



Asendia Sync

User Guide

Last updated: **28 May 2025**

Asendia Sync - User Guide

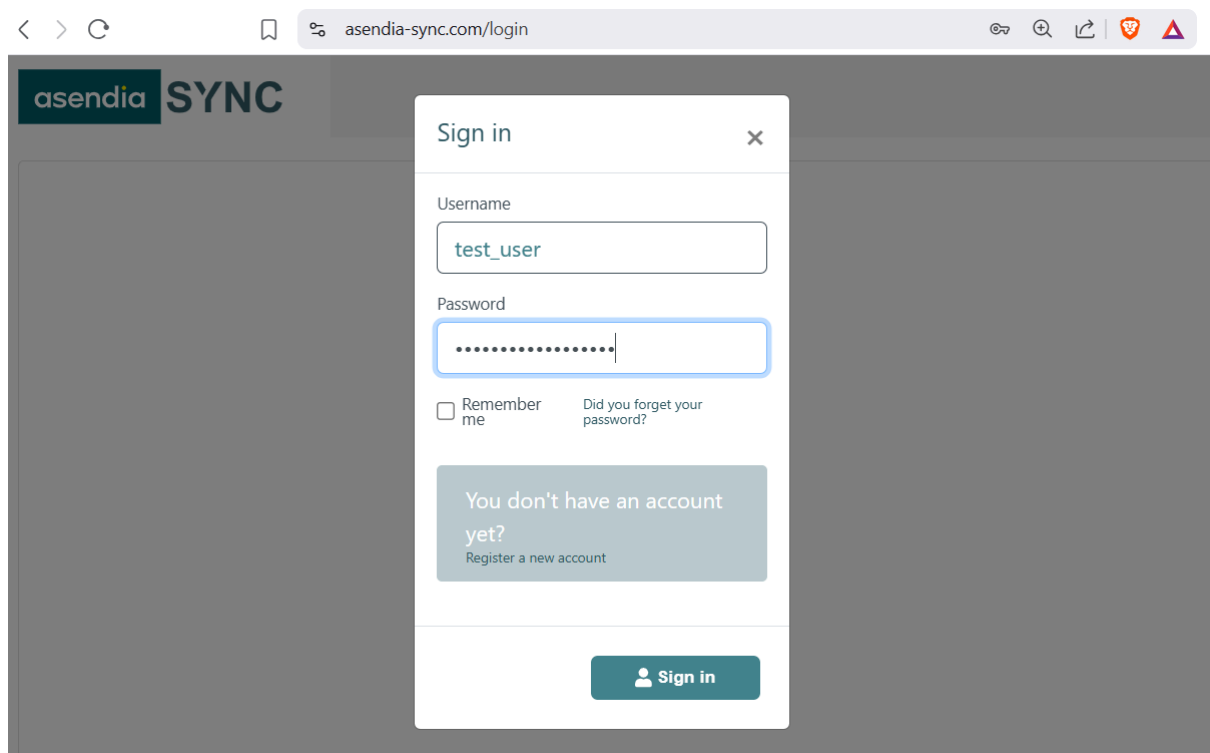
Create and edit shipments, manually or by uploading a csv file, track shipments, download labels and produce manifest documents.

Environment	URL
Production	https://asendia-sync.com/
QA	https://qa.asendia-sync.com/

Sign in

Go to <https://www.asendia-sync.com/> and click on "Sign in".

Enter your username and password and click on Sign in. If you want to use multiple tabs of Asendia Sync you should also check the "Remember me" checkbox.



The screenshot shows a web browser window with the address bar displaying "asendia-sync.com/login". The page features the "asendia SYNC" logo in the top left. A "Sign in" modal form is centered on the screen. The form includes a "Username" field with the text "test_user", a "Password" field with masked characters, a "Remember me" checkbox, and a link for "Did you forget your password?". Below these fields is a message: "You don't have an account yet? Register a new account". At the bottom of the form is a "Sign in" button with a user icon.

Register new account

If you do not already have a user account for Asendia Sync Sign and want to request one, you can do so by clicking on the "Register" button in the Sign-in page.

Sign in



Username

Your username



Username cannot be empty!

Password

Your password



Remember me

Did you forget your password?

You don't have an account yet?

[Register a new account](#)

Make sure you fill in the registration form with all required info and you will receive a confirmation email once we have validated the info and activated the account.



Registration

Username

Email

New password

Password strength:



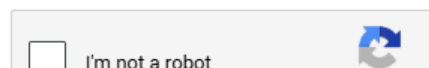
New password confirmation

Asendia Customer Number (CRMID)

Registration Reason

You can use this field to enter any additional information such as company name or address.

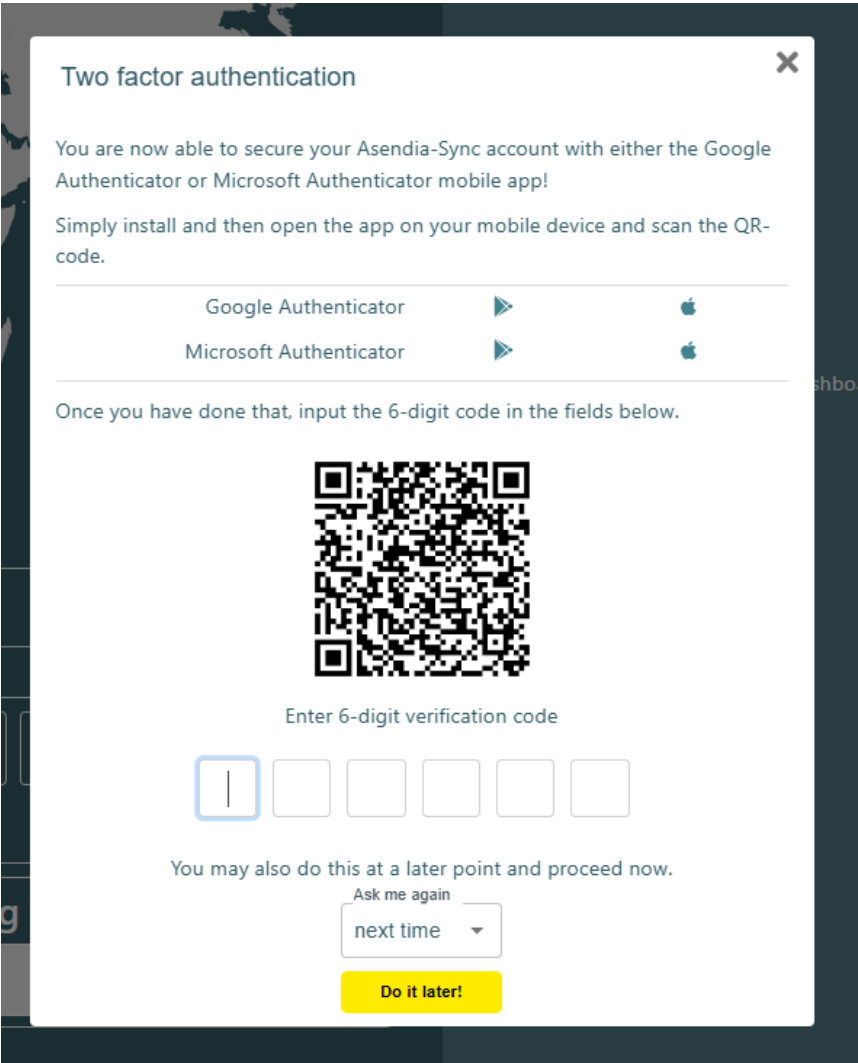
Language



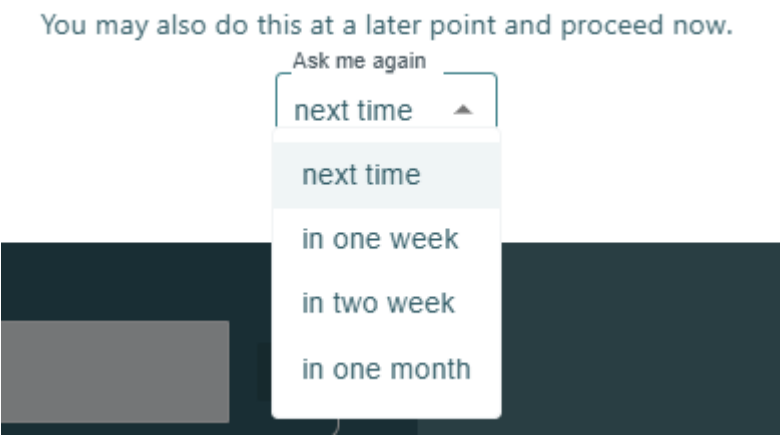
Two-factor authentication

The first time you log-in to your user account with your credentials you will be requested from the system to set up the two-factor authentication.

