

Version 2.0 – 06 March 2020

# **SPECIFICATIONS**

## **TIMELINE TRACKING WEB**

### **SERVICE**

La Poste – Colissimo



LA POSTE

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# I. Introduction

## I.1 Context and objectives

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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

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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

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

A non-exhaustive list covering the most common languages is given below:

Language	SOAP client implementation
<b>Java</b>	Apache CXF <a href="http://cxf.apache.org/docs/index.html">http://cxf.apache.org/docs/index.html</a>
<b>.Net (C#, VB.Net, ASP.Net)</b>	Microsoft SOAP Toolkit : <a href="http://msdn.microsoft.com/webservices/">http://msdn.microsoft.com/webservices/</a>
<b>Perl</b>	SOAP::Lite : <a href="http://www.soaplite.com/">http://www.soaplite.com/</a>
<b>C++</b>	Apache Axis C++ : <a href="http://ws.apache.org/axis/cpp">http://ws.apache.org/axis/cpp</a> gSOAP C++ : <a href="http://www.cs.fsu.edu/~engelen/soap.html">http://www.cs.fsu.edu/~engelen/soap.html</a> SOAP C++ SQLData : <a href="http://www.sqldata.com/soapclient/soapclient30.htm">http://www.sqldata.com/soapclient/soapclient30.htm</a>
<b>PHP</b>	PHP-SOAP : <a href="http://phpsoaptoolkit.sourceforge.net/phpsoap/">http://phpsoaptoolkit.sourceforge.net/phpsoap/</a> PEAR SOAP Client/Server for PHP : <a href="http://pear.php.net/package/SOAP">http://pear.php.net/package/SOAP</a>
<b>Python</b>	Python Web Services : <a href="http://pywebsvcs.sourceforge.net/">http://pywebsvcs.sourceforge.net/</a>

## I.4 Coding of formats

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Format	Description
<b>boolean</b>	Boolean (true/false)
<b>dateTime</b>	Date and time
<b>int</b>	Integer
<b>string</b>	String 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>- the parcel tracking</li><li>- information about the sender</li><li>- information about the addressee</li><li>- information about the pick-up point</li><li>- the services possible</li><li>- the services selected</li><li>- ...</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
- Non-delivery notice No./Parcel held in depot notice No.
- Partner reference

#### **Interactive notice of non-delivery or notice that parcel is being held in a depot:**

The notice of non-delivery or notice that parcel is being held in a depot has 11 digits, the last 2 characters of which correspond to the verification key.

**Domestic parcels (parcel no.) or partner reference:** Only parcels that can be tracked on the web are taken into account here. Domestic parcels are parcels that correspond to the following constraints:

- CC, followed by 9 digits followed by the country code FR
- CA, followed by 9 digits followed by the country code FR
- CB, followed by 9 digits followed by the country code FR
- CD, followed by 9 digits followed by the country code FR
- CE, followed by 9 digits followed by the country code FR
- CG, followed by 9 digits followed by the country code FR
- CH, followed by 9 digits followed by country code FR

- CI, followed by 9 digits followed by the country code FR
- CJ, followed by 9 digits followed by the country code FR
- CK, followed by 9 digits followed by the country code FR
- CL, followed by 9 digits followed by the country code FR
- CM, followed by 9 digits followed by the country code FR
- CO, followed by 9 digits followed by the country code FR
- CP, followed by 9 digits followed by the country code FR
- CQ, followed by 9 digits followed by the country code FR
- CS, followed by 9 digits followed by the country code FR
- CT, followed by 9 digits followed by the country code FR
- CU, followed by 9 digits followed by the country code FR
- CW, followed by 9 digits followed by the country code FR
- C0, followed by 9 digits followed by the country code FR
- CX, followed by 9 digits followed by the country code FR
- CY, followed by 9 digits followed by the country code FR
- CZ, followed by 9 digits followed by the country code FR
- EH, followed by 9 digits followed by the country code FR
- EO, followed by 9 digits followed by the country code FR
- EW, followed by 9 digits followed by the country code FR
- RZ, followed by 9 digits followed by the country code FR (Asendia tracking)
- EY, followed by 9 digits followed by the country code FR
- One digit between 6 and 9, followed by a character between A and Z, followed by 11 digits.
- 5, followed by a character between N and Z, followed by 11 digits.

