Sender User Guide

Asendia Connect

Powered by ShippyPro

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1. Introduction

1.1. What is Asendia Connect and what does this user guide contain?

Asendia Connect powered by ShippyPro is the IT solution of Asendia, in partnership with ShippyPro, that helps you managing all your online orders coming from different marketplaces or different ecommerce platforms.

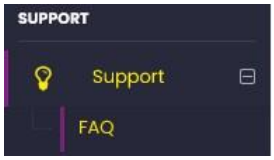
Asendia Connect is already integrated with Asendia Shipping and Asendia Tracking to enable you to produce and track all type of shipping labels for delivering your goods worldwide with Asendia.

1.2. Access

Access to Asendia Connect: **https://www.connect.asendia.com** Please contact your account manager for your access details.

1.3. Contact point for technical questions

Your account manager will help you with the integration. He/she might provide you different other contacts for your integration if necessary.
There are FAQ pages available under the site:

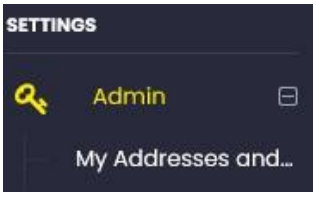


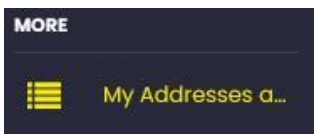
To avoid any delays and problems in the delivery process it is essential that the address labels are printed in a good quality. Therefore, we propose you to provide Asendia physical samples for validation, printed on your printers used in production. Please send these labels to the address provided by your account manager.

2. Settings and Profile

2.1. My addresses

The addresses are visible with 2 possible menus Settings > Admin > My addresses and parcels or via More > my addresses and parcels:

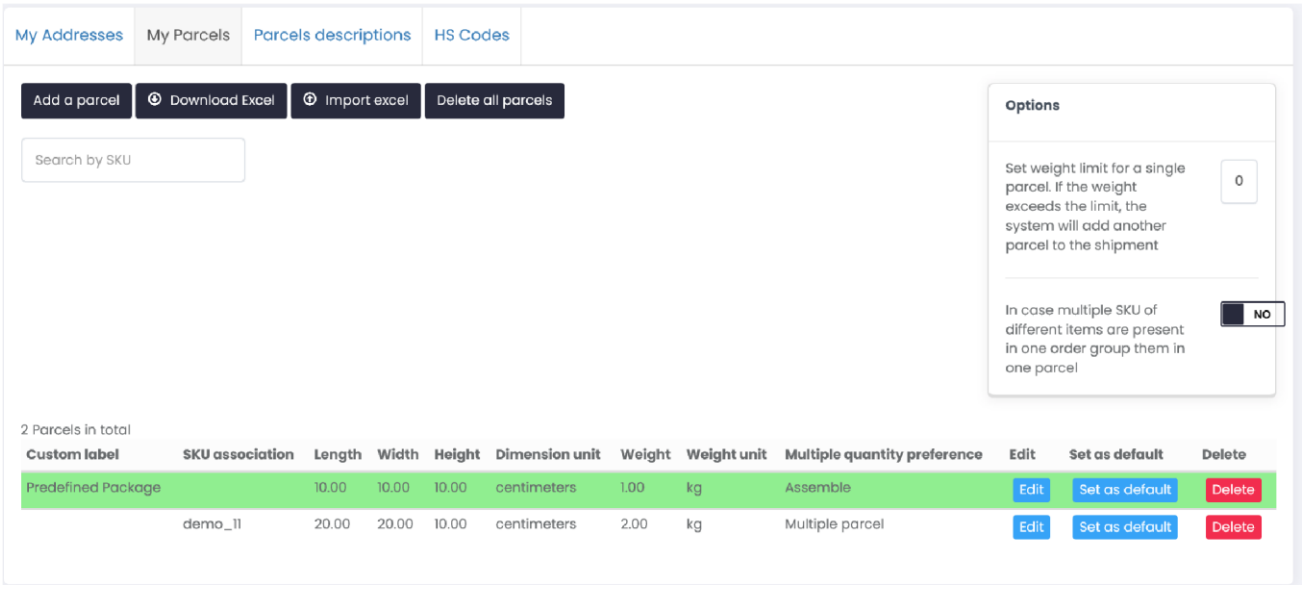




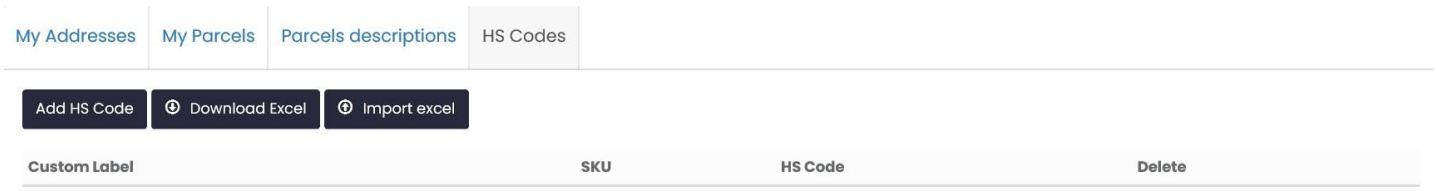
In this section Admin > My Addresses and Parcels, you will be able to create the recipients' addresses and the sender's address(es) manually one by one or by importing and excel file.
Note: Please remember that Name, Street line, City, Post Code, Phone are mandatory fields.

You will be able also to download your addresses in excel, to edit or delete them with the appropriate buttons:

2.2. My parcels



In this section you can predefine your Parcel Dimensions. This could be useful, for example, if your products have standard dimensions.
You can also assign a specific box for each of your SKU reference.



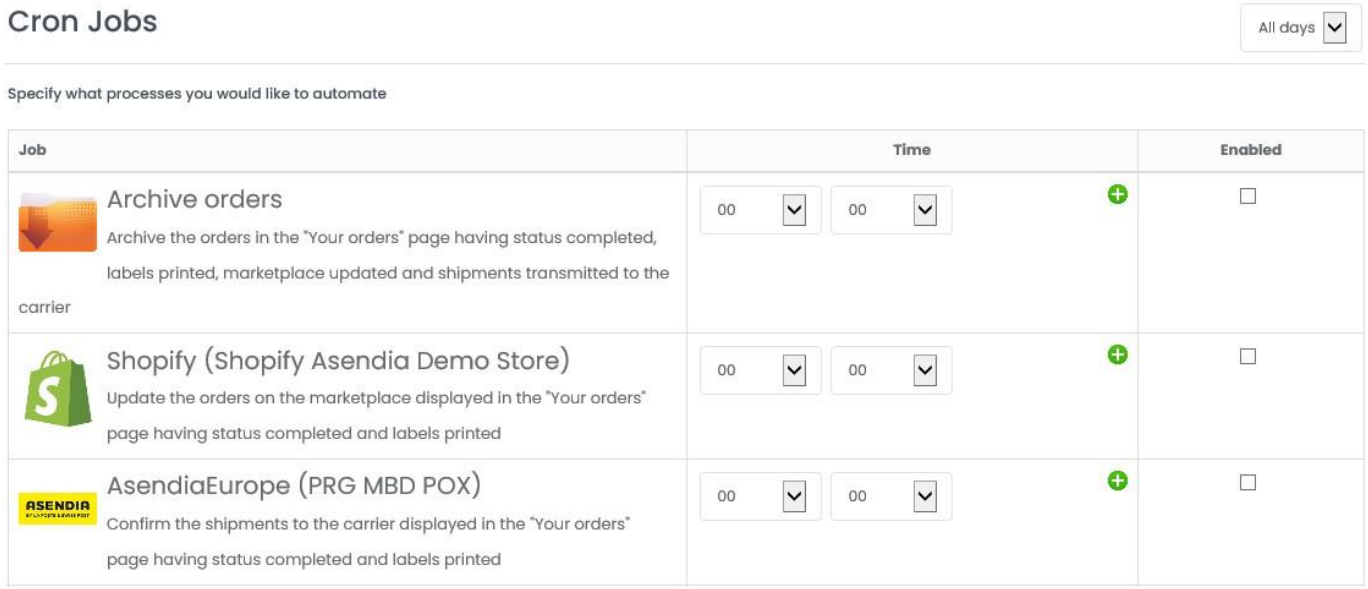
Under HS Codes tab, **you can create a mapping between the SKUs of the articles you are selling on your website or marketplaces and the related HS codes**.
HS Code is becoming more and more important for customs processes. So, if the marketplace you are connected with does not transfer automatically the HS Code, the HS code is added automatically in Asendia Connect according to the SKU of the product.
Of course, SKU must be available in the marketplace but this is quite common while it is less common for HS codes.
You can also add a "Custom Label" not used for the mapping but only here to make the list most understandable.

You can add an item in the list either manually one by one (using Add HS Code button) or you can import an Excel file (using Import excel button).
Download Excel enables to export current list and edit it for instance.
You can also use "Import excel" to delete all the SKU in the file to clean the list (instead of deleting items one by one).

2.3. Cron Jobs

Set up a cron job to update Asendia and the marketplaces automatically at the end of the day under Admin > Cron jobs section:

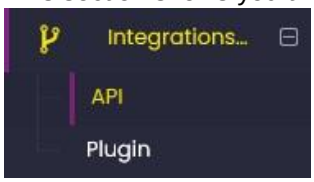
Choose the time(s) and the day(s) (several are possible) when the update will be made. Click on 'Enabled' and save.



When you setup Cron Jobs to update Asendia, it will automatically create shipping documents (see chapter 6.) at the time you have defined.

2.4. Integrations

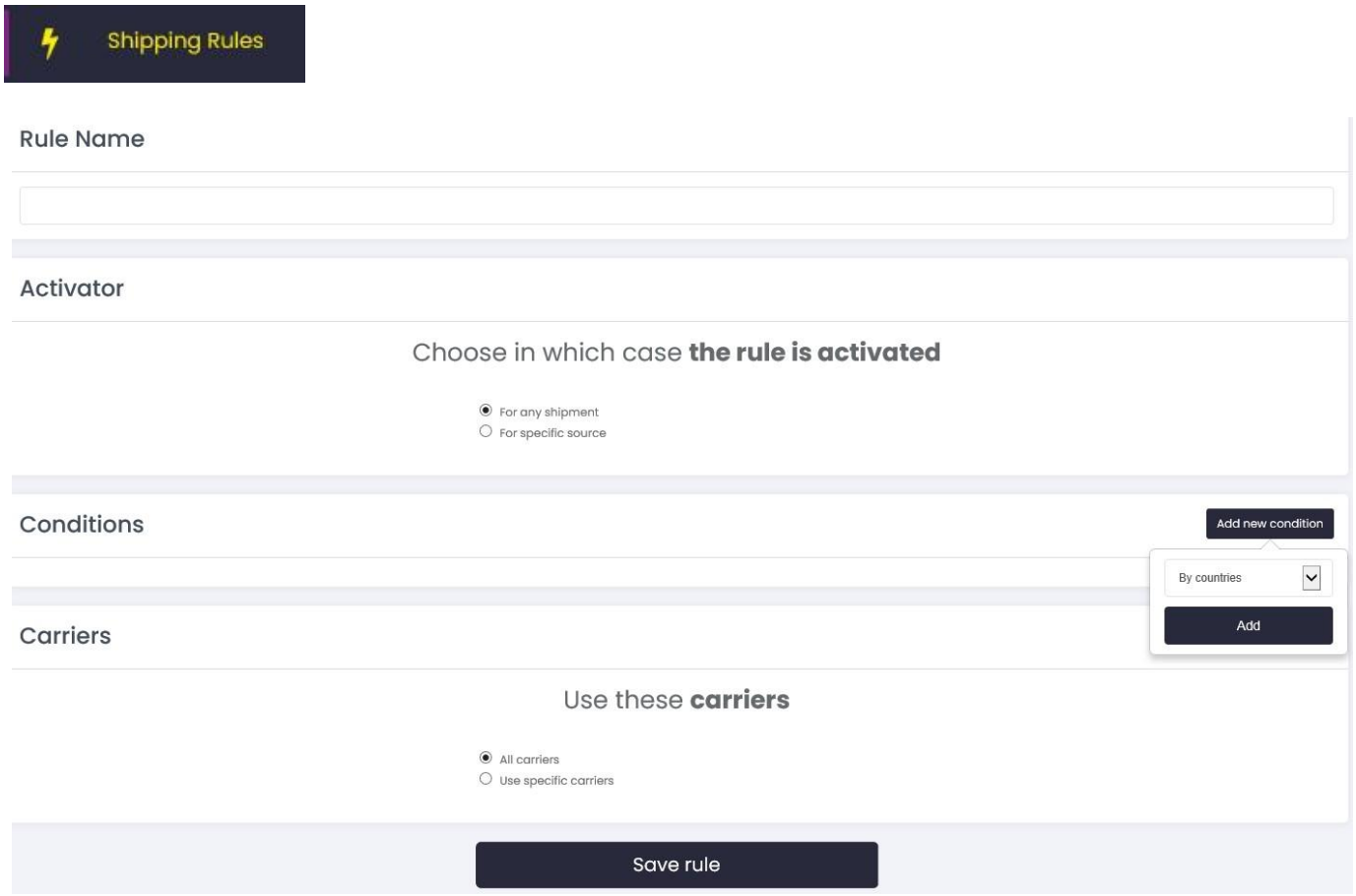
This section shows you the API connection(s).



