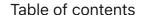| |
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Similarities in the UI and API Workflow

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Updated over a week ago

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Order Tracking Status

Outlined below are the different statuses an order may go through in its fulfillment journey.

Notice the column for STEP indicates the sequence of the statuses while the column for POSSIBLE VALUES provide a range of different status that may appear at each STEP.

STEP	POSSIBLE VALUES	API ATTRIBUTE	WEB UI TERMINOLOGY	WEB UI TAB	DEFINITION
0		processing	Processing	Any	the order is being moved from one tab to the next; this status can be an indicator that the order is stuck in between the two tabs
1		order_placed	Order Placed	New Orders	the order is created in the Shippit New Orders tab; packaging size and courier assignment is yet to be confirmed
2		despatch_in _progress	Packing Order	Ready to Ship	the order is in the Shippit Ready to Ship tab; packaging size and courier assignment is already

					confirmed
3	a	ready_for_pickup	Booked for Delivery	Track	the order is on the Shippit Track tab; order details are sent to the selected courier for pickup and the merchant is already charged for booking
	b	pickup_failed	Pickup Failed	Track	the order status for futile pickup or no-goods-to-go (NGTG); this means the courier driver went to pick up the package from the merchant but it is not ready yet
	c	invalidated			only for priority/same-day delivery orders; an order that was booked but

					cannot be picked-up because of driver inavailability
	d	cancelled	Cancelled	Track	an order that was previously booked but has not been picked-up was cancelled from the Track tab
4	a	in_transit	In Transit	Track	the order is already collected by the courier driver from the merchant; this can mean (a) the order is on its way to the depot or (b) is currently travelling in between depots
		untrackable	Untrackable	Track	the order was placed only to generate a plain label so no

					tracking events can be recorded; applicable for click-and-collect orders
5	a	with_custo ms			only for international orders; an order that has arrived at the destination country but is yet to cleared by customs
	b	customs_a waiting_pay m			only for international orders; an order that has arrived at the destination country but requires duties and taxes to be paid by recipient
	c	customs_fai led			only for international orders; an order that has arrived at the destination country but was not

					was not cleared by customs
	d	customs_on _hold			only for international orders; an order that has arrived at the destination country but is undergoing review by customs for any sort of reason not stated to Shippit by courier
6	a	with_driver	With Driver	Track	the order is onboard for delivery to the customer; this means it's delivery day and the item is already on the courier driver's van
	b	delivery_att empted	Delivery Attempted	Track	the courier driver attempted to deliver to the recipient address but no one is present

					to receive the order; a card is left at the delivery address so the recipient can arrange a redelivery.
	c	delivery_failed		Track	the courier driver attempted to deliver to the recipient address but the recipient no longer resides/works in the destination
	d	insufficient_address	Insufficient Address	Track	the courier driver cannot locate the destination based on the indicated order delivery address; this could mean the address is incorrect or insufficient; the merchant

					can validate the address in Google Maps and supply the correct/complete address
	e1	awaiting_collection	Awaiting Collection	Track	the courier driver delivered the item to a collection point for the customer to collect; this means that redelivery can no longer be arranged
	e2	await_collection			same as above; used by legacy integrations
7	a	completed	Completed	Track	the package is successfully delivered
	b	partially_completed		Track	a component of a multi-parcel order is delivered but other

					parcels within the same order are not yet delivered
	c	parcel_com pleted		Track	delivery of a multi-parcel order is completed
	d	lost	Lost	Track	the package is lost; if the order is covered by Shippit Transit Cover, a claim may be submitted
	e	damaged	Damaged	Track	the package is damaged; if the order is covered by Shippit Transit Cover, a claim may be submitted
	f	returned_to _sender	Returned to Sender	Track	the package was returned back to the merchant; this is possibly

					due to customer refusal to accept, customer failure to pick up from the designated collection point, redelivery attempts exceeded, incorrect address, or damaged package.
8	a	return_requested	Return Requested	Track	the merchant booked a return of the order from the customer; this means the return label is now created
	b	awaiting_drop_off			only for users of the Shippit Returns portal; a customer chooses to drop off at the courier office instead of booking

					the delivery for pick-up from his/her address
	c	return_book ed			only for users of the Shippit Returns portal; a customer books the delivery for pick-up from his/her address instead of choosing to drop off at the courier office
	d	return_book ing_failed			only for users of the Shippit Returns portal; a customer who booked the delivery for pick-up from his/her address but is unable to ship out the item

Triggers for Orders Status Update

Listed below are the different triggers through the Web User Interface (UI) and the API that can move an order from one status to the next.

Generally, it is not recommended to mix the Web UI and API workflows but in rare occasions that this is necessary, you may refer to the table below.

WEB UI ACTION	API CALL	STATE ON COMPLETION	WEB UI TAB
Add order	POST order	New Order	New Orders tab
Modify order	Delete order Add order	New Order	New Orders tab
Confirm order	GET label	Ready to Ship	Ready to Ship tab
Cancel label	DELETE order label	Order Placed	New Orders tab
Book order	POST book	Booked	Track tab
Cancel order	DELETE order	Cancelled	not visible

Important Notes:

- Modifications to an existing order cannot be done through the API. If an order required modification, it is recommended to perform **Delete order** API call to delete the existing version of the order in Shippit, then make a new **Add order API** call to load the order again in Shippit with its modified information.
- The **Cancel label** Web UI action moves an order from the Ready to Ship tab back to the previous New Orders tab. This is different from the **Cancel order** Web UI action that can be done for any orders that are still on the Booked for Delivery (Web UI) or ready_for_pick-up (API) status. Any order that have already been picked-up by the courier cannot be cancelled via API and UI. This kind of cancellation needs to be performed with the assistance of the Shippit customer service team.

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