

Version 2.6 – 13 December 2024

# **SPECIFICATIONS**

## **TIMELINE TRACKING WEB SERVICE**

La Poste – Colissimo



LA POSTE

I.	Introduction .....	3
	I.1 Context and objectives .....	3
	I.2 Added value of this new service in relation to the previous tracking web service provided by La Poste-Colissimo .....	3
	I.3 Technical Pre-requisites .....	4
	I.4 Coding of formats.....	4
II.	TL Tracking Web Service .....	5
	II.1 Types of parcels tracked .....	5
	II.2 Access URL.....	6
	II.3 timelineCompany Method .....	6
	II.3.1 Input parameters.....	7
	II.3.2 Return parameters.....	7
	II.3.3.1 Block Parcel .....	7
	II.3.3.2 Bloc ConsigneeInformation .....	8
	II.3.3.3 Block Event.....	8
	II.3.3.4 Block Service .....	8
	II.3.3.5 BlockStep .....	9
	II.3.3.6 Bloc RemovalPoint .....	9
	II.3.3.6 BlockTrackingTimelineCompanyStatus.....	10
	II.4 Appendices.....	11
	II.4.1 Appendix 1: Error Codes.....	11
	II.4.2 Appendix 2: Example of a REST envelope .....	11
	II.4.3 Contacts.....	13

# I. Introduction

## ***I.1 Context and objectives***

---

La Poste-Colissimo transports and delivers the parcels of its shipping customer, for which the postage is paid using the technical solutions provided by La Poste-Colissimo.

In order to enable shippers to follow the successive steps of their parcels' journey, La Poste-Colissimo provides its customers with a specific new web service: the *Parcel TimeLine Tracking Web Service* ("TL Tracking Web Service").

The purpose of this document is to describe the service, how to access it and its conditions of use.

## ***I.2 Added value of this new service in relation to the previous tracking web service provided by La Poste-Colissimo***

---

This new tracking service enables shipping customers to have access to all the known events in the parcels journey at the time of the call, whereas the previous version of the tracking web service only gave the last known event in the parcel's journey.

In addition, the new tracking web service also returns all the associated data linked to the parcel: the description of the pick-up point when it is an out-of-home delivery, TimeLine eligibility service and events.

Once formatted, for example in a web page, and perhaps even incorporated into a graphic " *time-line* " that can be easily implemented, the information returned by the web service enables the retailer/shipper to provide their Customer Service Department or their customers with a complete tracking service

### ***I.3 Technical Pre-requisites***

---

The shipping customer must "implement a client" to access a SOAP or REST. Web Service.

### ***I.4 Coding of formats***

---

<b>Format</b>	<b>Description</b>
<b>boolean</b>	Boolean (true/false)
<b>dateTime</b>	Date and time
<b>int</b>	Integer
<b>string</b>	Strong of characters
<b>bloc</b>	List of sub-fields

## II. TL Tracking Web Service

The client invokes the TL (TIMELINE) Tracking Web Service via an HTTPS request.

The Web Service proposes the following method:

Operation	Description
<i>timelineCompany</i>	This method returns: <ul style="list-style-type: none"><li>- parcel tracking with the 5 steps:<ul style="list-style-type: none"><li>• 0: Announcement</li><li>• 1: Support</li><li>• 2: Routing</li><li>• 3: Arrival on site</li><li>• 4: Delivery</li><li>• 5: Delivered</li></ul></li><li>- references (Colissimo, partners)</li><li>- information on the pick-up point</li><li>- possible services</li><li>- the details of the parcel route</li></ul>

**Important:** when using this method, the parameters must be entered in the order defined in the wsdl, otherwise "unmarshalling error" will be returned.

### II.1 Types of parcels tracked

The tracking WS enables a parcel to be tracked with 3 types of identifiers:

- Parcel number / Partner reference
- Non-delivery notice No./Parcel held in depot notice No.