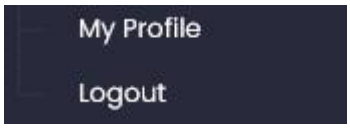
API and Plug-in section permit to set-up additional API and plug-ins.

2.5. Shipping rules

This section allows you to set up shipping rules per sales channel, per destination country, order value, SKU. For each order you will fulfill, the Asendia delivery service you have setup in the shipping rules will be automatically selected, so the label creation will be more automatized and fasten.



2.6. My Profile

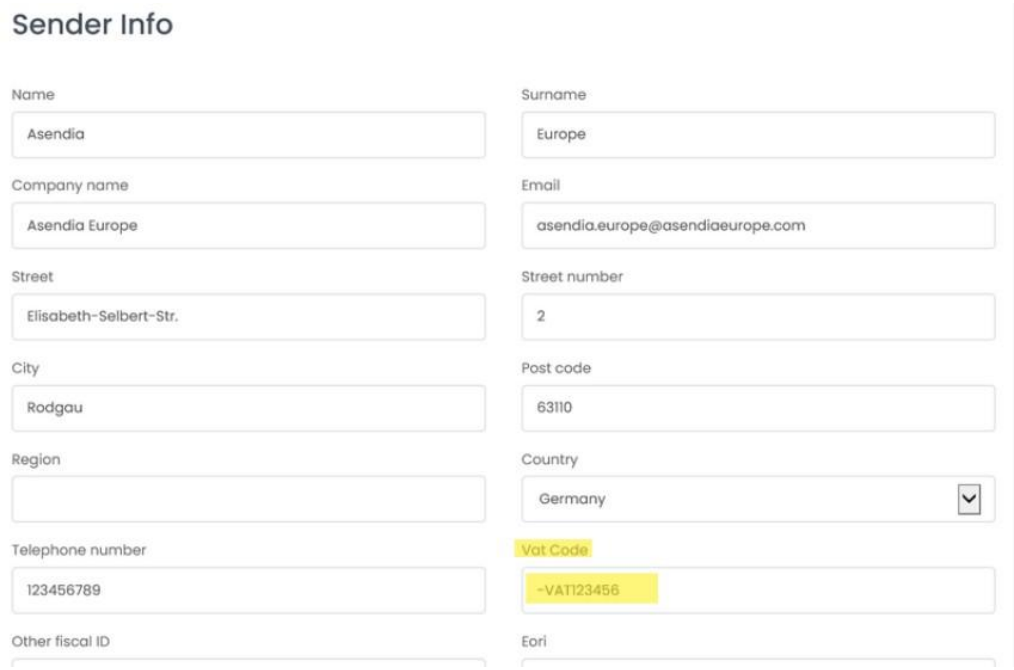


Under this section you will adapt your preferences for each topic:

Sender Info

You will see your sender Info that should already be compiled with the address entered for your first registration.

You can fill-in your UK VAT ID in the are “VAT Code” (see below) and it will be automatically transmitted for the customs process for the shipments to the UK.



Invoice Info

Manage here the data you want to make appear in the commercial invoice you would like to print and include in the parcel.

Preferences

Adapt the language of the platform, the currency and other general information as well as order reference you prefer to use.

Profile Picture

If you want to add one.

Password

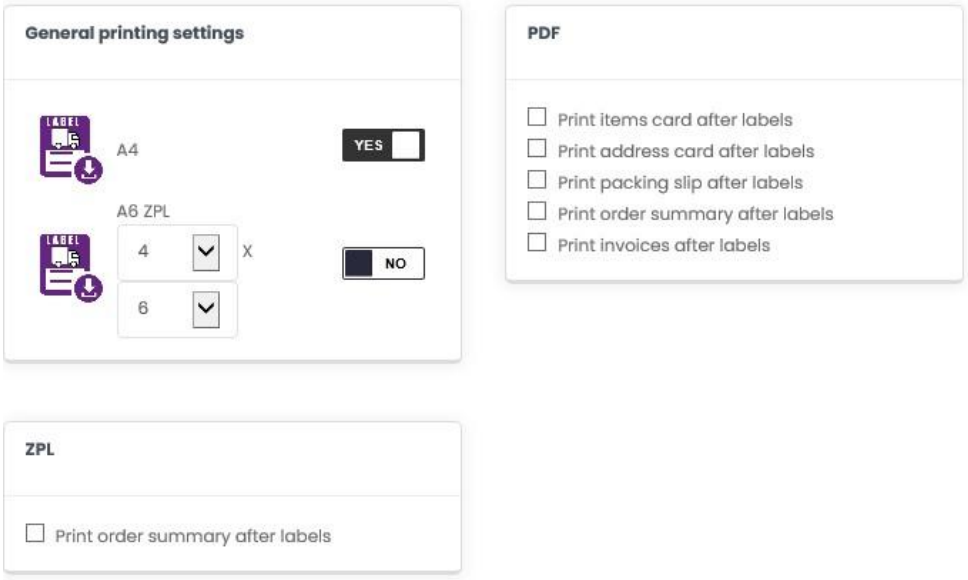
Change your password here.

Notifications Settings

Manage the notifications you may receive regarding the orders.

Print preferences

Choose your preferences in terms of format of labels and additional documents you may want to print.



Page permissions

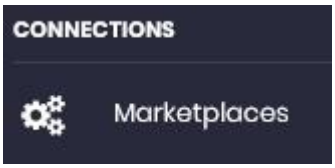
Allow you to lock some pages with password, in case of multiple users of the tool.

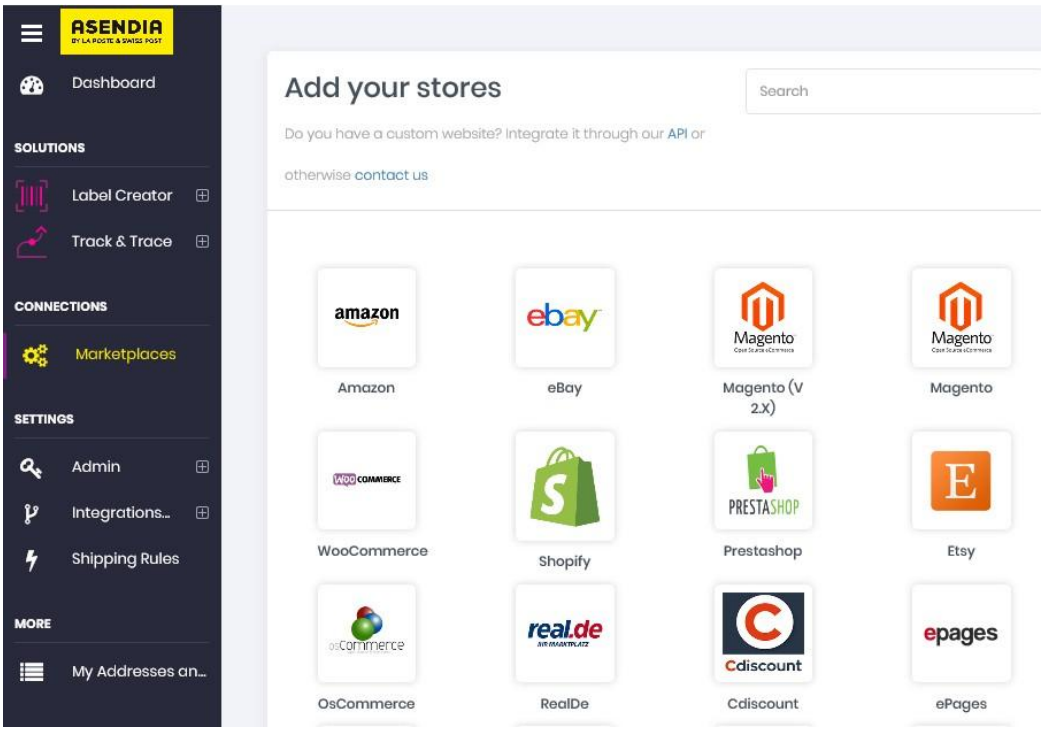
3. Connect Marketplaces and ecommerce platforms

3.1. Connect your sales channels

The first action you need to do when you are connecting Asendia Connect the first time is to connect the marketplaces and ecommerce platforms you are working through in order to get all the orders visible and managed in one place.

Connecting a marketplace is an easy operation that will allow you to import your orders and create a shipping label with few clicks.
The first step to connect a marketplace is opening the Marketplaces page.
Here you can view your connected marketplaces, edit them or connecting new ones.





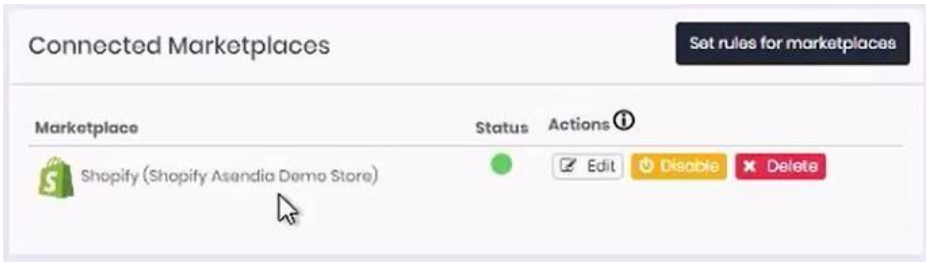
Click on the logo of the platform and you will be redirected to login page where you will be asked to give permission to the platform for updating and importing your orders.
You can connect multiple accounts or stores that you may have with the same marketplace or platform.

Your marketplace is correctly connected as soon as you see a green circle under Status. If it is red instead, you should check your login credentials again.