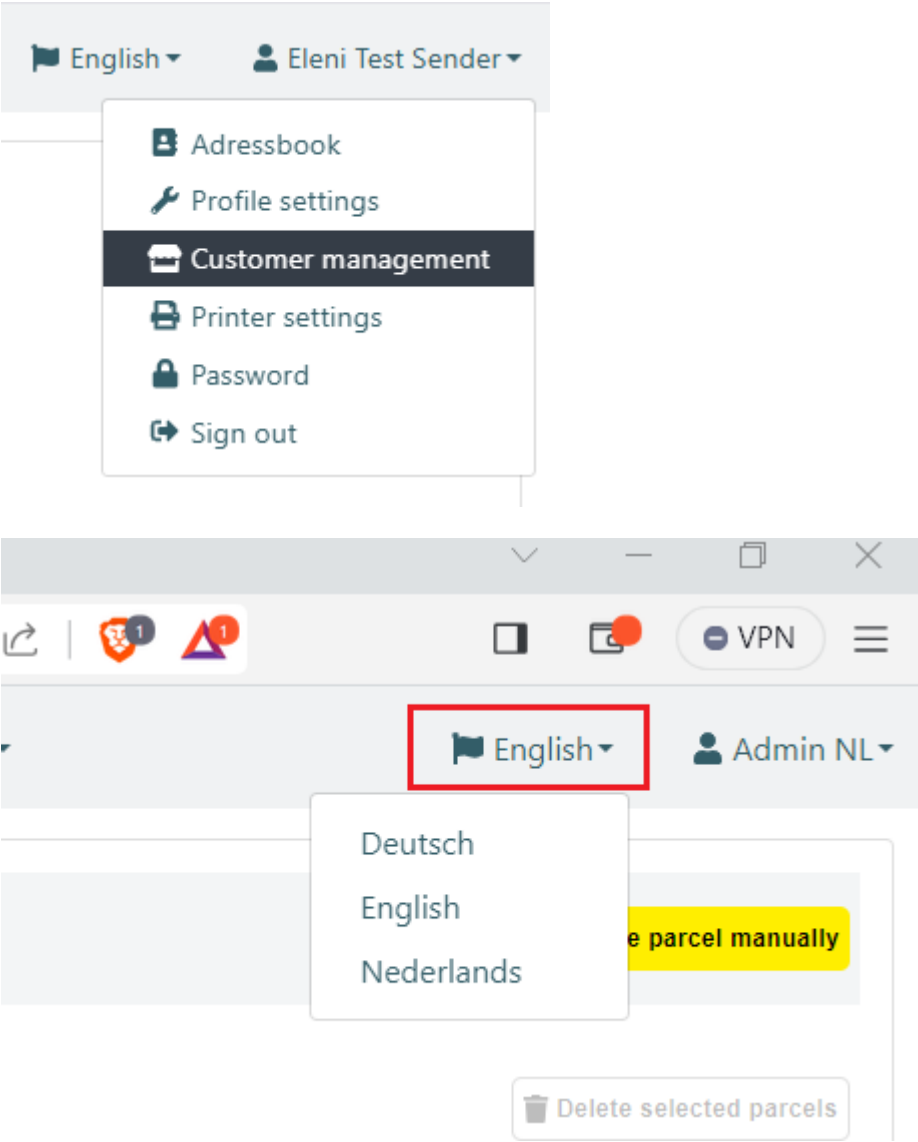
Two-factor authentication (2FA) is a security measure that requires two separate forms of verification to access an account or system, in addition to a password. To set it up correctly follow the instructions on the pop-up.



If you wish, you can select to skip this for the time being (not recommended) and select to be notified again in the future from the dropdown.



User menu and language selection



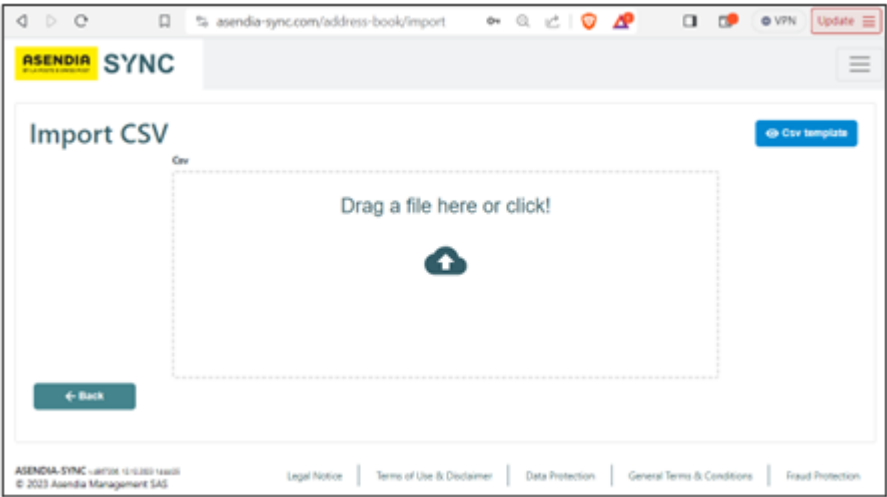
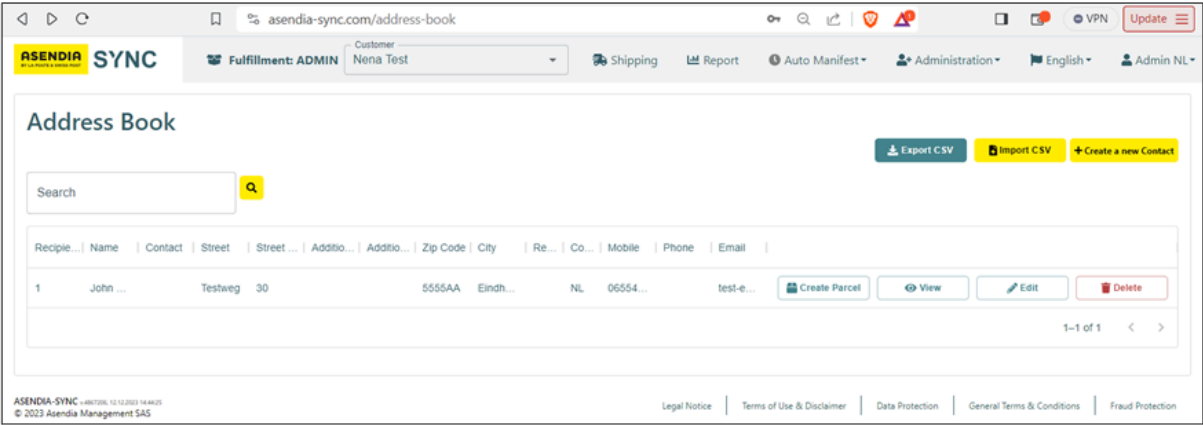
Sign out

You can log out using the “Sign out” button, which is available in the user menu dropdown on the top right of the website.

Address book

From the user menu dropdown, you also have access to the “Address Book” page where you can take the following actions:

1. View and search on existing contacts
2. Create new contacts by manually creating one, or importing a CSV file with one/multiple entries (“Create new contact” and “Import CSV” buttons)
3. Export a CSV file for the existing list of contacts (“Export CSV” button)
4. For a specific contact the actions you can perform through the contact list table are the following:
 - Create a parcel for this contact (“Create Parcel” button)
 - View / Edit contact (“View” and “Edit” buttons)
 - Delete (“Delete” button)



ASENDIA

SYNC

asendia-sync.com/address-book/new

VPNUpdate

Create or edit a Contact

Recipient No

Name*

John Doe

Contact

Street*

Testweg

Street Number

30

Additional Address 1

Additional Address 2

Zip Code*

5555AA

City*

Eindhoven

Region

Country*

Netherlands

Email

test-email.com

Mobile

0655458899

ASENDIA

BY LA POSTE & SWISS POST

SYNC

asendia-sync.com/account/settings

VPN

Update

User settings for [admin_nl]

