping label for orders that are shipped through Australia Post. Based on printing preferences on your shipping registration, you can generate a shipping label with or without the Australia Post brand on your selected layout. For more information, see the help topic [Registering an Australia Post Account](#).
- If you use the Pick, Pack, and Ship feature, the shipping label is generated when the fulfilled order reaches the stage you selected in the **Shipping Label Creation Stage** preference. For more information, see the help topic [Setting Up Shipping Preferences for Australia Post](#).

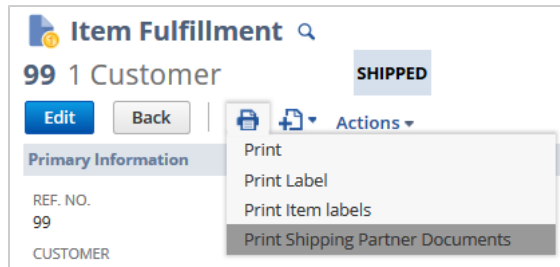
For more information on required features and settings, see the help topic [Prerequisites](#).

### To print labels from an item fulfillment:

1. Go to Shipping > Shipping > Fulfill Orders > List
2. On the Item Fulfillments list, click the View link for the order fulfillment to be printed.

 **Note:** The print option is available in view mode only.

3. On the Item Fulfillment page, point to the Print icon and then select Print Shipping Partner Documents from the dropdown menu.



A preview of the shipping labels is displayed in PDF. You can review the address and other shipping details before printing the labels. On your print settings, you can set the number of copies to be printed based on the number of packages on your order fulfillment.

You can also generate and print shipping labels in bulk after lodging your orders with Australia Post. For more information, see the help topic [Generating Shipping Labels in Bulk](#).

## Lodging Orders with Australia Post

After generating and printing the shipping labels, you can lodge the orders with Australia Post. Lodging of orders can be done only once a day, usually at the end of each day. When your orders have been lodged, you can print the shipping manifest.

Review the following guidelines before lodging your orders:

- You can lodge orders that belong to the same shipping registration. Orders from different registrations cannot be lodged at the same time.
- Item fulfillment records to be used for lodging must have the Australia Post Shipment ID. The Shipment ID is automatically displayed after order fulfillment.

By default, the Shipment ID column is displayed in the Item Fulfillments list. To view the list, go to Shipping > Shipping > Fulfill Orders > List. You can also look for the Shipment ID within each item fulfillment record, on the **Shipping** subtab.

- The records and transactions used to lodge orders are available only to the Classic and Shipping center roles. To view the role requirements, see the help topic [Roles and Permissions](#).

### To lodge orders with Australia Post:

1. Go to Transactions > Shipping Orders > Generate Shipping Manifest and Labels.
2. On the Australia Post Shipping Manifest page, select the saved search for the order fulfillment batch to be lodged.

When you select a saved search from the list, the Edit and Results link are displayed.

- **Edit** – This link opens the Saved Search page in edit mode. You can review and update the filtering criteria and other validation settings for the saved search. For more information, see the help topic [Defining Saved Searches for Lodging](#).
- **Results** – This link opens the Search: Results page that contains the list of order fulfillments to be processed for lodging.

**Note:** For lodging, there is a maximum limit of 1000 packages per shipping manifest file.

3. Click **Generate**.

Lodging of orders might take a few minutes to complete. You must not interrupt the processing by reloading the page or going back to the previous page through the browser. After successfully lodging the orders, you are redirected to the Shipping Order record. The item fulfillment records are attached to include the Australia Post Order ID.



4. On the Shipping Order record, click **Refresh**. Item fulfillments will be added to the list until the status is Completed.

**Warning:** Do not use the Remove link or add transactions manually to the list as they will cause errors in generating the Order ID and creating the manifest file.

On the Shipping Order record, verify that all item fulfillments have been successfully lodged. The Processing Status field indicates the following statuses for manifest generation:

- **Processing** — Status displayed while fulfillment records are being attached to the order ID.
  - **Completed** — Status displayed when fulfillment records have been attached, the shipping manifest file has become available, and the Order ID has been obtained from Australia Post.
  - **Completed with Errors** - Status displayed if the shipping order record has no:
    - Order ID — This indicates a failure to retrieve the Order ID from Australia Post within the maximum time allowed. The **Get Order ID** button is shown.
    - Manifest File - This indicates that the system cannot save the manifest file because the Shipping Manifest File folder is not available or there is not enough space. The **Generate Manifest** is shown.
5. If the status of the record is Completed with Errors, do any of the following:
    - If the error message indicates a failure in getting the Order ID, click **Get Order ID**. The system will attempt to get an Order ID again from Australia Post. If getting the Order ID and generating the manifesting is successful, the status changes to Completed.
    - If the error message indicates a failure in saving the manifest file, click **Generate Manifest**. You can verify if the Shipping Manifest folder is present and is not full. To access the folder from the file cabinet, see the help topic [Reprinting the Shipping Manifest and Labels](#).

