INTERFACE AGREEMENT
COLISSIMO ON DEMAND API

La Poste – Colissimo

Log of changes		
Revision	Date	Comment
0.1	24 March 2020	Initial version
0.2	31 May 2021	Typo corrections

I. Introduction

I.1 Document purpose

La Poste Colissimo makes the parcel pick-up API available to its partners to enable them to:
- Calculate the next parcel pick-up date for an account.
- Request/Cancel a parcel pick-up for an account.

This document describes how to access and use the API.

I.2 Coding of formats

Code	Description
A	Alphabetical characters (no spaces or punctuation)
AN	Any printable character
N	Numerical decimal characters from 0 to 9
D	Date in format (dd/mm/yyyy)
T	Time in format (hh:mm)
DT	Date and time in Extended UTC date/time format (yyyy-mm-qqThh:mi:ss,nzzzzzz)
SUB	Block: list of sub-fields
L	Choice from a list of values
B	Boolean (true/false; 1/0)

The numbers after these codes in the data descriptions indicate the length of the field. A single number indicates a fixed-length field (e.g. "N6" for 6-character numeric), two numbers separated by two full stops indicate the minimum and maximum length expected (e.g.: "AN0..35" for alphanumeric that can be blank and up to a maximum of 35 characters).

I.3 Coding of Conditions

Code	Description
O	**Obligatory data:** The information provided by this data must always be present.
F	**Optional data:** This information can be provided if present in the issuing information system.
C	**Conditional presence according to the content of another field :** For example: If the apiKey field is empty, then the login/password fields are obligatory.

I.4 Managing accented characters

The Charset to be used to invoke the web service is: UTF-8.

II.   The WS for calculating the date of the next pick-up

This WS enables you to calculate the next parcel pick-up date for an account according to the potential pick-up days and times defined beforehand.
A request to calculate the next pick-up date made before 1pm (time entered in the "Date" field) allows the day entered in this field to be taken into account in the calculation.

It is called by a user (main/standard/advanced) by providing:
- His/her login/password or apiKey.
- The client code for which the request is made.
- The date from which the calculation starts.
- The return language (for error messages).

II.1 Access URL

The Web Service can be accessed at the following address:

Production environment:
https://ws.colissimo.fr/collecte-ws/rest/expose/pickup/calculateDate

II.2 Security

Authentication with login/password or apiKey.

II.3 Data exchanged

This WS is a JSON REST API; the corresponding resource is "*calculateDate*", accessible in POST.

Input data

In JSON format.

Data	Format	Condition	Value
clientCode	N6	**O**	The identifier of the client receiving the service (third party code)
date	DT	**O**	The date and time from which the calculation begins
language	AN	**F**	The return language (for error messages)
credential	SUB	**O**	Authentication data (details in the table below.)

Details of the "credential" parameter:

Data	Format	Condition	Value
login	N6	**C**	Login of the customer using the WS
password	N6..15	**C**	Password of the customer using the WS
apiKey	AN32	**C**	Login key of the user of the WS

For example:

```
{
  "clientCode":"999999",
  "date":"2020-03-24T14:15:32+01:00",
  "language":"fr_FR",
  "credential":{
   "login":"login",
   "password":"password",
   "apiKey":""
  }
}
```

http errors:

Main error codes:

Code	Status
200	OK
400	KO

Return data

In JSON format.

Case OK:

Data	Format	Condition	Value
status	A	**O**	OK
date	D	**O**	Date of the next pick-up
startHour	T	**O**	Start time of pick-up visit
endHour	T	**O**	End time of pick-up visit

Case KO:

Data	Format	Condition	Value
status	A	**O**	KO
errors	SUB	**O**	List of errors returned (details in the table below).

Detail of the "errors" parameter:

Data	Format	Condition	Value
code	AN	**O**	Error code
message	AN	**O**	Error message

List of error codes and messages:

