



Tony Mortel, Mortels Sheepskin Factory.

# MyPost Business

## How to integrate with our eCommerce Platform Partners

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Australia Post

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## Introduction

MyPost Business is a simple and convenient solution for business customers wanting to send parcels with Australia Post.

This guide will help you integrate your MyPost Business account with our eCommerce Platform Partners to simplify your order processing and shipping label generation.

To begin the integration process you'll need to have a MyPost Business account. If you don't have an account, you can sign up for one at [auspost.com.au/mypost-business](https://auspost.com.au/mypost-business)

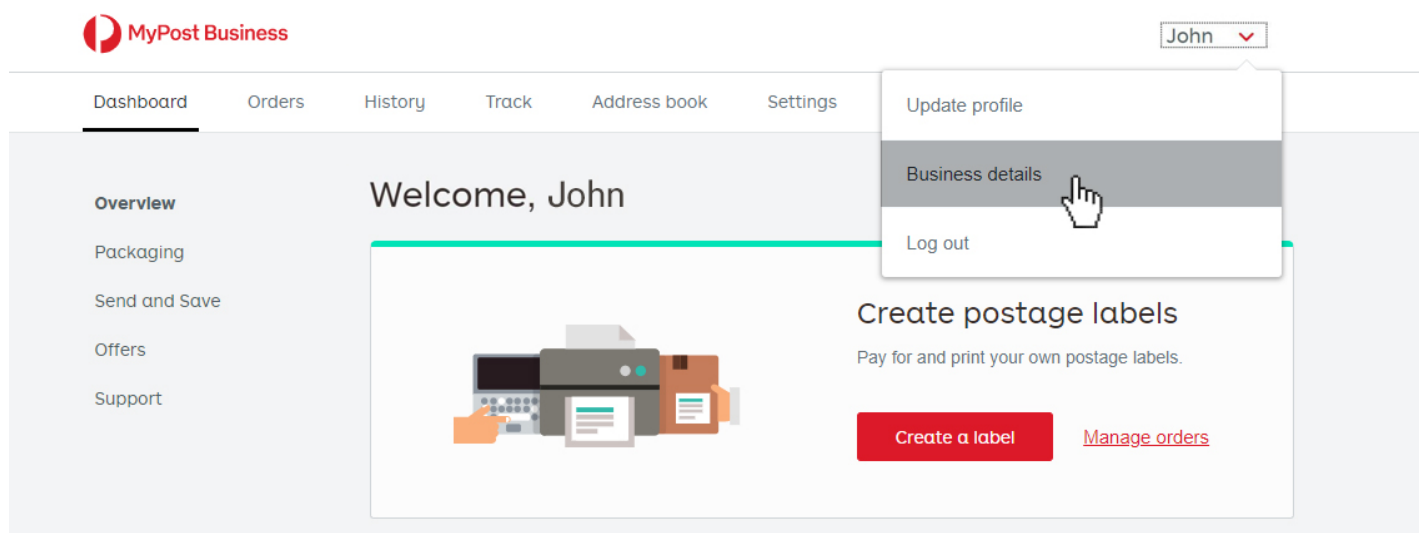
# Integrating your MyPost Business account with an eCommerce Platform Partner

## Log in to MyPost Business



Go to the [MyPost Business](#) website and log in to your account.

Once you've logged in, select the downward arrow next to your name in the top right-hand corner. From the drop-down menu, select **Business details** as shown in the image below.