First Name

Admin

Last Name

NL

Email

itsupport.benelux@asendia.com

Language

English

Save

ASENDIA-SYNC v.4867206, 12.12.2023 14:44:25

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Legal Notice

Terms of Use & Disclaimer

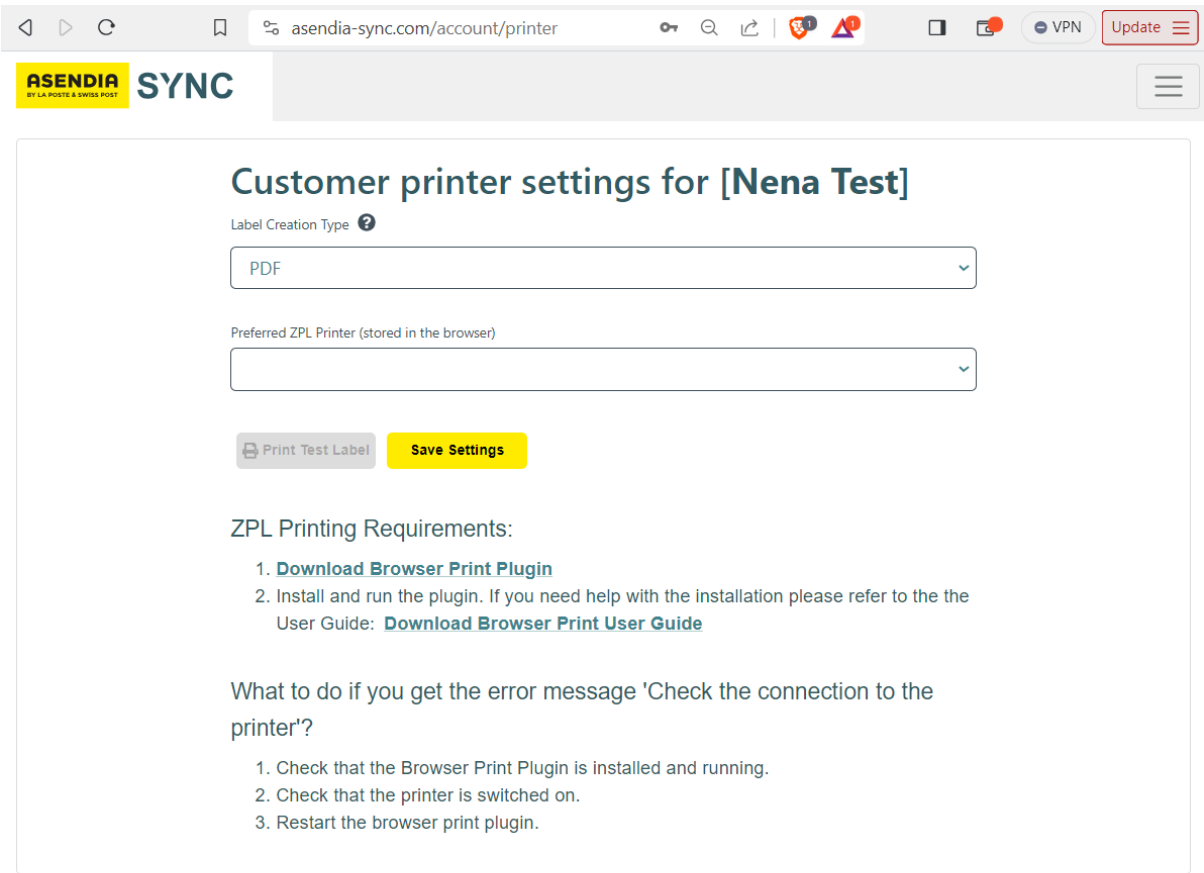
Data Protection

General Terms & Conditions

Fraud Protection

Printer settings

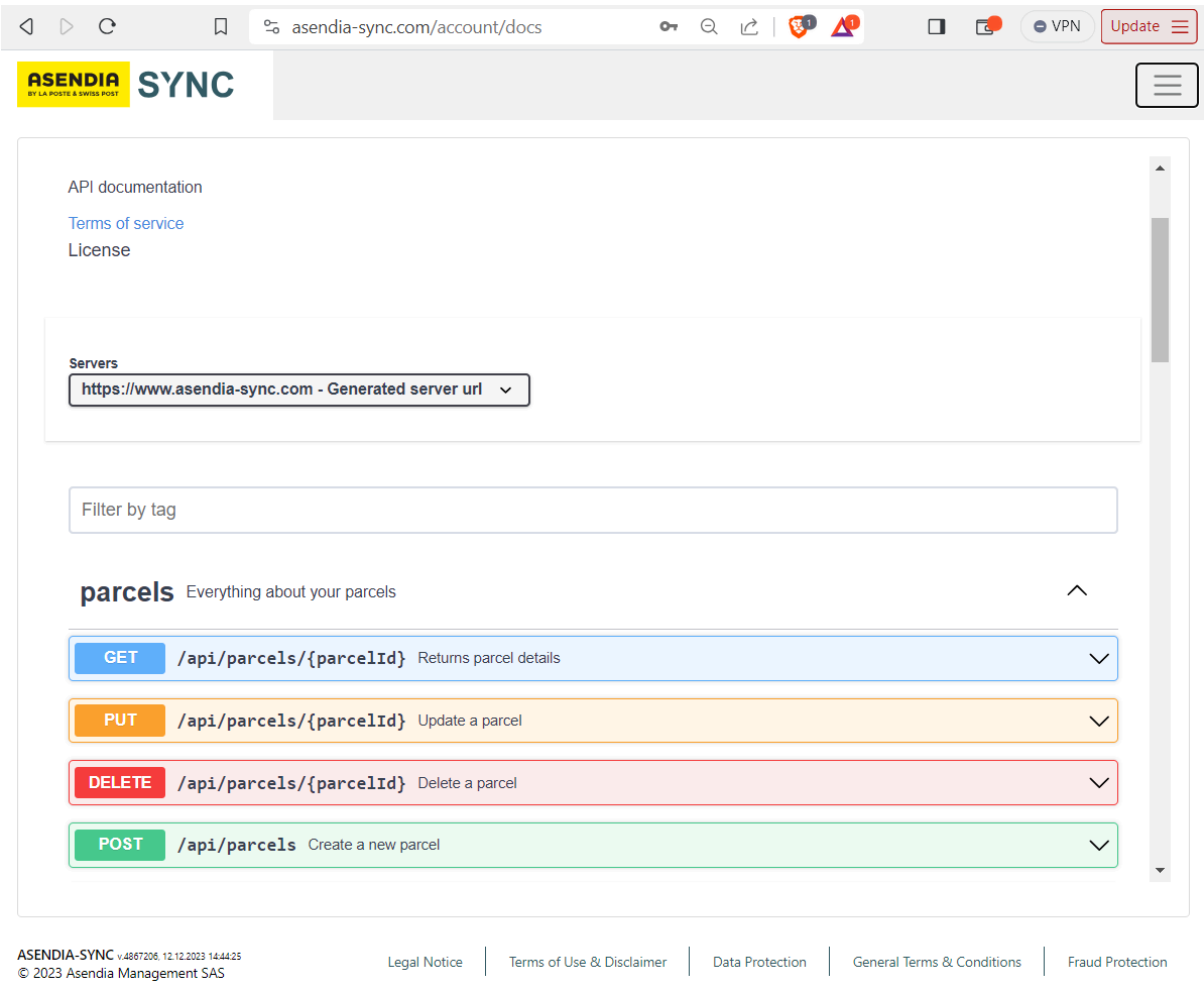
From the user menu, you also have access to the "Printer settings" page. From there you can select the preffered "Label Creation Type" and the "Preferred ZPL Printer".



The screenshot shows a web browser window with the URL `asendia-sync.com/account/printer`. The page header includes the Asendia Sync logo and a menu icon. The main content area is titled "Customer printer settings for [Nena Test]". It features two dropdown menus: "Label Creation Type" (set to PDF) and "Preferred ZPL Printer (stored in the browser)". Below these are two buttons: "Print Test Label" and "Save Settings". A section titled "ZPL Printing Requirements:" lists two steps: 1. Download Browser Print Plugin, and 2. Install and run the plugin. It also provides a link to the "Download Browser Print User Guide". A section titled "What to do if you get the error message 'Check the connection to the printer?'" lists three steps: 1. Check that the Browser Print Plugin is installed and running, 2. Check that the printer is switched on, and 3. Restart the browser print plugin. The footer contains copyright information and links to Legal Notice, Terms of Use & Disclaimer, Data Protection, General Terms & Conditions, and Fraud Protection.

API

From the user menu dropdown, you can find an overview of what is possible with Asendia Sync and a description of the structure of the API ("API" option).



The screenshot shows the Asendia Sync API documentation page. The browser address bar displays `asendia-sync.com/account/docs`. The page header includes the Asendia Sync logo and a menu icon. The main content area is titled "API documentation" and includes links for "Terms of service" and "License". A "Servers" section shows a dropdown menu with the selected option `https://www.asendia-sync.com - Generated server url`. Below this is a "Filter by tag" input field. The "parcels" section, titled "Everything about your parcels", lists four API endpoints:

- GET** `/api/parcels/{parcelId}` Returns parcel details
- PUT** `/api/parcels/{parcelId}` Update a parcel
- DELETE** `/api/parcels/{parcelId}` Delete a parcel
- POST** `/api/parcels` Create a new parcel

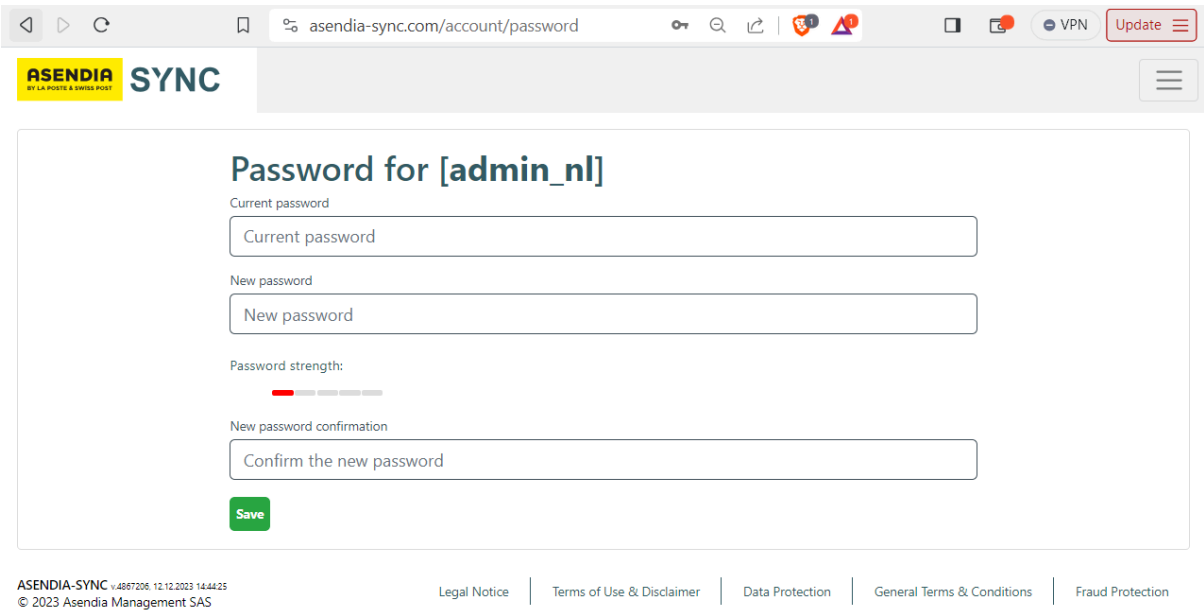
The footer contains the following information:

ASENDIA-SYNC v.4867206, 12.12.2023 14:44:25
 © 2023 Asendia Management SAS

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Password

From the user menu, user gets the option to change their password ("Password" option). They can perform the action only after they present the old password to authenticate.