Code	Error message	Causes
missing_field_error	**The {field name} field is obligatory**	One of the required fields is missing
set_login_or_apikey	**Enter login/password or apiKey, but not both**	The three fields (login, password and apiKey) are all filled in, you must fill in either the login/password or the apiKey
date_format_error	**The value of the date field is not correct: {The date entered}.** **The possible formats for the date are: yyyy-MM-ddTHH:mm:ssXXX yyyy-MM-ddTHH:mm:ss,SSXXX yyyy-MM-ddTHH:mm:ss,SXXX yyyy-MM-ddTHH:mm:ss,SSSXXX**	The date format entered does not comply with the accepted formats.
invalid_credentials	**Invalid identifiers**	Invalid login/password or invalid apiKey
unknow_client	**Unknown or unregistered client**	Unknown or unregistered client
invalid_contract	**Invalid contract/invalid pick-up subscription**	- The account for which the WS has been called has no pick-up with an "OK" status on the requested pick-up date. - The account for which the WS has been called has no pick-up rights. - The account for which the WS has been called is inactive. - The account for which the WS has been called is prohibited. - The account for which the WS has been called has been cancelled. - The account for which the WS has been called is invalid.
user_unauthorized	**The user has no parcel collect rights**	The advanced/Standard user does not have the "pick-up" rights for the main account
no_collection_date_error	**No pick-up date available**	No pick-up possible in the next 7 working days
technical_error	**Technical error**	Technical error

Example of case OK:

```
{
 "status": "OK",
 "date": "04/02/2020",
 "startHour": "14:00",
 "endHour": "17:00"
}
```

Example of case KO:

```
{
  "status": "KO",
  "errors": [
    {
"code": "user_unauthorized",
"message": "The user has no pick-up rights"
    }
  ]
}
```

III. The request-a-pick-up WS

This WS allows you to request a pick-up for an account. It automatically calculates the next pick-up date, taking into account the time of the request.

It is called by a user (main/standard/advanced) by providing:
- His/her login/password or apiKey.
- The client code for which the request is made.
- The return language (for error messages).

III.1 Access URL

The Web Service can be accessed at the following address:

Production environment:
https://ws.colissimo.fr/collecte-ws/rest/expose/pickup/send

III.2 Security

Authentication with login/password or apiKey.

III.3 Data exchanged

This WS is a JSON REST API; the corresponding resource is "*send*", accessible in POST.

Input data

In JSON format.

Data	Format	Condition	Value
clientCode	N6	O	The identifier of the client receiving the service (third party code)
language	AN	F	The return language (for error messages)
credential	SUB	O	Authentication data (details in the table below.)

Details of the "credential" parameter:

Data	Format	Condition	Value
login	N6	C	Login of the customer using the WS
password	N6..15	C	Password of the customer using the WS
apiKey	AN32	C	Login key of the user of the WS

For example:

```
{
  "clientCode":"999999",
  "language":"fr_FR",
  "credential": {
   "login":"login",
   "password":"password",
   "apiKey":""
  }
}
```

http errors:

Main error codes:

Code	Status
200	OK
400	KO

Return data

In JSON format.

Case OK:

Data	Format	Condition	Value
status	A	**O**	OK
date	D	**O**	Pick-up date
startHour	T	**O**	Start time of pick-up visit
endHour	T	**O**	End time of pick-up visit

Case KO:

Data	Format	Condition	Value
status	A	**O**	KO
errors	SUB	**O**	List of errors returned (details in the table below).

Detail of the "errors" parameter:

Data	Format	Condition	Value
code	AN	**O**	Error code
message	AN	**O**	Error message

List of error codes and messages:

Code	Error message	Causes
missing_field_error	**The {field name} field is obligatory**	One of the required fields is missing
set_login_or_apikey	**Enter login/password or apiKey, but not both**	The three fields (login, password and apiKey) are all filled in, you must fill in either the login/password or the apiKey
invalid_credentials	**Invalid identifiers**	Invalid login/password or invalid apiKey
unknow_client	**Unknown or unregistered client**	Unknown or unregistered client
invalid_contract	**Invalid contract/invalid pick-up subscription**	- The account for which the WS has been called has no pick-up with an "OK" status on the requested pick-up date. - The account for which the WS has been called has no pick-up rights. - The account for which the WS has been called is inactive. - The account for which the WS has been called is prohibited. - The account for which the WS has been called has been cancelled. - The account for which the WS has been called is invalid.
user_unauthorized	**The user has no parcel collect rights**	The advanced/Standard user does not have the "pick-up" rights for the main account
pickup_already_requested	**Pick-up already requested**	Pick-up already requested
pickup_already_canceled	**Pick-up already canceled**	Pick-up already canceled
no_pickup	**No pick-up possible in the next 7 working days**	No pick-up possible in the next 7 working days
technical_error	**Technical error**	Technical error

Example of OK:

```
{
  "status": "OK",
  "date": "06/04/2020",
  "startHour": "14:00",
  "endHour": "16:00"
}
```

Example of KO:

```
{
  "status": "KO",
  "errors": [
    {
"code": "pickup_already_requested",
"message": "Pick-up already requested"
    }
  ]
}
```

IV. The cancel-a pick-up-request WS

This WS allows you to cancel a pick-up request for an account. It cancels the last requested pick-up.
To cancel a same day pick-up, you must call the WS before 1pm.

