API Specification

Royal Mail Group

Tracking API (REST)

Technical User Guide

This API specification details the requirements for integrating with Tracking API (REST). It specifically covers how Tracking API can be used by business customers to receive Track-and-Trace information and provides the technical information to build this integration.

27th November 2015

Version 1.0

Contents

1 Document Control

1.1 Terms and Abbreviations

Term	Meaning
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol over SSL
IP	Internet Protocol
JSON	JavaScript Object Notation
SOAP	Originally an acronym for Simple Object Access Protocol; a protocol specification for exchanging structured information in the implementation of web services
REST	REpresentational State Transfer
TAPI	Tracking API
Swagger	Specification for defining RESTful web services

Table 1 – Terms and Abbreviations

1.2 Version History

Version	Date	Author	Notes
1.0	27/11/2015	Mark Cornforth	Document created and baselined.

Table 2 – Document Version History

2 Overview

The Royal Mail Tracking API exposes a web service that allows account customers to receive track-and-trace information for their mail items. Built on industry standards, Tracking API provides a simple and low cost method for customers to integrate with Royal Mail.

There are no costs to customers for using the Tracking API, however customers' own development costs must be covered by the customer developing the solution. Royal Mail will not accept any responsibility for these development, implementation and testing costs.

Customers should address initial enquiries regarding development of systems for these purposes to their account handler.

3 Purpose

This document is to provide Royal Mail customers with guidelines and detailed specifications for integrating with the Tracking API RESTful web service.

The document details:

- The specification for the web service interface for customers who want to access tracking data for their mail items
- Description of errors the API can return
- Non-functional characteristics of the API including response times, service availability and security considerations

This document is primarily intended to be read by developers and other technical roles involved with integrated customer systems' with the Tracking API. This document should be read in conjunction with the following artefacts which are available from the 'Tracking API (REST)' page on the Royal Mail API (Developer) Portal:

- Tracking API Swagger Definition
- Tracking API Reference Data
- Tracking API Sample Data

4 Introduction to Tracking API

4.1 Overview

Tracking API provides the functionality for customers to enquire on the tracking status of their mail items. It provides an alternative mechanism to using the track and trace function on the Royal Mail website: http://www.royalmail.com/track-trace.

The APIs provide the latest track for single and multiple mail items, the tracking history for a single mail item, and the proof of delivery information (minus the signature image) for a single mail item.

4.2 Interface Components

Please see Figure 1 below for a graphical representation of the interface between Royal Mail and customers for Tracking API. This document covers what information is to be exchanged, how this information is structured and the means by which it is transferred.
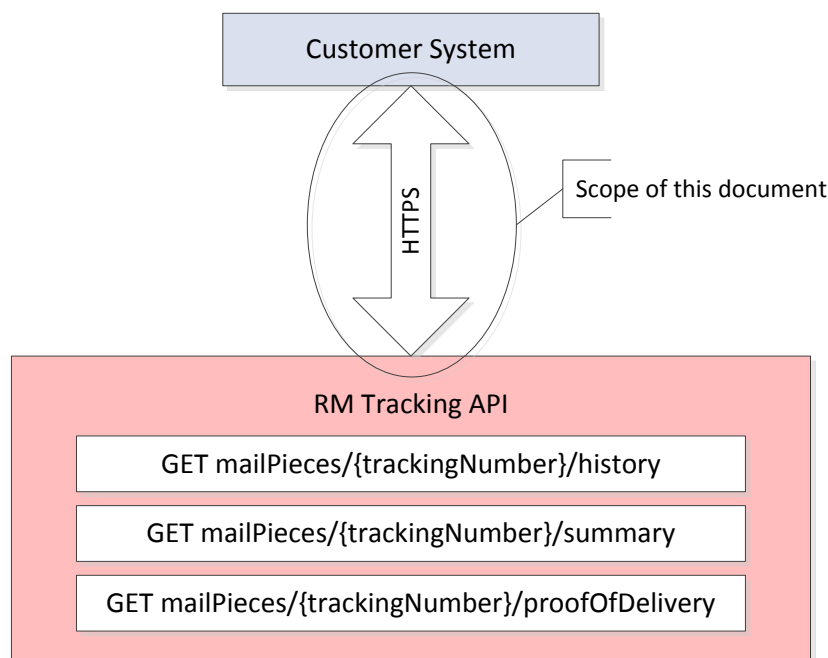

