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# MyPost Business

How to integrate with our  
eCommerce Partners

April 2025



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 Partners to simplify your order processing and shipping label generation.

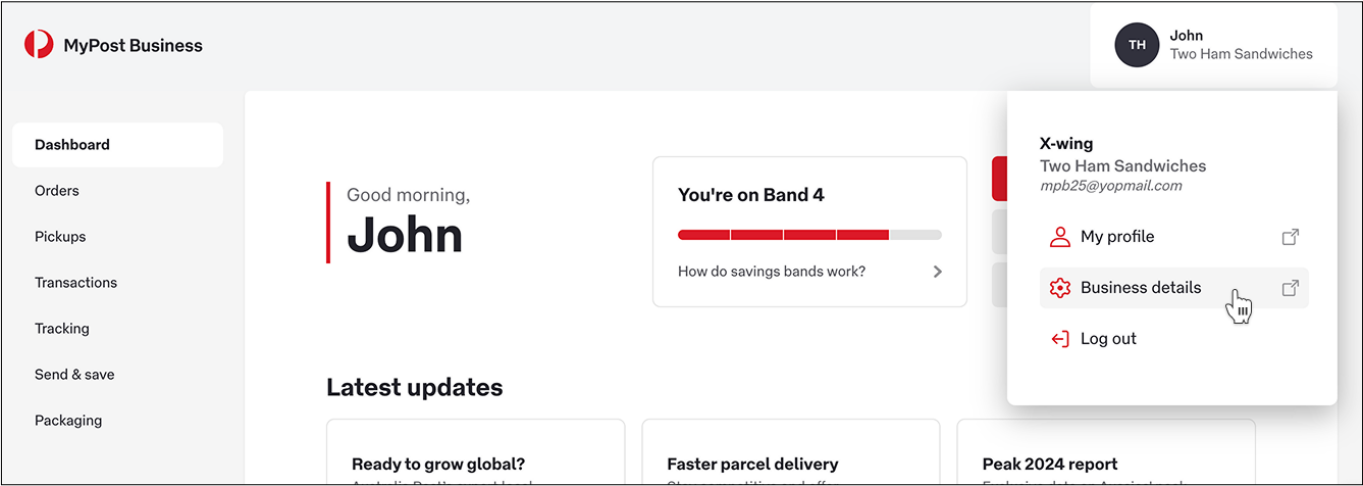
To begin the integration process you'll need to have a MyPost Business account. If you don't have an account, you can sign up for one at [auspost.com.au/mypost-business](https://auspost.com.au/mypost-business)