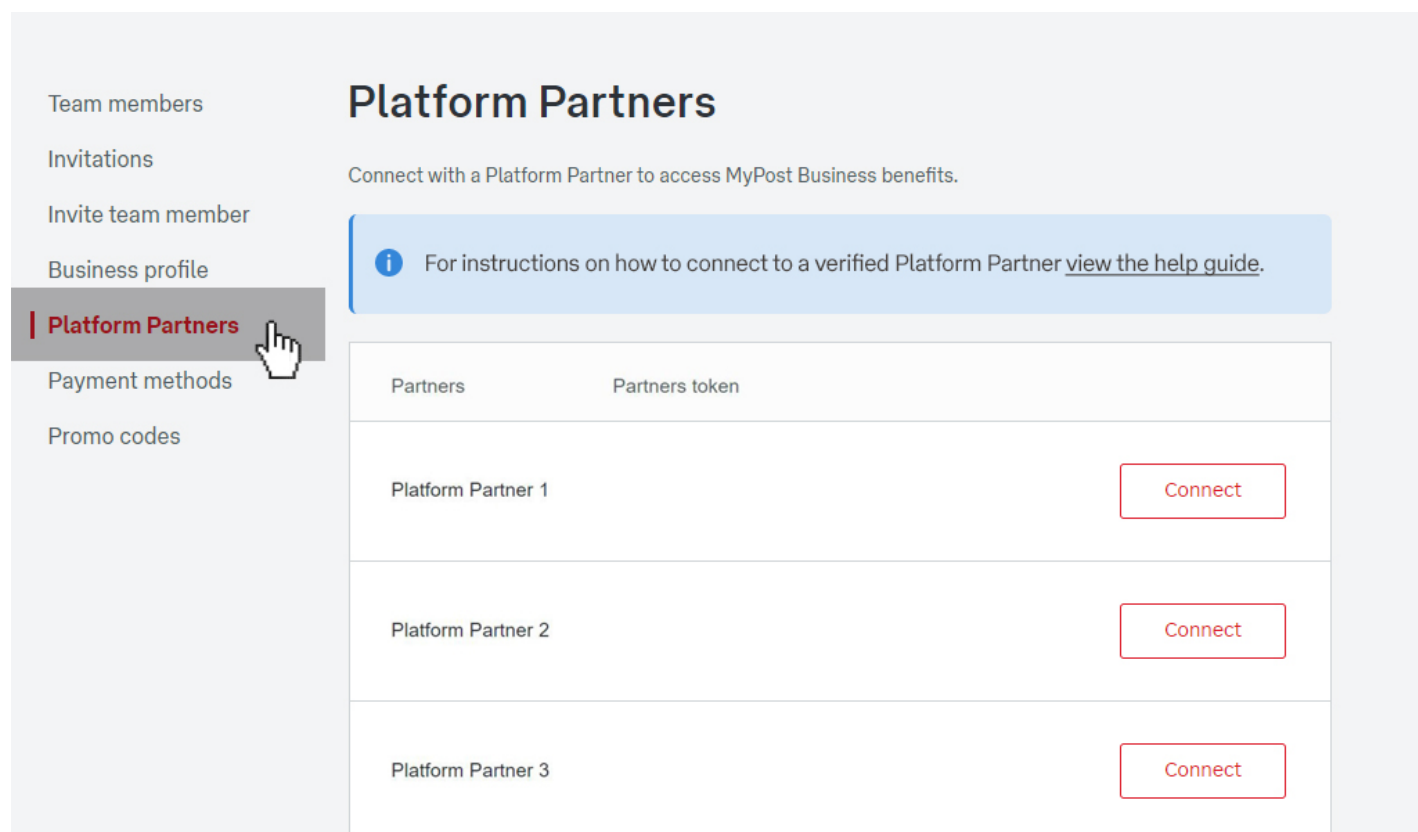


## Connect with an eCommerce Platform Partner



On the left-hand side of the Account management page, you'll see a navigation panel. Select **Platform Partners** from the list as shown in the image below.

The Platform Partners section will display a list of authorised Partners available to integrate with. Choose the Platform Partner you'd like to integrate with by selecting the **Connect** button located on the right-hand side.





## Accept the terms and conditions

- ✓ After you've selected a Platform Partner, you'll be presented with the following screen and asked to read and accept the terms and conditions.

Once the terms and conditions have been accepted, MyPost Business will automatically set up your account.

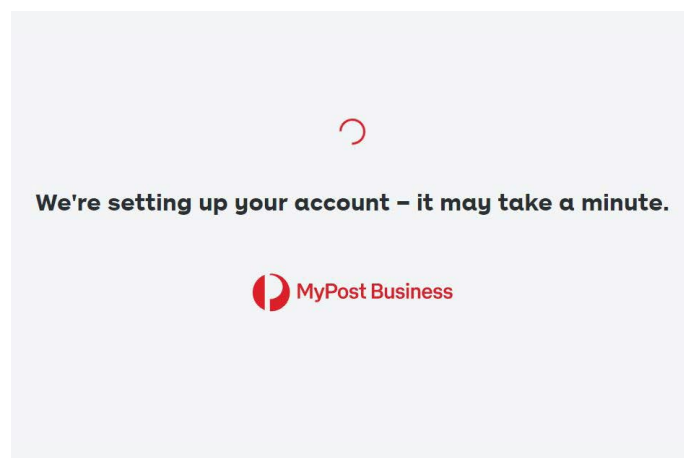
While your account is being set up, do not navigate away from this screen.

**Accept the terms and conditions**

☐ I have read and accept the following:


- [eCommerce Merchant Integration Terms & Conditions](#)

**Continue** **Cancel**



**Tip:** If you've previously accepted these terms and conditions you won't be asked to accept again.

## Add a payment card

-  For Platform Partners to complete orders on your behalf, you'll need to add a payment card. Visa and Mastercard are the only accepted payment cards. If a payment card has not been added to your MyPost Business account, all orders created by your Platform Partner will fail.



After your account has been set up you'll be presented with the below screen. Enter your card details and select **Add card**.

**Tip:** If you've already added a payment card you won't be asked to add another one.

**Add a payment method**


Save a credit or debit card to your MyPost Business account, and we'll use it as the payment option when labels are ordered through any Platform Partner integrations you connect. No other fees or charges will be debited from this payment method.

**Card number**


**Expiry date** **CVV** ?

**Add card** **Cancel**



**Tip:** Only some Platform Partners will be able to have an Australia Post charge account as a method of payment. Please confirm with your Platform Partner.