Customer System

HTTPS

Scope of this document

RM Tracking API

GET mailPieces/{trackingNumber}/history

GET mailPieces/{trackingNumber}/summary

GET mailPieces/{trackingNumber}/proofOfDelivery

Figure 1 – Tracking API

5   Integrating with Tracking API

The high-level process associated with integrating with Tracking API is represented and described in the diagram below.
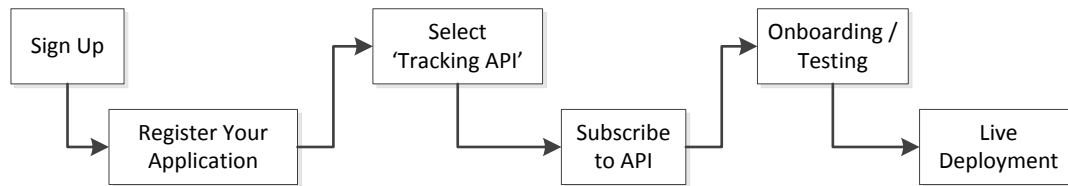

Figure 2 – Process for Integrating with the API

Access to the service is managed through RMG's API Management system.

New users of the system will need to:

1. Sign up for an account and accept the terms and conditions on the Royal Mail API (Developer) Portal.

2. Register the 'application' which will be calling the API. When the application is registered, it will be assigned a unique system-generated Client ID and Secret which is needed to securely access the API. It is important that these credentials are noted and securely stored.

3. Request to subscribe to the API. This will result in an e-mail being automatically generated and sent to the Royal Mail Customer Solutions team.

4. Once approved, testing can be performed against the API in a sandboxed onboarding environment that allows you to test the integration.

5. Once all required testing has completed in the onboarding environment, access to the Live production system will be provided at a mutually agreed date/time.

Existing users who already have an account with Royal Mail's API Management system will need to perform step 2 onwards if the application accessing the API is different to any currently registered applications. If the application accessing the API is already registered, existing customers will need to perform step 3 onwards.

5.1   Terms & Conditions

You must accept the Royal Mail Terms and Conditions when creating your customer account. These cover the ways in which the service may be used and any integration activities must abide by these.

Of particular note to developers:

- The onboarding environment is available 24x7 and is a small scale system for functional testing only. It may not be used for performance testing.

- Royal Mail expects customers to use the service in a responsible way; this includes refraining from continuously polling the API for updates. Updates to the backend systems that support the Tracking API are made hourly, so more frequent polling will not yield updated results.

- The API imposes a cap on the number of transactions per second for each customer. Excessive volumes of traffic over the configured throttling limit will result in transactions being rejected.

5.2 API Access

Both onboarding and live access to the API is obtained via the following URL:

https://api.royalmail.net/mailPieces/{trackingNumber}/resource

The API only supports HTTP GET operation against the resource and doesn't support HTTP operations to PUT, POST, DELETE etc.

Please note:

- Response formats supported: application/json

- See section 6 for all operations and parameters which are supported by this API.

- Supported 'resource' values for this API are:

  - history (see section 6.3)

  - summary (see section 0)

  - proofOfDelivery (see section 0)

- If anything is appended to the path and which is unsupported (e.g. …/mailPieces/something), then an HTTP 403 Forbidden response will be returned.

- All HTTP operations (e.g. PUT, POST, DELETE etc) other than GET are not supported and a HTTP 405 Method Not Allowed response will be returned.

