CUSTOMER PORTAL

Release 6.0

Clearer insights. Simpler navigation. Longer access to documents.

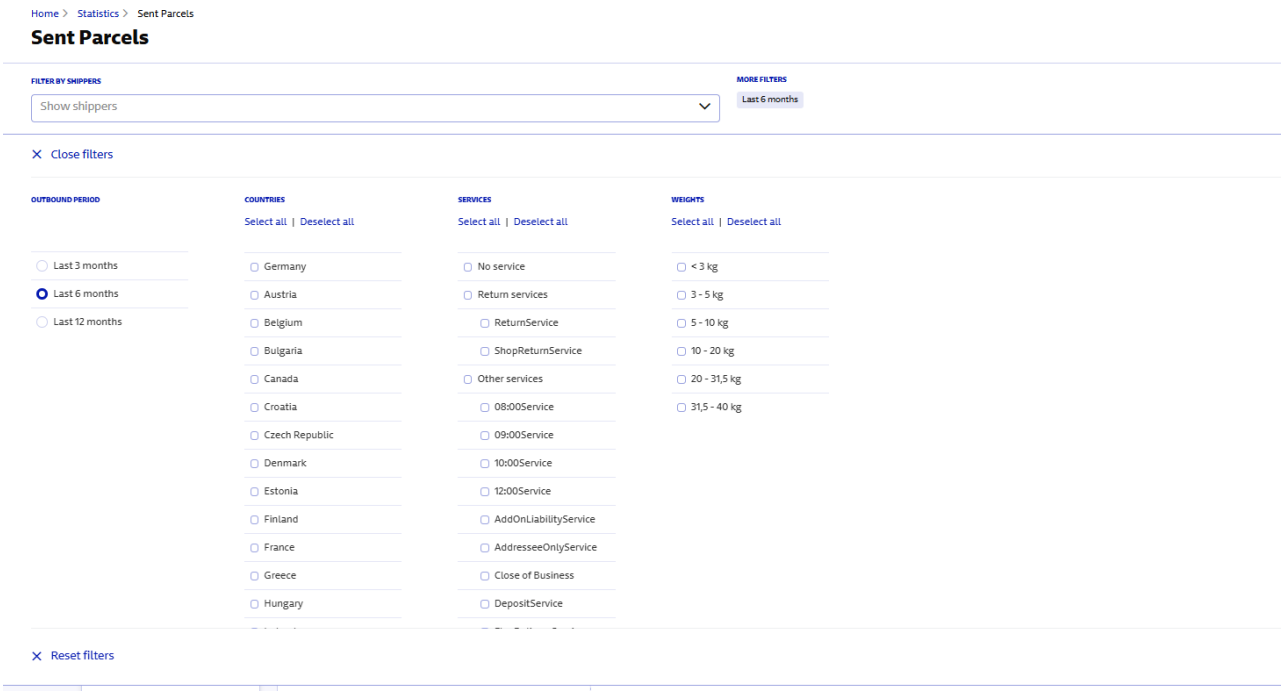
Release 6.0 brings a range of improvements to your day-to-day work in the Customer Portal, including more reliable shipping statistics, simpler navigation, access to older documents and a direct link to easyConnect.

At a glance

MORE RELIABLE REPORTING Corrected shipping statistics and a new filter by service.	**EASIER NAVIGATION** A streamlined main menu and a new user menu.
LONGER ACCESS TO DOCUMENTS Access documents from the past two years, up from twelve months.	**DIRECT ACCESS TO EASYCONNECT** Open easyConnect directly from the user menu in the Customer Portal.

