



Keep track of your orders and shipments

We know that delivery is a crucial part of the consumer experience, and that you as retailer need to be on top of your shipments. That's why Direct Link offers several tools to keep track of your shipments and orders, to help you notify your customers and let them track their packages online.

To make it easy and transparent we offer you flexible services where you can:

- Monitor your shipped goods by logging in to a Self-service tool web page.
- Get tracking alerts sent on order dispatch (via an automated data feed).
- Send two notifications via email to your customers enabling them to track their own orders online.

Read more and find out how Direct Link's Self-service tool helps your e-commerce business run efficiently and professionally.

Pre-advise

By using the Direct Link shipping software, you print your labels, and the shipping system automatically uploads the manifest, meaning that all orders/items are pre-adviced to the Direct Link tracking system. If you choose not to use the shipping software, our online self-service tool allows you to upload your manifest in XML into the tracking system, if needed also in Excel.

Follow shipments

Our self-service tool reports and monitors your shipments as well as follows the delivery progress for individual orders. You have full control when shipping with us at Direct Link. You can follow the status on a given manifest, monitor items shipped on a certain date, pinpoint specific items/specific tracking events, and more

Use our Data:

The Self-service tool includes documentation that enables your developers to integrate Direct Link's tracking API with your own systems. If you prefer it is also possible to setup a status feed by file transfer or email.

You can track your item using your order number or the item number.

Design and host

Direct Link can design and host a tracking site on your behalf. The site can be designed with your logo and brand identity.





Tracking alerts

If you use our Merchandise Mail Plus service, we are able to send tracking alerts to your recipient. When your order reaches us, we send an email alerting the item is on its way to your customer. We send a second email when your parcel reaches the country of destination. If you use a service level that is tracked to final delivery, we also imbed a tracking link in the email.

Online toolbox

As a customer to Direct Link you can have access to a web-based self-service tool where you can manage your account - all in one place.

To get access:

- Apply for an account with your local sales representative
- Create your own user name and password – then you're ready to go.

When logged in, you will find an easy-to-understand online tool bar.