The screenshot shows a web browser window with the URL `asendia-sync.com/account/password`. The page header includes the Asendia Sync logo and a navigation menu. The main content area is titled "Password for [admin_nl]" and contains the following fields and elements:

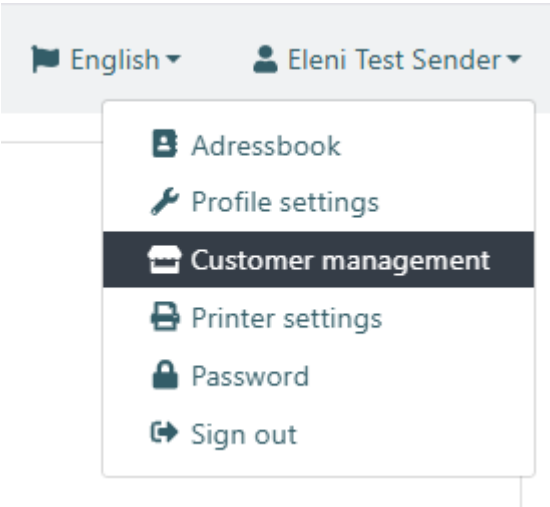
- Current password:** A text input field.
- New password:** A text input field.
- Password strength:** A visual indicator showing a red bar followed by four empty bars.
- New password confirmation:** A text input field with the placeholder "Confirm the new password".
- Save:** A green button.

The footer contains the following information:

- ASENDIA-SYNC v.4867206.12.12.2023.144425
- © 2023 Asendia Management SAS
- Legal Notice | Terms of Use & Disclaimer | Data Protection | General Terms & Conditions | Fraud Protection

Customer management

From the user menu, by clicking on "Customer management" you can select to edit sender specific details such as:



Customers					+ Create a new Customer
Name	CRM ID	Address	Fulfillment Partn...	Asendia Hub	
Nena Test	NL23120001		BEN OPS	Asendia Benelux B.V.	Edit
					Total Rows: 1

Customer data tab:

- Sender name
- Change preferred label type and account language
- Sender address
- Sender tax information
- Accept general terms for commercial invoices and Accept commercial invoice pricing

Configuration tab:

- Configure auto manifesting and set up email notifications (for the auto-manifesting)

CUSTOMER DATA CONFIGURATION

Name

Nena Test

Label Creation Type

ZPL

Language

English

Address

Street

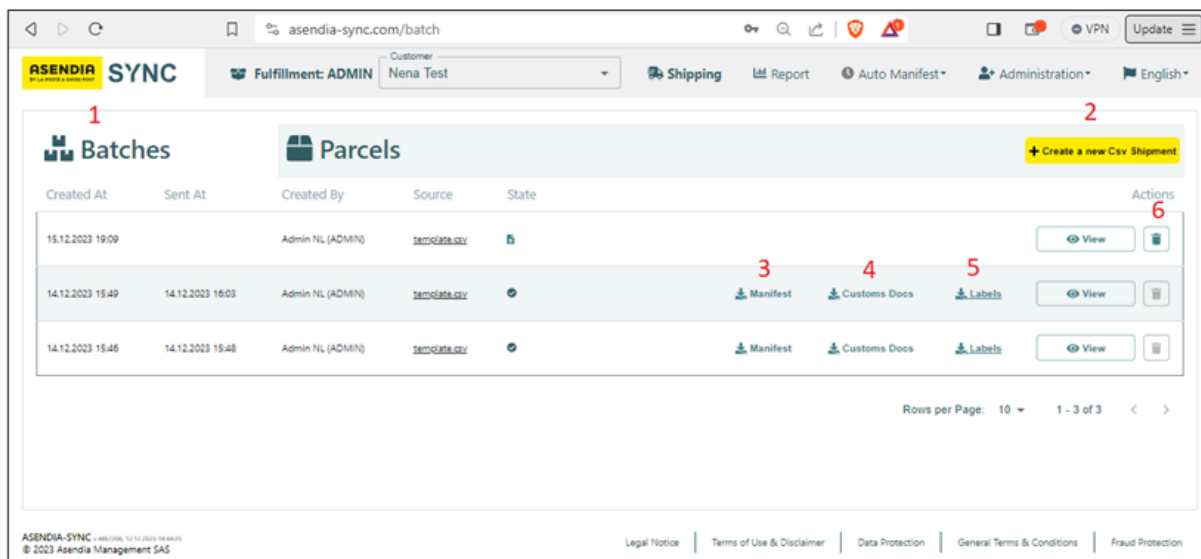
Additional Street Information

Shipping page > Batches

Once you have logged in you will be redirected to the "Shipping" page.

Here you have 2 separate tabs "Batches" and "Parcels". On the first tab you can:

1. View existing Batches and their information (Creation details, file, state, etc.)
2. Create a new Batch of shipments by clicking on "Create new CSV shipment".
3. Download the Manifest
4. Download Customs docs
5. Download Labels of manifested batches.
6. Delete batches that have not been already manifested.



The screenshot shows the Asendia SYNC web application. The top navigation bar includes links for Shipping, Report, Auto Manifest, Administration, and English. The main content area has two tabs: Batches (selected) and Parcels. The Batches tab displays a table with the following data:

Created At	Sent At	Created By	Source	State	Actions
15.12.2023 19:09		Admin NL (ADMIN)	temolate.csv	❌	View
14.12.2023 15:49	14.12.2023 16:03	Admin NL (ADMIN)	temolate.csv	⚙️	Manifest, Customs Docs, Labels, View
14.12.2023 15:48	14.12.2023 15:48	Admin NL (ADMIN)	temolate.csv	⚙️	Manifest, Customs Docs, Labels, View

At the bottom of the page, there is a footer with legal notices and a copyright notice for Asendia Management SAS.

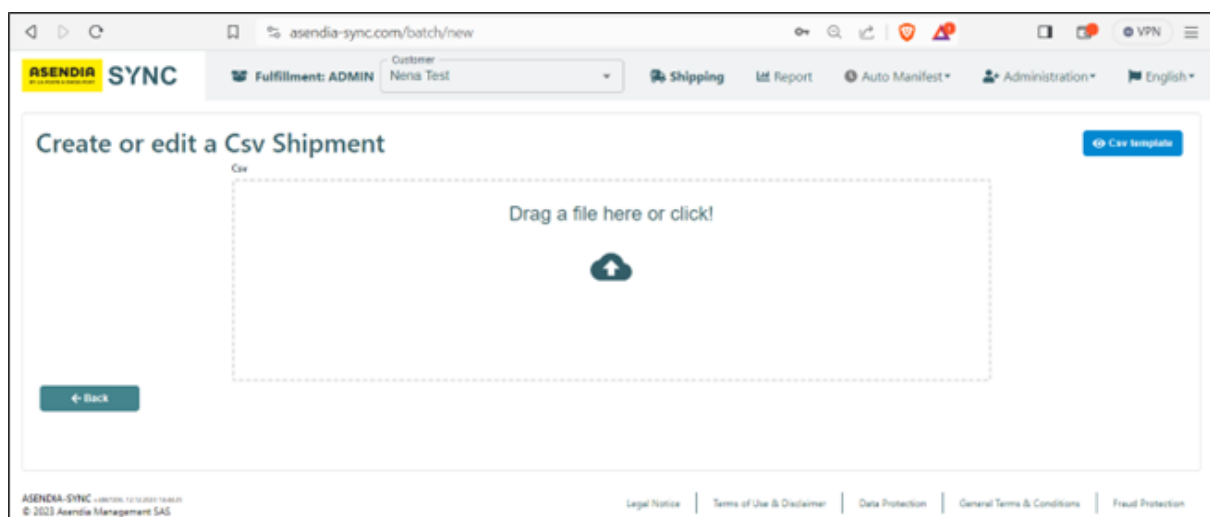
Create a new batch

When you click on "Create new CSV shipment" you will be presented with the "Create new batch" page.

Here you can drag and drop a CSV file with multiple shipment records or select the file from your file explorer.

You can also view a template of the file by clicking on the "CSV template" button and fill it with the corresponding information.

The maximum allowed number of rows in the CSV file is 2000 rows.



Step 1. Check/edit CSV file

On the top of the page a step indicator is present to display the state of the process you are working on:



Your CSV data will be presented as seen in the screenshot below. If there are any errors the cell will be marked as red and by hovering your mouse over it, you can see a description of the error.