## Generate a Partners token

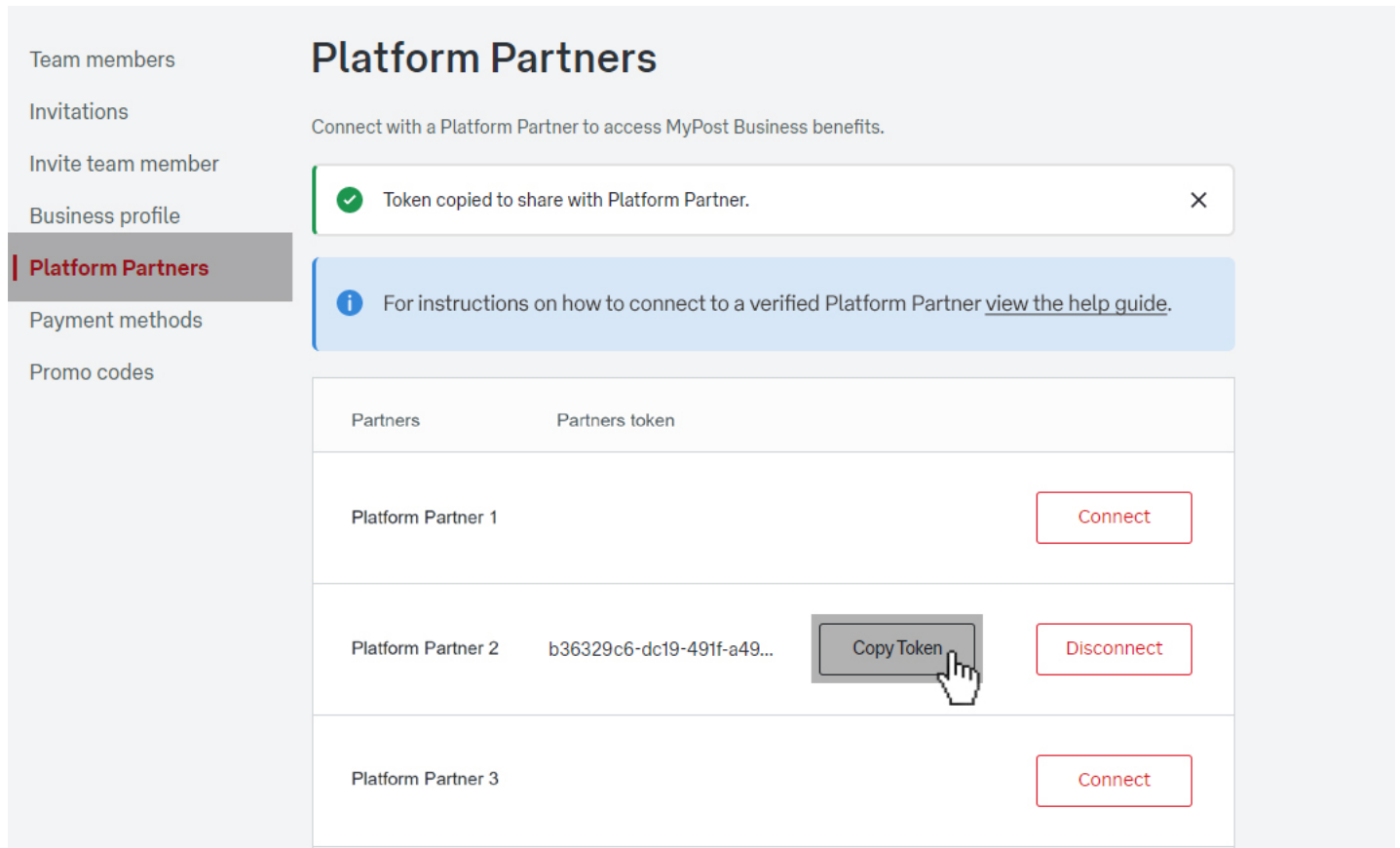
 A Partners token (access credentials) provides authorisation for the Platform Partner to create MyPost Business orders on your behalf. Once you've successfully connected to a Platform Partner, a Partners token will be generated.

Before a Partners token can be generated you need to ensure you have:

- accepted the terms and conditions, and
- added a payment card for payment of orders through your chosen Platform Partner.

## Copy a Partners token

 To copy a Partners token, select the **Copy Token** button as shown below. Once you've successfully copied your Partners token, a green confirmation box will appear on the screen. This means the Partners token has been copied to your clipboard and is ready to configure with your Platform Partner to complete integration set up.



The screenshot shows the 'Platform Partners' section of a dashboard. On the left is a sidebar with navigation links: Team members, Invitations, Invite team member, Business profile, Platform Partners (highlighted), Payment methods, and Promo codes. The main content area is titled 'Platform Partners' and includes a sub-header 'Connect with a Platform Partner to access MyPost Business benefits.' Below this is a green confirmation message: 'Token copied to share with Platform Partner.' followed by a blue information box with a link to the help guide. A table lists three platform partners. The second partner, 'Platform Partner 2', has a 'Copy Token' button highlighted with a hand cursor. The table columns are 'Partners' and 'Partners token'.