# Integrating your MyPost Business account with an eCommerce Partner


## Log in to MyPost Business

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

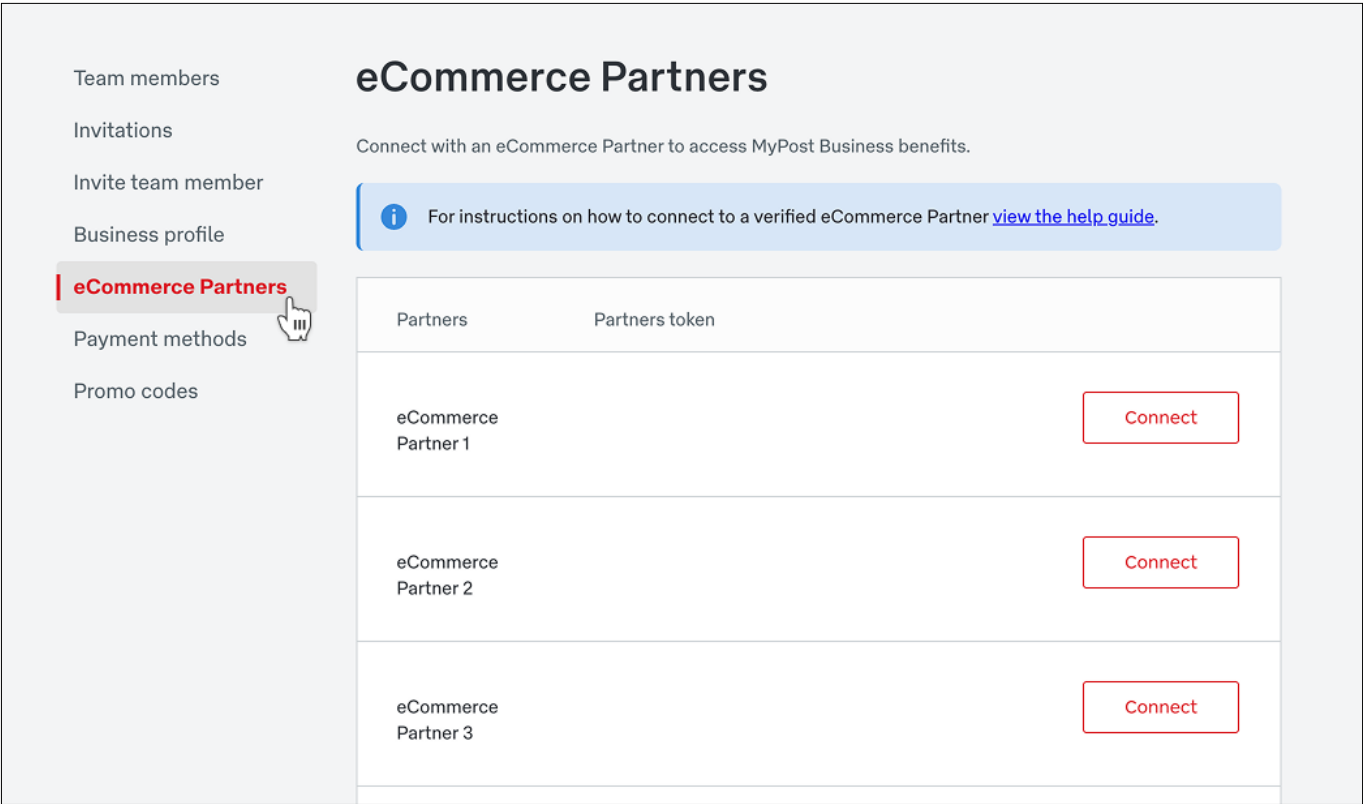
Once you've logged in, select the downward arrow next to your name in the top right-hand corner. From the drop-down menu, select **Business details** as shown in the image below.



## Connect with an eCommerce Partner

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

The eCommerce Partners section will display a list of authorised Partners available to integrate with. Choose the eCommerce 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 an eCommerce 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.

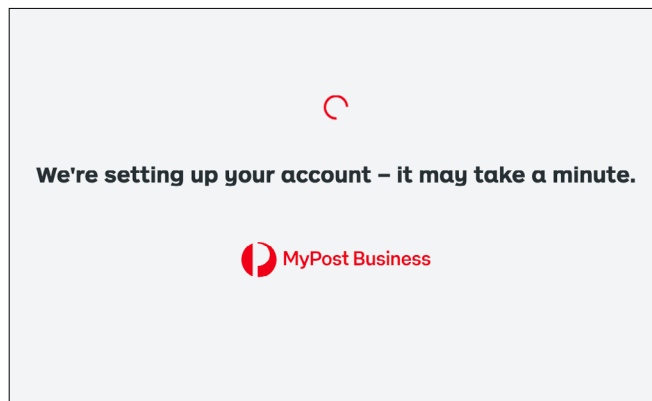
While your account is being set up, do not navigate away from this screen.

### Accept the terms and conditions

☐ I have read and accept the following:

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

ContinueCancel



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

## Add a payment card



For eCommerce 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 eCommerce 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 eCommerce Partner integrations you connect. No other fees or charges will be debited from this payment method.

Card number

VISA

Expiry date

MM / YY

CVV ?

Add card

Cancel



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

## Generate a Partners token



A Partners token (access credentials) provides authorisation for the eCommerce Partner to create MyPost Business orders on your behalf. Once you've successfully connected to a eCommerce 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 eCommerce 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 eCommerce Partner to complete integration set up.