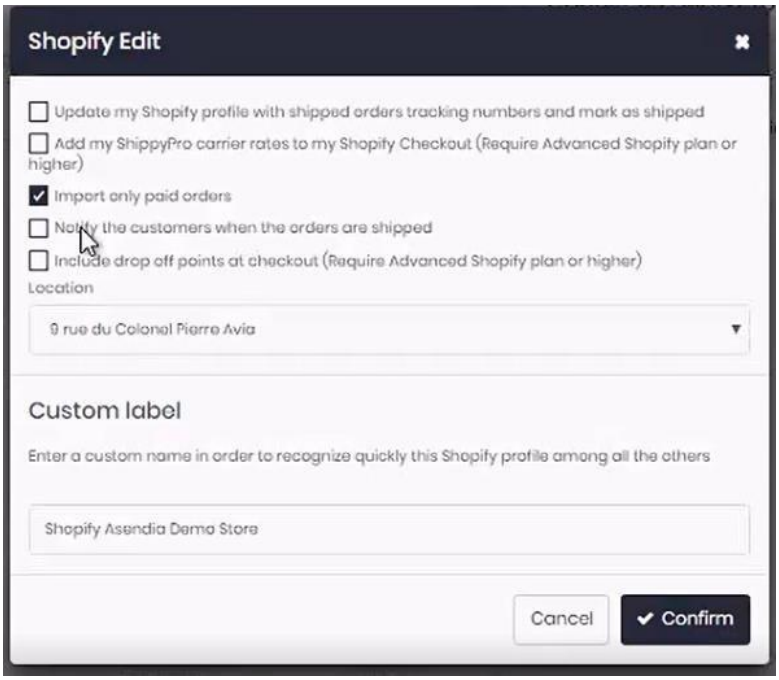
- **For Shopify** for instance, when you click on the logo, then on Link my account you will be sent directly to Shopify Appstore.

Simply log-in to you Shopify store, and add the ShippyPro app. Once you are logged in, the connection is made immediately with Asendia Connect.

You will be oriented to the Asendia Connect webpage where the status of the connection with Shopify became green:



Suggestion of settings is to tick only 'Import only paid orders' as shown below.
Why? because the other boxes can lead to multiple identical messages to customers and that the daily process with Asendia Connect already implies change of status and notifications.



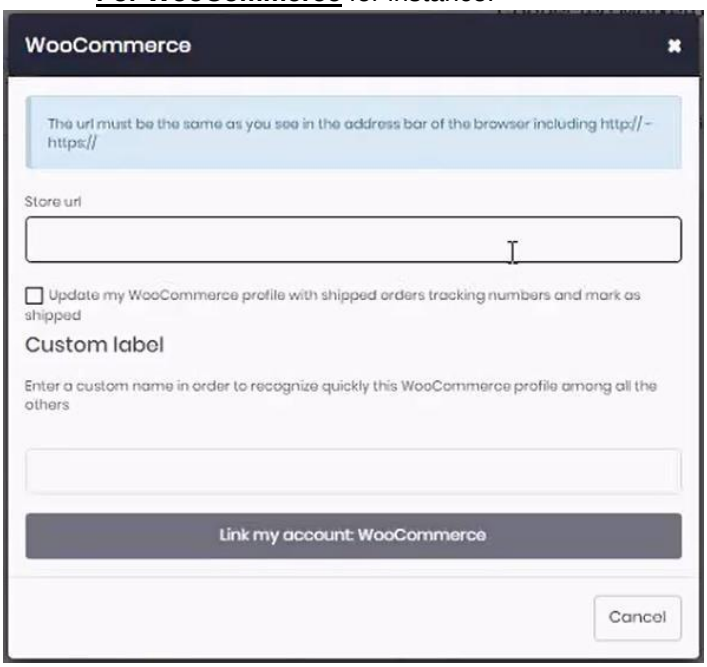
The settings can be changed any time with the Edit button.

Location refers to the sender address

Custom label in case you have more than 1 Shopify store to connect. You only need to name them differently.

For the first connexion, the last 25 (or less) unfulfilled orders are uploaded automatically. If you have more than 25 orders, you can import by excel/csv/txt the entire list of orders you may have.

- **For WooCommerce** for instance:

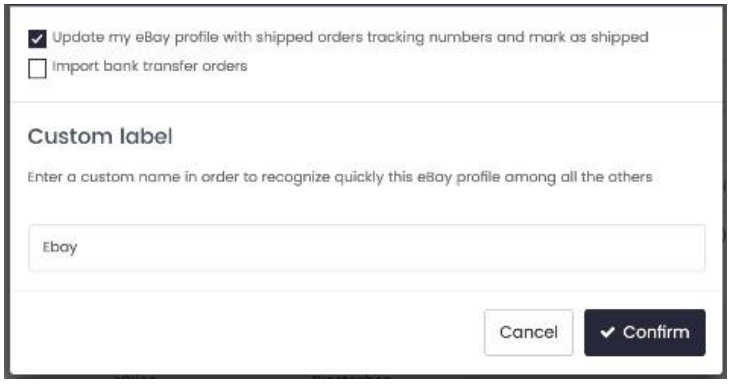


If you want to connect another marketplace of the same platform (for example, another eBay store) it's not necessary to modify the first one.
You can simply add a new store, clicking again on the relative icon on the left side of the Marketplace page.

3.2. Edit your sales channels

You can easily edit the details of a connected Marketplace by clicking on Edit under Actions.

You can change the access data of the connected platform and set up the automatic update of tracking for orders shipped with the platform.



You can delete your connected marketplace by clicking on the red button Delete:
You will not be able to import or mark as shipped the orders from the deleted marketplace anymore.
Note: Please note that already imported orders will be permanently deleted from our platform and the tracking will not be visible anymore

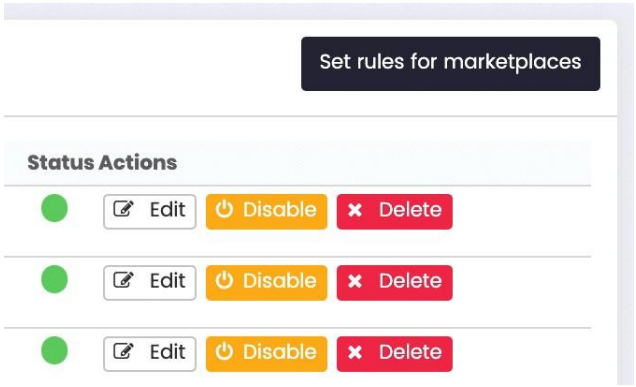
Instead of deleting it, you can temporarily disable a Marketplace by clicking on the orange button Disable.
The green circle under Status will turn red until you enable it again.
This will temporarily disable the import of orders. However, no orders or labels will be deleted from your platform.

3.3. How does the platform import my orders?

As soon as your marketplaces are correctly connected, your unfulfilled orders will be automatically imported in the section to Ship.

3.4. How to set rules for marketplaces?

You can choose to enable the import of orders coming only from specific countries and exclude others.



Note: Please note that you can add more than one rule for each connected marketplace.

4. Label Creator

In the execution section, you can print your labels.

4.1. To Ship section

Each marketplace or ecommerce platform connected is visible on a tab.

All information about the orders are visible in this section.

For the first connection it is preferable to connect the platform at least the day before you want to prepare the first shipments.

Create order list permits to export the orders details in an excel list

Create invoice or order summary permits to create a document that can be put in the parcel with the goods to resume the order to the shopper.

4.1.1 Create a manual shipment

You can create shipment label one by one with the button 'Create shipment' visible on the order line or you can select multiple orders at one time.

On the page To Ship, you can also select the option Create Manual Shipment in the top right corner. Then follow the steps.

Sender Info

In the window that pops up, you will see Sender Info that should already be compiled with the address you have entered when you first registered.

If you would like to change it, you can do it from My Profile > Sender Info.

If you would like to use a different Sender Address instead, you firstly need to add it from Admin > My Addresses and Parcels and then select it from Your Address Book inside Create Manual Shipment. Click then on Next Step to proceed

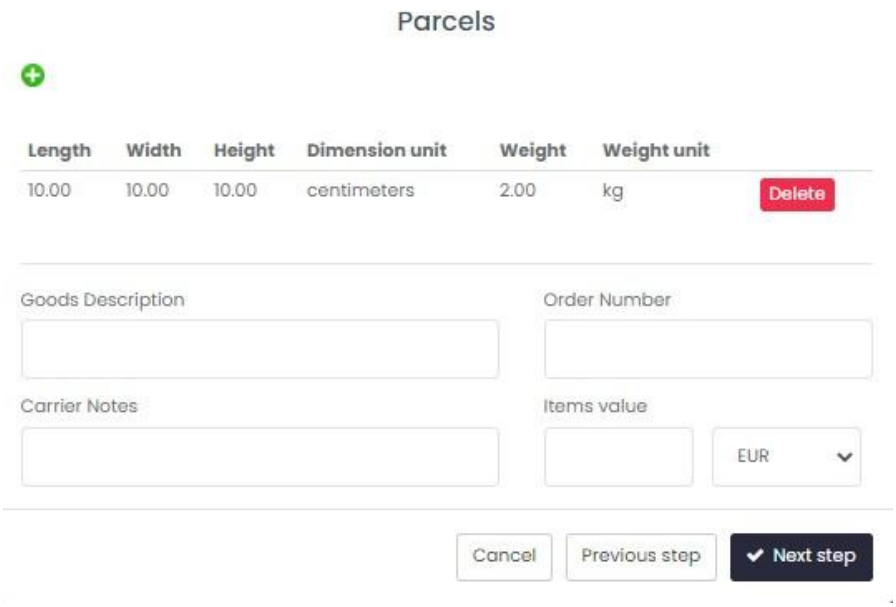
Recipient Info

To complete the fields with Recipient Info, you can either add the address manually or retrieve it from your Address Book. Click on Next step to proceed to Parcel details.

Note: Please remember that Name, Street line, City, Post Code, Phone are mandatory fields.

Parcels Dimensions

From this section, you can edit the Parcel Dimensions.

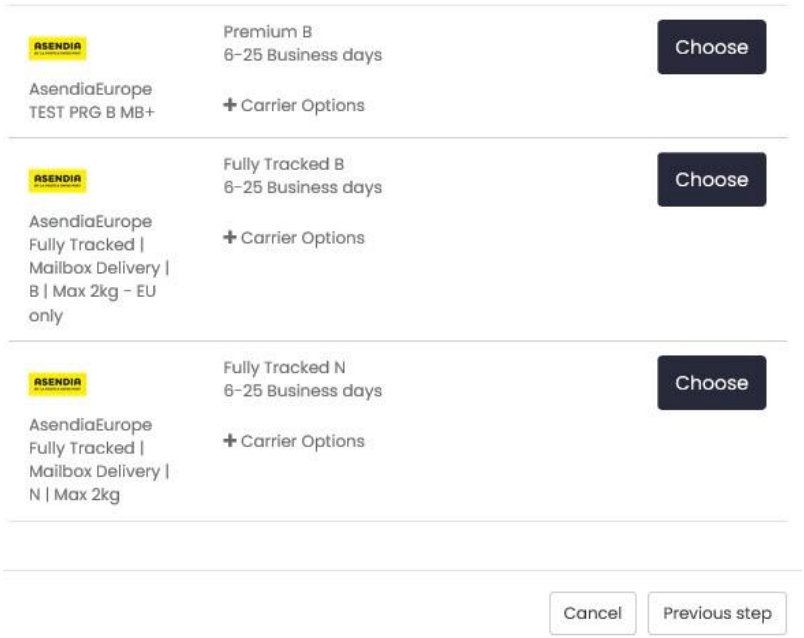


International Shipments

The platform offers specific functions for international shipments and customs information need to be filled. Please note that the HS Code is not a mandatory field in the system but may be a mandatory field for customs. However, when an order is imported from any marketplace without HS Code, Asendia Connect offers automatically to add HS Code according to the SKU of the product. This need to create a mapping of SKUs with associated HS Codes. If necessary, the field HS Code can be manually corrected and of course the SKU must be available in the marketplace.