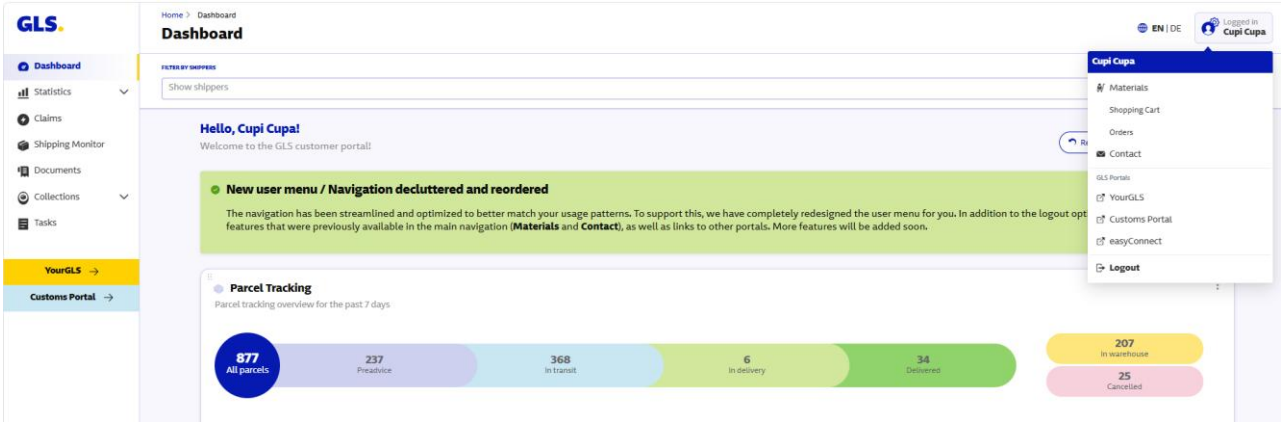
1. More reliable shipping statistics

We've corrected errors in the shipping statistics and added a filter by service, making it easier to find the shipping information you need.



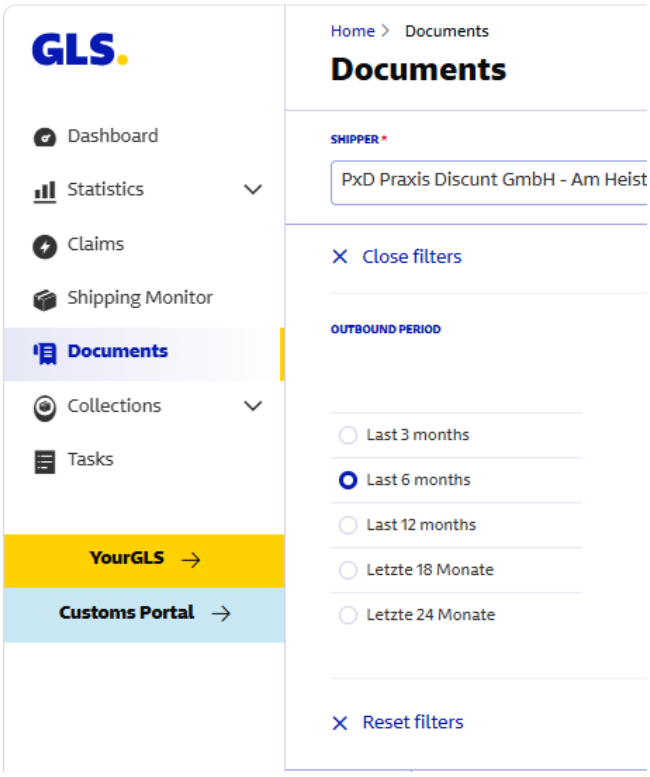
2. Easier navigation and a new user menu

Some options have moved from the main menu to a new user menu, making the main navigation easier to use and reducing the number of buttons and notification badges on screen.



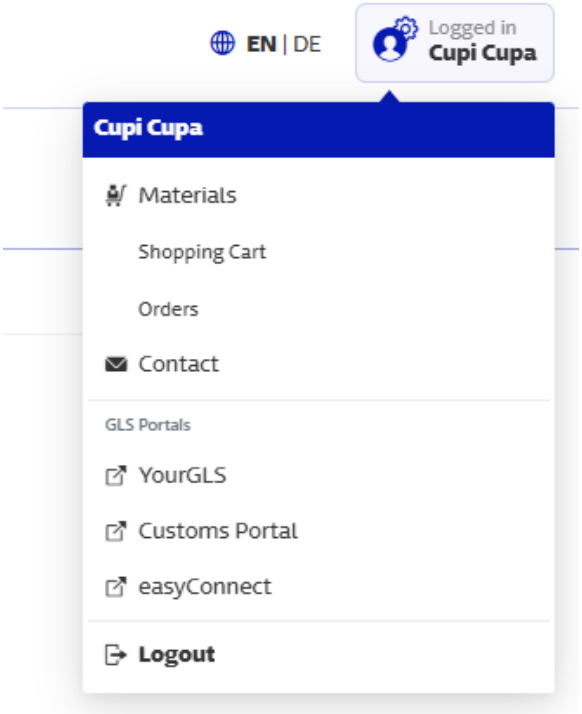
3. Access documents from the past two years

The “Documents” section now gives you direct access to documents from the past two years, rather than just the past twelve months. This makes older documents easier to find, with less need to contact Customer Service to request them.



4. Direct access to easyConnect

You can now open easyConnect directly from the Customer Portal using the new link in the user menu. easyConnect lets you connect directly to marketplaces and use features such as eBay import.



Availability and support

Available from	2 October 2026
Who is this update for?	All Customer Portal users
Action required	None

Questions? For more information, please contact Customer Service.