Partners	Partners token
Platform Partner 1	
Platform Partner 2	b36329c6-dc19-491f-a49...
Platform Partner 3	

**Tip:** It's important to use the **Copy Token** button when copying your Partners token as the full length of the token is not displayed on the screen. An example of a complete Partners token is: a49c37ef-a276-4eb7-b6dd-e7530dfe70fa

## Next Step

Once you've copied your Platform token you then need to configure this with your chosen Partner. If you're unsure of what to do with your token, contact your Platform Partner directly.

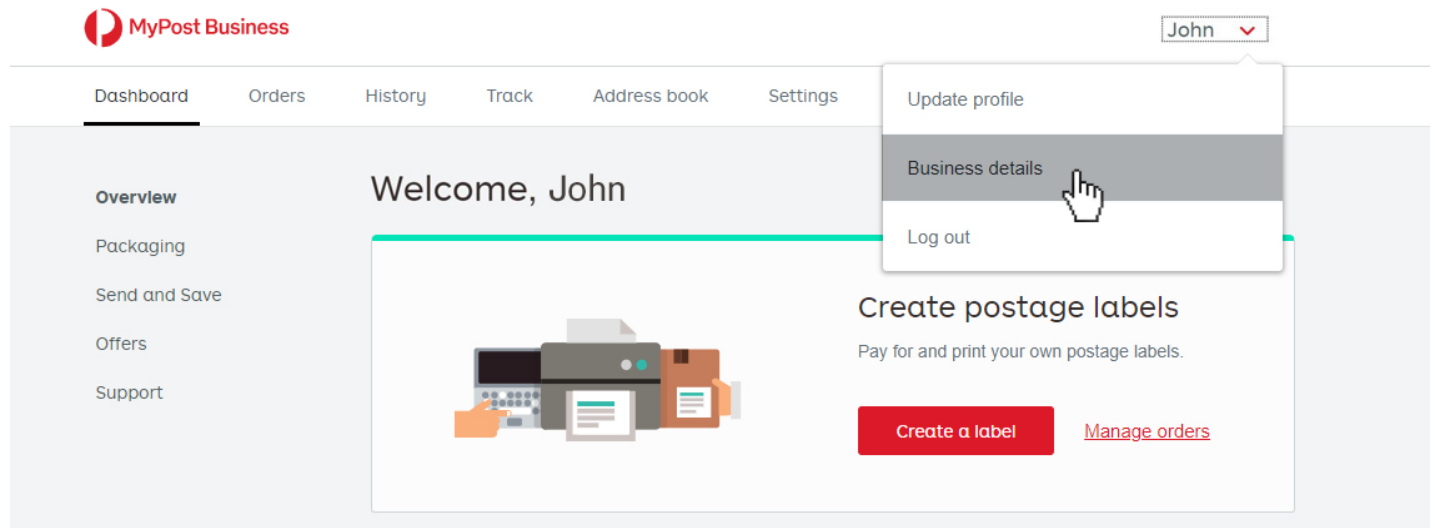
# Updating an eCommerce Platform Partner

## Log in to MyPost Business



Go to the [MyPost Business](#) website and log in to your account.

Once you've logged in, select the downward arrow next to your name in the top right-hand corner. From the drop-down menu, select **Business details** as shown in the image below.