Shipping service

You will choose the delivery option that suits you the best if there are several. You can choose the delivery option proposed per default or click on another one to change it.



You also have the possibility to set up shipping rules in advance to select the best delivery option per country of destination or weight for instance in the Settings, Admin section.

You will be able to provide a return label in the parcel if you choose a combined shipment + return label.

Click on Send.
In a few minutes, labels will be ready to be printed inside the section Shipping Labels.

4.1.2 Create multiple labels

Shipping more orders at the same time is really quick.
Your orders will be automatically imported from your marketplaces in Label Creator > To Ship.
For each order, the platform recovers all details e.g. customer address, order value, cash on delivery, items details, product images and SKUs.

Filter your Orders
You may like to filter your orders before shipping them.
With the platform you can filter by specific region, range of price and by keywords from the search bar.
If you would like to filter by more than a keyword, click Multi Search and you will see a + sign appearing inside the search bar.

Select and Ship your orders
Now flag all the orders you would like to ship.
You can either click them singularly or you can ship them all by clicking the box near ORDER ID. Then, click on Create shipment for # Orders to start shipping you orders.

Edit Parcel Dimensions
In the window that pops up, you can edit the Parcel Dimensions.
You will find predefined dimensions that can easily be customized from Admin > My Addresses and Parcels. This could be useful, for example, if your products have standard dimensions.

If your parcel has different customized dimensions, click on the + sign on the top left to edit them.
Select the number of parcels that your shipment contains and then select the Click here to add a parcel.

Shipping service

You will choose the delivery option that suits you the best if there are several. You can choose the delivery option proposed per default.

You also have the possibility to set up shipping rules in advance to select the best delivery option per country of destination or weight for instance in the Settings, Admin section.

You will be able to provide a return label in the parcel if you choose a combined shipment + return label.

Click on Send.

In a few minutes, labels will be ready to be printed inside the section Label Creator > Shipping Labels.

4.1.3 Ship one order at a time

As you already know, your orders will be automatically imported from your marketplaces in Label Creator > To Ship.
You can Ship one order at a time by clicking on Create Shipment on the right side of the page:

Recipient Info

To complete the fields with Recipient Info you can either add the address manually or retrieve it from your Address Book. Click on Next step to move to Parcel details.

Note: Please remember that Name, Street line, City, Post Code, and Phone are mandatory fields

Edit parcels Dimensions

In the windows that pop up, you can edit the Parcel Dimensions.

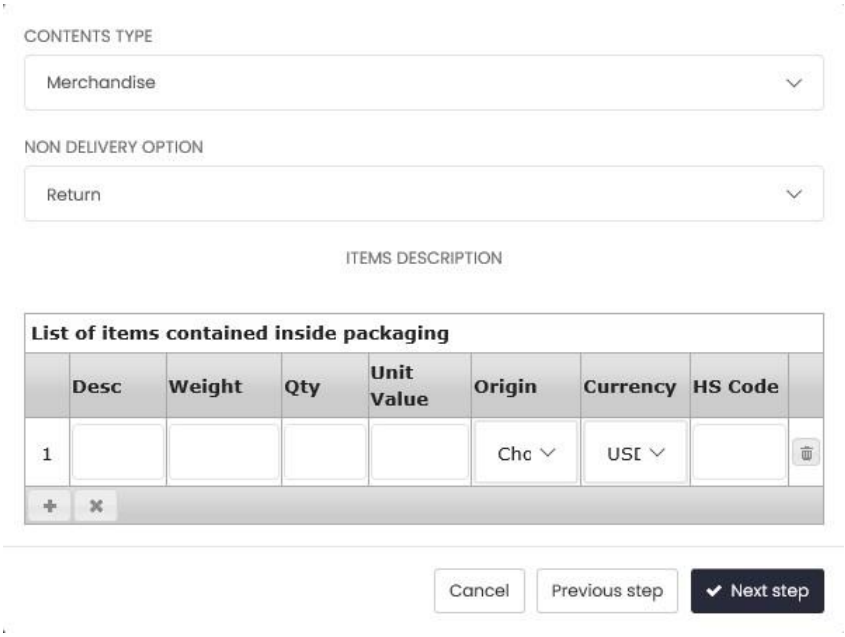
You will find predefined dimensions that can easily be customized from Admin > My Addresses and Parcels. This could be useful, for example, if your products have standard dimensions.

If your parcel has different customized dimensions, click on the + sign on the top left to edit them. Select the number of parcels that your shipment contains and then add a parcel.

Customs information: when you generate an international shipment that requires Custom Document, this document is automatically created by the platform.

Firstly, choose the product category.

The Item Description is already filled out. Please note that the HS Code is not a mandatory field in the system but may be a mandatory field for customs. However, when an order is imported from any marketplace without HS Code, Asendia Connect offers automatically to add HS Code according to the SKU of the product. This need to create a mapping of SKUs with associated HS Codes. If necessary, the field HS Code can be manually corrected and of course the SKU must be available in the marketplace.



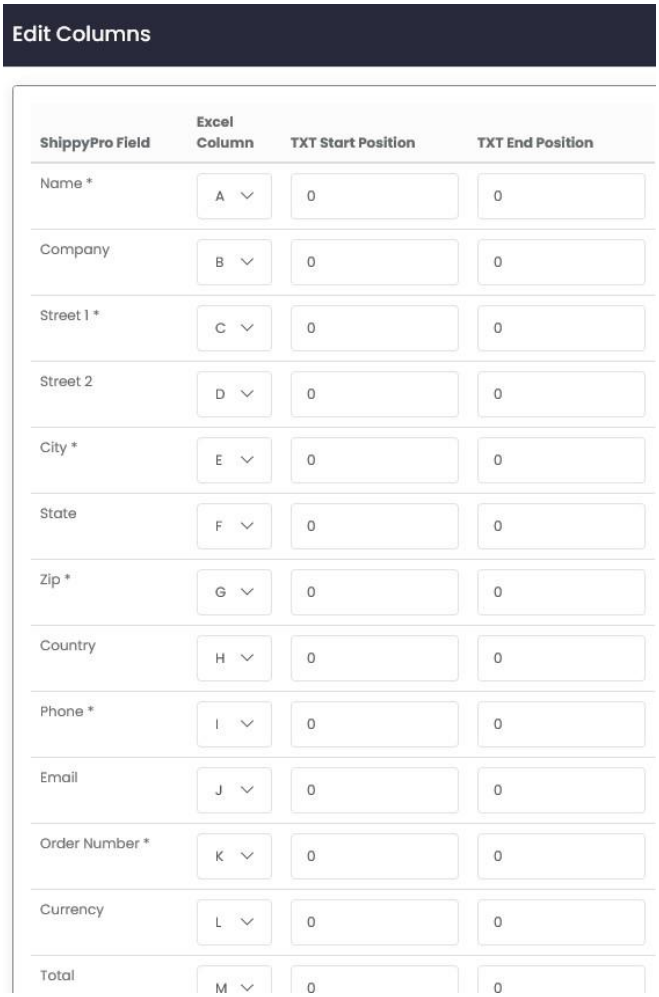
4.1.4 Import data

In order to import all your order data, you can either download a predefined template or customize the columns so that you don't have to start from scratch.
Please note that not all the customs data (HS code for instance) will be available in the file. If necessary, the field 'HS Code' can be manually corrected.

You can create a mapping between the SKUs of your websites/marketplaces and the related HS codes.
You can also add a "Custom Label" not used for the mapping but only here to make the list most understandable.

You can import an already existing CSV or Excel by adjusting our fields to your columns.
From Label Creator > To Ship, click on Import Excel/ CSV/ TXT > Customized Columns.
Please note that all fields marked with * are mandatory.
Download Excel enables you to export current list and edit it for instance.

You can also use "Import excel" to delete all the SKU in the file to clean the list (instead of deleting items one by one).



Also <u>importing a TXT</u> with your order data requires only a few clicks.
Click on Import Excel/ CSV/ TXT > Customized Columns.
You just need to specify the Start Position and the End Position of each field: Please note that all fields marked with * are mandatory.

<u>Create a new Excel</u>
From Label Creator > To Ship, click on Import Excel/ CSV/ TXT on the top right corner of the page and download the example file.

Please, **follow this procedure carefully**. Any different Excel will not be imported in our system. Fill the Data:
Name: Mandatory.

Company: Optional. You can add the eventual customer's company.
Street 1: Mandatory. Please add the main address.
Street 2: Optional. You can add a second address.
City: Mandatory.
State: Optional.
ZIP: Mandatory.
Country: Optional. If not filled, our platform will automatically add the country from which the user comes. You need to fill the field with the country code.
Phone: Mandatory.
Email: Optional. Add customer's email address if you would like to send Tracking Email Notification.
Order Number: Mandatory. The order number is unique. Please remember to enter a different number for each order.
Currency, Total, Items Count, Content Description are mandatory in case of international shipments Note: Currency must be filled with a three-letter code (ex: USD, EUR).
Amount paid for the shipment, Cash on delivery, Parcels, Weight, Length, Width, Height Note they are all optional. About Cash on delivery, only the value must be added. (ex: 4,50) *Is return: Optional.*
Note: Please remember to type true only when the shipment is a return. Add false if there are some returns within the excel. Otherwise, you can leave this field empty.
Date: Optional.
Note: Complete this field only if you would like to set a different date form the original one. *Shipping Service: Optional.*

As soon as you completed the template with all the required data, click on Upload Excel, CSV, TXT > Choose.
You will find the orders you imported with Excel/CSC/TXT directly under the relative section near your Marketplaces:

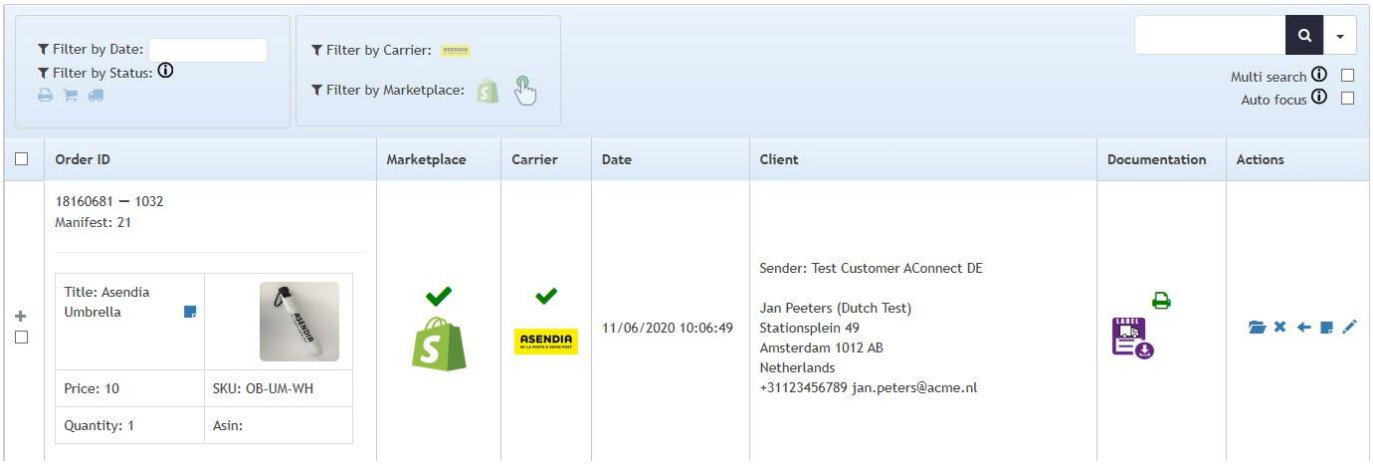
4.2. Shipping labels section

The section Label Creator > Shipping Labels allows you to print your labels and update your marketplaces.

