

Tutorial

Shipment tracking

Your order has shipped - what's next?

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1. Find tracking information in the Dashboard

In this guide, we show you where you can easily view your tracking information.

Tip: You can open „Lieferungen“ either via your Dashboard or by clicking „Lieferungen“ directly.

Step 1

Open the Dashboard

Go to your Dashboard.

Step 2

Open „Lieferungen“

In the Dashboard, click the „Lieferungen“ section.

Step 3

View recent shipments

Under „Lieferungen“, you will immediately see your most recent shipments.

2. Check the tracking code with the carrier

Clicking the tracking number will take you directly to the respective carrier's website.

Step 1

Click the tracking code

In your shipment list, click the tracking number.

Step 2

Check shipment status

On the carrier's website, you can check the current shipment status.

Step 3

Use the left-side navigation

You can also navigate to „Lieferungen“ via the tabs on the left side of your Dashboard. Here you can see all shipment details at a glance — including order number, item number, delivery address, and the service provider.

Need help?

If you have any questions, feel free to contact us at customerservice@axro.de.