The button "Filter by errors" will only display on the table the rows with an error.

ASENDIA

SYNC

Fulfillment: ADMIN

Customer: Nena Test

Shipping

Report

Auto Manifest

Administration

English

1 Check/edit CSV file

2 Creating labels

3 Create manifest

4 Manifest created

Back

Label Type: PDF

Send

Product and format list

Csv template

template.csv

Nr	name	contact	street	no	street2	street3	postal
1	Company55555555555555555555...	Kontaktperson	Testweg	4	Abteilung XY (Beispiel)		8222
2	Max. length of 40 characters exceeded	Kontaktperson	Testweg	5	Abteilung XY (Beispiel)		8222

Total Rows: 2

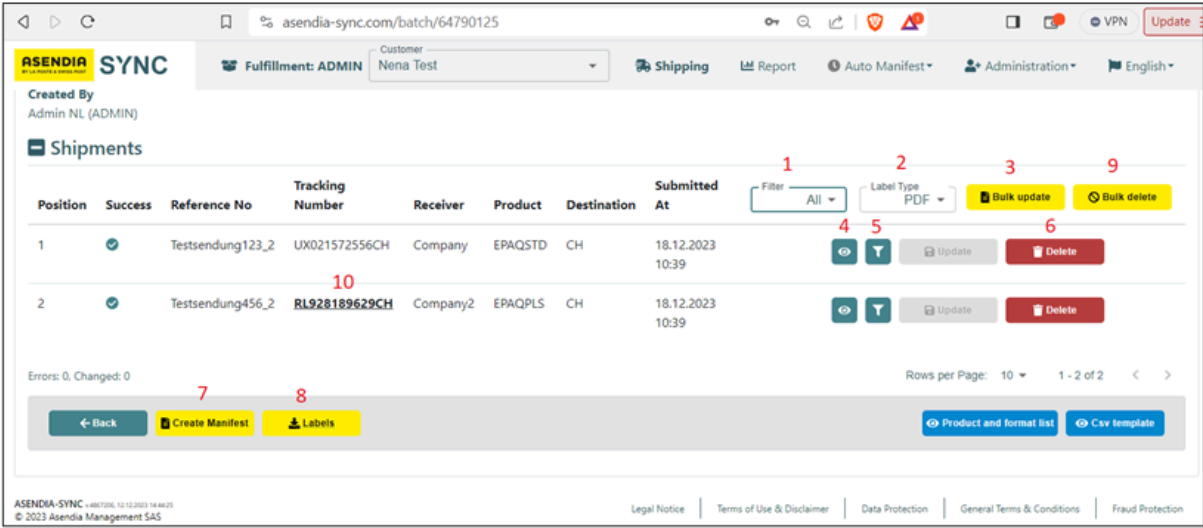
Rows with validation errors: 1 Filter by errors

Here you can select to see the available Products and Formats combinations by clicking on “Product and format list”.

Step 2. View Shipments

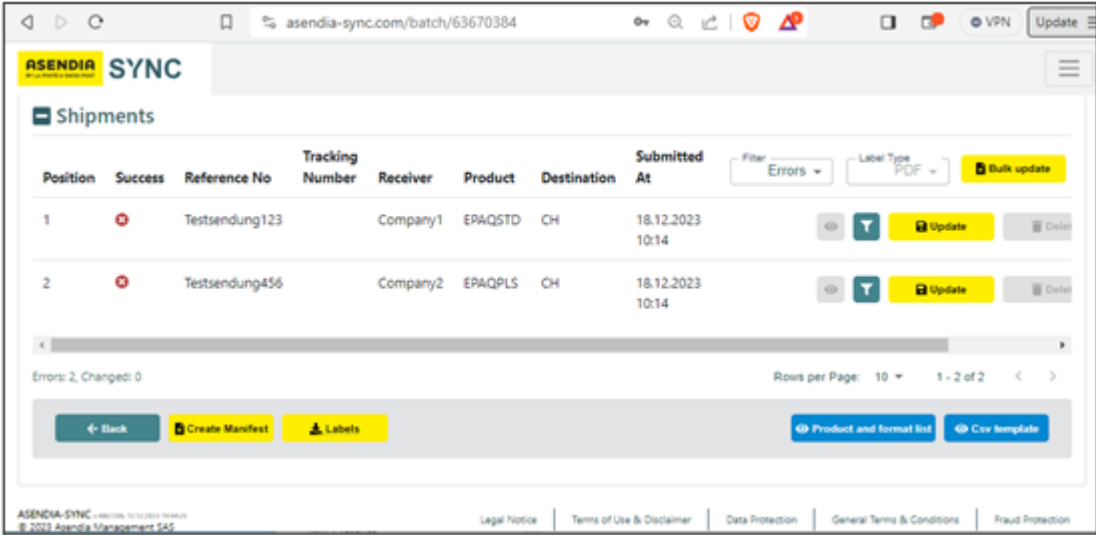
Once everything is correct (and there are no more errors) you can select the preferred "Label Type" from the dropdown menu and press "Send". You can now see a summary of the shipments by scrolling down to the "Shipments" table. Below you will find a list of available actions.

1. Filter shipments by their current status (Changed/Errors)
2. Select to update the Label Type of the whole Batch (and then press "Bulk update")
3. "Bulk update" button to apply changes to all shipments in the list
4. "Preview label" of the selected shipment
5. "Show shipment" button filters the uploaded CSV table above to show only that entry
6. Delete shipment
7. "Create manifest" button to produce the manifesting and customs documents for this batch
8. Download labels of all entries in one file
9. Delete the whole batch
10. Click on highlighted tracking numbers in order to view the shipment in Asendia tracking.





Clicking on "Back" will take you to the previous page (Batches overview)

This is what a deleted bulk looks like (hovering over the error message icon will give you a short description of the error):



Shipments

Position	Success	Reference No
1		Testsendung123
shipment label has been deleted.		
2		Testsendung456

Step 3. Create Manifest

Press on the "Create manifest" button to produce the manifesting and customs documents for this batch.

Step 4. Manifest Created

Once a batch is Manifested these additional actions will appear for the user to use (and deletion options will no longer be available):

"Re-create manifest", "Download manifest" and "Download Customs documents".

asendia-sync.com/batch/63160273
 Update

SYNC
 Fulfillment: ADMIN Customer Nena Test Shipping Report Auto Manifest Administration English

Shipments

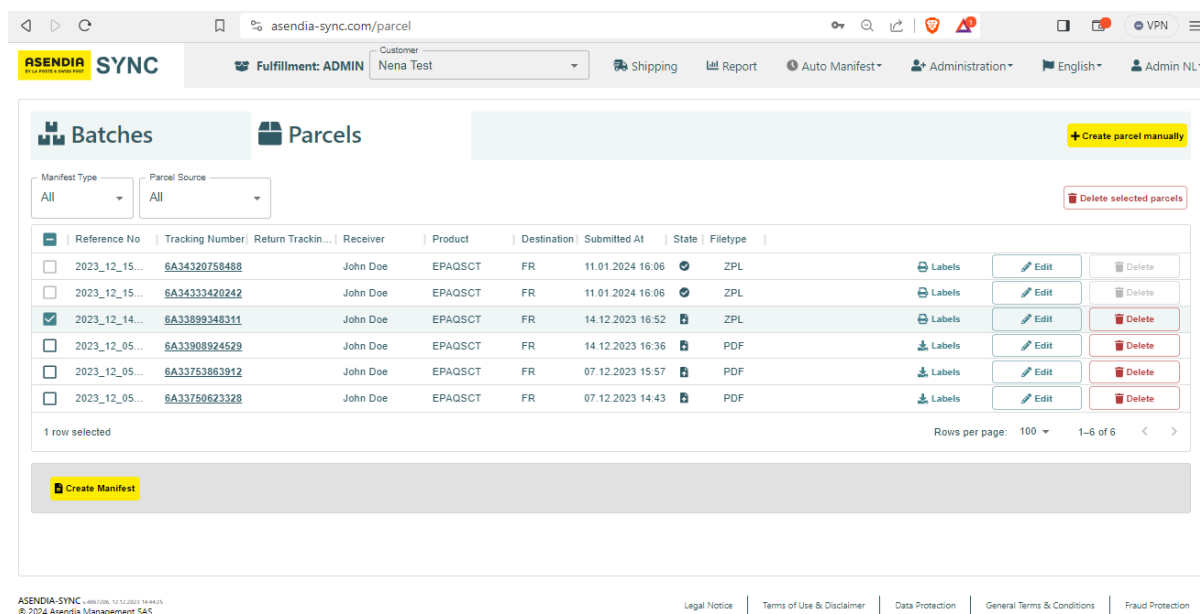
Position	Success	Reference No	Tracking Number	Receiver	Product	Destination	Submitted At	Filter	Label Type	Bulk update	Bulk delete
1		Reftest1	CG154212448DE	Firmenname Test XY	EPAQSCT	CH	14.12.2023 15:49	All	PDF		

Errors: 0, Changed: 0 Rows per Page: 10 1 - 1 of 1

Back Re-create Manifest Manifest Labels Customs Docs Product and format list Save template

Shipping page > Parcels

This page shows the list of manually created parcels.