⇒ Correspond to our export parcels

**International Parcels or Partner Ref:** Only parcels that can be tracked on the web are taken into account here. Domestic packages as described above are not considered international.

International parcels are parcels whose product codes comply with one of the following constraints:

- CC, followed by 9 digits followed by the country code BE
- CD, followed by 9 digits followed by the country code BE
- CE, followed by 9 digits followed by the country code BE
- CZ, followed by 9 digits followed by the country code BE
- EP, followed by 9 digits followed by the country code CH
- CC, followed by 9 digits followed by the country code CH
- CE to CF, followed by 9 digits followed by the country code CH
- CC, followed by 9 digits followed by the country code CZ
- CE, followed by 9 digits followed by the country code CZ
- C, followed by a character between A and Z, followed by 9 digits followed by the country code DE
- 12 digits for DE
- CC, followed by 9 digits followed by the country code DK

- CE, followed by 9 digits followed by the country code DK
- CO, followed by 9 digits followed by the country code DK
- CB to CC, followed by 9 digits followed by the country code ES
- CP, followed by 9 digits followed by country code ES
- CE, followed by 9 digits followed by the country code ES
- CF, followed by 9 digits followed by country code ES
- CJ to CL, followed by 9 digits followed by the country code ES
- CN, followed by 9 digits followed by the country code ES
- CQ, followed by 9 digits followed by the country code ES
- CP, followed by 9 digits followed by the country code FI
- CA to CC, followed by 9 digits followed by the country code FI
- CD to CE, followed by 9 digits followed by the country code FI
- CP, followed by 9 digits followed by the country code GB
- EE, followed by 9 digits followed by the country code GB
- CK, followed by 9 digits followed by the country code GB
- CC, followed by 9 digits followed by the country code GB
- EH, followed by 9 digits followed by the country code GB
- EK, followed by 9 digits followed by the country code GB
- CC, followed by 9 digits followed by the country code GR
- CE, followed by 9 digits followed by the country code GR
- CC, followed by 9 digits followed by the country code HU
- CP, followed by 9 digits followed by the country code HU
- B, followed by a character between A and Z, followed by 9 digits followed by the country code IE
- C, followed by a character between A and R, followed by 9 digits followed by the country code IE
- E, followed by a character between G and R, followed by 9 digits followed by the country code IE
- N, followed by a character between D and S, followed by 9 digits followed by the country code IE
- PA, followed by 9 digits followed by the country code IE
- CC, followed by 9 digits followed by the country code IS
- CG, followed by 9 digits followed by the country code IS
- CM, followed by 9 digits followed by the country code IS
- CT, followed by 9 digits followed by the country code IS
- EP, followed by 9 digits followed by the country code IT
- CB to CC, followed by 9 digits followed by the country code IT
- CO, followed by 9 digits followed by the country code IT
- CW, followed by 9 digits followed by the country code IT
- CU, followed by 9 digits followed by the country code IT
- CE, followed by 9 digits followed by the country code LT
- CC, followed by 9 digits followed by country code LT
- CP, followed by 9 digits followed by the country code LU
- CC, followed by 9 digits followed by the country code LU
- 3S, followed by 4 alphanumeric characters and 7 digits for NL
- CC, followed by 9 digits followed by the country code NL
- CD, followed by 9 digits followed by the country code NL
- CP, followed by 9 digits followed by the country code NL