It is called by a user (main/standard/advanced) by providing:
- His/her login/password or apiKey.
- The client code for which the request is made.
- The return language (for error messages).

IV.1 Access URL

The Web Service can be accessed at the following address:

Production environment:
https://ws.colissimo.fr/collecte-ws/rest/expose/pickup/cancel

IV.2 Security

Authentication with login/password or apiKey.

IV.3 Data exchanged

This WS is a JSON REST API; the corresponding resource is "*cancel*", accessible in POST.

Input data

In JSON format.

Data	Format	Condition	Value
clientCode	N6	O	The identifier of the client receiving the service (third party code)
language	AN	F	The return language (for error messages)
credential	SUB	O	Authentication data (details in the table below.)

Details of the "credential" parameter:

Data	Format	Condition	Value
login	N6	C	Login of the customer using the WS
password	N6..15	C	Password of the customer using the WS
apiKey	AN32	C	Login key of the user of the WS

For example:

```
{
  "clientCode":"999999",
  "language":"fr_FR",
  "credential": {
   "login":"login",
   "password":"password",
   "apiKey":""
  }
}
```

http errors:

Main error codes:

Code	Status
200	OK
400	KO

Return data

In JSON format.

Case OK:

Data	Format	Condition	Value
status	A	**O**	OK
date	D	**O**	Date of the cancelled pick-up

Case KO:

Data	Format	Condition	Value
status	A	**O**	KO
errors	SUB	**O**	List of errors returned (details in the table below).

Detail of the "errors" parameter:

Data	Format	Condition	Value
code	AN	**O**	Error code
message	AN	**O**	Error message

List of error messages:

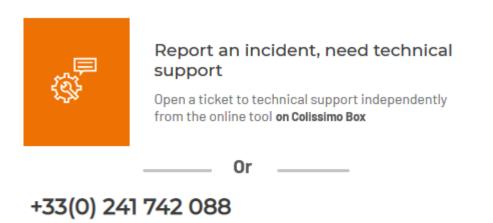| Code	Error message	Causes
missing_field_error	**The {field name} field is obligatory**	One of the required fields is missing
set_login_or_apikey	**Enter login/password or apiKey, but not both**	The three fields (login, password and apiKey) are all filled in, you must fill in either the login/password or the apiKey
invalid_credentials	**Invalid identifiers**	Invalid login/password or invalid apiKey
unknow_client	**Unknown or unregistered client**	Unknown or unregistered client
invalid_contract	**Invalid contract/invalid pick-up subscription**	- The account for which the WS has been called has no pick-up with an "OK" status on the requested pick-up date. - The account for which the WS has been called has no pick-up rights. - The account for which the WS has been called is inactive. - The account for which the WS has been called is prohibited. - The account for which the WS has been called has been cancelled. - The account for which the WS has been called is invalid.
user_unauthorized	**The user has no parcel collect rights**	The advanced/Standard user does not have the "pick-up" rights for the main account
pickup_already_canceled	**Pick-up already canceled**	Pick-up already canceled
no_pickup_to_cancel	**No pick-up that can be cancelled**	No pick-up that can be cancelled
technical_error	**Technical error**	Technical error

Example of OK:

```
{
  "status": "OK",
  "date": "06/04/2020"
}
```

Example of KO:

```
{
  "status": "KO",
  "errors": [
    {
"code": "pickup_already_canceled",
"message": "Pick-up already cancelled"
    }
  ]
}
```

V. Contact

La Poste - Colissimo has set up a support team to help you with any queries related to the following:

Report an incident, need technical support

Open a ticket to technical support independently from the online tool **on Colissimo Box**

Or

+33(0) 241 742 088

From monday to friday (excluding public holidays) from 8am to 6pm

- Operational problems after integration of a technical solution
- Breakdown, anomaly or incident on one of the applications in your customer area

   (Parcel Tracking Tool, ColiShip, Colissimo Returns)

- Support to the deployment of a technical solution
- ColiShip support

You'll obtain a ticket number for each processed request