The screenshot shows the Asendia Sync web application interface. The top navigation bar includes the Asendia logo, the word 'SYNC', and a dropdown menu for 'Fulfillment: ADMIN' with 'Nena Test' selected. There are also links for 'Shipping', 'Report', 'Auto Manifest', 'Administration', 'English', and 'Admin NL'. The main content area has two tabs: 'Batches' and 'Parcels'. The 'Parcels' tab is active, showing a table of manually created parcels. The table has columns for Reference No, Tracking Number, Return Tracking, Receiver, Product, Destination, Submitted At, State, and Filetype. The third row is selected, and the 'Create Manifest' button is highlighted. The page also includes a 'Create parcel manually' button and a 'Delete selected parcels' button. The footer contains the Asendia-Sync logo, version information, and links for Legal Notice, Terms of Use & Disclaimer, Data Protection, General Terms & Conditions, and Fraud Protection.

Reference No	Tracking Number	Return Tracking	Receiver	Product	Destination	Submitted At	State	Filetype
2023_12_15...	6A34320758488		John Doe	EPAQSCT	FR	11.01.2024 16:06	✓	ZPL
2023_12_15...	6A34333420242		John Doe	EPAQSCT	FR	11.01.2024 16:06	✓	ZPL
2023_12_14...	6A33899346311		John Doe	EPAQSCT	FR	14.12.2023 16:52	✓	ZPL
2023_12_05...	6A33908924529		John Doe	EPAQSCT	FR	14.12.2023 16:36	✓	PDF
2023_12_05...	6A33763863912		John Doe	EPAQSCT	FR	07.12.2023 15:57	✓	PDF
2023_12_05...	6A33750623328		John Doe	EPAQSCT	FR	07.12.2023 14:43	✓	PDF

For each of these parcels you have the following options:

1. Select it by checking the checkbox and click on "Create Manifest" to manifest (you can select multiple parcels for manifesting)
2. "Download/Print" the parcel's label
3. "Edit" and "Delete" (to update or delete a specific parcel)

Once you manifest some of these shipments you will also be able to view them in the "Batches" page with the Source being "Single Parcels" (as opposed to batches created via CSV which have a CSV source).

ASENDIA SYNC

Fulfillment: ADMIN

Customer: Nena Test

Shipping

Report

Auto Manifest

Administration

English

Admin NL

Batches

Parcels

Create a new Csv Shipment

Created At	Sent At	Created By	Source	State	Actions
11.01.2024 16:06	11.01.2024 16:06		Single Parcels		<div>Manifest</div> <div>Labels</div> <div>View</div> <div></div>
18.12.2023 10:38		Admin NL (ADMIN)	template.csv		<div>Labels</div> <div>View</div> <div></div>
15.12.2023 19:09		Admin NL (ADMIN)	template.csv		<div>View</div> <div></div>
14.12.2023 15:49	14.12.2023 16:03	Admin NL (ADMIN)	template.csv		<div>Manifest</div> <div>Customs Docs</div> <div>Labels</div> <div>View</div> <div></div>
14.12.2023 15:46	14.12.2023 15:48	Admin NL (ADMIN)	template.csv		<div>Manifest</div> <div>Customs Docs</div> <div>Labels</div> <div>View</div> <div></div>

Rows per Page: 10 1 - 5 of 5

ASENDIA-SYNC

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Fraud Protection

Create/edit parcel manually

To create a parcel manually click on "Create parcel manually" on the main "Parcels" page and fill in the fields.

The same page is also used to edit a parcel.

If the address data needs to be stored, check the "Save address to address book" checkbox.

Or click on the "Contact Icon" to access the address book for an already stored address.

asendia-sync.com/parcel/72574048/edit

VPN

ASENDIA
BY LA POSTE & BRETONNEUX

SYNC

Create a new Shipment

Address Data

Name*

John Doe

Contact

John Doe

Street*

Avenue du Plan de l'Eglise

No

Additional Address 1

Additional Address 2

Postal Code*

78180

City*

Montigny-le-Bretonneux

Region

Yvelines

Country*

France

☐ Save address to address book

Contact Data

Mobile Phone

0611122244

Phone

Email Address

john.doe@example.com

Reference Number*

2023_12_15T11_31_36_55SZ_FR_S

Shipment Data

Weight (kg)*

1

Label

☒ create

Format

Product *

e-PAQ Select

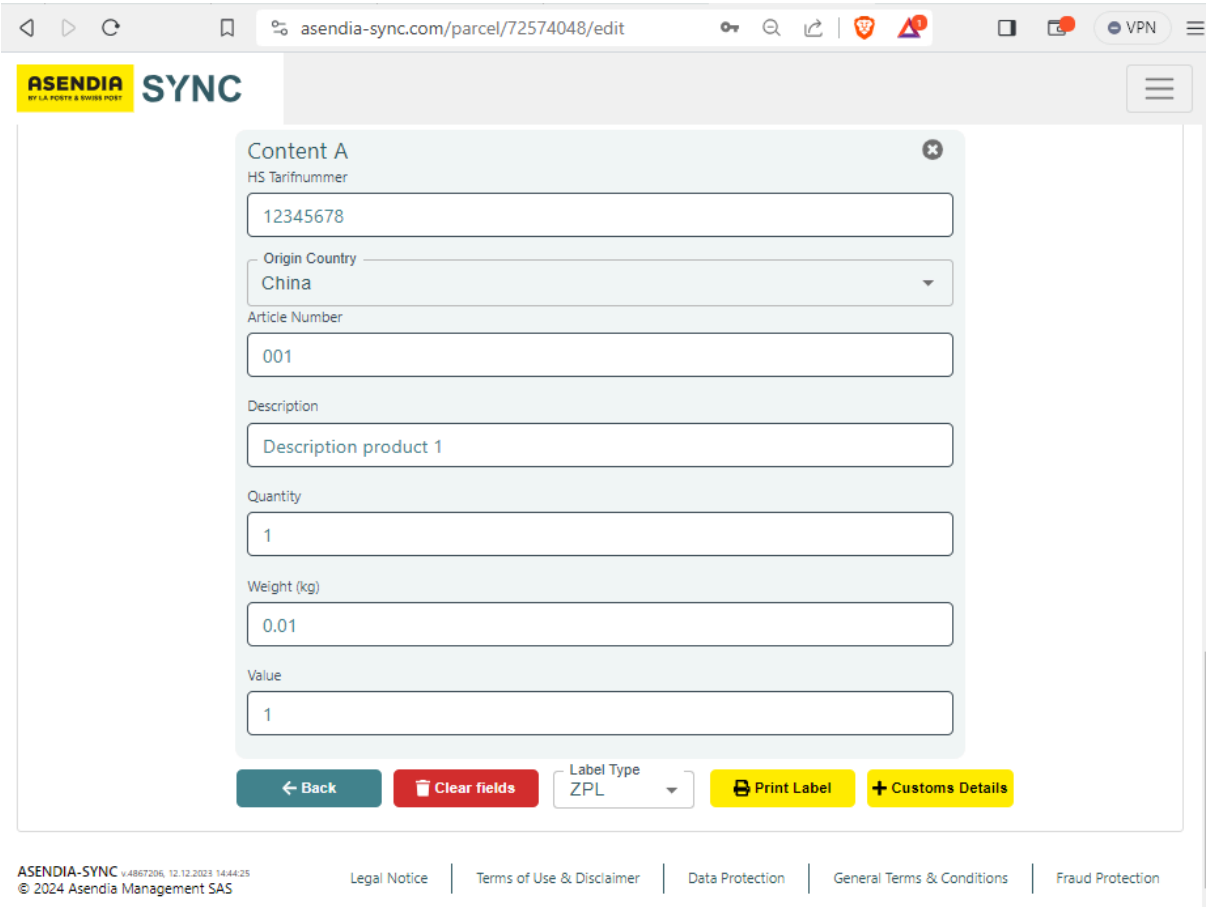
Service *

Customs paid at destination/No Customs

Options

On the bottom of this page the user can do the following actions:

- 1. "Clear all fields" to reset the form
- 2. Select the "Label Type" of the parcel
- 3. "Print/Donwload label" of the parcel
- 4. Enter additional "Customs Details" about the parcel



The screenshot shows a web browser window with the URL `asendia-sync.com/parcel/72574048/edit`. The page header includes the **ASENDIA SYNC** logo and a menu icon. The main content area displays a form titled "Content A" with a close button. The form contains the following fields:

- HS Tarifnummer**:
- Origin Country**:
- Article Number**:
- Description**:
- Quantity**:
- Weight (kg)**:
- Value**:

At the bottom of the form, there are four buttons: **← Back**, **Clear fields** (with a trash icon), **Label Type** (a dropdown menu currently showing "ZPL"), **Print Label** (with a printer icon), and **+ Customs Details**.