4.2.1 Overview and main actions

You can manage one single shipping label at a time from the dashboard.
Note: Please remember that you first need to ship the order from Label Creator > To Ship to be able to print the relative shipping label.

- In the first column, you will find the **order details** (eg. Order ID, Date, Client, Total Price..) The platform allows you to use some **advanced filters** to view only specific orders.



If you would like to see some additional info, click on this sign + on the left.

- Once the shipment is created, the platform automatically marks your orders as shipped on the sales channels, each one with the tracking number.

In a few minutes, you will see the sandglass icon ⌛ turning into a green tick ☑. This means that both your Marketplace and the Carrier are up to date.

If not, it means that the update of your Sales Channels and Carriers is manual or automated at the end of the day for instance. You can choose how to update them when you first connect your Carriers and when you first connect your Sales Channels.

- The **Tracking Number** can be found under the details of the order. You can click on it to see the Tracking History with the shipment updates transmitted directly by Asendia.

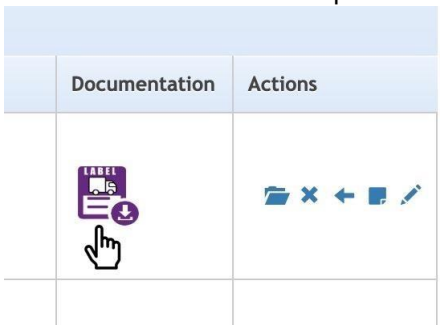
Click on the Tracking Number again to be redirected to the Asendia Tracking page.

- When a Shipping Label is correctly created, the **Status** is always Completed.

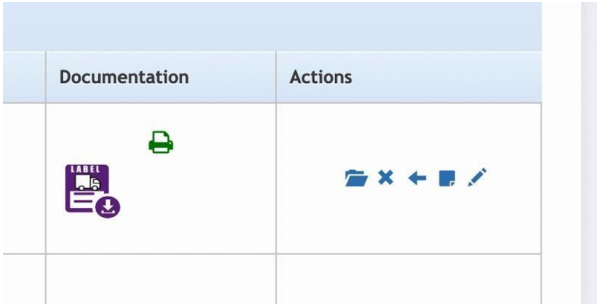
If there was an **error** while creating the shipping label, you will find an **error message** next to the item.

- Under **Documentation,** you will find the Shipping Label ready to be printed out. 🖨 You can also find your Return Label or your Commercial Invoice if you created it.

Click on the **violet icon** to open the document in a **new tab**.

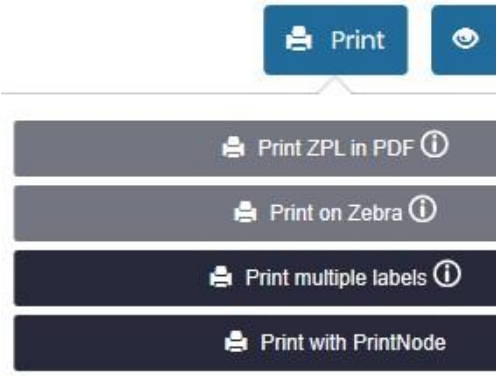


Once you have opened the shipping label, **a green printer icon** will appear next to the violet one. If you hover over it, you will be able to see the last time you opened the label.



4.2.2 Print the labels

You can print multiple labels in a few clicks from Label Creator > Shipping Labels.



You will get all the labels in PDF and have the possibility to print them.

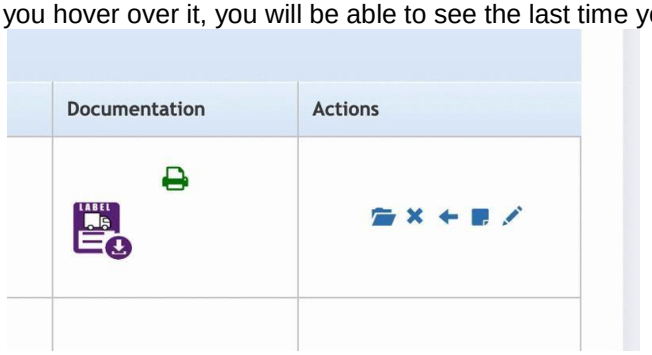
In case you want to propose a return label to the shopper, at the moment you chose the shipping service you could have chosen the combined shipment + return label. The return label will be printed just next to the shipment label.

- **Print the labels in PDF**

You can print multiple labels in a few clicks from Label Creator > Shipping Labels.
First, select the orders you would like to include. You can either select all the orders by ticking the box next to Order ID or selecting them singularly.

Click on **Print > Print Multiple Labels** to print all the Shipping Labels you selected. A new tab will open on the browser with all labels to be printed directly.
You will be able to print your labels in a few clicks following your browser settings. Note**:**
Please note that Print Multiple Labels is only available for PDF.

Once you have opened the shipping label, **a green printer icon** will appear next to the violet one. If you hover over it, you will be able to see the last time you opened the label.

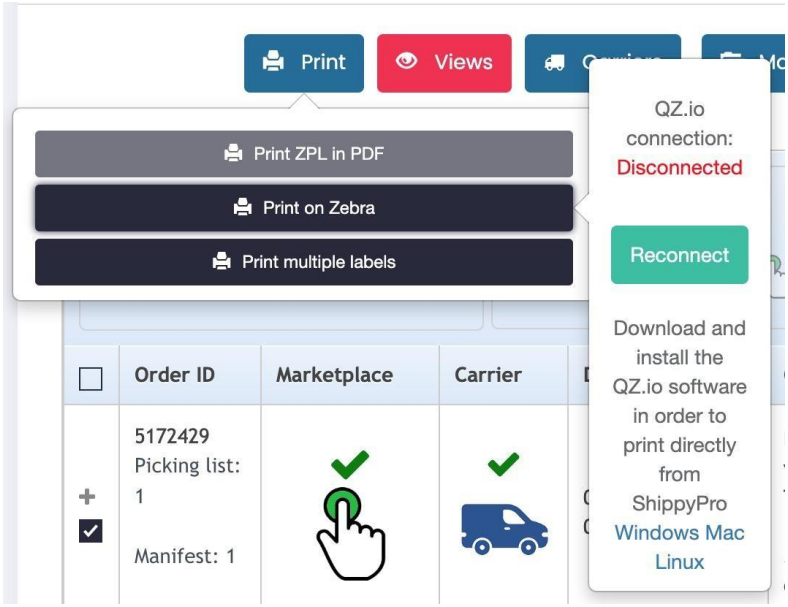


You can easily print your shipping labels singularly if you need to: Find your order using the search tool or the Global Search.

Under **Documentation** column you will find the Shipping Label ready to be printed out. Click on the **violet icon** to open the shipping label in a **new tab**.

- **Print the labels in ZPL**

Install QZ Tray to print your labels if you're using a Zebra Printer. from Label Creator > Shipping Labels, click on the first blue button Print > Print on Zebra.



Click on your software to start the download automatically from it.
To print multiple ZPL labels, select the orders you would like to ship and click on Print > Print on Zebra.
From the little window that pops up, connect QZ Tray software and then click on Print. To print your ZPL labels singularly, just click on the violet icon under Documentation:

Note: Remember that you can still print your ZPL labels in PDF by clicking on Print > Print ZPL in PDF.
Note: Please remember to open QZ Tray every time you would like to print a ZPL label.
Remember that QZ Tray works only from Chrome Browser.
Note: some models of ZPL printer (for instance Zebra) also allow you to print PDF labels, without installing QZ Tray

4.2.3 Additional actions

Here are some functionalities you can use to adjust your order:

- **Archive**: Click on the blue folder icon to archive the order. You will then find all archived orders for a maximum of **120 days** under Views > My Archived Orders. You can also unarchive them by clicking on the same blue folder icon.

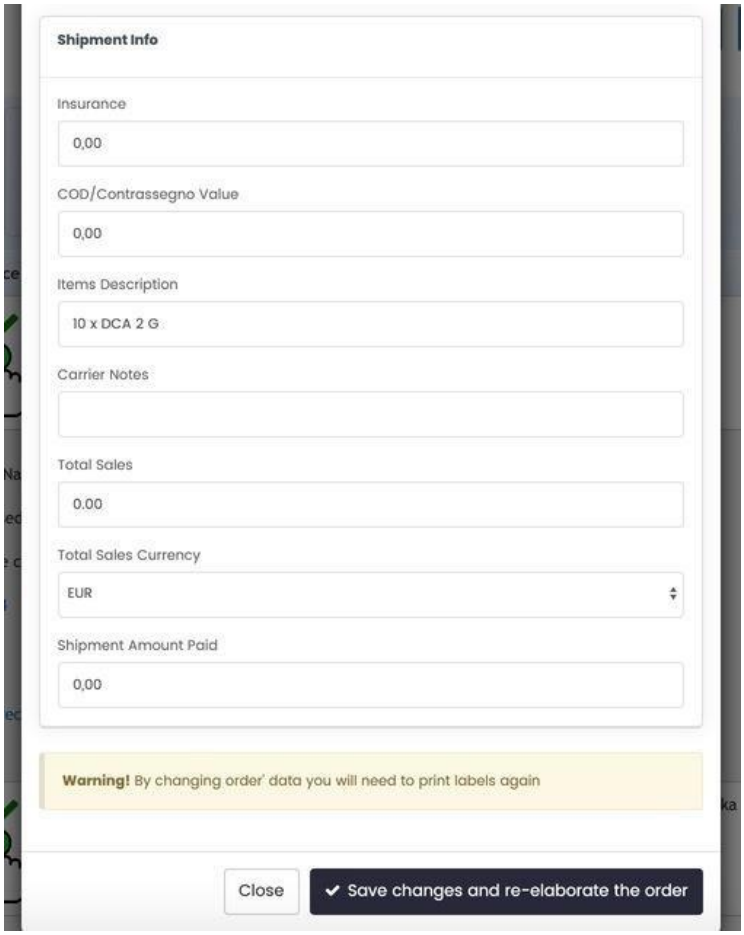
- **Hide**: Click on the blue ✕ icon to hide an order. All the hidden orders will be gathered under Views > Cancelled Orders. Please note that you cannot undo deleting an order even though you can still see it.

- **Cancel**: Click on the blue icon to Cancel the order. All the cancelled orders will appear on Label Creator > To Ship will be ready to be shipped once again.

- **Add a note**: You can add a note to your orders by clicking on the blue Notebook icon. You will then see your note in red under Order ID.

- **Edit order**: Click on the blue icon to edit some order info. In the window that pops up, you can edit parcel dimensions, sender info and recipient info. You will also be able to add some Shipment Info. For example: Insurance, COD...

Note: Please note that if you change some order info, a new shipping label will be automatically created. Click on the violet icon again to open the new shipping label in a new tab.