**Note:** If the error message is not clear on the record, take note of the error code and refer to its description in [Common Australia Post Integration Errors](#).

6. To print the Shipping Manifest, click the filename link in the **Shipping Manifest File** field.
  - On the **Item Fulfillments** subtab, you can view the list of fulfillment records that have been attached with the Order ID. Regardless if the shipping manifest has not been generated, you can view the Order ID on each fulfillment record.
  - You can change the default columns displayed on the **Item Fulfillment** subtab. From the list in the **View** field, select **Australia Post Lodged Item Fulfillments**. Refer to the following screenshot for the list of columns displayed using this option.

The screenshot shows the 'Item Fulfillments' subtab interface. At the top, there are four dropdown menus: 'BILLING STATUS' (set to 'Either'), 'TYPE' (set to '- All -'), 'VIEW' (set to 'Australia Post Lodged Item Fulfillments'), and 'TRANSACTION'. Below these are two buttons: 'Attach' and 'Customise View'. Underneath the buttons is a table with the following columns: EDIT, DATE FULFILLED, NUMBER, ORDER NO., NAME, TRACKING NUMBERS, SHIPMENT ID, SHIPPING METHOD, and REMOVE.

To view an item fulfillment, click the date link of the record in the Date Fulfilled column. On the item fulfillment record, the Order ID is displayed on the Shipping subtab.

- If the status of the Shipping Order record is Completed, and you have the label generation process enabled, you can generate the labels, see the help topic [Generating Shipping Labels in Bulk](#).

See the following topics related to lodging of orders:

- [Printing labels from an item fulfillment](#)
- [Generating Shipping Labels in Bulk](#)


- [Reprinting the Shipping Manifest and Labels](#)
- [Verifying the Shipping Request and Response Logs](#)

## Generating Shipping Labels in Bulk

After lodging your orders and the shipping manifest has been created, you can generate and print the shipping labels in bulk. Only one PDF document for the bulk generated shipping labels is created.


### To generate shipping labels in bulk:

1. Go to Transactions > Shipping Orders > List.  
The record displays the recently lodged order.
2. On the Shipping Orders page, click **Generate Label**.


 **Note:** The **Generate Label** button is enabled only when the fulfillment records have been updated with the Australia Post order ID. Verify that the **Update of Item Fulfillment Finished** status is displayed in the **Processing Status** field.

Creation of shipping labels might take a few minutes to complete.

- Click **Refresh** to update the status
- Verify the status updates in the **Processing Status** field:
  - **Generating Labels** – Status displayed when the bulk generation of shipping labels has started and is in progress.
  - **Generate Labels Finished** – Status displayed when the bulk generation of shipping labels has been completed. The filename link is made available for printing of the labels.

 **Note:** You can generate labels in bulk only once. The **Generate Label** button is automatically removed after you have successfully generated the labels.

- **Generate Labels Finished with Errors** – Status when the bulk generation of shipping labels has been completed, except for orders that cannot be found or might have been deleted.

 **Important:** In case you encounter an error during bulk generation of labels, you can retry by clicking **Generate Label**. This button is available only 24 hours after order creation. The **Lodged Fulfillments with Errors** subtab is displayed, so you can view the list of fulfillment records that cannot be found or might have been deleted.

3. In the **Shipping Labels for Bulk Orders** field, click the filename link to open the PDF file.  
You can review and print the shipping labels. If you want to reprint the bulk generated shipping labels, see the help topic [Reprinting the Shipping Manifest and Labels](#).

## Reprinting the Shipping Manifest and Labels


You can print and reprint the shipping manifest and labels that have been generated in bulk. If you want to reprint shipping labels of a single order fulfillment, see the help topic [Printing labels from an item fulfillment](#).

### To reprint a shipping manifest or label:

1. Go to Transactions > Shipping Orders > List.
2. On the Shipping Orders list, you can do any of the following:
  - In the **Shipping Manifest File** or **Shipping Label for Bulk Orders** column, click the shipping manifest or label filename link that corresponds to the Australia Post order ID.

This displays a preview of the shipping manifest or label, which you can review and print. You do not need to proceed to the next step.

- If you want to review the record before printing, click the View link for the record that contains the files for the shipping manifest or labels. Proceed to the next step.
- 3. On the Shipping Orders page, click any of the filename links:
  - **Shipping Manifest File** – The filename link opens a preview of the shipping manifest document.
  - **Shipping Label for Bulk Orders** – The filename link opens a preview of the file for the shipping labels for bulk orders.


 **Note:** Click the download link to save a copy of the file in your computer.

For information about setting your shipping label preferences, see the help topic [Registering an Australia Post Account](#).

### To view and reprint from the file cabinet:

If you have access to the file cabinet, you can view and reprint the manifest and labels from their storage folders.

1. Go to Documents > Files > File Cabinet.
2. On the File Cabinet page, click the SuiteBundles link.
3. In the SuiteBundles list, click the Bundle link for the Australia Post bundle ID.
4. In the Bundle list, click any of the folder links:
  - **Australia Post Bulk Labels** – Click this link to display the list of PDF files for the bulk generated shipping labels.
  - **Australia Post Shipping Manifest** – Click this link to display the list of PDF files.

 **Note:** Be aware of storage limitations and maintenance tasks required to make sure that the two folders are not full. For more information, see the help topic [Working with the File Cabinet](#).

## Verifying the Shipping Request and Response Logs

If an error is encountered during the generation of shipping labels, administrators can review the request and response logs. This enables them to verify that correct details are sent to and received from Australia Post. For role requirements to view the logs, see the help topic [Roles and Permissions](#).

### To verify the request and response logs

1. Go to Customization > Scripting > Script Deployments
2. On the Script Deployments list, click the View link for the Australia Post Communicator script.  
The shipping logs are available on **Debug** log level. You can edit the script deployment if you need to update the log level. For more information, see the help topic [Setting Script Execution Log Levels](#).
3. On the Script Deployment page, click the **Execution Log** subtab to view the logs.

## Tracking Australia Post Shipments

If you use the Shipping Label Integration feature, the tracking number is displayed as a link on a transaction record, such as the item fulfillment. Click the tracking number link to open the Track your item

page of Australia Post. This page displays the tracking summary for the package. For more information about tracking numbers on transactions, see the help topic [Displaying the Australia Post Tracking Numbers](#).

If you use the order fulfillment email preference, the tracking numbers are included in the email sent to your customers. On the Australia Post web site, go to the Track your item page at <http://auspost.com.au/track/track.html>. Enter your tracking number in the field provided, and then click **Search**. To enable the preference, see the help topic [Prerequisites](#). For more information about the preference, see the help topic [Sending Order Fulfillment Email](#).

## Deleting Fulfillments with Voided Australia Post Shipments

You can void a shipment if the package has not been received by Australia Post. To initiate the process, you must contact Australia Post to confirm if the shipment can still be voided. In your NetSuite account, you must only delete an item fulfillment record after voiding the corresponding shipment with Australia Post.

When you delete an item fulfillment, the tracking number is removed from all transactions where the order is included. Any associated sales order returns to the **Pending Fulfillment** status.

### To delete an order fulfillment:

1. Contact Australia Post to request to void the shipment.  
After confirming that the shipment has been voided, follow the steps below to delete the item fulfillment record in your NetSuite account.
2. Go to Shipping > Shipping > Fulfill Orders.
3. Click the Edit link for the fulfillment record to be deleted.
4. On the Fulfillment page, select **Delete** from the Actions submenu.

For more information on voiding your Australia Post shipment, please visit the Australia Post web site at <http://auspost.com.au> or call Australia Post support. Other void considerations may apply based on the service used to ship the package.

## Common Australia Post Integration Errors

Code	Message	Description/User Action
SPP002	Error communicating with Australia Post. Please try again later.	<p>The first of a series of communication errors encountered when trying to connect with the service provider. Any of the following reasons could generate communication errors:</p> <ul style="list-style-type: none"> <li>■ Slow network</li> <li>■ Invalid URL or security certificate</li> <li>■ IP address of the host could not be found.</li> <li>■ Character encoding is not supported.</li> </ul>
SPP010	The saved search results have exceeded the maximum limit of 1000 packages. You can reduce search results by editing the filtering criteria of your saved search.	<p>When lodging orders, there is a limit of 1000 packages that can be processed at a time. If you have exceeded the limit, add or edit the filtering criteria to reduce the number of order fulfillments retrieved by your saved search for lodging. For more information, see the help topic <a href="#">Defining Saved Searches for Lodging</a>.</p>