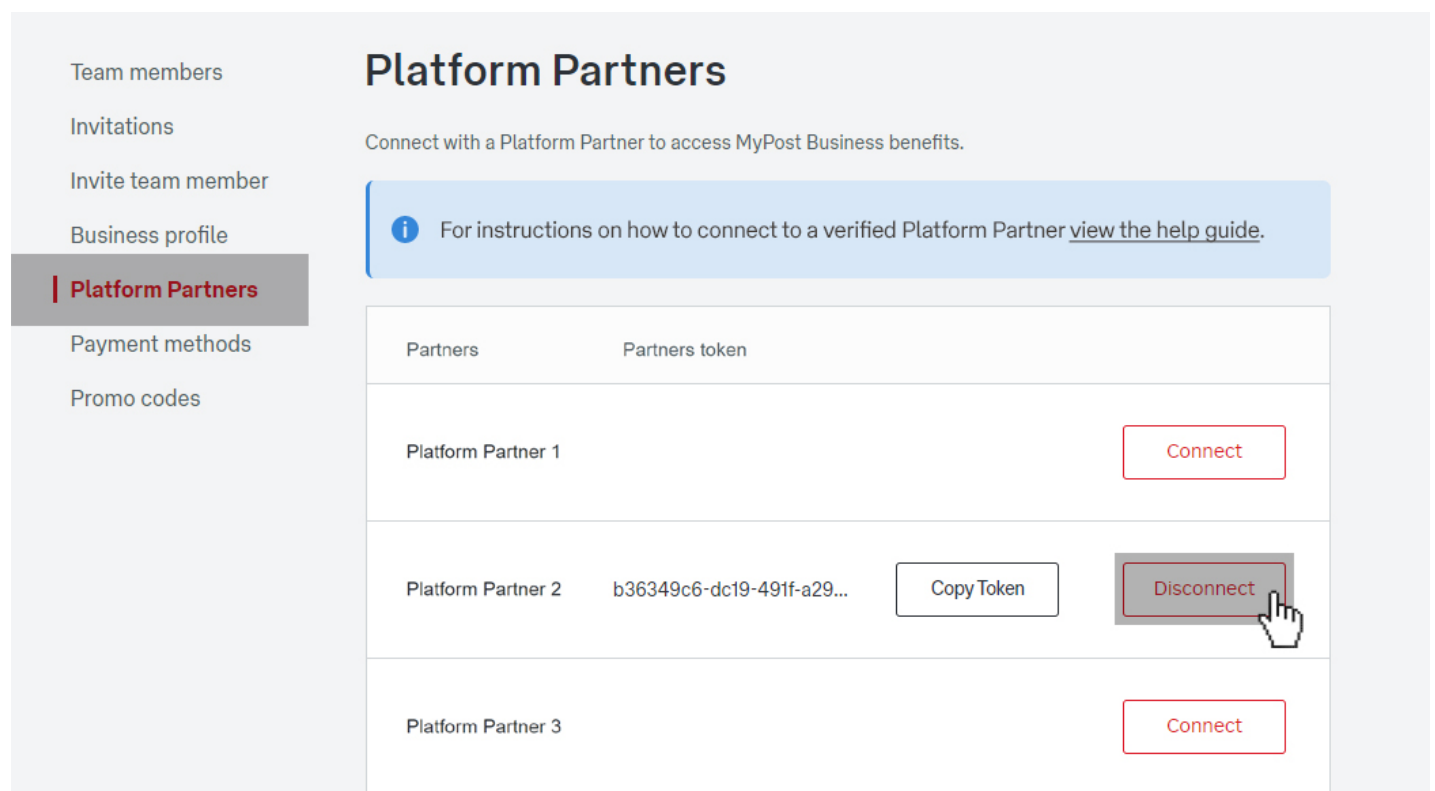


## Disconnect an eCommerce Platform Partner



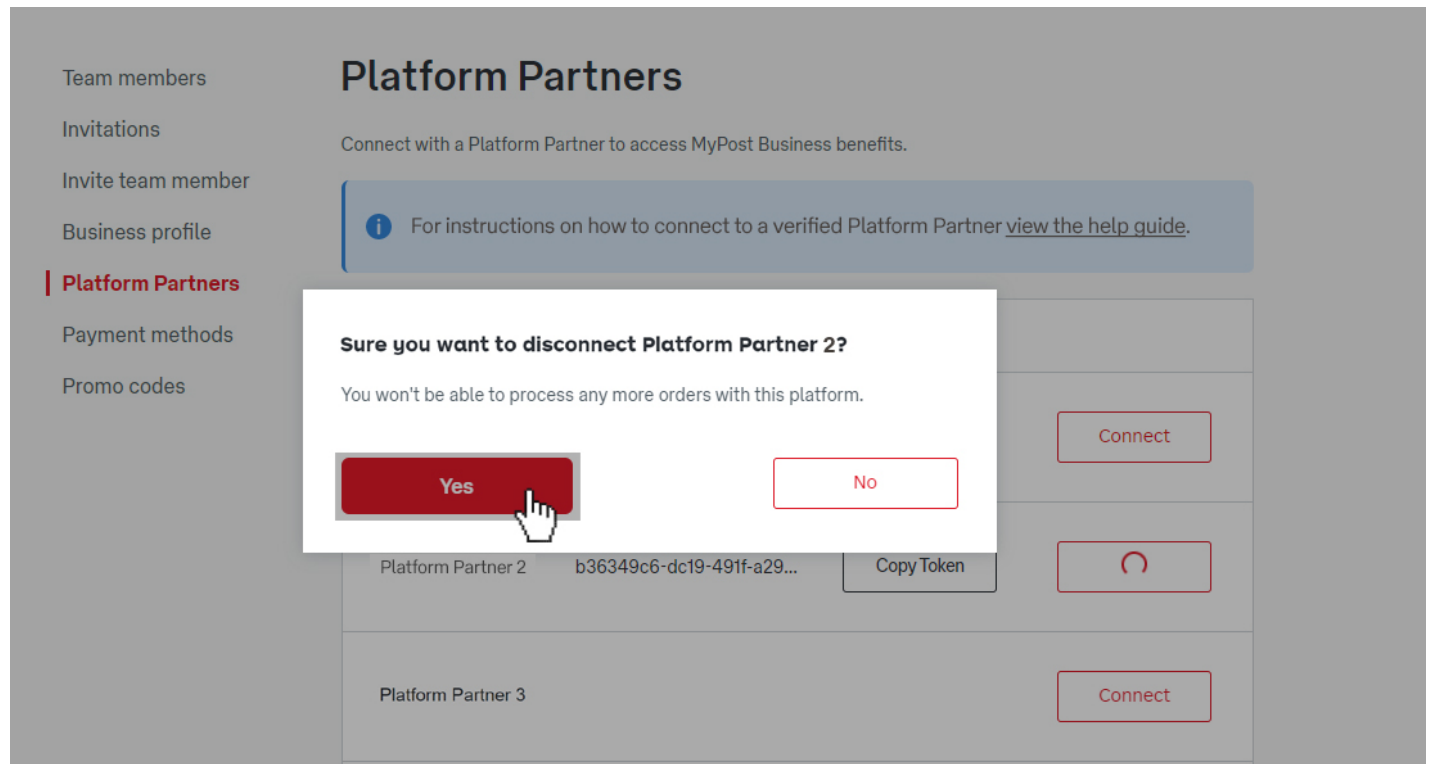
Disconnecting a Platform Partner will remove authorisation for that Platform Partner to create MyPost Business orders on your behalf.