- The Client ID and Secret must be provided in the HTTP header of all API requests otherwise access to the API will be rejected and a HTTP 401 (Unauthorised) will be returned. The Client ID and Secret are obtained by registering an application on the Royal Mail API (Developer) Portal.

- Please see section 7 for a full list of technical and business error codes which are returned by this API.

You must complete all required test activities in the onboarding environment prior to being permitted access to the live environment by the Royal Mail Customer Solutions Team. The onboarding test environment is available 24x7, has the same functionality as live (though with a reduced capacity) and allows you to test your integration.

You will be provided with a contact in Royal Mail who will take you through the onboarding process.

5.3 Live Deployment

Once you have completed all required testing in the onboarding environment you will be provided with access to the live production system.

5.4 API Versioning

Royal Mail is continuously working to improve its technology, and as part of this process updates to the services provided may on occasion necessitate a new API version. Royal

Mail will look to maintain three versions of the API; as new versions are introduced, previous versions move down the stack until they are ultimately removed completely:

- Latest version

- Previous version

- Deprecated version

Customers will always be encouraged to integrate against the latest version as this will give them the longest stable period without the need to change, but if they have already begun integration activities when a new version is released then they will be able to integrate against the previous version. Customers should not integrate against the deprecated version.

6 Tracking Services

6.1 Business Services

Tracking API is a service offered to customers to allow them to enquire on the tracking status of their mail items which are being handled through the Royal Mail network.

The table below provides an overview of the business services that are supported by this interface.

Business Service	Web Service Operation	Description	Technology	Conversation Style
Get Single Item History	GET mailPieces/{trackingNumber}/history	Provides the tracking history for a single mail item.	JSON over HTTPS (REST)	Synchronous Request / Response
Get Single Item Summary	GET mailPieces/{trackingNumber}/summary	Provides the latest tracking event for a single mail item.	JSON over HTTPS (REST)	Synchronous Request / Response
Get Proof Of Delivery	GET mailPieces/{trackingNumber}/proofOfDelivery	Provides the proof of delivery information for a single mail item.	JSON over HTTPS (REST)	Synchronous Request / Response

Table 3 – Business Services

6.2 HTTP Header Information

6.2.1 Description

The purpose of the HTTP header is to support security and logging functionally within the Royal Mail systems and it is mandatory that it is provided in the request message.

6.2.2 Request Message

All service requests to this API will be authorised in accordance with the Client ID and Secret passed in the HTTP headers. Please see table below for the elements which need to be populated in the HTTP header.

Parameter	Optional	Description
Host	No	This is the domain name.
Accept	No	This attribute accepts requests in application/json format.
X-IBM-Client-Id	No	Similar to a client username. Required to access the API.
X-IBM-Client-Secret	No	Similar to a client password. Required to access the API.

Table 4 – HTTP Header Information in the API Request

6.2.3 Example Data

Example Request Data for the HTTP Header:

Parameter	Value
Host	api.royalmail.net
Accept	application/json
X-IBM-Client-Id	f0e4f151-2041-4df2-b31d
X-IBM-Client-Secret	kT0lB2dK0wF6mK0rD8sD7oE7vP2mG7l

Table 5 – Example HTTP Header Information for API Request

6.3 GET mailPieces/{trackingNumber}/history

6.3.1 Description

The behaviour of the GET mailPieces/{trackingNumber}/history operation is to provide a history of tracks for a single mail item.

6.3.2 Request Message

URL Path: https://api.royalmail.net/mailPieces/{trackingNumber}/history

Parameter	Optional	Description
trackingNumber	No	A 13-digit barcode tracking number of the mail item being queried.

Table 6 – API Request Parameters

6.3.3 Response Message

The body of the JSON response message contains details for each tracking scan for the mail item or any errors that may have occurred. A successful business response will be returned as a standard HTTP response code of 200 (Ok).

