

Version 2.3 – 30 October 2021

SPECIFICATIONS

TIMELINE TRACKING WEB

SERVICE

La Poste – Colissimo



LA POSTE

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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

Format	Description
boolean	Boolean (true/false)
dateTime	Date and time
int	Integer
string	Strong of characters
bloc	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">- parcel tracking with the 5 steps:<ul style="list-style-type: none">• 0: Announcement• 1: Support• 2: Routing• 3: Arrival on site• 4: Delivery• 5: Delivered- references (Colissimo, partners)- information on the pick-up point- possible services- the details of the parcel route

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
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 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	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 response language

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
removalPoint	SUB	See details in paragraph II.3.3.5
service	SUB	See details in paragraph II.3.3.2
step	SUB	See details in paragraph II.3.3.4
event	SUB	See details in paragraph II.3.3.3

II.3.3.2 Block Service

Data	Format	Comment
deliveryChoice	boolean	Choice of redelivery service

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

II.3.3.3 Block Event

Ce bloc décrit les informations de l'événement.

Data	Format	Comment
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 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.3.3.5 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.

Data	Format	Comment
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",
"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

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>
          <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>
    </step>
    <step>
        <countryCodeISO/>
        <status>STEP_STATUS_INACTIVE</status>
        <stepId>1</stepId>
    </step>
    <step>
        <countryCodeISO/>
        <status>STEP_STATUS_INACTIVE</status>
        <stepId>2</stepId>
    </step>
    <step>
        <countryCodeISO/>
        <status>STEP_STATUS_INACTIVE</status>
        <stepId>3</stepId>
    </step>
    <step>
        <countryCodeISO/>
        <status>STEP_STATUS_INACTIVE</status>
        <stepId>4</stepId>
    </step>
    <step>
        <countryCodeISO/>
        <status>STEP_STATUS_INACTIVE</status>
        <stepId>5</stepId>
    </step>
</parcel>
<status>
    <code>0</code>
    <message>OK</message>
</status>
</return>
</ns2:timelineCompanyResponse>
</soap:Body>
</soap:Envelope>

```

II.4.4 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