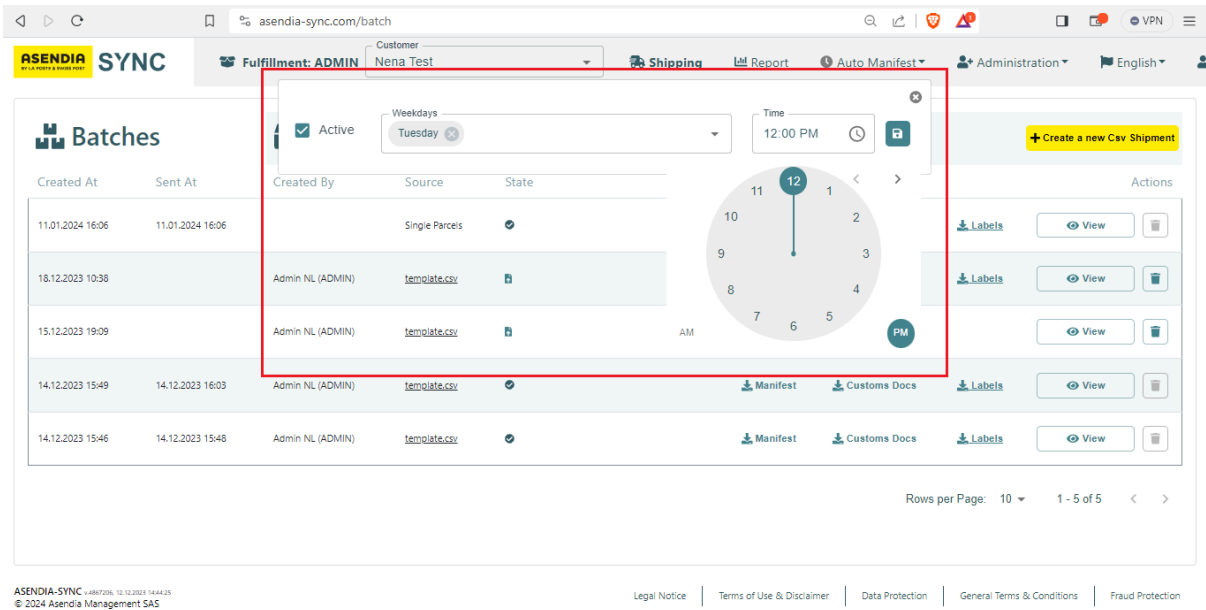
The footer of the page contains the following text:

ASENDIA-SYNC v.4867206, 12.12.2023 14:44:25
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Auto-manifesting

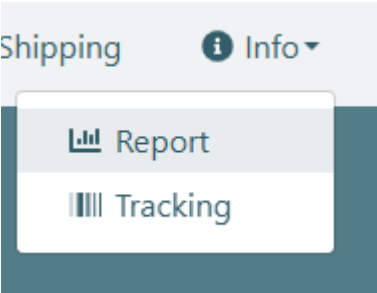
To set up auto-manifesting go to "Auto Manifest", click on the "Active" checkbox, select the preferred days and time from the dropdowns and click on the "Save" icon.



Auto-manifesting email notifications can also be configured from the "Customer management" page from the general user menu (See "Customer management" section).

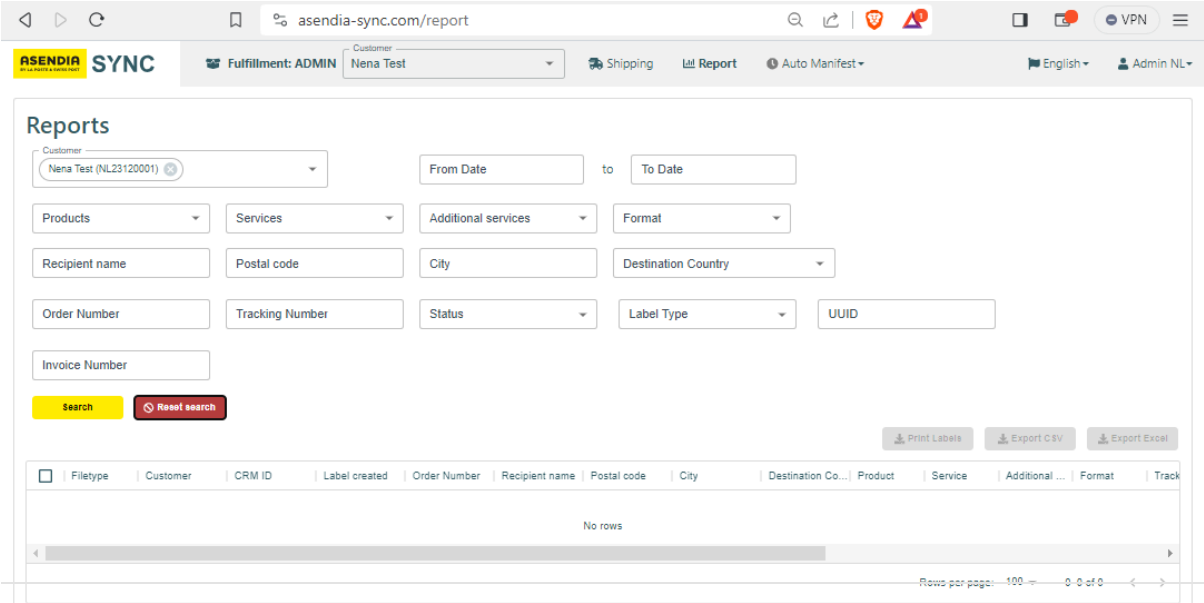
Info

Under the menu item "Info" you can access the "Reports" and the "Tracking" pages.



Reports

In the "Reports" page you can search for/view all previously created shipments of your company. Fill in the search fields to filter on shipments and click on "Search" or press the enter key to view their details in the table.



Fill in the search fields to filter on shipments and click on "Search" or press the enter key to search and load the corresponding shipments.

After searching you can view their details in the table.

Clearing all the filter fields is possible by pressing on the "Reset search" button.

ASENDIA SYNC

Fulfillment: ADMIN

Customer: Nena Test

Shipping

Report

Auto Manifest

English

Admin NL

Reports

Customer: Nena Test (NL23120001)

From Date: 01/09/2023 to To Date: 01/12/2024

Products Services Additional services Format

Recipient name Postal code City Destination Country

Order Number Tracking Number Status Label Type UUID

Invoice Number

Search Reset search

Download Labels Export CSV Export Excel

	Pretype	Customer	CRM ID	Label created	Order Number	Recipient name	Postal code	City	Destination Co...	Product	Service	Additional ...	Format	Tracking Number	Weight	Value	Status	UUID	St
<input type="checkbox"/>	ZPL	Nena Test	NL23120001	08.01.2024 14:56	2023_12_15...	John Doe	78180	Montigny-la...	France (FR)	EPAQSC	CUP			6A34320758488	1	1	Manifest created	0109b3b-5e...	
<input type="checkbox"/>	ZPL	Nena Test	NL23120001	08.01.2024 14:58	2023_12_15...	John Doe	78180	Montigny-la...	France (FR)	EPAQSC	CUP			6A34333420242	1	1	Manifest created	c4d9e305-e8...	
<input checked="" type="checkbox"/>	PDF	Nena Test	NL23120001	18.12.2023 10:36	Testsendung...	Company2	8222	Beringen	Switzerland (CH)	EPAQPLS	CUP	POIEL150	N	BL928183629CH	0.5	10	Labels created		
<input checked="" type="checkbox"/>	PDF	Nena Test	NL23120001	18.12.2023 10:36	Testsendung...	Company2	8222	Beringen	Switzerland (CH)	EPAQSTD	CUP		N	UX021572559CH	0.5	10	Labels created		
<input checked="" type="checkbox"/>	PDF	Nena Test	NL23120001	18.12.2023 10:14	Testsendung...	Company2	8222	Beringen	Switzerland (CH)	EPAQPLS	CUP	POIEL150	N		0.5	10	Labels created		
<input checked="" type="checkbox"/>	PDF	Nena Test	NL23120001	18.12.2023 10:14	Testsendung...	Company1	8222	Beringen	Switzerland (CH)	EPAQSTD	CUP		N		0.5	10	Labels created		
<input type="checkbox"/>	ZPL	Nena Test	NL23120001	14.12.2023 16:52	2023_12_14...	John Doe	78180	Montigny-la...	France (FR)	EPAQSC	CUP			6A33899348211	1	1	Labels created	e704705-5e...	
<input type="checkbox"/>	PDF	Nena Test	NL23120001	14.12.2023 16:36	2023_12_05...	John Doe	78180	Montigny-la...	France (FR)	EPAQSC	CUP			6A33908924528	1	1	Labels created	889a2302-80...	
<input type="checkbox"/>	PDF	Nena Test	NL23120001	14.12.2023 15:45	Reheat1	Firmenname...	8222	Beringen	Switzerland (CH)	EPAQSC	CUP		N	CG154212468DE	0.5	10	Manifest created		
<input type="checkbox"/>	PDF	Nena Test	NL23120001	14.12.2023 15:47	jsd123	Firmenname...	8222	Beringen	Switzerland (CH)	EPAQSC	CUP		N	CG154212385DE	0.5	10	Manifest created		
<input type="checkbox"/>	PDF	Nena Test	NL23120001	07.12.2023 15:57	2023_12_06...	John Doe	78180	Montigny-la...	France (FR)	EPAQSC	CUP			6A33733863912	1	1	Labels created	4cb0f5d-80f...	
<input type="checkbox"/>	PDF	Nena Test	NL23120001	07.12.2023 14:43	2023_12_05...	John Doe	78180	Montigny-la...	France (FR)	EPAQSC	CUP			6A33730623328	1	1	Labels created	234ae0505-04...	

