

Step-by-step card



Generating Track & Trace direct links for your customer

Below you will find a step-by-step explanation on how to create a Track & Trace direct link for your shipment.

Step 1. Situation

As a business sender, you usually inform your recipients of their order statuses via e-mail. These e-mails include Track & Trace direct links. With this link, the recipient of your shipment can access the status and ETA (Estimated Time of Arrival) of the shipment. In addition to the URL of the web application, a direct link also includes several parameters (such as a barcode, postcode etc.). The advantage of that is that your customer is taken directly to the 'detail page' of the shipment and will not have to re-enter their barcode.

Step 2. The generic direct link

Because there are multiple Track & Trace applications, we have opted to provide one generic direct link, which depends on parameters to access the correct application. The generic Track & Trace URL is structured as follows: **<http://postnl.nl/tracktrace/?L=&B=&P=&D=&T=>**

Here the following parameters are allowed:

Parameter	Description	Value	Required?
B=	Barcode	barcode	Yes
P=	Postcode	postcode	Yes*
D=	Destination	ISO country code	Yes
L=	Language	NL, DE, EN, FR	No
T=	Consumer, Business	C, B	Yes

Step 2. The generic direct link continued →

* Postcode required for the following countries: NL, BE, CA, CN, CZ, DK, DE, FR, IT, LU, AT, ES, GB, SE, BG, FI, HU, PL, PT, RO, SI, SK, US

→ Step 2. The generic direct link *continued*

If you send this direct link to your end customer, the parameter 'T' will have the value 'C'. Your customer will then automatically be taken to the publicly accessible Track & Trace solution. For internal use, enter the value 'B' for parameter 'T'. Your employees will then be returned to Mijn PostNL, where they can access detailed Track & Trace information.

Examples

Shipment to destination outside NL, consumer T&T-link

Details	Link values
Destination: United Kingdom	D=GB
Barcode	B=3SQBEF0052264
Postcode: BD4 6AU	P=BD46AU
Language: English	L=EN
Link type: consumer	T=C
http://postnl.nl/tracktrace/?D=GB&B=3SQBEF0052264&P=BD46AU&L=EN&T=C	

Link to shipment details in business portal (customer services)

Details	Link values
Destination: Netherlands	D=NL
Barcode	B=3SQBEF000052310
Postcode: 2132 JB	P=2132JB
Language: Dutch	L=NL
Link type: business	T=B
http://postnl.nl/tracktrace/?D=NL&B=3SQBEF000052310&P=2132JB&L=NL&T=B	

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