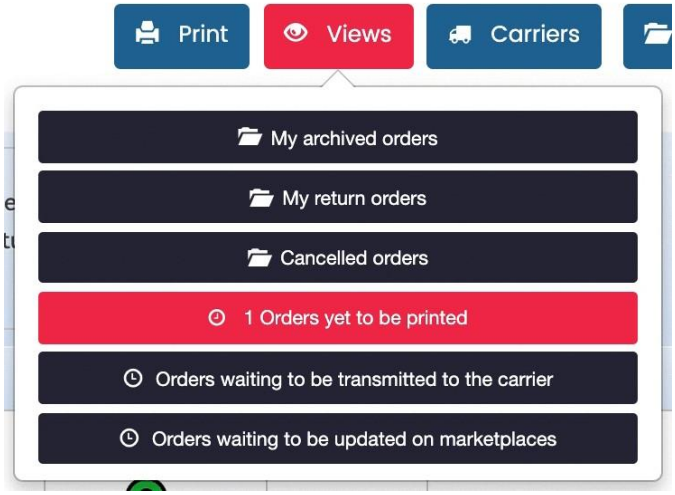


4.2.4 Manage your Orders

You can manage your orders from the buttons at the center of the page.

- **Views**

Inside this section, you can additionally filter your shipments.

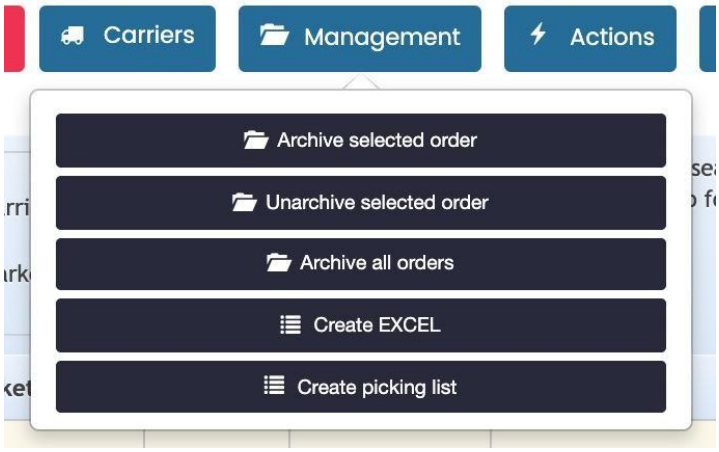


My Archived orders and **Cancelled orders**: see all your archived and cancelled orders.

My Return orders: view all the orders that are returned. Returns differ from standard orders which display a yellow arrow icon near the green tick.
Orders yet to be printed: view orders whose shipping label was not printed out yet.
Orders waiting to be transmitted to the carrier: view orders that need to be transmitted to the carrier.
Orders waiting to be updated on marketplaces: view orders whose marketplace was not updated yet.

- **Management**

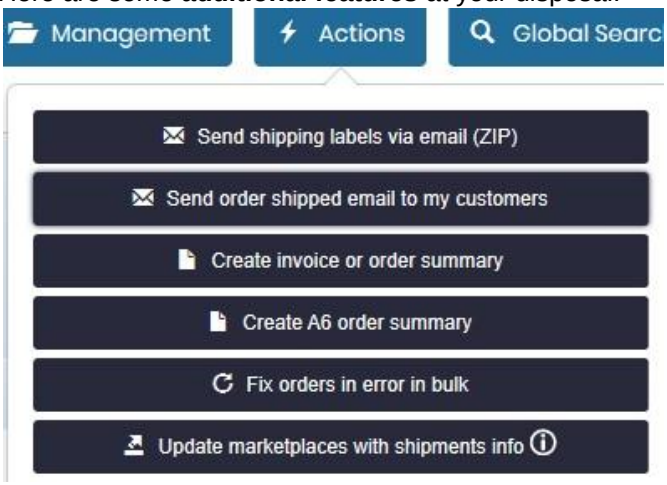
This section allows you to archive orders and create shipping documents.



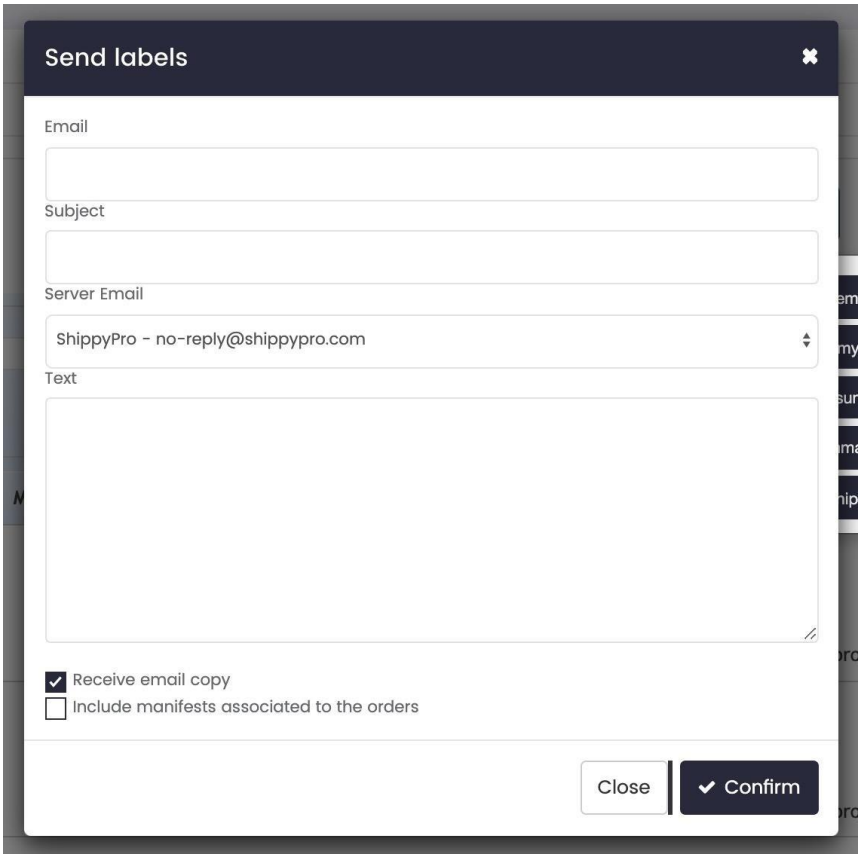
Archive all Orders
You can either archive all orders or archive only selected order(s) by selecting them manually.
You will then find all the archived orders for a maximum of 120 days under Views > My Archived Orders. You can also unarchive them singularly by clicking on the blue folder icon under Action or Unarchive all the orders you select under Management > Unarchive selected orders.

- **Actions**

Here are some **additional features** at your disposal:



Send Shipping Labels via email
You can send Shipping Labels to your customers directly via email in a few steps. Fill out the fields and the Email content.



Send order shipped emails to my customers
You can send an email to your customers as soon as the order is shipped.
You can either do this manually or let the platform do it with the Track & Trace feature.
If you disabled the automatic sending of Order Shipped emails to your customers, you can still notify them manually.
You only need to select the orders and then click on Send order shipped email to my customers.

Update marketplaces with shipments info
Marketplaces are updated automatically by the platform.
However, you may for some reason like to disable this feature and update some marketplaces manually. You can update them whenever you like by selecting the relative orders and click on Update marketplaces with shipments info.

- **Global Search**

Global Search is a search bar. It differs from the white search tool because it includes archived and cancelled orders.
Search an order by number, reference, recipient or tracking!

5. Manifest and end of the day

5.1. My manifests

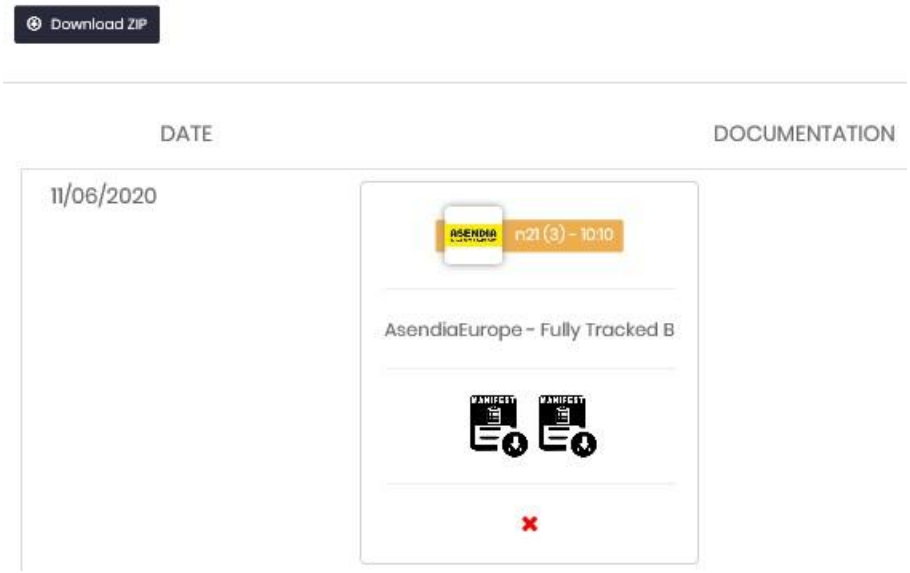
With the platform you can create your shipping documents in just a few clicks.
The Shipping Manifest is presented when the parcels will be given to Asendia. The manifest will show the reference number of each shipping order in the load, the weight and number of parcels and the recipient addresses.

1)Remember that you first need to ship your orders from Label Creator > To Ship to be able to generate the relative Manifest.

2)From the section Label Creator > Shipping Labels, select only the shipments you would like to include inside the Manifest.
Note: If you receive more than 50 orders per day, consider displaying more orders on Shipping Labels page, just like this:

3)Create the Manifest: after selecting the orders, then click on the blue button at the center Carriers > Close work day for Asendia to create it.
Note that you don't need to create the manifest on a daily basis. Manifest must be created once shipments are ready to be picked-up or delivered to Asendia and shall reflect the exact number of physical parcels (if you deliver 49 parcels to Asendia, Customer manifest shall mention as well 49 items)

4)Where can I find my Manifests?
You will find all the Manifests you created inside Label Creator > My Manifests.



From this page you can:

- Filter your Manifests either by Date or Keyword from the search bar at the top right.

- Download a single Manifest by clicking on the black icon.
  First document is a label used for pallets only and second document, called “customer manifest” is the one you must print and provide to Asendia when delivering your parcels
- Download a ZIP with multiple Manifests filtered by a time interval. Please note that you can select up to 3 months.

5.2. Closure of the working day

Automatic process:

Last step concerns the manifest at the end of the working day.

This is a compulsory step to transmit the data to the carrier as well as to the ecommerce platforms and marketplaces.

Set up a cron job to update the carriers and the marketplaces automatically at the end of the day under Admin > Cron jobs section:

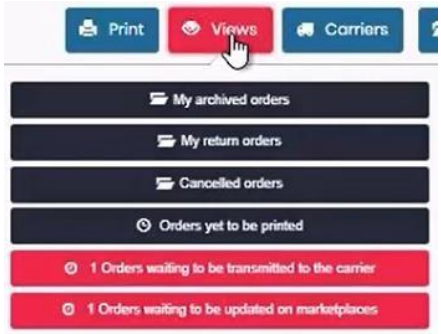
Choose the time(s) (several are possible) when the update will be made.

Click on ‘enabled’ and ‘saved’.

Note: the manifest must be printed anyway. Cron job is only notifying Asendia and creating the document.

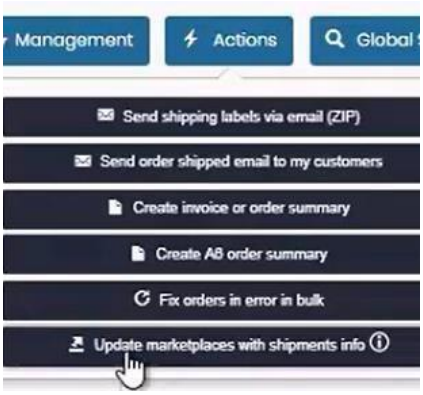
Note: if you do not deliver to Asendia on a daily basis, rather create manifest manually instead of using Cron jobs

Manual options do exist too:



Select the orders that needs to be updated to the carrier and click on Carriers > Close workday for Asendia.