4 rows selected

Rows per page: 100 1-12 of 12

ASENDIA SYNC

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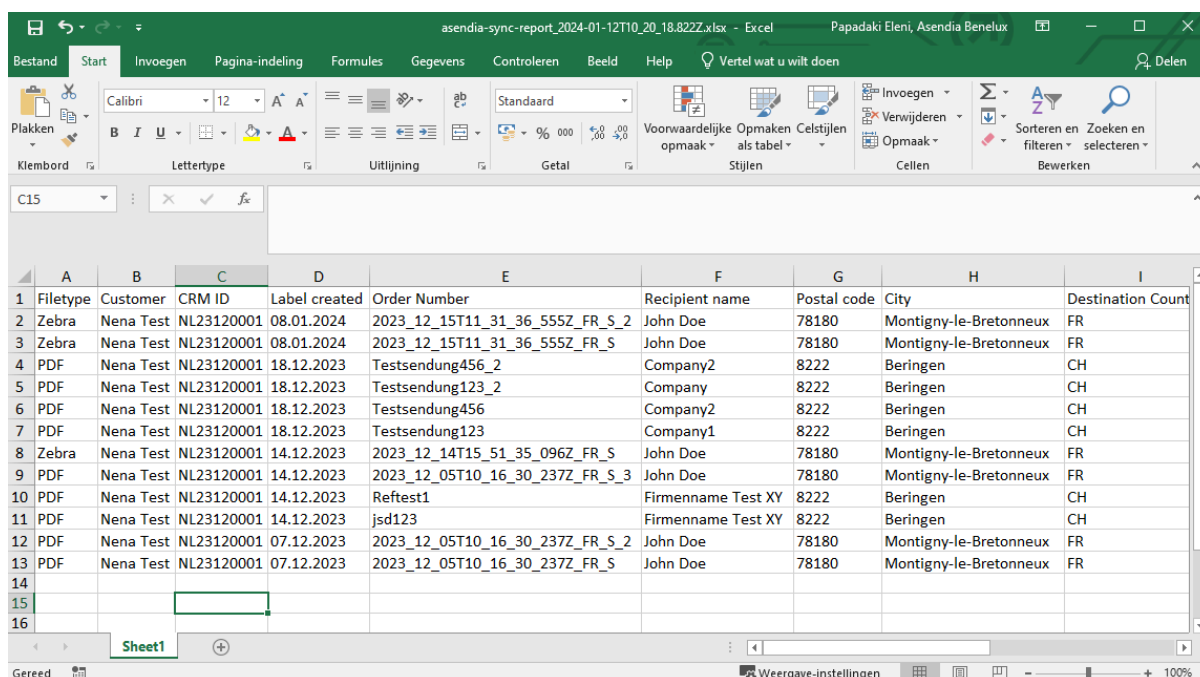
Data Protection

General Terms & Conditions

Fraud Protection

The user has the ability to select one or multiple rows (shipments) and perform the following actions.

1. "Download/Print Labels" of these shipments
2. Click on a "Tracking Number" to track the specific parcel
3. "Export Excel" to download an Excel file containing the selected parcels
4. "Export CSV" to download a CSV file containing the selected parcels
5. To export the whole table in an Excel or CSV file, select all shipments and then click on the "Export Excel/CSV" buttons.



	A	B	C	D	E	F	G	H	I
	Filetype	Customer	CRM ID	Label created	Order Number	Recipient name	Postal code	City	Destination Count
2	Zebra	Nena Test	NL23120001	08.01.2024	2023_12_15T11_31_36_555Z_FR_S_2	John Doe	78180	Montigny-le-Bretonneux	FR
3	Zebra	Nena Test	NL23120001	08.01.2024	2023_12_15T11_31_36_555Z_FR_S	John Doe	78180	Montigny-le-Bretonneux	FR
4	PDF	Nena Test	NL23120001	18.12.2023	Testsendung456_2	Company2	8222	Beringen	CH
5	PDF	Nena Test	NL23120001	18.12.2023	Testsendung123_2	Company	8222	Beringen	CH
6	PDF	Nena Test	NL23120001	18.12.2023	Testsendung456	Company2	8222	Beringen	CH
7	PDF	Nena Test	NL23120001	18.12.2023	Testsendung123	Company1	8222	Beringen	CH
8	Zebra	Nena Test	NL23120001	14.12.2023	2023_12_14T15_51_35_096Z_FR_S	John Doe	78180	Montigny-le-Bretonneux	FR
9	PDF	Nena Test	NL23120001	14.12.2023	2023_12_05T10_16_30_237Z_FR_S_3	John Doe	78180	Montigny-le-Bretonneux	FR
10	PDF	Nena Test	NL23120001	14.12.2023	Refestest1	Firmenname Test XY	8222	Beringen	CH
11	PDF	Nena Test	NL23120001	14.12.2023	jsd123	Firmenname Test XY	8222	Beringen	CH
12	PDF	Nena Test	NL23120001	07.12.2023	2023_12_05T10_16_30_237Z_FR_S_2	John Doe	78180	Montigny-le-Bretonneux	FR
13	PDF	Nena Test	NL23120001	07.12.2023	2023_12_05T10_16_30_237Z_FR_S	John Doe	78180	Montigny-le-Bretonneux	FR

Tracking

In the tracking page you can track your parcels. Fill in the search fields to filter on shipments and click on "Search", to view tracking information in the results. From the "Export" buttons you can select to export the results list in CSV or Excel format.

Parcel tracking

Tracking numbers

LF092919653FR

Date type

Shipment creation date

From date

to

To date

Products

Status

Origin country

Destination country

Recipient names

Search

Reset search

Export CSV

Export Excel

Carrier	Sender name	Recipient name	Origin country	Destination country	Reference number	Tracking number	Cre
La Poste	Nena Test	John Doe	Netherlands	Finland	2025_04_04T07_21_1...	LF092919653FR	28.0

Rows per page: 50

1-1 of 1

Parcel details can be accessed by clicking on the row of the specific item. In this pop-up The user can view the tracking journey of the shipment as well as details of this parcel ("Tracking details" tab) and the detailed tracking events that belong to it ("Tracking events" tab).

Tracking details (LF092919653FR)



TRACKING DETAILS TRACKING EVENTS

Shipment details

Origin: Netherlands (NL)
Destination: Finland (FI)
Shipment date: 28.04.2025 17:38 [+02:00]
Destination CCA2: FI
Product Description: e-PAQ Plus
Product code: EPAQPLS

Parcel details

Weight: 0.01
Quantity: 1
Customer id: NL23120001

Carrier details

Carrier: La Poste
Last mile carrier: Posti (Carrier tracking link)
Current receptacle id: N/A

Customer details

Customer name: Eleni Test sender (NL23120001)
Subsidiary: Asendia Benelux

Recipient data

Name: John Doe
Address Line 1: Rantakatu 14

Sender data

Name: Nena Test
Address Line 1: N/A

Tracking details (LF092919653FR)



TRACKING DETAILS **TRACKING EVENTS**

Event	Location name	Event time
Label printed		28.04.2025 17:38 [+02:00]
Electronic notification received	Asendia Benelux (Eindhoven)	28.04.2025 18:21 [+02:00]

Cancel

Parcel Inquiry

From the tracking page, after a search has been performed, all the way to the right of the table you can find the "Parcel inquiry" button.

Parcel tracking

Tracking numbers

Date type
Shipment creation date ▼

From date to To date

Products ▼




Status ▼

Origin country ▼

Destination country ▼

Recipient names

Search **Reset search** **Export CSV** **Export Excel**

Creation date ↓	Shipment date	Delivery date	Product code	Status	Inquiry
13.05.2025 12:49 [+02]	13.05.2025 12:49 [+02]		e-PAQ Standard		
28.04.2025 17:38 [+02]	28.04.2025 17:38 [+02]		e-PAQ Plus	Electronic notification received	
18.04.2025 16:22 [+02]	18.04.2025 16:22 [+02]		e-PAQ Select	Label printed	

When you click on the button you will be prompted to fill in the "Parcel Inquiry form". After you fill in and submit the form, a request for information, clarification, or assistance from our customer service team will be created. Make sure to click on the "Submit" button (at the bottom of the page) to send the inquiry.

Parcel inquiry form

Please submit a request for investigation only if the status of your shipment has remained unchanged for at least 7 business days.

All mandatory fields are marked with an asterisk (*) and must be filled out completely before the application can be submitted.

Subsidiary Address Asendia Netherlands , NL	
Posting type	<input type="radio"/> e-PAQ Standard <input checked="" type="radio"/> e-PAQ Plus <input type="radio"/> e-PAQ Select <input type="radio"/> e-PAQ Elite Tracking number * LF092919653FR Please note that no investigations can be conducted for shipments whose tracking numbers start with "UX" as they are not tracked shipments.
Insurance Option	<input checked="" type="radio"/> None <input type="radio"/> 45 EUR <input type="radio"/> 150 EUR <input type="radio"/> 500 EUR
Reason for inquiry	<input checked="" type="radio"/> Item not delivered <input type="radio"/> Disputed delivery, POD request <input type="radio"/> Item damaged (confirmation of damage attached, e.g. photo) <input type="radio"/> Others

Asendia Sync API

We also offer an API for our Asendia Sync shipping tool with similar possibilities.

The API swagger documentation can be found by following this link:

<https://www.asendia-sync.com/swagger-ui/index.html>