#### **National parcels (parcel n °):**

We only consider here the packages whose tracking is accessible on the web. National packages are packages corresponding to the following constraints:

- 2 alpha numeric characters, followed by 9 numeric characters, followed by the country code FR
- A number between 6 and 9, followed by a character between A and Z, followed by 11 numbers
- 5, followed by a character between N and Z, followed by 11 numeric

#### **International parcels:**

International packages are packages whose product codes meet one of the following constraints:

- 2 alpha numeric characters, followed by 9 numeric characters, followed by the destination country code
- 12 digital for DE

- 3S, followed by 4 alphanumeric and 7 numeric for NL

### **Ref. Partner:**

Partner references have a nomenclature that is not defined in the Parcels repository.

### **Interactive non delivery notice No. or parcel held in depot No.:**

The notice of transit or instance number is 11 numeric, the last 2 characters of which correspond to the control key.

## ***II.2 Access URL***

---

The TL Tracking Web Service can be accessed at this address in production:  
Production environment <https://ws.colissimo.fr/tracking-timeline-ws>

Below are the other available URLs:

REST (Prod) : <https://ws.colissimo.fr/tracking-timeline-ws/rest/tracking/timelineCompany>

SOAP(Prod) : <https://ws.colissimo.fr/tracking-timeline-ws/soap/tracking/TrackingTimelineServiceWS?wsdl>

This service requires:

1. A Colissimo contract number
2. A password

## ***II.3 timelineCompany Method***

---

The *timelineCompany* method allows shipping customers to retrieve the parcel tracking with the same display as on the [laposte.fr](http://laposte.fr) site

This method uses a unit search based on the following input reference:

- The Coliposte reference (national and international)
- The partner reference
- The reference on the notice of non-delivery
- The reference of the notice stating the parcel is being held in a depot

See the appendices II.4.2 and **Erreur ! Source du renvoi introuvable.** for examples in REST and SOAP.

### II.3.1 Input parameters

---

The input parameters expected by the *timelineCompany ()* method are listed below as defined in wsdl. . Any element transmitted that is not listed in this table will be ignored by the Web Service.

Data	Format	Mandatory	Comment
lang	string	0	See details in paragraph II.3.3.6
status	SUB	0	See details in paragraph II.3.3.6
parcel	SUB	0	See details in paragraph II.3.3.1

### II.3.2 Return parameters

---

Data	Format	No. of characters	Comment
login	int	AN18	Login associated with the user account
password	string	AN15	Password associated with the user account
parcelNumber	string	AN13	Parcel number (see parcel type above)
apiKey	string	AN32	Login key
lang	string	A5	Tracking restitution language The authorized language codes are: fr_FR, de_DE, en_GB, es-ES, it_IT, nl_NL

#### II.3.3.1 Block Parcel

---

This block describes the parcel information.

Data	Format	Comment
parcelNumber	string	The caller's national, international parcel number, reference of the notice of non-delivery and notice stating the parcel is being held in a depot
parcelNumberAVPI	string	Match between the parcelNumber and the number on the notice of non-delivery
parcelNumberInstance	string	Match between the parcelNumber and the number on the notice stating the parcel is being held in a depot
contractNumber	string	This is the customer number with 6 characters, provided by La Poste Colissimo on opening your customer account
customerParcelReference	string	Partner reference
coclico	string	Unique customer reference
measuredWeight	string	Measured weight (kg)
measuredDimension	string	Dimension measured (length x width x height m)
consigneeInformation	SUB	See details in paragraph II.3.3.2
removalPoint	SUB	See details in paragraph II.3.3.3
service	SUB	See details in paragraph II.3.3.4
step	SUB	See details in paragraph II.3.3.5
event	SUB	See details in paragraph II.3.3.6

### **II.3.3.2 Bloc ConsigneeInformation**

---

This block describes the information about the delivery point of the package.