Field	Type	Description	Optional
trackDetail	Array	An array of objects containing details of each tracking scan for the mail item. This will only be provided in the event that no error information is returned.	Yes
trackDetail.trackingNumber	String	The 13-digit barcode tracking number of the mail item being queried.	No
trackDetail.trackDate	String	Date the mail item tracking scan was taken.	Yes
trackDetail.trackPoint	String	Location the mail item tracking scan was taken from.	Yes
trackDetail.trackTime	String	Time the mail item tracking scan was taken.	Yes
trackDetail.status	String	Status of the tracking scan as seen on the Royal Mail track and trace portal. Please see the Tracking API Reference Data	Yes

Field	Type	Description	Optional
		spreadsheet (available on the 'Tracking API (REST)' page on the Royal Mail API (Developer) Portal).	
trackDetail.messages	Array	Contains business messages as seen on the Royal Mail portal.	Yes
trackDetail.messages.id	String	ID associated with the business message. Please see the Tracking API Reference Data spreadsheet (available on the 'Tracking API (REST)' page on the Royal Mail API (Developer) Portal) for a list of all message IDs.	Yes
trackDetail.messages.detail	String	Text associated with the business message. Please see the Tracking API Reference Data spreadsheet (available on the 'Tracking API (REST)' page on the Royal Mail API (Developer) Portal) for a list of all message details.	Yes
trackDetail.podMessage	String	Message indicating if there may be a proof of delivery associated with the tracking scan.	Yes
error	Object	Object containing the details of any business errors that have occurred. This element will only be populated with data in the event that no 'trackDetail' data can be returned.	Yes
error.code	String	Code associated with the error condition. See section 7.2 for details.	No
error.description	String	Description of the error condition. See section 7.2 for details.	No
error.cause	String	Cause of the business error. See section 7.2 for details.	Yes
error.resolution	String	Description of the resolution and action required to correct the error. See section 7.2 for details.	Yes
error.context	String	Context of the error, e.g. client or server.	Yes

Table 7 – API Response Parameters

6.3.4 Example Data

Full JSON example responses are provided on the Royal Mail API (Developer) Portal.

Example Request Data

Parameter	Value
trackingNumber	JX009814815GB

Table 8 – Example API Request Data

```
GET https://test.api.royalmail.net/mailPieces/JX009814815GB/history HTTP/1.1
Accept: application/json

X-IBM-Client-Secret: C8rG0uG5gI3hK3tR3iW6lR0sY0kE1pG8wU3nQ4mA0xP0kB6aU7
X-IBM-Client-Id: a77f6e62-d4c5-4421-9af7-ba8fd3ed6eff
```

Example Response Data

Field	Value
trackDetail	
trackDetail.trackingNumber	JX009814815GB
trackDetail.trackDate	2015-08-20
trackDetail.trackPoint	Bruton SPDO
trackDetail.trackTime	10:04:18
trackDetail.status	It's being redirected
trackDetail.messages	
trackDetail.messages.id	
trackDetail.messages.detail	
trackDetail.podMessage	

Table 9 – Example API Response Data

```
HTTP/1.0 200 OK
Content-Type: application/json
{
        "trackDetail": [
                {
                        "trackingNumber": "JX009814815GB",
                        "trackDate": "2015-08-20",
                        "trackPoint": "Bruton SPDO",
                        "trackTime": "10:04:18",
                        "status": "It's being redirected",
                        "messages": []
                }
        ],
        "error": {}
}
```

6.4 GET mailPieces/{trackingNumber}/summary

6.4.1 Description

The behaviour of the GET mailPieces/{trackingNumber}/summary operation is to allow customers to obtain the latest track for a mail item.

6.4.2 Request Message

URL Path: https://api.royalmail.net/mailPieces/{trackingNumber}/summary

Parameter	Optional	Description
trackingNumber	No	A 13-digit barcode tracking number of the mail item being queried.

Table 10 – API Request Parameters

6.4.3 Response Message

The body of the JSON response message contains the latest track for a mail item or any errors that may have occurred. A successful business response will be returned as a standard HTTP response code of 200 (Ok).

Field	Type	Description	Optional
trackSummary	Array	An array of objects containing details of each tracking scan for the mail item. This will only be provided in the event that no error information is returned.	Yes
trackSummary.trackingNumber	String	The 13-digit barcode tracking number of the mail item being queried.	No
trackSummary.eventDate	String	Date the mail item tracking scan was taken.	Yes
trackSummary.eventTime	String	Time the mail item tracking scan was taken.	Yes
trackSummary.statusCode	String	Status code for mail item's last tracking scan. Please see the Tracking API Reference Data spreadsheet (available on the 'Tracking API' page on the Royal Mail API (Developer) Portal) for a list of all tracking event codes.	Yes
trackSummary.summaryLine	String	Summary message for mail item's last tracking scan	Yes
trackSummary.status	String	Status of the tracking scan as seen on the Royal Mail track and trace portal. Please see the Tracking API Reference Data spreadsheet (available on the 'Tracking API (REST)' page on the Royal Mail API (Developer) Portal).	Yes
trackSummary.messages	Array	Contains business messages as seen on the Royal Mail portal.	Yes
trackSummary.messages.id	String	ID associated with the business message.	Yes

Field	Type	Description	Optional
		Please see the Tracking API Reference Data spreadsheet (available on the 'Tracking API (REST)' page on the Royal Mail API (Developer) Portal) for a list of all message IDs.	
trackSummary.messages.detail	String	Text associated with the business message. Please see the Tracking API Reference Data spreadsheet (available on the 'Tracking API (REST)' page on the Royal Mail API (Developer) Portal) for a list of all message details.	Yes
error	Object	Object containing the details of any business errors that have occurred. This element will only be populated with data in the event that no 'trackSummary' data can be returned.	Yes
error.code	String	Code associated with the error condition. See section 7.2 for details.	No
error.description	String	Description of the error condition. See section 7.2 for details.	No
error.cause	String	Cause of the business error. See section 7.2 for details.	Yes
error.resolution	String	Description of the resolution and action required to correct the error. See section 7.2 for details.	Yes
error.context	String	Context of the error, e.g. client or server.	Yes

Table 11 – API Response Parameters

6.4.4 Example Data

Full JSON example responses are provided on the Royal Mail API (Developer) Portal.

Example Request Data

Parameter	Value
trackingNumber	JX009814815GB

Table 12 – Example API Request Data

```
GET https://test.api.royalmail.net/mailPieces/JX009814815GB/summary HTTP/1.1
Accept: application/json

X-IBM-Client-Secret: C8rG0uG5gI3hK3tR3iW6lR0sY0kE1pG8wU3nQ4mA0xP0kB6aU7
X-IBM-Client-Id: a77f6e62-d4c5-4421-9af7-ba8fd3ed6eff
```

Example Response Data

Parameter	Value
trackSummary	
trackSummary.trackingNumber	JX009814815GB
trackSummary.eventDate	2015-08-20
trackSummary.eventTime	10:04:00
trackSummary.statusCode	EVNMI
trackSummary.summaryLine	We received your Royal Mail Tracked parcel JX009814815GB at Bruton SPDO on the 2015-08-20 and it's progressing through our network.
trackSummary.status	It's being redirected
trackSummary.messages	
trackSummary.messages.id	
trackSummary.messages.detail	

Table 13 – Example API Response Data

```
HTTP/1.0 200 OK
Content-Type: application/json
{
        "trackSummary": [
                {
                        "trackingNumber": "JX009814815GB",
                        "eventDate": "2015-08-20",
                        "eventTime": "10:04:00",
                        "statusCode": "EVNMI",
                        "summaryLine": "We received your Royal Mail Tracked parcel
JX009814815GB at Bruton SPDO on the 2015-08-20 and it's progressing through our network.",
                        "status": "It's being redirected",
                        "messages": []
                }
        ],
        "error": []
}
```