- C, followed by a character between A and P, followed by 9 digits followed by the country code NO
- CS to CT, followed by 9 digits followed by the country code NO
- CE, followed by 9 digits followed by the country code PT
- CC, followed by 9 digits followed by the country code PT
- CC, followed by 9 digits followed by the country code SE
- CA, followed by 9 digits followed by the country code SI
- C, followed by a character between C and J, followed by 9 digits followed by the country code SI
- C, followed by the character L or M, followed by 9 digits followed by the country code SI
- C, followed by the character O or P, followed by 9 digits followed by the country code SI
- CR, followed by 9 digits followed by the country code SI
- CT, followed by 9 digits followed by the country code SI
- CW to CY, followed by 9 digits followed by the country code SI
- CE, followed by 9 digits followed by the country code SK
- CI, followed by 9 digits followed by the country code SK
- CJ to CP, followed by 9 digits followed by the country code SK
- CQ, followed by 9 digits followed by the country code SK
- CS to CT, followed by 9 digits followed by the country code SK
- CV, followed by 9 digits followed by the country code SK
- CC, followed by 9 digits followed by the country code SK
- C, followed by a character between A and X, followed by 9 digits followed by the country code US
- E, followed by a character between A and Z, followed by 9 digits followed by the country code US
- CC, followed by 9 digits followed by the country code EE
- CE, followed by 9 digits followed by the country code EE
- CL, followed by 9 digits followed by the country code EE
- CT, followed by 9 digits followed by the country code EE
- CC, followed by 9 digits followed by the country code CY
- CE, followed by 9 digits followed by the country code CY
- CC, followed by 9 digits followed by the country code HR
- CP, followed by 9 digits followed by the country code HR
- CE, followed by 9 digits followed by the country code HR
- CC, followed by 9 digits followed by the country code LV
- CE, followed by 9 digits followed by the country code MT
- CC, followed by 9 digits followed by the country code MT
- CC, followed by 9 digits followed by the country code PL
- CP, followed by 9 digits followed by the country code PL
- CZ, followed by 9 digits followed by the country code PL
- CC, followed by 9 digits followed by the country code RO
- CO, followed by 9 digits followed by the country code RO

⇒ Correspond to our import parcels (and those of our international partners). Note: New products can be created/added on a regular basis.

## 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
3. Provision of the client IP addresses invoking the Web Service

## 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 II.4.3 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	No. characters	of	Comment
login	int	0	AN18		Login associated with the user account
password	string	0	AN15		Password associated with the user account
parcelNumber	string	0	AN13		Parcel number (see parcel type above)

Data	Format	Mandatory	No. characters	of	Comment
apiKey	string	<b>C</b>	AN32		Login key
lang	string	<b>O</b>	A5		Tracking response language The language codes allowed are: fr_FR, de_DE, en_GB, es-ES, it_IT, nl_NL

Data	Format	Mandatory	Comment
lang	string	<b>O</b>	See details in paragraph II.3.3.11
status	SUB	<b>O</b>	See details in paragraph II.3.3.11
parcel	SUB	<b>O</b>	See details in paragraph II.3.3.1
message	SUB	<b>O</b>	See details in paragraph II.3.3.10

## II.3.2 Return parameters

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### II.3.3.1 Block Parcel

---

This block describes the parcel information.

Data	Format	Mandatory	Comment
parcelNumber	string	<b>O</b>	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	<b>N</b>	Match between the parcelNumber and the number on the notice of non-delivery
parcelNumberInstance	string	<b>N</b>	Match between the parcelNumber and the number on the notice stating the parcel is being held in a depot
contractNumber	string	<b>N</b>	This is the customer number with 6 characters, provided by La Poste Colissimo on opening your customer account
removalPoint	SUB	<b>N</b>	See details in paragraph II.3.3.5
service	SUB	<b>N</b>	See details in paragraph II.6.3.2
step	SUB	<b>N</b>	See details in paragraph II.3.3.4
event	SUB	<b>N</b>	See details in paragraph II.3.3.3

### II.3.3.2 Block Service

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Data	Format	Mandatory	Comment
------	--------	-----------	---------

deliveryChoice	boolean	O	Choice of redelivery service
----------------	---------	---	------------------------------

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

### *II.3.3.3 Block Event*

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Ce bloc décrit les informations de l'événement.