<b>Data</b>	<b>Format</b>	<b>Comment</b>
companyName	string	Recipient's company name
civility	string	Recipient's title
name	string	Recipient's surname
firstName	string	Recipient's first name
address	SUB	See details in paragraph II.3.3.2.1
mobilePhone	string	Recipient's mobile
email	string	Recipient's email

#### **II.3.3.2.1 Bloc Address**

This block describes an address.

<b>Data</b>	<b>Format</b>	<b>Comment</b>
address0	string	Floor, corridor, staircase, apartment of the sender
address1	string	Entrance, building, apartment building, residence of the sender
address2	string	Number and label of the street. Ex: "5 rue du Bellay" of the sender
address3	string	Place or other mention of the sender
zipCode	string	Postal code of the sender
city	string	City of the sender
countryCodeISO	string	ISO code of the country on 2 letters.

#### **II.3.3.3 Block Event**

---

Ce bloc décrit les informations de l'événement.

<b>Data</b>	<b>Format</b>	<b>Comment</b>
date	dateTime	Date/time of event
code	string	Coe of the event
labelLong	string	Long label of the event
labelLong	string	REGATE code of site that created the event
siteName	string	Name of the site that created the event
siteZipCode	string	Post code of the site that created the event

#### **II.3.3.4 Block Service**

---

This block describes the information concerning the (possible and chosen) parcel services.

<b>Data</b>	<b>Format</b>	<b>Comment</b>
deliveryChoice	boolean	Choice of redelivery service



### II.3.3.5 BlockStep

---

This block describes the information about the steps.

Data	Format	Comment
stepId	int	Step ID 0: Notification 1: Processing 2: Dispatch 3: Arrival on site 4: Delivery 5: Delivered
shortlabel	String	Short label for the TL
longLabel	String	Long label to be displayed in the hot area
status	String	Step status: STEP_STATUS_ACTIVE : Active STEP_STATUS_INACTIVE : Inactive STEP_STATUS_DISABLED: Disabled
country	String	Country code associated with the step
date	dateTime	Date to be displayed for the steps.

Note:

- When the parcel is picked up, step 1 is active and there is a date that corresponds to the moment of processing.  
For example:  

```
"stepId": 1,  
"labelShort": "Votre colis est pris en charge",  
"labelLong": null,  
"status": "STEP_STATUS_ACTIVE",  
"countryCodeISO": "",  
"date": "2020-03-03T09:09:00.000"
```
- When the package is delivered, step 5 is active and there is a date that corresponds to the delivery date.  
For example:  

```
"stepId": 5,  
"labelShort": "Votre colis est livré",  
"labelLong": null,  
"status": "STEP_STATUS_ACTIVE",  
"countryCodeISO": "",  
"date": "2020-03-03T09:09:00.000"
```

### II.3.3.6 Bloc RemovalPoint

---

This block describes information about the delivery point of the parcel.

Data	Format	Comment
siteName	string	Site name of the pick-up point
siteCode	string	Pick-up point ID
endOfWithdrawDate	datetime	End of proceedings
address0	string	Current delivery address - Floor, corridor, staircase,

		apartment. from the sender
address1	string	Current delivery address - Entrance, building, building, residence of the sender
address2	string	Current delivery address - Street number and label. Ex: "5 rue du Bellay" from the sender
address3	string	Current delivery address - Place or other mention of the sender
zipCode	string	Current delivery address - Postal code
city	string	Current delivery address - City
countryName	string	Current delivery address - Country name
countryCodeISO	string	Current delivery address - Country code

### ***II.3.3.6 BlockTrackingTimelineCompanyStatus***

---

This block describes information about the status of the tracking request.

<b>Data</b>	<b>Format</b>	<b>Comment</b>
code	string	Web Service response code, 0 for successful. See II.8.1 Appendix 1: Error Codes for the exhaustive list of error codes
message	string	Label corresponding to the code

## II.4 Appendices

---

### II.4.1 Appendix 1: Error Codes

---

Table of error codes.

