**Fastway**:

Where is the freight being sent from?

 If it is being sent from the Dublin warehouse – then yes you should fill this in the sender address.

 The tracking SFTP is handled by Fastway Global. Once the AN service is set up Global will enable the tracking SFTP.

**Yunexpress**

Our parcels will be sent from CN to UK(Custom clearance agency) to Dublin(fastway warehouse).

When will the tracking SFTP be expected to set up?

**Fastway**:

If a client needs to return a parcel is it being sent to the Dublin warehouse or to CN?

If it is Dublin then put Dublin address for sender or otherwise China address if return to China.

Once the AN service is set up, Fastway Global can enable the tracking. As they are in Australia time, it may take a day to complete.

**Yunexpress**

Thanks for you explanation.As for undelivered parcels we will would like to make them return to our Dublin warehouse.

But i have asked our IT team they said they didn't find relative fileds to put in sender address.Could you give us some advice?

Ok,we will wait for you colleague to finish setting up tracking.Additionally may we have your some tracking number who have complete tracking events from A-scan to D-scan.We want to know about the tracking events.

**Fastway**:

Great news – the service is now setup.

For the service ID can you use the new AN service which is assigned to your account.

I have set the return address as Dublin.

Attached is a sample tracking file format with some sample live tracking data, along with a file containing the tracking events and descriptions.

If you have any questions please let me know.

**Yunexpress**

Our IT team just tried with this request:<https://api.scurri.co.uk/v1/company/hongkong-yunexpress-logistics-limited/consignment/YT1917600103850051/documents/?documenttype=application%2Fpdf&label_quantity=1&invoice_quantity=3>

but got nothing:{"invoices":null,"labels":null}.

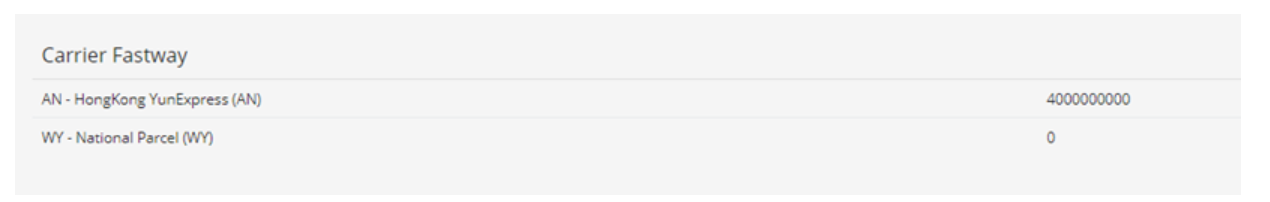
Do you know what's wrong with it?

**Fastway**:

This is because you are still using the WY service, if we check the status of consignment YT1917600103850051 we can see its using the national parcel service, –



As can be seen on your dashboard, you have no labels for this service –



This is what’s causing your request to fail. As seen by the reject reason above.

Please use the Fastway|AN - HongKong YunExpress AN service instead for consignments as this is the service Tomas has allocated your labels to.

Anything else let me know.

**Yunexpress**

Thanks for your help.We can get labels.And we do some test in system and facing an issue happen frequently.Error:identifier: Consignment with identifier already exists

**Identifier:**

YT2032600155000021  
YT2032600155000022  
YT2032600155000042  
YT2032600155000046  
YT2032600155000049  
YT2032600155000050  
YT2032600155000056  
YT2032600155000070  
YT2032600155000072  
YT2032600155000081  
YT2032600155000102

It may be caused by bad network.It may be recorded in your system but due to bad network our system didn't get the correct response.In this case we will re-request with the same identifier(YT...........).I wonder if we re-request with the same identifier and your system can respond the old record in your system to us?

Or do you have another suggestion?As you know that bad network is hard to be avoided.

**Fastway**:

So the identifier has to be unique across the whole of Scurri.  
You can check if you have created a consignment with this identifier all ready by using the [get consignment call.](https://scurri.docs.apiary.io/#reference/consignments/consignments/get-a-single-consignment)  
You they will know if the consignment was created.

Regards,

**Fastway**:

Just checking to see how you are getting on with the integration – any blockers?

Tracking is now set up and you can use the below credentials

[ftp://ftp.fastway.org](ftp://ftp.fastway.org/)

Username: SC15698  
Password: Boat33Tree99

Have you tested yet?

**Yunexpress**

Everything in system is good.