

# Customer Services

We explain how your customer support representatives can use Nexae to answer customer queries.

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# Tracking Shipments

To track specific parcels, you'll have to retrieve a barcode or tracking number in '**Search Shipments**'.

If you opted to use Nexae generated tracking numbers, the tracking reference will begin with 'MHI' followed by 11 digits. For example:

**MHI-123-12345678**

## Option 1

- Once you have found the parcel within your shipment history, you can click the '**track**' icon, which will automatically take you to the tracking events for that parcel.



## Option 2

- If you have the tracking number or barcode to hand, enter it in the tracking form on '**Track Shipments**' and submit. The most recent tracking "**events**" will be returned, alongside the final mile carrier tracking URL that can be provided to your recipients.

### Enter Barcodes / Tracking Numbers

Add one tracking number per line to track multiple parcels at once (Max 10 parcels).

Example:  
MHI-111-123456  
MHI-111-123457

Track

**Tip:** If you have your tracking number on hand, you can quickly receive tracking updates from our homepage without needing to log in. Simply type the reference into field provided and hit '**Track**'

# Track Your Parcel



Enter your 16 digit tracking number or 8 digit calling card number

MHI-123456789101112131

**Track**

[Need help finding your tracking number?](#)

# Nexae Service Bulletin

The Nexae Service Bulletin is a weekly service update that is published every Monday. It entails updates on global delivery routes and services times that are subject to change. Events can on a national or global scale and can lead to disruptions. Therefore, services times can vary from one week to the next,

To ensure you're up to date on all things delivery, check the Bulletin weekly so that you can find out if your customers will be affected and inform them accordingly.