Code	Message	Commentaire
0	Successful request	The request has been processed successfully
101	Invalid parcel number	
104	Parcel number out of customer range	Parcel tracking is not authorised because it is not associated with the calling customer's account
105	Unknown parcel number or parcel number too old	
106	Missing parameter	
107	Parcel number too old, less than a year old	
108	Parcel number too old, more than one year old	
111	Invalid email	
301	Invalid language	
302	Invalid profile	
303	Invalid IP address	
305	Invalid date period	
401	Account not authenticated	
403	Unauthorised account	
666	API of the Colissimo Services platform unavailable	
1000	API tracking unavailable	Cases of unmanaged or unforeseen errors.

### II.4.2 Appendix 2: Example of a REST envelope

---

#### Request:

```
{
  "login": "900XXX",
  "password": "*****",
  "parcelNumber": "6C1414XXXXXX2",
  "lang": "fr_FR"
}
```

#### Response:

```
{
  "lang": "fr_FR",
  "status": [
    {
      "code": "0",
      "message": "OK"
    }
  ],
  "parcel": {
    "parcelNumber": "6C1414XXXXXX2",
    "parcelNumberAVPI": "",
    "parcelNumberInstance": ""
  }
}
```

```
"contractNumber": "900XXX",
"consigneeInformation": {
  "companyName": "",
  "civility": "",
  "name": "Jean",
  "firstName": "Dupont",
  "address": {
    "address0": "",
    "address1": "",
    "address2": "4 RUE DE LA CROIX-ROUGE",
    "address3": "",
    "zipCode": "75015",
    "city": "PARIS",
    "countryCodeISO": "FR"
  },
  "mobilePhone": "",
  "email": ""
},
"removalPoint": null,
"goal": false,
"goalContractID": "",
"service": {
  "deliveryChoice": false
},
"step": [
  {
    "stepId": 0,
    "type": "N",
    "labelShort": "Votre Colissimo va bientôt nous être confié ! Il est en train d'être préparé chez votre expéditeur. Dès qu'il nous sera remis, vous pourrez suivre son trajet ici. Si vous avez des questions, vous pouvez contacter votre expéditeur ou son service clients.",
    "labelLong": "",
    "status": "STEP_STATUS_ACTIVE",
    "countryCodeISO": "",
    "date": null
  },
  {
    "stepId": 1,
    "labelShort": null,
    "labelLong": null,
    "status": "STEP_STATUS_INACTIVE",
    "countryCodeISO": "",
    "date": null
  },
  {
    "stepId": 2,
    "labelShort": null,
    "labelLong": null,
    "status": "STEP_STATUS_INACTIVE",
    "countryCodeISO": "",
    "date": null
  },
  {
    "stepId": 3,
    "labelShort": null,
    "labelLong": null,
    "status": "STEP_STATUS_INACTIVE",
    "countryCodeISO": "",
    "date": null
  }
]
```

```

    },
    {
      "stepId": 4,
      "labelShort": null,
      "labelLong": null,
      "status": "STEP_STATUS_INACTIVE",
      "countryCodeISO": "",
      "date": null
    },
    {
      "stepId": 5,
      "labelShort": null,
      "labelLong": null,
      "status": "STEP_STATUS_INACTIVE",
      "countryCodeISO": "",
      "date": null
    }
  ],
  "event": [
    {
      "date": "2019-04-05T02:06:33.000",
      "code": "PCHMQT",
      "labelLong": "Votre Colissimo va bientôt nous être confié ! Il est en train d'être
préparé chez votre expéditeur. Si vous avez des questions, vous pouvez contacter votre
expéditeur ou son service clients."
    }
  ]
}

```

### **II.4.3 Contacts**

---

La Poste - Colissimo vides you with telephone support from Monday to Friday (excluding public holidays) from 8 am to 6 pm: 02 41 7420 88