To disconnect from a Platform Partner, go to the **Platform Partners** tab on the left-hand side, then select the **Disconnect** button as shown in the image below.



After selecting the **Disconnect** button, a confirmation box will appear as shown in the image below.

Select the **Yes** button to confirm you want to disconnect your MyPost Business account from the Platform Partner. The Partners token you previously configured with the Platform Partner will now be inactive and cannot be used again. If you want to reconnect to the same Platform Partner at a later date you'll need to generate a new Partners token to reconnect.




**Tip:** To intergrate with a Platform Partner refer to 'Integrating your MyPost Business account with an eCommerce Platform Partner' on page 4 of this guide.

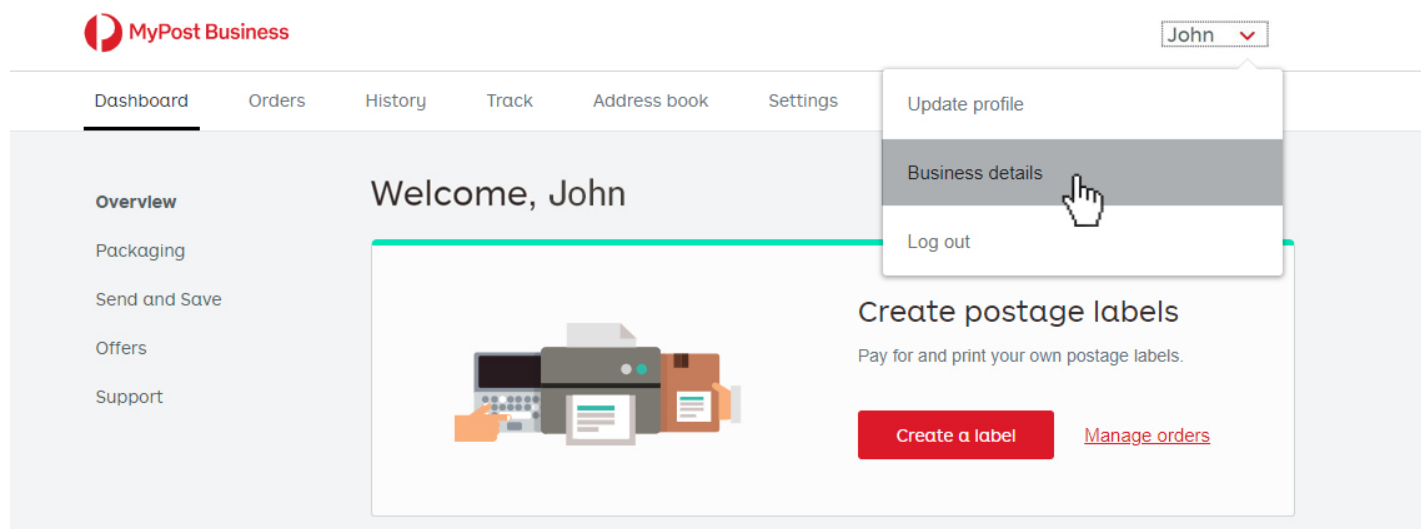


# Updating your payment card details

## Log in to MyPost Business

 Go to the [MyPost Business](#) website and log in to your account.