Team members

Invitations

Invite team member

Business profile

**eCommerce Partners**

Payment methods

Promo codes

### eCommerce Partners

Connect with an eCommerce Partner to access MyPost Business benefits.

✓

Token copied to share with eCommerce Partner.

×

i

For instructions on how to connect to a verified eCommerce Partner [view the help guide.](#)

Partners	Partners token	
eCommerce Partner 1		<div>Connect</div>
eCommerce Partner 2	71238446-662a-4a46-a83...	<div>Copy Token</div> <div>Connect</div>
eCommerce Partner 3		<div>Connect</div>




**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

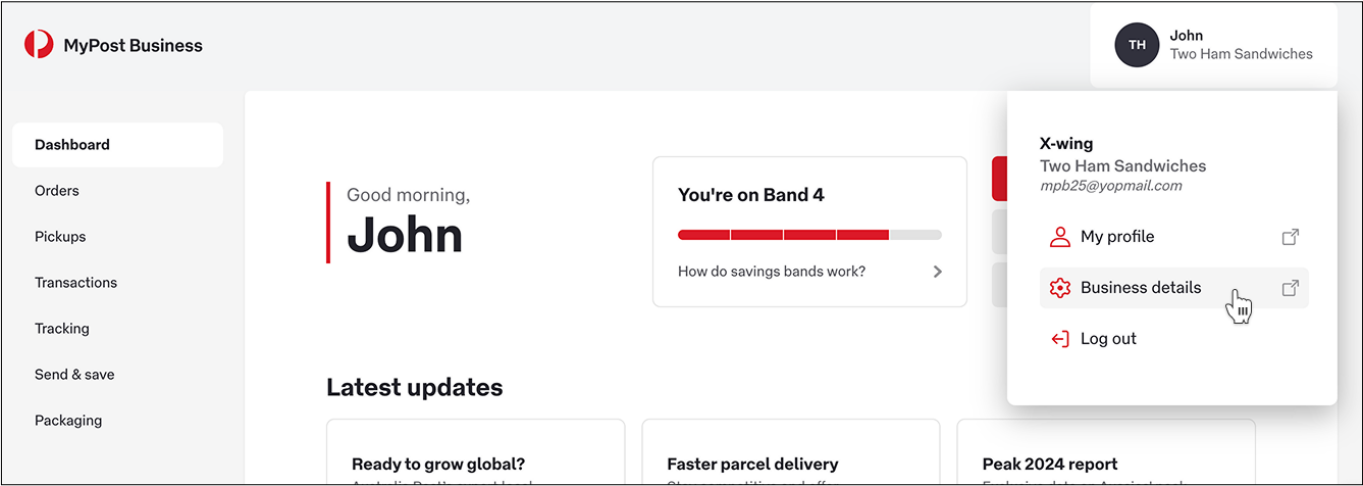
Once you've copied your Partners token you then need to configure this with your chosen Partner. If you're unsure of what to do with your token, contact your eCommerce Partner directly.

