

Parcel Integration iBoxen, v1.0

Naming of first/last mile

Pickup: A first mile parcel which is used for both return to a e-retailer and a shipment to another consumer

Delivery: A last mile parcel

Transporter: Company delivering the parcel, or picking up the pickup

Status names

A status name indicates what 'state' a parcel is in. This state determines who(driver/customer) has access to the parcel's compartment.

'created' - Parcel has been created in iBoxen system, always applies to a parcel that has been notified to iBoxen (no-one has access)

'cancelled' - Parcel has been cancelled, this status is applicable before the parcel has been put in a box. (no-one has access)

'on-way' - Parcel has been given a booked spot at a location (driver access)

'deviation' - Driver has marked parcel delivery with a deviation. See deviation topic

'in-box' - Parcel has been delivered into a box (customer access)

'marked-for-return' - Parcel has been (driver access)

'collected' - Parcel has been collected by the customer (no-one has access)

Status flow

- All changes of status can be 'webhooked' to the transporter, containing any relevant data about the status. The method of the webhook is agreed between iBoxen and the transporter.
- If a transporter would like to pickup and return a parcel which is in a box. They can transition the parcel status from in-box to marked-for-return. Now they have access to the box but not the customer.
- If a transporter would like to cancel a parcel/box they send the status **cancelled**. This will remove all box allocations and accesses to the parcel.

A normal status delivery flow:

created: parcel data has been created in iBoxen system

on-way: parcel is booked to a box and ready to be delivered (driver has access)

in-box: parcel is delivered to a box (customer has access)

collected: parcel has been collected from the box by a customer

A normal pickup flow:

created

pickup-on-way: parcel is booked to a box and ready to be delivered by customer (customer has access)

pickup-in-box: parcel is delivered by customer to a box (driver has access)

pickup-ready-to-collect: the parcel is available to collect by the driver

pickup-collected: parcel has been collected by the driver

Setting pickup status 'ready-to-collect'

Transporter have the possibility to control when a driver should be able to collect a parcel that has been delivered by a customer to a box. They can either set status '**pickup-ready-to-collect**' through the API or let iBoxen automatically have '**pickup-in-box**' status transition to '**pickup-ready-to-collect**'.

The deviation status

In the last mile flow the driver can add a status called "deviation" to a parcel. This happens when the driver have some issues with the parcel or locker. In this case the status name is "deviation" and also an additional field is supplied, "data". In "data" there is one more property "code" which is the additional code for the issue.

The deviation codes are:

- ParcelTooBig
- FailedToOpenLock
- CustomReason (this also has property "comment")
- NoParcelInLocker (when the driver should pickup a parcel and the compartment is empty)