Select the orders that needs to be updated to the marketplace or ecommerce platform and click on Actions > Update marketplaces with shipments info



My Manifests section: All the manifests created are stored under this section:

6. Track and Trace

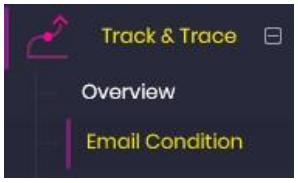
6.1. Monitoring

You will find statistics of your shipments' status.

You can also filter on statuses or marketplaces to focus on some shipments.

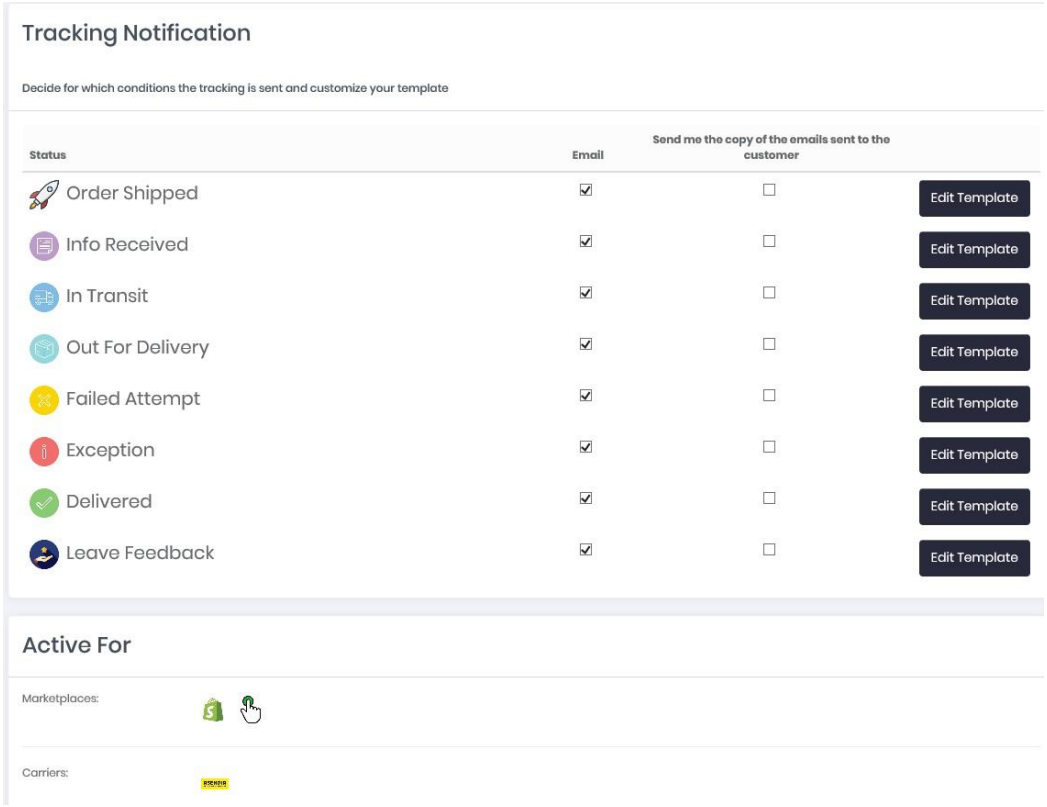
By clicking on the tracking number of the shipment you will be redirected to the tracking website Asendia Tracking (https://tracking.asendia.com).

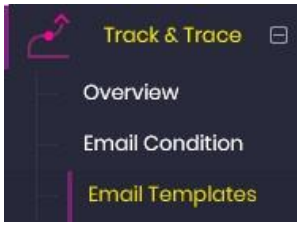
6.2. Notifications



Decide for which status you want to update your customer with an Asendia Connect by ShippyPro email.

Bear in mind that the marketplace may already send some messages to the shopper. You can decide the rules per marketplaces and ecommerce platforms.