# Updating an eCommerce Partner


## Log in to MyPost Business

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

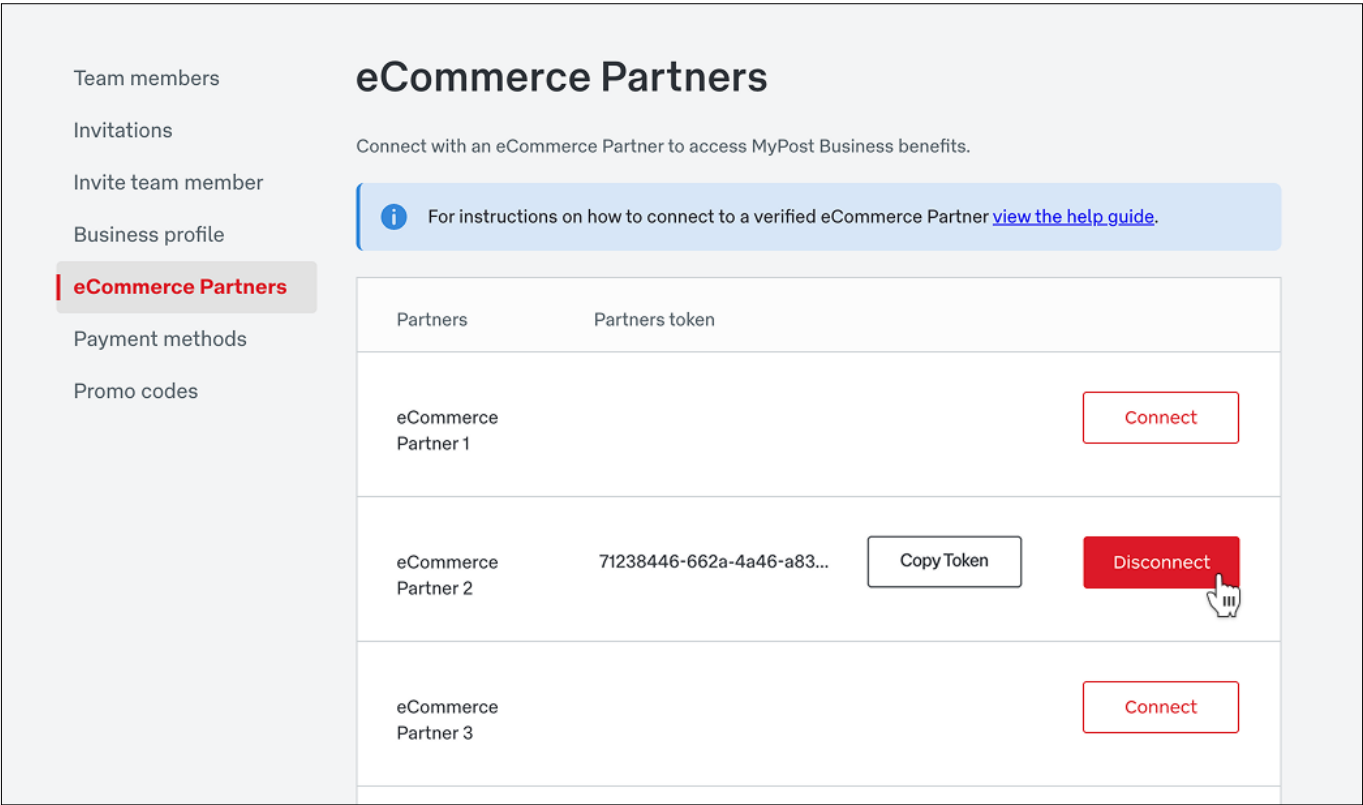
Once you've logged in, select the downward arrow next to your name in the top right-hand corner. From the drop-down menu, select **Business details** as shown in the image below.



## Disconnect an eCommerce Partner

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

To disconnect from an eCommerce Partner, go to the **eCommerce 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 eCommerce Partner. The Partners token you previously configured with the eCommerce Partner will now be inactive and cannot be used again. If you want to reconnect to the same eCommerce Partner at a later date you'll need to generate a new Partners token to reconnect.

The screenshot shows the 'eCommerce Partners' management page. On the left is a sidebar with navigation links: Team members, Invitations, Invite team member, Business profile, **eCommerce Partners** (highlighted), Payment methods, and Promo codes. The main content area has the title 'eCommerce Partners' and a subtitle 'Connect with an eCommerce Partner to access MyPost Business benefits.' Below this is a blue information box with an 'i' icon and the text: 'For instructions on how to connect to a verified eCommerce Partner [view the help guide.](#)'

A white confirmation modal is centered on the screen with the title 'Sure you want to disconnect eCommerce Partner 2?'. The modal contains the text 'You won't be able to process any more orders with this platform.' and two buttons: a red 'Yes' button with a hand cursor icon pointing to it, and a white 'No' button with a red border.

