

Connecting MyParcel for track and trace

Do you ship your parcels via MyParcel? With the MyParcel API key, the digital assistant gives the tracking code and the delivery status.

Time needed: 5 minutes

What you need: Access to your MyParcel account, and the extra option Order status

What is this for?

With the extra option Order status, the digital assistant looks up an order in your webshop. If you ship your parcels via MyParcel, the tracking code is often not in the webshop but at MyParcel. With this connection, the digital assistant gets the code and the delivery status from there.

Tip: Connect your webshop (Shopify or WooCommerce) first. MyParcel is an addition to that.

Step by step

- 1 **Log in to your MyParcel account in the browser.**
- 2 **In the menu, click Settings (Instellingen).**
- 3 **Click General (Algemeen).**
- 4 **Find the API key section (API-sleutel). No key there yet? Then click the button to create one.**
- 5 **Copy the API key: select it, right-click and choose Copy, or press Ctrl and C at the same time (on a Mac: Cmd and C).**
- 6 **In the questionnaire under Extra options, under Order status, choose MyParcel for Do you ship via a shipping platform?**
- 7 **Paste the key into the API key of the shipping platform box: right-click and choose Paste, or press Ctrl and V at the same time (on a Mac: Cmd and V).**

Do you switch on Order status later in Mijn Chatunda, under Uitbreidingen (Add-ons)? Then choose MyParcel there at Verzendt u via een verzendplatform? (Do you ship via a shipping platform?) and paste the key at API-sleutel van MyParcel (MyParcel API key).

Watch out: The API key is secret, just like a password. Never send it in an ordinary e-mail or chat, not even to us. Only enter it in the questionnaire or in Mijn Chatunda: it is stored encrypted there.

Done? Then from now on the digital assistant gives the MyParcel tracking code and delivery status for a shipped order.

It doesn't work

- I don't see an API key under Settings. Log in with the main account of your MyParcel subscription. Users with fewer rights sometimes don't see this section.
- The digital assistant gives no tracking code. The digital assistant links a shipment to an order via the order number. Check that the order number is stored as the reference for the shipment in MyParcel. That happens automatically if you create the shipment through the connection between MyParcel and your webshop. Do you create shipments by hand? Then type the order number in the reference box.
- It still doesn't work. E-mail info@chatunda.com. Feel free to attach a screenshot, but make sure the API key is not visible on it. We are happy to help.

Something not right any more? Email info@chatunda.com, we are happy to help.