

Quickguide For API Integration

Shipment Status Tracking

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1 Shipment status information

Many carriers are able to send status feedback regarding your shipments. This feedback is processed in Transsmart and available for your application to retrieve it. The information consists not only of the actual status of the shipment, but could also contain additional information like who accepted the package, the timestamp of the drop, etc.

1.1 Shipment vs collo level

Statuses are available both on the shipment and on collo level. For a shipment with multiple packages you will see distinct statuses on each level.

For instance, a shipment with 2 packages of which one has already been delivered will contain this status information:

```
shipment : TRNS
      collo 1 : DONE
      collo 2 : TRNS
```

1.2 Status codes

Transsmart uses a predefined list of status codes.

The feedback from the carrier contains carrier specific status codes. These are mapped to the Transsmart status codes.

code	description
NEW	The shipment is made, but not yet registered at the carrier
BOOK	The shipment is booked and registered at the carrier
LABL	The label/labels of the shipment are printed
MANI	The shipment is registered at the carrier (only with manifesting carriers)
ACCEP	The shipment is accepted by the carrier
ERR/REFU	The shipment has not been booked. An error has occurred. You will receive an error message.
TRNS	The shipment is in transit with the carrier.
DONE	The shipment is delivered and confirmed by the carrier.
APOD	Automatic Proof of Delivery. This status is given after a certain period of time to shipments from which we don't receive carrier status feedback.

DEL	The shipment is deleted. If necessary, your pick-up request at the carrier will also be cancelled.
UNKNOWN	The shipment has received a status code from the carrier that we did not recognize. This code is temporary.
ONHOLD	This status is either set automatically by Transsmart after printing per configuration or manually set the customer.

1.3 Change rate

Each carrier has a different schedule for sending status feedback to Transsmart. Some carriers use a 15-minute update interval, others send an update only twice per day. We recommend retrieving the current status of a shipment via Transsmart every hour or two.

2 Status feedback request and response

2.1 Status feedback request

The status feedback request has to be done at: v2/statuses/

There are several mandatory parameters in this call. They are explained in below table.

parameter	description
account	The accountID of the account of which you want to receive the status
reference	The reference of the shipment of which you want a status update.
isDetailed	True (for a detailed statusoverview including carrier statuses) or false (for only the transsmart status)
currentStatusOnly	True (only the current shipment status) or false (for complete status history)

2.2 Status feedback response

In the status response you will first receive a shipment status based on the shipment awb. Per shipment line you will also receive a status. This is the status of the corresponding colli.

Besides the awb of the colli and the Transsmart status you will also receive a carrier status, carrier status description and the date/time stamp on which the status was last updated.

Of course, the carrier status will only be given when available and after the information is transferred to the carrier.

2.3 Response example

An example response can be found in the technical documentation. This response exists of a status per collo/ awb which is in the shipment.