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

### *II.3.3.4 BlockStep*

---

Ce bloc décrit les informations sur les étapes.

Data	Format	Mandatory	Comment
stepId	int	O	Step ID 0: Notification 1: Processing 2: Dispatch 3: Arrival on site 4: Delivery 5: Delivered

shortlabel	String	<b>O</b>	Short label for the TL
longLabel	String	<b>N</b>	Long label to be displayed in the hot area
status	String	<b>O</b>	Step status: STEP_STATUS_ACTIVE : Active STEP_STATUS_INACTIVE : Inactive STEP_STATUS_DISABLED: Disabled
country	String	<b>N</b>	Country code associated with the step
date	dateTime	<b>N</b>	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.3.3.5 BlockTrackingTimelineCompanyStatus

Data	Format	Mandatory	Comment
code	string	<b>O</b>	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
---------	--------	---	---------------------------------

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

## II.4 Appendices

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### II.4.1 Appendix 1: Error Codes

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Table of error codes.

Code	Message	Comment
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	
111	Invalid email	
113	No recent parcel	
301	Invalid language	
302	Invalid profile	
303	Invalid IP address	
305	Invalid date period	
401	Account not authenticated	
403	Unauthorised account	
406	The number of parcels per page is not valid	
413	The number of packages per page is too big	
666	API of the Colissimo Services platform unavailable	
1000	API tracking unavailable	Cases of unmanaged or unforeseen errors. Cases of errors such as "Problem with service parameters"

### 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",
  "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 Appendix 3: Example of a SOAP envelope

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#### Request:

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ws="http://ws.timeline.tracking.colissimo.laposte.fr/"
  <soapenv:Header/>
  <soapenv:Body>
    <ws:timelineCompany>
      <login>Login</login>
      <password>*****</password>
      <parcelNumber> parcelNumber </parcelNumber>
      <lang>fr_FR</lang>
    </ws:timelineCompany>
  </soapenv:Body>
</soapenv:Envelope>

```

#### Response :

```

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <ns2:timelineCompanyResponse
xmlns:ns2="http://ws.timeline.tracking.colissimo.laposte.fr/">
      <return>
        <lang>fr_FR</lang>
        <parcel>
          <contractNumber>Login</contractNumber>
          <event>
            <code>PCHMQT</code>
            <date>2019-04-05T02:06:33+02:00</date>
            <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.</labelLong>
          </event>
        </parcel>
      </return>
    </ns2:timelineCompanyResponse>
  </soap:Body>
</soap:Envelope>

```

```

</event>
<goal>>false</goal>
<goalContractID/>
<parcelNumber> parcelNumber </parcelNumber>
<parcelNumberAVPI/>
<parcelNumberInstance/>
<service>
  <deliveryChoice>>false</deliveryChoice>
</service>
<step>
  <countryCodeISO/>
  <labelLong/>
  <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.</labelShort>
  <status>STEP_STATUS_ACTIVE</status>
  <stepId>0</stepId>
  <type>N</type>
</step>
<step>
  <countryCodeISO/>
  <status>STEP_STATUS_INACTIVE</status>
  <stepId>1</stepId>
  <type>N</type>
</step>
<step>
  <countryCodeISO/>
  <status>STEP_STATUS_INACTIVE</status>
  <stepId>2</stepId>
  <type>N</type>
</step>
<step>
  <countryCodeISO/>
  <status>STEP_STATUS_INACTIVE</status>
  <stepId>3</stepId>
  <type>N</type>
</step>
<step>
  <countryCodeISO/>
  <status>STEP_STATUS_INACTIVE</status>
  <stepId>4</stepId>
  <type>N</type>
</step>
<step>
  <countryCodeISO/>
  <status>STEP_STATUS_INACTIVE</status>
  <stepId>5</stepId>
  <type>N</type>
</step>
</parcel>
<status>
  <code>0</code>
  <message>OK</message>
</status>
</return>
</ns2:timelineCompanyResponse>
</soap:Body>
</soap:Envelope>

```

**END**