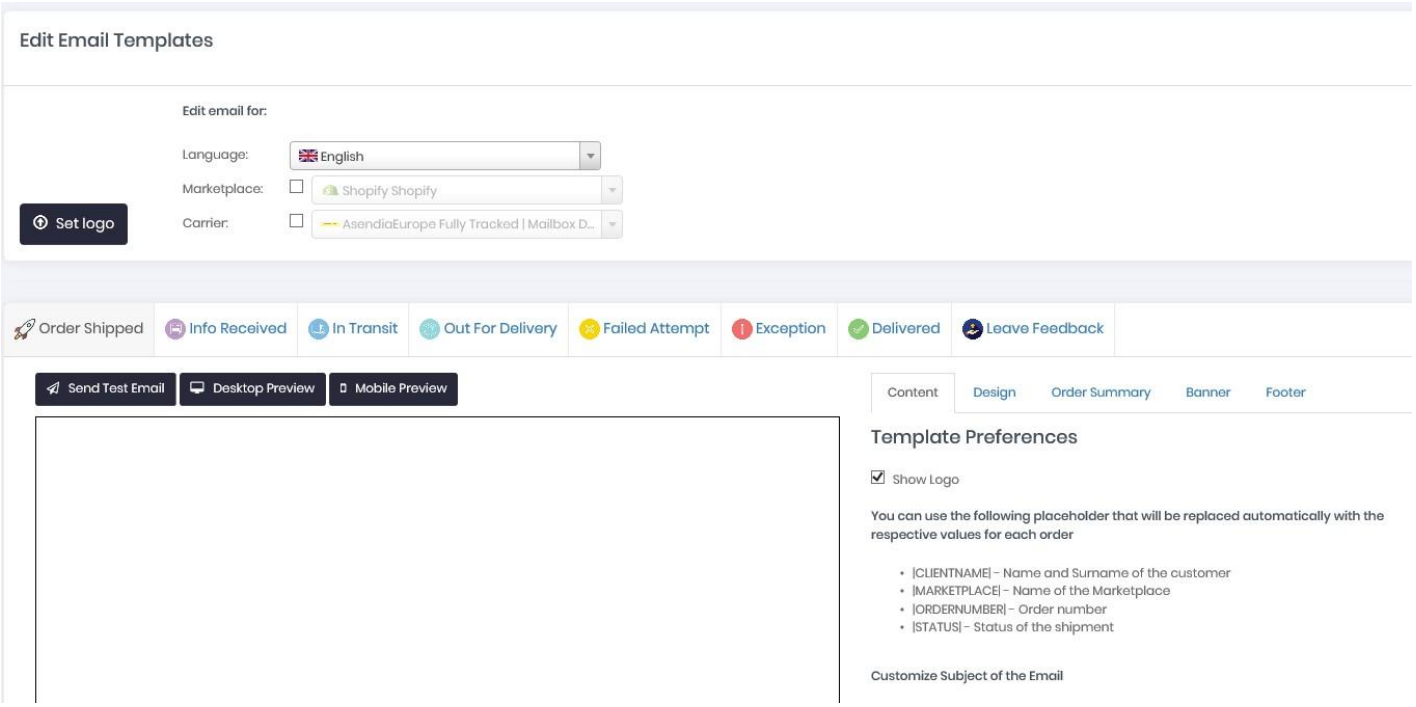


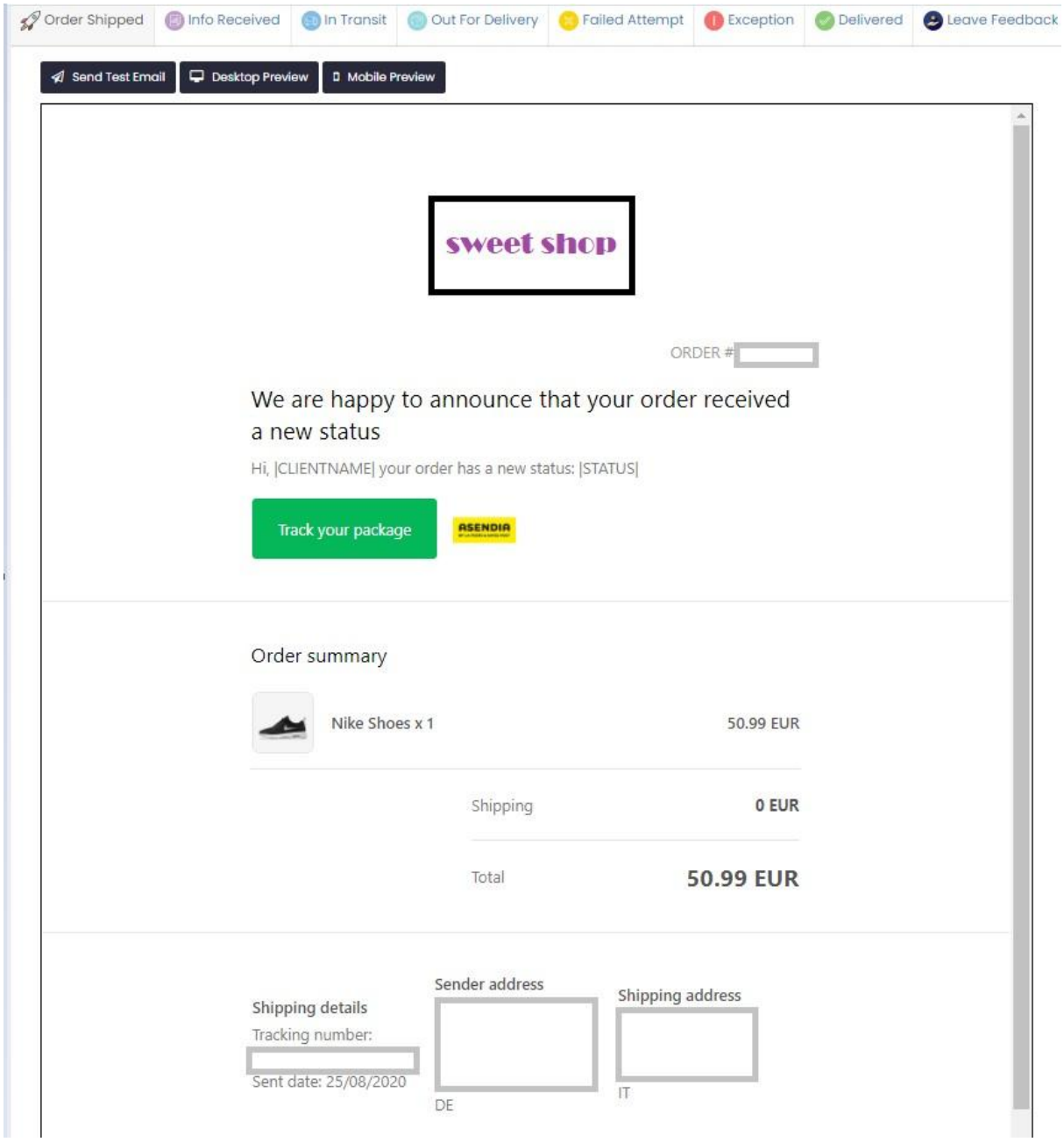


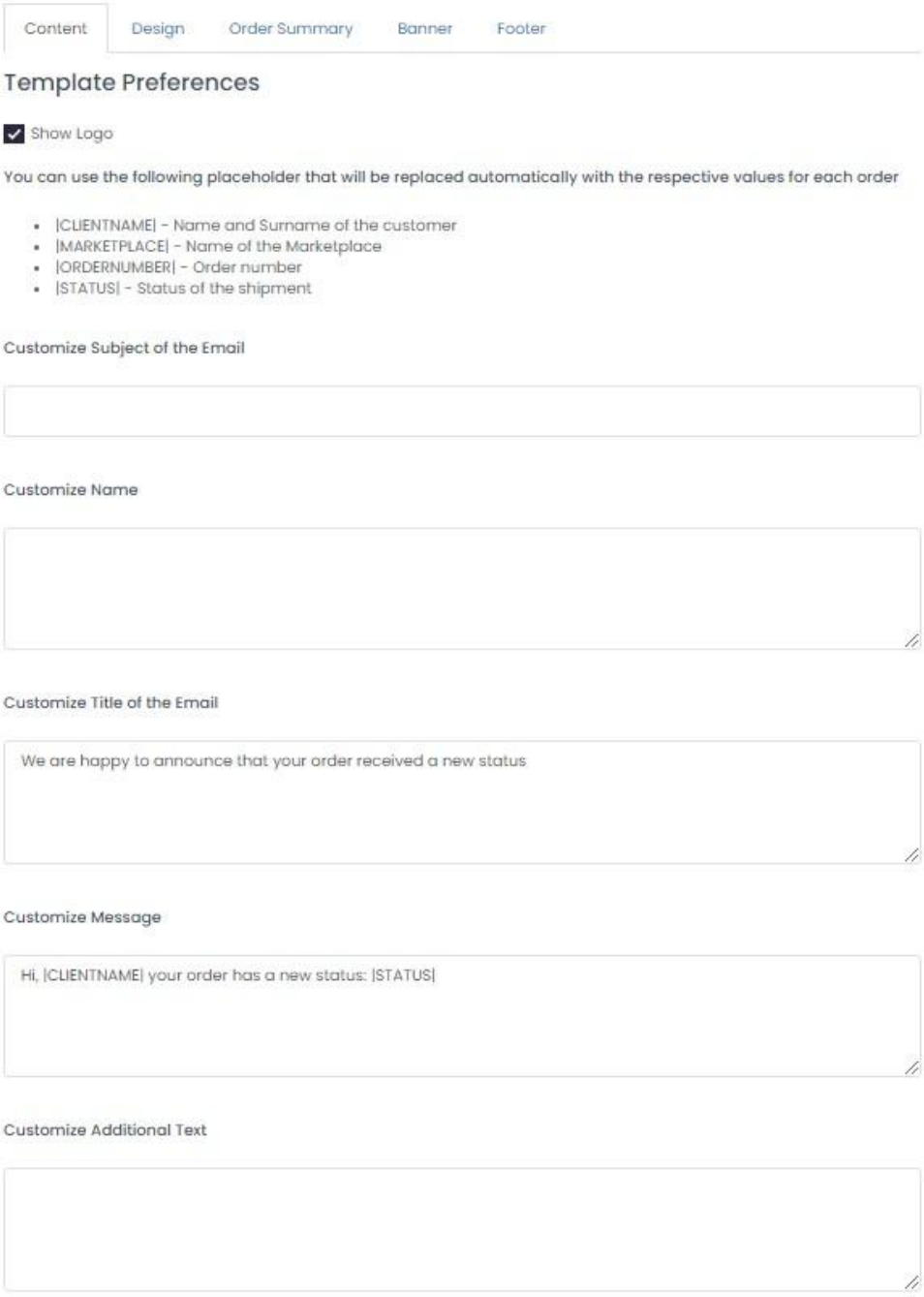
Email templates are translated. All over the world the language per default is English; then per country of destination the email is translated in the languages available in the list:

- English for the world except:
- French for France (FR) and its overseas territories, Monaco (MC), Belgium (BE), Switzerland (CH), Luxembourg (LU), Algeria (DZ), Morocco (MA), Tunisia (TN), The Democratic Republic of Congo (CD), Madagascar (MG), Cameroon (CM), Côte d'Ivoire (CI), Niger (NE), Burkina Faso (BF), Mali (ML), Senegal (SN), Chad (TD), Guinea (GN), Rwanda (RW), Burundi (BI), Benin (BJ), Haiti (HT), Togo (TG), the Central African Republic (CF), Gabon (GA), Djibouti (DJ), the Comoros (KM), Seychelles (SC)
- German for Germany (DE), Austria (AT), Switzerland (CH)
- Italian for Italy (IT) (including Vatican and San Marino)
- Spanish for Spain (ES), Mexico (MX), Colombia (CO), Argentina (AR), Peru (PE), Venezuela (VE), Chile (CL), Ecuador (EC), Guatemala (GT), Cuba (CU), Bolivia (BO), the Dominican Republic (DO), Honduras (HN), Paraguay (PY), El Salvador (SV), Nicaragua (NI), Costa Rica (CR), Puerto Rico (PR), Panama (PA), Uruguay (UY), Equatorial Guinea (GQ)
- Portuguese for Portugal (PT), Brazil (BR), Capo Verde (GW)
- Dutch for the Netherlands (NL)
- Polish for Poland (PL)

The customization of the template email is possible with logo, adapt the subject of the email, the name, the message...
In addition, some or full details of the orders can be added or removed.




Order Shipped
Info Received
In Transit
Out For Delivery
Failed Attempt
Exception
Delivered
Leave Feedback
Send Test Email
Desktop Preview
Mobile Preview
sweet shop
ORDER #
We are happy to announce that your order received a new status
Hi, |CLIENTNAME| your order has a new status: |STATUS|
Track your package
ASENDIA
Order summary
Nike Shoes x 1
50.99 EUR
Shipping
0 EUR
Total
50.99 EUR
Shipping details
Tracking number:
Sent date: 25/08/2020
Sender address
DE
Shipping address
IT

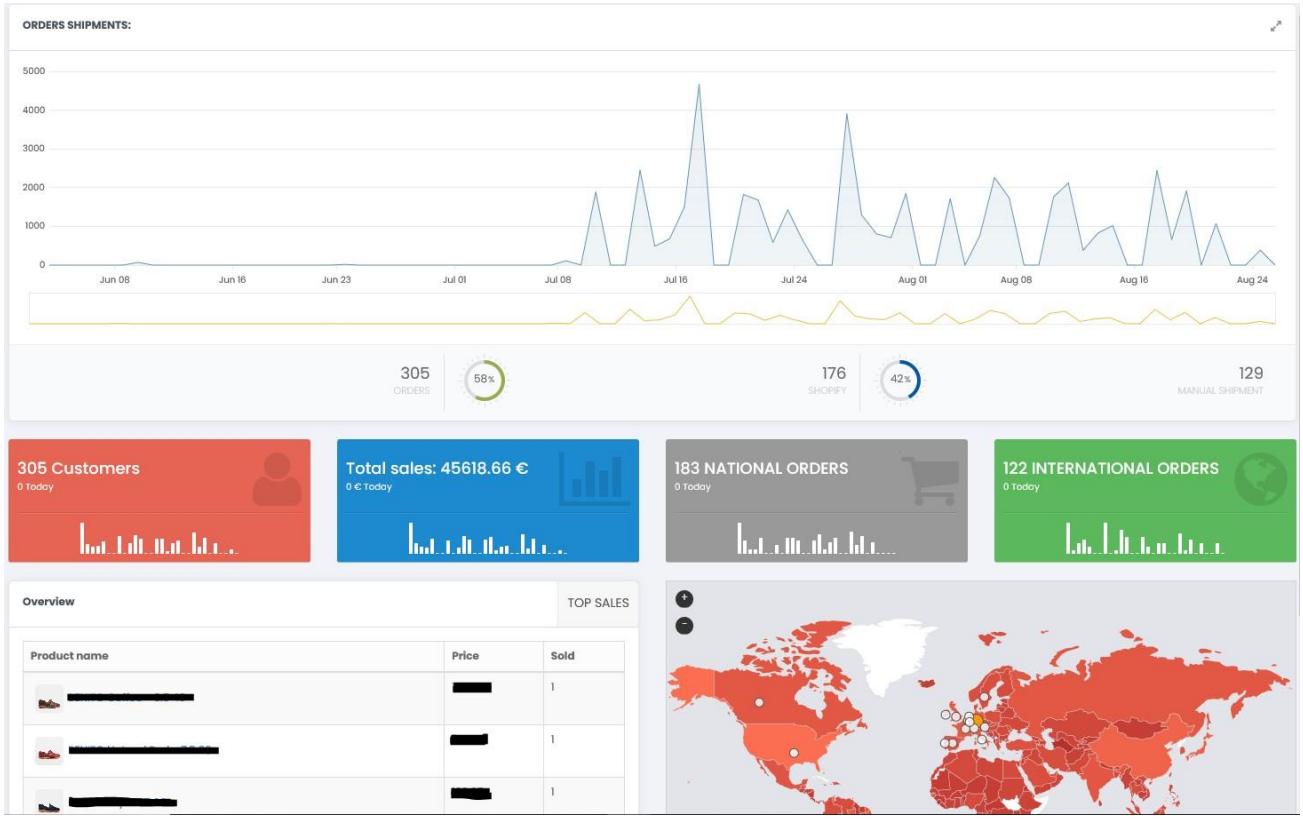


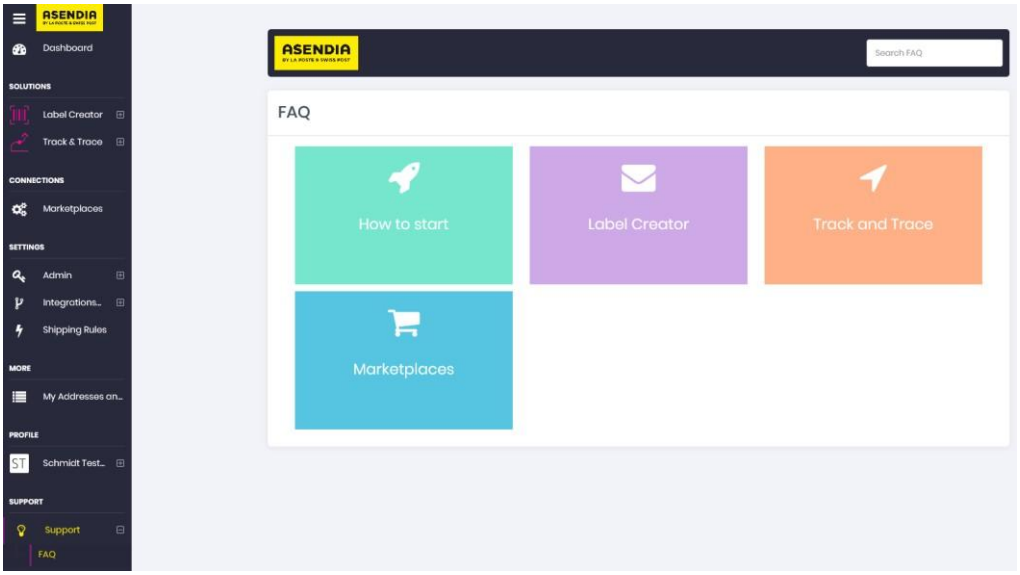
When the shopper clicks on the tracking link in the email (button Track your package), he is landing on the tracking page from Asendia Connect. This tracking page can be fully customized by you. From this tracking page, you can also reach Asendia Tracking afterwards if you allow it (you must check the option „Show Carrier External Tracking link“).

Promotional banner, recommended products or redirection to an external link is possible. Social media links can be added as well.

7. Dashboard

The dashboard gives you a picture of all the orders and shipments in progress.



8. FAQ – Helpful information

At any time navigate through the FAQ section and you will find the appropriate answer: