Track API Request

The following details how to track a package with Mercury via an **API request**.

> **Usage Note**
>
> The Track Request API should be used to look up tracking information for individual shipments on an ad-hoc basis. Each package may be tracked once per hour (24 times per day). If you need updates for multiple shipments at once, please use the **tracking file**.

Overview

The protocol is based on XML data exchange with HTTP used as a transport. A non-validating parser is used and hence no internal or external DTD needs to be specified. The data must be well formed and all validation is handled at the application (not parser) level. Error handling will be done by always including the <Errors> container in the response. The Errors element will not be returned if no errors are found.

Connection

To connect to the site use the following HTTPS URL via regular POST method with the parameter RQXML=<your xml document> **https://api.landmarkglobal.com/v2/Track.php**

Encoding

Mercury uses UTF-8 for character encoding. If your system outputs in an encoding other than UTF-8, please include an encoding flag in your XML header.

Example: <?xml version="1.0" encoding="UTF-8"?>

Example: <?xml version="1.0" encoding="ISO-8859-1"?>

Test Mode

When first given access to the API, the client will be placed in Test mode. Requests made while in test mode will not act on live data. After approval has been received to go live from Landmark, all requests are active unless the <Test> flag is passed. During a test API call, orders will not be cancelled but errors will be reported when appropriate.

During a test API call, validation will be very basic, focusing on fields being required and passing sane values. Assuming the request passes the basic validation, **responses are randomized**. Some requests will succeed and some will fail with different error messages. This is done so that the programmer has an opportunity to see a wide variety of responses and can be prepared to handle many potential results.

TrackRequest

```
<TrackRequest>
    <Login>
        <Username>demoapi</Username>
        <Password>demo123</Password>
    </Login>
    <Test>true</Test>
    <ClientID>218</ClientID>    <!-- Required if more than one client under user, otherwise Optional -->
    <!-- Reference OR TrackingNumber OR PackageReference is required, but not all three -->
    <Reference/>
    <TrackingNumber>LTN123121</TrackingNumber>
    <PackageReference/>
    <RetrievalType>Historical</RetrievalType>    <!-- Optional Node. Will return all tracking statuses for a packages if populated.
Will return last tracking status if empty or node not present -->
</TrackRequest>
```

TrackResponse

```
<TrackResponse>
    <Errors> <!-- Only if Error(s) occur is this element included-->
        <Error>
            <ErrorCode>Invalid</ErrorCode>
            <ErrorMessage>No shipment found</ErrorMessage>
        </Error>
    </Errors>

    <Result>
        <Success>true</Success>
        <ShipmentDetails>
            <EndDeliveryCarrier>Canada Post</EndDeliveryCarrier>
        </ShipmentDetails>
        <Packages>
            <Package>
                <TrackingNumber>1Z123971A4</TrackingNumber>
                <LandmarkTrackingNumber>LTN123121</LandmarkTrackingNumber>
                <PackageReference/>
                <Events>
```

```
            <Event>
                <Status>Delivered</Status>
                <DateTime>2019-01-01 13:21:45</DateTime>   <!-- YYYY-MM-DD HH:MM:SS 24h format in America/Chicago
time per the IANA TimeZone Database https://www.iana.org/time-zones -->
                <Location>Windsor, ON</Location> <!-- If available-->
                <EventCode>500</EventCode> <!-- Only included if the request RetrievalType = "Historical" -->
            </Event>
          </Events>
        </Package>
      </Packages>
    </Result>
</TrackResponse>
```

Possible tracking status codes include:

- 50   Shipment Data Uploaded
- 60   Shipment inventory allocated
- 75   Shipment Processed
- 80   Shipment Fulfilled
- 90   Shipment held for payment
- 100   Shipment information transmitted to carrier
- 125   Customs Cleared
- 135   Customs Issue
- 150   Crossing Border
- 155   Crossing Received
- 200   Item scanned at postal facility
- 225   Item grouped at Landmark or partner facility
- 250   Item scanned for crossing
- 275   Item in transit with carrier
- 300   Item out for delivery
- 400   Attempted delivery
- 410   Item available for pickup
- 450   Item re-directed to new address
- 500   Item successfully delivered
- 510   Proof Of Delivery
- 550   Return received at handling facility
- 570   Return Received
- 800   Claim Issued
- 900   Delivery failed

> *Note: These are general explanations of the meaning of each status code; the text of actual status updates may differ.*

Possible Errors

This table lists all errors that may be returned by the Track API endpoint. [Brackets] in the ErrorMessage are used to represent to the value passed for the related element. An example is provided when an ErrorMessage is variable.

Related Element(s)	ErrorMessage	Details/Action
	General Errors	
User, API	User [username] does not have permissions to this API	
	Failure authenticating user	
	User is not available. Check your username/password	
N/A	Unable to parse characters	Ensure that special characters are properly encoded and an encoding flag is included in your XML header. *Example:* <?xml version=""1.0"" encoding=""UTF-8""?> *Example:* <?xml version=""1.0"" encoding=""ISO-8859-1""?>
	<Login> Errors	
Login	Required element Login not found	Provide login credentials and verify the XML can be parsed
	Login name not provided	
User, ClientID	Request is missing client ID	
	Unable to authenticate the user credentials	
	Client is inactive	
	Client has been deactivated. Permission denied	

Related Element(s)	ErrorMessage	Details/Action
	User [username] does not have permissions to client: [clientID]	
	Unable to determine desired client for this user	If user has access to more than one client, the ClientID is required
Username, password	The username/password combination provided is invalid	
	The username/password combination provided is disabled	
	Password not provided	
Errors Specific to Track API		
Reference	Either Reference, Package Reference or TrackingNumber is required, none were found	
N/A	Insufficient data provided to determine shipment. Must provide a valid reference or tracking number	
	Could not find shipment in our system	
	Duplicate results found. Shipment could not be tracked	
	No data available for shipment	

For more information on tracking, please see the Tracking Overview.