Code	Message	Description/User Action
SPP011	<p><b>SPP011.A:</b> An error has occurred while fetching the shipping manifest file. Click <b>Generate Manifest</b> to try again.</p> <p><b>SPP011.B:</b> An error has occurred while saving the shipping manifest file. Click <b>Generate Manifest</b> to try again.</p>	<p>A series of errors that you might encounter while processing the shipping manifest from Australia Post, due to the following reasons:</p> <ul style="list-style-type: none"> <li>■ No shipping manifest file has been retrieved because it might not yet be available.</li> <li>■ The storage folder in the file cabinet might be full or it could not be found. For instructions on viewing the file cabinet folder, see the help topic <a href="#">Reprinting the Shipping Manifest and Labels</a>.</li> </ul>
SPP012.A	Unable to lodge the orders because of an error on the saved search. Edit the saved search to set the value of the transaction Type filter to <b>Item Fulfillment</b> , and then generate again. For more information, see the Defining Saved Searches for Lodging topic in the Help Center.	<p>The first of a series of lodging failures due to any of the following errors in the saved search:</p> <ul style="list-style-type: none"> <li>■ Missing or incorrect values for the filtering criteria</li> <li>■ No selected saved search or it could not be found.</li> <li>■ Error encountered while creating the Shipping Order record</li> </ul> <p>On the Australia Post Shipping Manifest page, click the Edit link to open the Saved Search page. Add or edit the required filtering criteria first, before trying to generate the manifest again. To view the required settings for your filtering criteria, see the help topic <a href="#">Defining Saved Searches for Lodging</a>.</p>
SPP015	Failed to update Item Fulfillment {id}.	<p>The first of a series of errors when the system has failed to process item fulfillment records, during shipping manifest generation. These errors might occur due to the following reasons:</p> <ul style="list-style-type: none"> <li>■ Script execution time or governance limit has been exceeded.</li> <li>■ The item fulfillment record could not be found.</li> <li>■ The record being processed is not an item fulfillment.</li> </ul> <p>To view invalid item fulfillment records, see their internal IDs listed in the error message. Verify that the record has not been deleted or that it is indeed an item fulfillment record. For more information, see the help topic <a href="#">Lodging Orders with Australia Post</a>.</p>
SPP016	Failed to update Shipping Order {id}.	<p>The first of a series of errors when the system has failed to update the item fulfillment records with the Australia Post Order ID. These errors might occur due to the following reasons:</p> <ul style="list-style-type: none"> <li>■ Script execution time or governance limit has been exceeded.</li> <li>■ Invalid Shipping Order ID or it could not be found.</li> <li>■ The item fulfillment record could not be found</li> </ul> <p>To view invalid item fulfillment records, see their internal IDs listed in the error message. Verify that the record has not been deleted or that it is indeed an item fulfillment record. For more information, see the help topic <a href="#">Lodging Orders with Australia Post</a>.</p>

Code	Message	Description/User Action
SPP018	Error encountered while processing of bulk shipment label.	<p>The first of a series of errors that can be encountered while processing the shipping labels from Australia Post, due to the following reasons:</p> <ul style="list-style-type: none"> <li>■ No shipping labels have been retrieved because it might not yet be available</li> <li>■ The storage folder in the file cabinet might be full or it could not be found. For instructions on viewing the file cabinet folder, see the help topic <a href="#">Reprinting the Shipping Manifest and Labels</a>.</li> </ul>
SPP022	Failed to get Order ID. No item fulfillments were attached to the Shipping Order record.	Error when no item fulfillment is included in the shipping order record. You must include at least one item fulfillment in the record.
SPP024	Failed to get Order ID. Please try again by clicking Get Order ID.	Indicates an error in obtaining the Order ID. You can try retrieving the Order ID again by clicking the Get Order ID button.
SPP025	The shipment IDs in the Shipping Order record does not match with the shipments in the order from Australia Post.	<p>Indicates that the item fulfillments (containing shipping IDs) in the Shipping Order record do not match the Shipping IDs of the same order record on Australia Post's side. This scenario arises when item fulfillments are removed from or added to an existing shipping record before clicking Get Order ID button.</p> <p>You must not remove or add any item fulfillment in the Shipping Order record.</p> <p>To resolve the error:</p> <ol style="list-style-type: none"> <li>1. Remove the shipments that were processed in the previous order, and then attach them to their original shipping orders.</li> <li>2. Click <b>Get Order ID</b>.</li> </ol>
SPP026	Order ID {ORDER_ID} for the listed shipments has already been used in another Shipping Order.	<p>This error occurs when the Order ID that was retrieved upon clicking the Get Order button, has already been saved in one of the Shipping Order records. This scenario arises when item fulfillments are removed from an existing shipping record. Then, the item fulfillment is attached to another shipping record.</p> <p>You must not remove any item fulfillment in the shipping order record.</p> <p>To resolve the error:</p> <ol style="list-style-type: none"> <li>1. Remove the shipments that were processed in the previous order, and then attach them to their original shipping orders.</li> <li>2. Click <b>Get Order ID</b>.</li> </ol>
AUP:XXXXX	Australia Post error message	<p>Errors with the <b>AUP</b> prefix are from Australia Post. See the following sample error:</p> <p>AUP:51010 - LABEL_EXPIRED: These labels cannot be printed. When an order is created, you have 24 hours to reprint labels. If you need labels reprinted after this time, please call 13 11 18 for assistance.</p>

Code	Message	Description/User Action
		For administrators, you can view more details in the execution logs by going to Customization > Scripting > Script. For assistance, contact your Australia Post account manager or customer support.