In the background, a table lists eCommerce partners. The first row shows 'eCommerce Partner 2' with a token '71238446-662a-4a46-a83...' and a 'Copy Token' button. To the right of this row is a 'Connect' button and a circular refresh icon. The second row shows 'eCommerce Partner 3' with a 'Connect' button to its right.



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



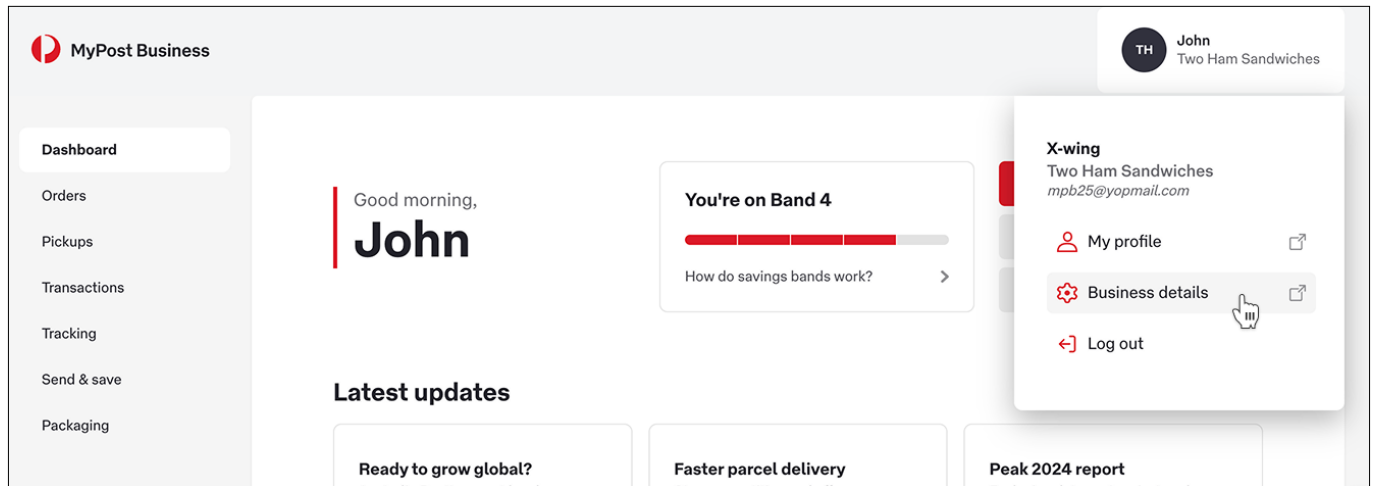
## Updating your payment card details

### 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.

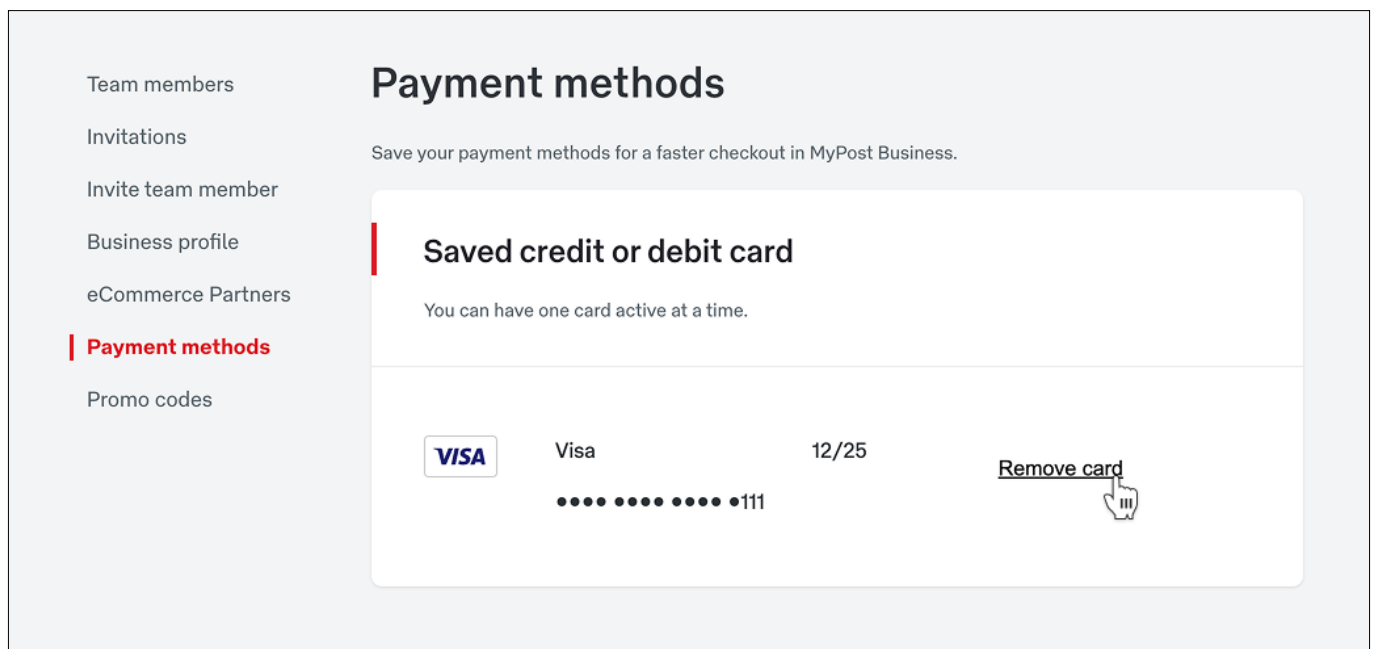


### Update a payment card



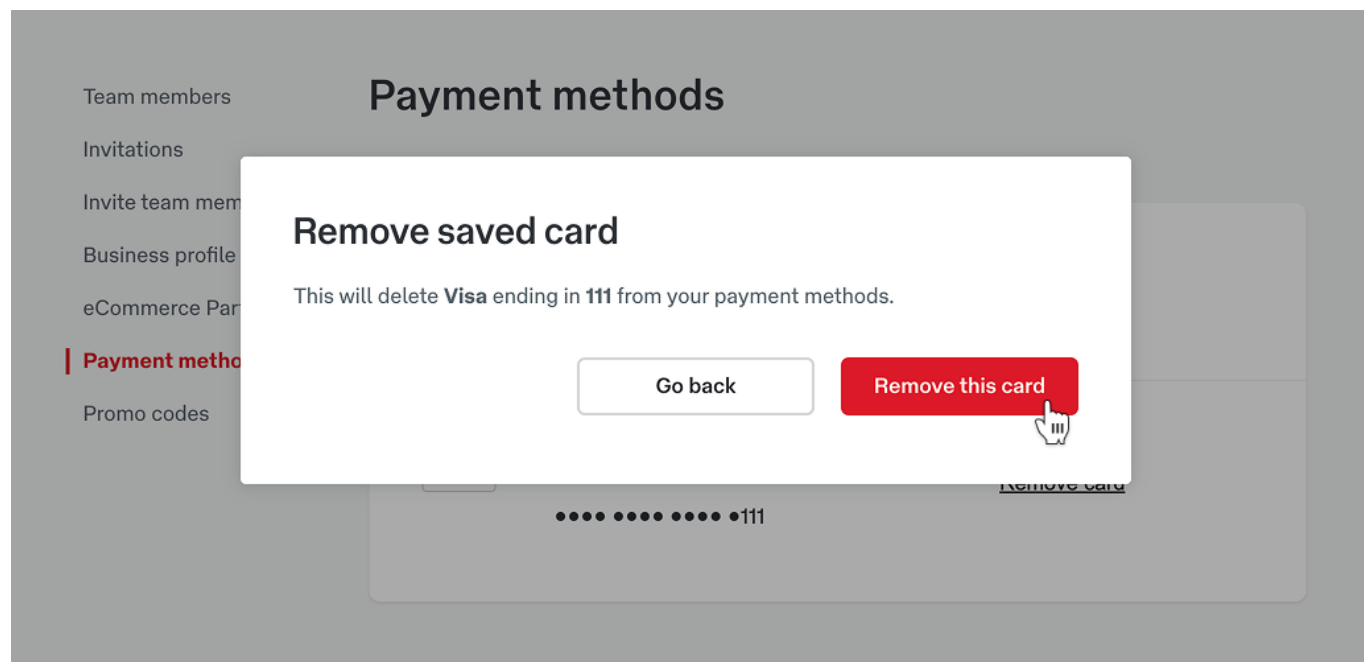
To update a payment card, select **Payment methods** from the navigation panel on the left-hand side.

