



## Form Details:

Company name:

Integration team member:

Australia Post/StarTrack accounts:

Current Warehouse Management System or integration method:

## 1. Integration Type

**Please check the integration type being validated:**

☐ Direct Integration ☐ Platform Partner Validation ☐ Parcel Send Web UI with API Calls (Hybrid)

## 2. Partnership Agreement

If the integration is via a 3rd Party, Platform Partner or a combination of both, please confirm that the license agreement has been signed and returned for execution.

**API License Agreement signed:**

☐ Yes\* ☐ No

**\*Execution Date:** select the date the agreement was executed

If Yes, please confirm you are including the Partner ID in **ALL** your API payloads:

Select the field and use the date picker

☐ Yes ☐ No

## 3. Label Type

**Please check the integration type being validated:**

☐ Generating Own Labels  
Please ensure your workflow consumes a 'successful' create Shipment API response before printing the label.

☐ Generating Labels via API

## 4. Lodgement Plan

Describe the integration workflow and plan:

## 5. Consolidation

Is a process required to ***consolidate freight into a single consignment?***

☐ Yes\* ☐ No

**\*If Yes, please describe consolidation process:**



## 6. Product Features

Item	eParcel	StarTrack	StarTrack Courier*	On Demand	International	Global Logistics
Authority To Leave (ATL)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Safe Drop	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Allow Partial Delivery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Signature on Delivery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dangerous Goods (DG)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
Returns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Transfers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
SSCC Barcoding	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Book-ins	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
Transit Cover / Transit Warranty	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Deliver On Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Adhoc Pickups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Other remarks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## 7. API Calls

Please select all API Calls implemented.

### 7 a) Shipping API Calls:

1. Minimum Standard	2. Highly Recommended	3. Additional Capabilities	4. For Backwards Compatibility
<input type="checkbox"/> Create Shipment	<input type="checkbox"/> Get Accounts	<input type="checkbox"/> Get Order	<input type="checkbox"/> Create Order Including Shipment
<input type="checkbox"/> Create Labels	<input type="checkbox"/> Delete Shipment	<input type="checkbox"/> Update Shipment	
<input type="checkbox"/> Create Order from Shipment	<input type="checkbox"/> Delete Item	<input type="checkbox"/> Update Item	
<input type="checkbox"/> Get Order Summary	<input type="checkbox"/> Get Shipment	<input type="checkbox"/> Get Shipment Price	
	<input type="checkbox"/> Validate Suburb	<input type="checkbox"/> Create Adhoc Pickups	
	<input type="checkbox"/> Get Dangerous Goods Form (for StarTrack Only)	<input type="checkbox"/> Calculate Estimated Time of Travel	
	<input type="checkbox"/> Validate Shipments	<input type="checkbox"/> Lookup Serviceability	
		<input type="checkbox"/> Get Labels	

### 7 b) Tracking API Calls:

<input type="checkbox"/> Track Items
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### 7 c) Supplementary Features:

<input type="checkbox"/> Export Classification Tool API (International)
<input type="checkbox"/> Combined Export Tool API (International)
<input type="checkbox"/> Collections API
<input type="checkbox"/> Collections Widget



## 8. JSON Payloads

Please provide JSON payloads for each request/response.

## 9. Order Summary

Please check hard-copy of Order Summary implemented:

- ☐ Generating own
- ☐ Generating via API

## 10. Address Validation

Describe the method and tools used to validate addresses:

## 11. Error Handling

Describe the error handling methods applied to the integration. The intent of this section is to ensure that sufficient error handling is implemented to capture the error and provide sufficient information about the error in order for the relevant parties to troubleshoot the issue. This should include information provided back to the end user (error messages need to contain sufficient information to enable further investigation).

Describe the process to troubleshoot errors – including who is responsible:

Please check your solution:

- ☐ Allows recovery after the 55 seconds, no response or timeout response received.
- ☐ Can interpret error messages returned by our Shipping & Tracking APIs and translates into meaningful (plain English) error messages to the end user.
- ☐ Provides the end user with an interface or process which allows the end user to recover shipment/manifest information without the need for complex processes or access to the underlying code.
- ☐ Internal errors which respond to the particulars of the customised solution result on error messages which point the end user to contact their IT Department or consultation with their Business for support.
- ☐ Ensure your application is able to accommodate changes in the API responses as these could vary (new elements may be included) if features are added over time.
- ☐ In the event of API connectivity issues, where a retry mechanism on requests has been implemented, please confirm the retry policy will increase the wait time between subsequent requests over time.

## 12. Basket Size

Shipments that are created throughout the course of the day are stored in a basket. At any point in time, a maximum number of 10,000 items can be stored in this 'basket'. Items are cleared from the basket after you include the item/shipment into an order.

Please check your solution:

- ☐ Leverages the update and/or delete shipment call(s) to ensure effective management of this basket.
- ☐ Can interpret the error message that will be returned when you exceed the basket size.

## 13. Service Availability and Status

We regularly conduct health checks and system optimisations of our technology platform. From time-to-time, scheduled temporary suspension of services are required to complete maintenance work.

Please register for status updates at [status.developers.auspost.com.au](https://status.developers.auspost.com.au)

Do you have a formalised process in place for communicating planned outages within your organisation?

- ☐ Yes ☐ No

## 14. Limitations and Considerations

- a) If more than 2000 items will need to be added to an order, the order will need to be split up into separate **Create Order** payloads.

Does your system adhere to the “2000 maximum article limit per Create Order” requirement?

- ☐ Yes ☐ No

- b) If generating labels outside of the Shipping API please confirm with your integration specialist that the consignment and label range has been defined correctly so as not to produce duplicates or errors in our systems.

Has this been completed?

- ☐ Yes ☐ No

- c) When using SSCC labelling, the GS1 ID needs to be unique for each eParcel product group. When despatching with both StarTrack and eParcel products, the GS1 must also be unique. Discuss your options with our Lodgement Integration team.

Please confirm the GS1 ID is unique if applicable?

- ☐ Yes ☐ No, or N/A

- d) eParcel products (also referred to as charge codes or product\_id's) have expiry dates which should be checked regularly as this can impact a merchant's ability to create shipments. This can be checked with a Get Accounts API request.

For Express Post and Parcel Post products, are you managing the charge code expiry date(s)?

- ☐ Yes ☐ No