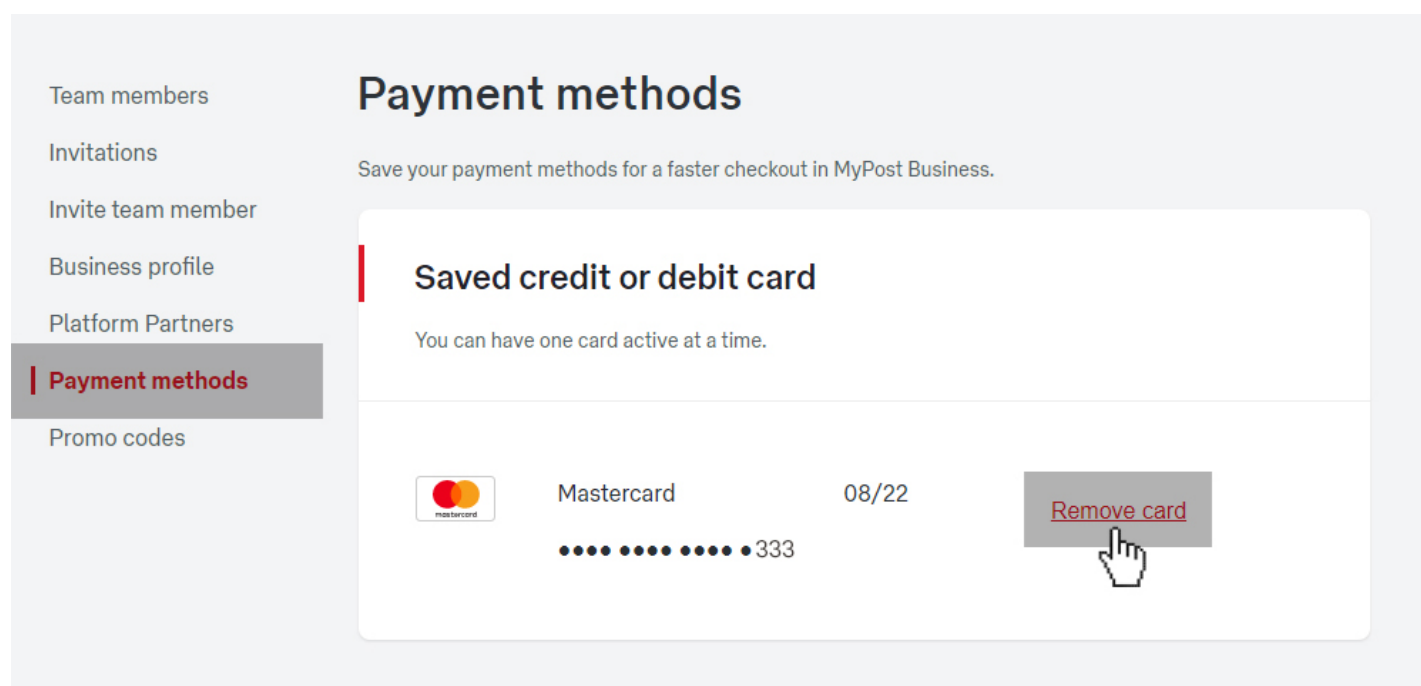
Once you've logged in, select the downward arrow next to your name in the top right-hand corner. From the drop-down menu, select **Business details** as shown in the image below.



## Update a payment card

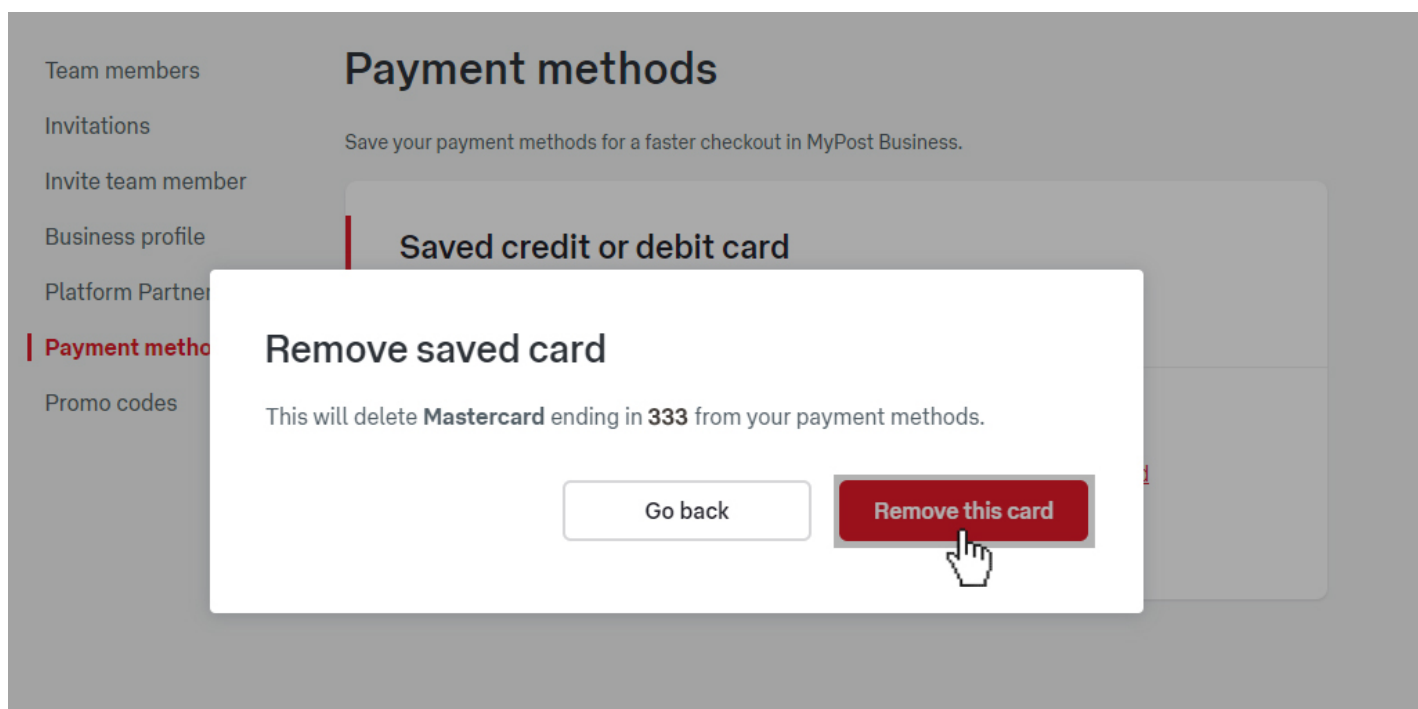
 To update a payment card, select **Payment methods** from the navigation panel on the left-hand side.