6.5 GET mailPieces/{trackingNumber}/proofOfDelivery

6.5.1 Description

The GET mailPieces/{trackingNumber}/proofOfDelivery operation provides the details captured at the point of delivery as proof that delivery has occurred. Note that a proof of delivery is only captured by the delivery track for those service offerings that require a signature on delivery. Please also note that for data protection reasons the API does not currently supply the signature image captured at the point of delivery.

6.5.2 Request Message

URL Path: https://api.royalmail.net/mailPieces/{trackingNumber}/proofOfDelivery

Parameter	Optional	Description
trackingNumber	No	A 13-digit barcode tracking number of the mail item being queried.

<p align="center">Table 14 – API Request Parameters</p>

6.5.3 Response Message

The body of the JSON response message contains the proof of delivery information of the mail item being queried. A successful business response will be returned as a standard HTTP response code of 200 (Ok).

Field	Type	Description	Optional
proofOfDelivery	Array	An array containing the proof of delivery information for the mail item. This will only be provided in the event that no error information is returned.	Yes
proofOfDelivery.trackingNumber	String	The 13-digit barcode tracking number of the mail item being queried.	No
proofOfDelivery.height	String	Height of the signature image in the form of value plus unit of measure (e.g. 100 pixel)	Yes
proofOfDelivery.width	String	Width of the signature image in the form of value plus unit of measure (e.g. 100 pixel)	Yes
proofOfDelivery.image	String	The signature image as captured. Note this is turned off and will not be supplied in the API response.	Yes
proofOfDelivery.printedName	String	Printed name of the person who supplied the signature.	Yes
proofOfDelivery.signatureTime	String	Time the signature was captured.	Yes
error	Object	Object containing the details of any business errors that have occurred. This element will only be populated with data in the event that no 'proofOfDelivery' data can be returned.	Yes
error.code	String	Code associated with the error	No

Field	Type	Description	Optional
		condition. See section 7.2 for details.	
error.description	String	Description of the error condition. See section 7.2 for details.	No
error.cause	String	Cause of the business error. See section 7.2 for details.	Yes
error.resolution	String	Description of the resolution and action required to correct the error. See section 7.2 for details.	Yes
error.context	String	Context of the error, e.g. client or server.	Yes

Table 15 – API Response Parameters

6.5.4 Example Data

Full JSON examples of requests and responses are provided on the Royal Mail API (Developer) Portal.

Example Request Data

Parameter	Value
trackingNumber	JA011550729GB

Table 16 – Example API Request Data

```
GET https://test.api.royalmail.net/mailPieces/JA011550729GB/proofOfDelivery HTTP/1.1
Accept: application/json

X-IBM-Client-Secret: C8rG0uG5gl3hK3tR3iW6lR0sY0kE1pG8wU3nQ4mA0xP0kB6aU7
X-IBM-Client-Id: a77f6e62-d4c5-4421-9af7-ba8fd3ed6eff
```

Example Response Data

Field	Value
proofOfDelivery	
proofOfDelivery.trackingNumber	JA011550729GB
proofOfDelivery.height	129 pixel
proofOfDelivery.width	231 pixel
proofOfDelivery.image	
proofOfDelivery.printedName	GAMMY
proofOfDelivery.signatureTime	2015-11-09T00:00:00

Table 17 – Example API Response Data

```
HTTP/1.0 201 OK
Content-Type: application/json
{
        "proofOfDelivery": [
                {
                        "trackingNumber": "JA011550729GB",
                        "height": "129 pixel",
                        "width": "231 pixel",
                        "printedName": "GAMMY",
                        "signatureTime": "2015-11-09T00:00:00"
                }
        ],
        "error": {}
}
```

7 Error Handling

7.1 Overview

There are two types of errors produced by Tracking API:

- **Business Errors** (e.g. invalid tracking number etc)
- **Technical Errors / Exceptions** (e.g. database unavailable etc)

Both sets of errors should be appropriately handled by your systems, and technical details of the error should not be displayed directly to consumers.

7.2 Business Errors

All client data errors are provided in the response part of the GET operations, and as such will be accompanied with the standard HTTP successful response code of 200 (Ok).

Table 18 below lists all business errors which may be returned from the API.

code	description	cause	resolution
E1142	Barcode reference [trackingNumber] is not valid	A mail item with that barcode cannot be located	Check barcode and resubmit
E1143	Tracking data are not available for barcode reference [trackingNumber]	It is not possible to provide information about events that occurred more than [configurable variable] days ago	Please use the Royal Mail Track and Trace website to obtain data of this age.
E1144	Proof of Delivery is not available for barcode reference [trackingNumber]	Proof of Delivery information is not yet available	Please try again later. It can take up to 72 hours after delivery for the Proof of Delivery information to become available
E1145	Proof of Delivery is not available for barcode reference [trackingNumber]	Proof of Delivery is not available for this product	Please consult your Royal Mail account team to determine which products can be signed for

Table 18 – API Business Errors

7.2.1 Example Data

Please see below for an example of a business error which is returned from calling the GET mailPieces/{trackingNumber}/proofOfDelivery operation and which results in an E1145 error being returned. Full JSON example responses are provided on the Royal Mail API (Developer) Portal.

```
HTTP/1.1 200 OK
Content-Type: application/json
{
        "proofOfDelivery": [
```

```
                {
                        "height": " ",
                        "width": " "
                }
        ],
        "error": {
                "code": "E1145",
                "description": "Proof of Delivery is not available for barcode reference
JX009814815GB",
                "cause": "Proof of Delivery is not available for this product",
                "resolution": "Please consult your Royal Mail account team to determine which
products can be signed for"
        }
}
```

7.3   Technical Errors / Exceptions

The following technical exceptions / error scenarios will be caught and handled as described below:

Error Cause	Error Response Message	HTTP Response Status Code

No Client ID supplied in API request	{
	    "httpCode": "401",
	    "httpMessage": "Unauthorized",
	    "moreInformation": "Client id missing."
	}
		HTTP 401 (Unauthorised)

Client ID not subscribed / registered to API	{
	    "httpCode": "401",
	    "httpMessage": "Unauthorized",
	    "moreInformation": "Client id not registered."
	}
		HTTP 401 (Unauthorised)

Incorrect Client Secret provided	{
	    "httpCode": "401",
	    "httpMessage": "Unauthorized",
	    "moreInformation": "Invalid client id or secret."
	}
		HTTP 401 (Unauthorised)

Internal Server Error	{
	    "httpCode":"500",
	    "httpMessage":"Internal Server Error",
	    "moreInformation":"Please contact the RMG Customer Solutions Team""
	}
		HTTP 500 (Internal Server Error)

Table 19 – API Technical Errors

For all other technical issues please contact a Royal Mail Support representative by visiting the Royal Mail API (Developer) Portal Support pages.

8 Non-Functional Characteristics

8.1 Availability

8.1.1 Service Hours

The Tracking API is available 24 hours per day x 365 days per year.

8.1.2 Maintenance Windows

Royal Mail Online Services Terms and Conditions define the maintenance for this service.

8.1.3 Unavailability

In the unlikely event of the Tracking API being unavailable, customer systems should make provision to handle this appropriately. Royal Mail will endeavour to proactively contact customers in the event of an outage to this API.

If you experience issues with the availability of this API please contact a Royal Mail Support representative by visiting the [Royal Mail API (Developer) Portal Support](#) pages.

8.2 Performance

Performance testing has validated that the Tracking API responds to calls in less than 2 seconds on average when invoked from the edge of Royal Mail's UK data centre. Performance will be slower during peak periods of activity (between 15:00 and 18:00, Monday to Friday). To avoid issues associated with slower response times during periods of heavy traffic, customers are strongly advised to spread their traffic out throughout the day where possible.

8.3 Security

The REST API will only accept requests and return responses over HTTPS. All service requests via the API Management solution will be authorised in accordance with the Client ID and Secret passed in the HTTP headers. This will ensure that any external service requests are authorised and authenticated in line with RMG Security Policies and Standards.

10 Frequently Asked Questions

Please see the [FAQ page](#) on the [Royal Mail API (Developer) Portal](#) for a general list of frequently asked questions with responses.

All FAQs specific to the API described in this document are listed below.

10.1 API vs Track-and-Trace Results

Question: Will I get the same result from Tracking API as the RM Website Track-and-Trace function?

Answer: Yes – the APIs use the same source tracking application and retrieval process as the website.

10.2 eBay/Amazon Plugin

Question: Is an eBay/Amazon plugin available?

Answer: Unfortunately this is not available.

10.3 Latest versions of Swagger Definition

Question: Where can I find the latest version of the Tracking API Swagger definition?

Answer: The latest version of the Swagger definition can be found on the 'Tracking API (REST)' page on the [Royal Mail API (Developer) Portal](#).

10.4 API Programming

Question: Can Royal Mail complete the API programming for me?

Answer: Royal Mail only provides user guides to enable an understanding of the API and therefore cannot complete any programming or system development for your business.

10.5 Service Offerings

Question: What types of service offering can I look up via Tracking API?

Answer: Tracking API allows track-and-trace for the same service offerings as the Royal Mail website (http://www.royalmail.com/track-trace). Generally these are from the Special Delivery and RM Tracked product families.

10.6 Proof of Delivery Signatures via API

Question: Why can't I receive proof of delivery signatures from Tracking API?

Answer: We cannot provide the signature image via TAPI for reasons of customer privacy.

10.7 Proof of Delivery Information

Question: How do I get the full proof of delivery information?

Answer: If applicable, the name and receipt image of the person who signed for a mail item can be obtained via the Royal Mail track-and-trace website (http://www.royalmail.com/track-trace).

10.8 Availability of Data

Question: How long is tracking data available via the API?

Answer: Tracking data is available via the API for 30 days. If you need tracking information that is older than this, please use the Royal Mail website (http://www.royalmail.com/track-trace), where data may be available for up to 12 months.

10.9 Business Account

Question: I don't have a business account with Royal Mail. Can I use the Tracking API?

Answer: No – Tracking API is only available to Royal Mail account holders.

10.10 Multi-Item Tracking via RESTful API

Question: Is there a RESTful operation which supports multiple tracking numbers being provided in a single request?

Answer: The SOAP version of Tracking API provides a getMultiItemSummary operation which allows up to 5 tracking numbers to be provided in a single request. Unfortunately there isn't currently a RESTful equivalent of this operation.

Please see the 'Tracking API (SOAP)' page on the Royal Mail API (Developer) Portal for more information in relation to the SOAP version of this API.

10.11 HTTP 500 / Throttling Errors

Question: Why do HTTP 500 errors occur?

Answer: As demand for Tracking API calls is unpredictable it is sometimes necessary to manage the volume of tracking requests hitting the tracking database. The number of requests that you have raised within a period has caused the request to be rejected at this time. Please try again later.

10.12 Scan Times

Question: Why are scan times sometimes provided as strings such as AM or PM rather than times?

Answer: This representation of time is a feature of the source scanning system. For international scans, this source scanning system is not controlled by Royal Mail.

10.13 Application Compatibility

Question: What Software Development Kits or tools have been proven to work with the Tracking API?

Answer: The following applications are known to be compatible with the Royal Mail Tracking API: SoapUI.