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.



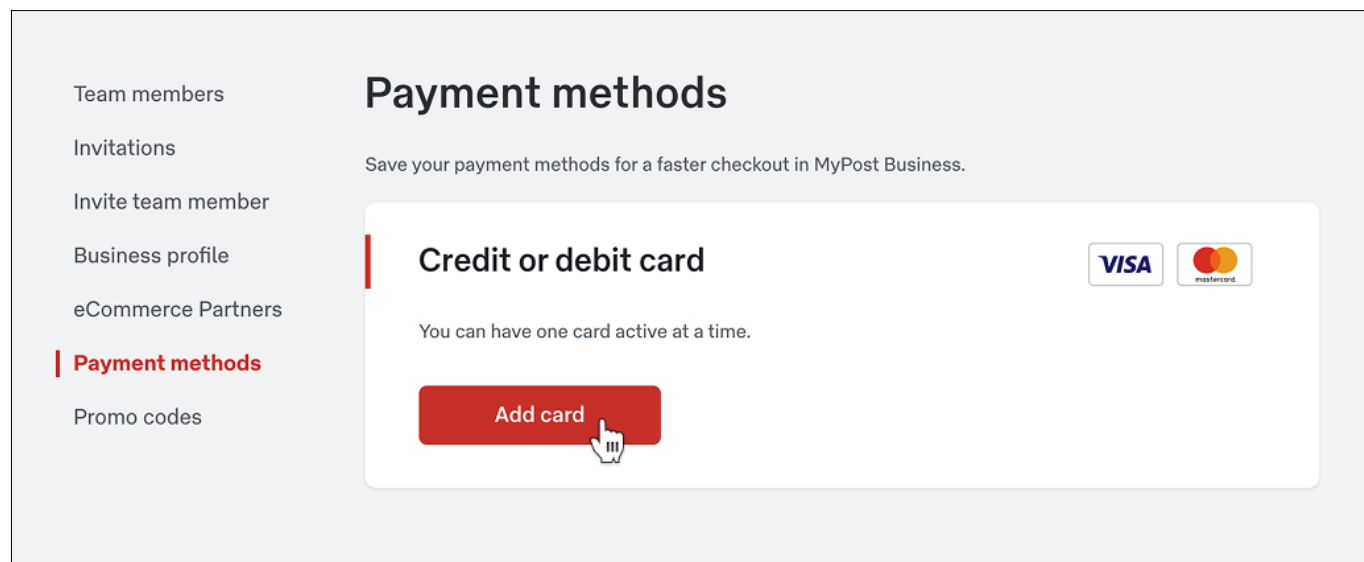
Once you've selected **Remove card**, a confirmation box will appear as per the image below.

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 eCommerce 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

eCommerce 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.



Visa

12/25

[Remove card](#)

••••••••••••••••111

# Support



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

Dashboard

Orders

Pickups

Transactions

Tracking

Send & save

Packaging

Services

Address book

Settings

Help & support

THJohn  
Two Ham Sandwiches

Help and support

Need help?

Visit our support centre or give us a phone call. Our team is available Monday - Friday, 8am - 6pm (AEST).

Live chat

Ask our virtual assistant for instant support or live chat with a team member.

Create an enquiry

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

Call our support team

Prefer to talk on the phone? Contact us on [13 11 18](#).

Get help

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

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