To modify your payment card details, you'll need to remove the existing payment card. To remove a payment card, select the **Remove card** button as shown in the image below.



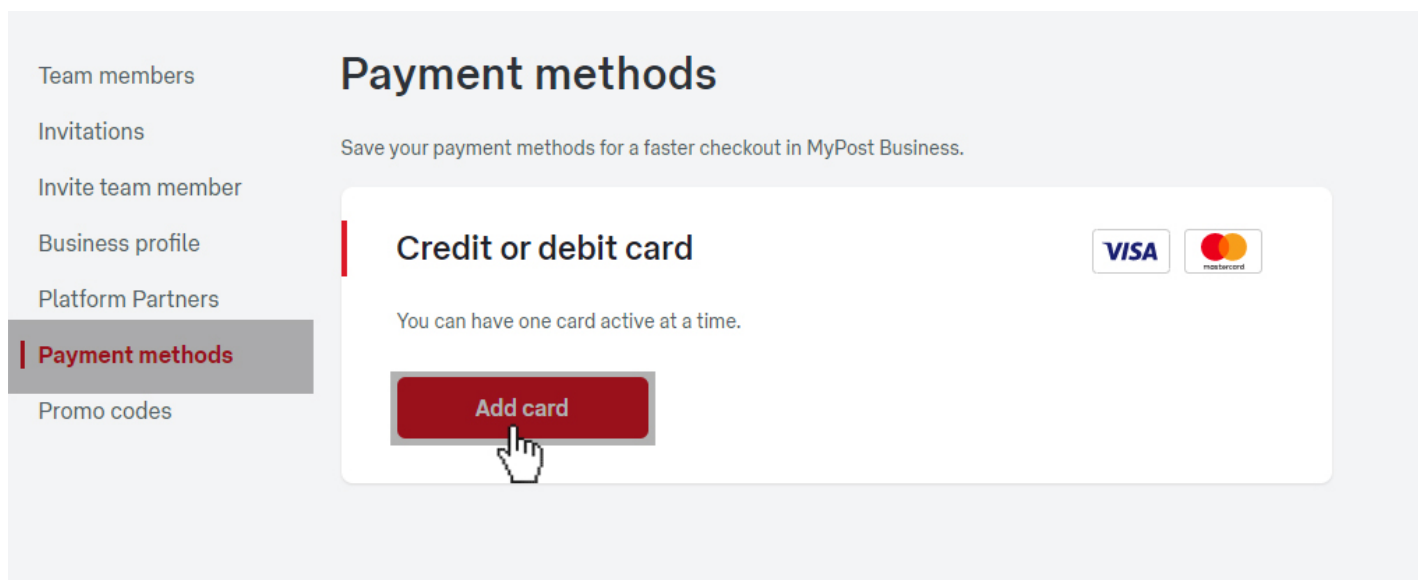
Once you've selected **Remove card**, a confirmation box will appear as per the image below.

Select the **Remove this card** button to confirm you want to remove this payment card from your MyPost Business account. It's important to note for Platform Partners to complete MyPost Business orders on your behalf, and a valid payment card is required.



Once you've successfully removed your previous payment card, you'll be able to add a new payment card.

To add a new payment card go to the **Payment methods** tab on the left-hand side, then select the **Add card** button as shown in the image below.





Enter your payment card details and select the **Add Card** button.

[← BACK](#)

## Add a card

### Card details


**Card number**

**Expiry date** **CVV** [?](#)

Add card

Cancel

Safe and secure payment  **SecurePay**

Once added, the Payment methods page will be displayed with the new card details.

Team members

Invitations

Invite team member

Business profile

Platform Partners

**Payment methods**

Promo codes

## Payment methods

Save your payment methods for a faster checkout in MyPost Business.


✓

Your card has been saved as a payment method.

×

### Saved credit or debit card

You can have one card active at a time.



Mastercard

10/23

[Remove card](#)

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# Support



If you need support with integration, log in to your MyPost Business account, select the **Support** tab and then the **Get help** button.



John ▾

Dashboard

Orders

History

Track

Address book

Settings

Overview

Packaging

Send and Save

Offers

Support



## Support

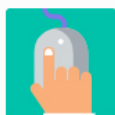
### Need help?

There are plenty of different ways to get the answers you need. Our support centre lets you choose from the following options:



#### 24/7 live chat

Get fast, easy support any time of the day\* using our 24/7 live chat feature.



#### Create an enquiry

Raise a support ticket for your issue, and we'll help you out.



#### Phone support

Prefer to talk on the phone? Request a call-back from our support team.

Get help

\*24/7 live chat support excludes national public holidays.

