**postnord**

Using Track & Trace

With Track & Trace, you can monitor the progress of your shipments. The service also gives you a better idea of how, when, and where deliveries are made and of areas where problems may occur.

From the date menu at the top of the page, you can select the time range for the shipments you want to view. Alternatively, you can select a time range via the quick-search function in the right-hand portion of the menu. With the quick-search function, the maximum range is 30 days, whereas the date menu lets you view shipments from the last six months.
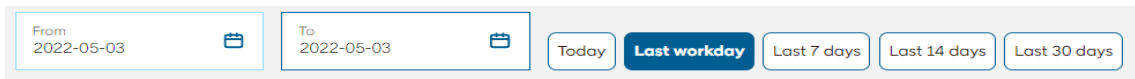

You can use the search field below the date menu to search the shipments by using a shipment ID, reference code, or recipient name. With this field, you can also use pre-specified search criteria for viewing shipments that are on the way, for example.
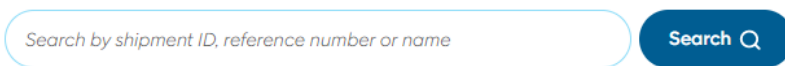
From the *"Saved search terms"* section, at the right-hand side of the page, you can set more restrictions on the shipments displayed by Track & Trace – for example, filtering by the service used.
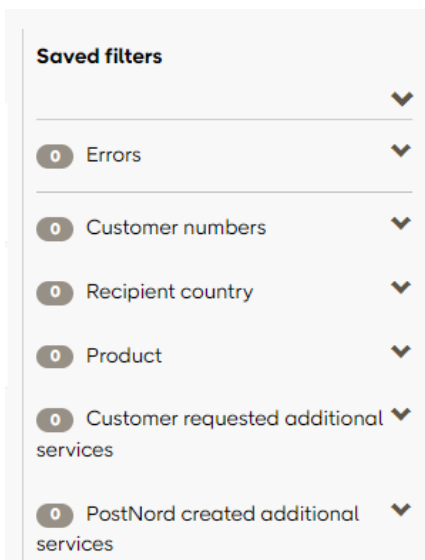
If you open an individual shipment in the Track & Trace view, you can monitor the progress of that shipment. From this page, you can view the shipment, recipient, and sender information too. You can also take measures related to the shipment, by clicking the *"Measures"* button, in the top right.

In addition, from the Track & Trace view, you can separate out the parcels you have searched for and transfer their details directly to an Excel file. When you select one of the shipments, a bar appears on the top of the page to let you select all shipments meeting your search terms or taking place within the time range you selected. By clicking the *"Export"* button, in the upper right-hand corner, you can download an Excel file containing the selected shipments.