

## SHIPVIP Internal FAQ - DevNet 2025

Q: What if a tracking ID returns NULL?

A: This occurs when the simulated payload isn't registered in staging memory. Retry in 5 minutes.

Q: How do I reset my API token?

A: Use POST `/api/auth/reset` and include 'reset\_key' from your assigned credentials.

Q: Why does `GET /track` return a 403 even with a valid token?

A: This may indicate the token was generated in a different staging region. Use `X-Region-Sandbox` to scope the request or re-authenticate with `/auth/reset`.

Q: Can I reuse staging `tracking_id`'s across tests?

A: No. Each tracking ID is single-use in DevNet. To simulate reuse, reset the session context or initiate a full `POST /shipment/create` flow.

Q: How do I simulate a delayed delivery or failed scan?

A: Add `?simulate_delay=true` or `?scan_failure=true` to the tracking endpoint during POST creation. These flags only work in DevNet.

Q: Is weekend delivery enabled in sandbox mode?

A: By default, no. Use header `X-Override-Weekend: true` to simulate exceptions for Zones 5 and 6 only.

Q: Why am I getting `RateLimitExceeded` on DevNet?

A: All DevNet calls are limited to 250/hour per IP to prevent automation abuse. Contact `dev-admin@shipvip.xyz` for elevated testing privileges.

Q: Can I test webhook delivery from DevNet?

A: Yes. Register your webhook via `POST /webhooks` and include the `X-Sandbox-Mode: true` header. Events are dispatched with 500ms simulated latency.

Q: What do I do if DevNet returns a `502 Proxy Error`?

A: This indicates a temporary test endpoint outage. Retry after 2 minutes. This does not affect production infrastructure.

More help: <https://shipvip.xyz/docs>

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