



Lyve Global  
API Documentation  
V3.17

## Create Order Flow

### PROCESS DESCRIPTION:

1. The API receives the input for order creation requests from clients.
2. The API processes the order details and sends responses to clients.
3. Orders can be processed as bulk orders (max. of 200) or as single order.
4. The system assigns an available driver to deliver the order and sends driver and status details to the client API.
5. The driver picks up the order and confirms it through the OnDemandOnDuty mobile app. Once done, the system updates the status and pickup time information and sends these to the client API.
6. The driver delivers the order and confirms it through the mobile app. Soon after, the system logs the status, end time and customer location and sends these to the client API.

*Note: DDoS (Distributed Denial of Service Attacks)) protection is enabled on the API by blocking repeated requests for 10 seconds.*

## Update Order Flow

### PROCESS DESCRIPTION:

1. If required, the client can modify the order details. Please note that order modification can only be done by the client.

*Note: DDoS (Distributed Denial of Service Attacks)) protection is enabled on the API by blocking repeated requests for 10 seconds.*

## Create Order

Request:

```
curl --location --request POST
```

```
'https://test.api.ngage.lyveglobal.com/v1/orders' \
```

```
--header 'x-access-token:
```

```
eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpc3MiOiJMeXZlIiwic3ViIjoiUUGgVEVBTSIsImF1ZCI6Imh0dHBzOi8vYXBpLmx5dmVnbG9iYWwuY29tL2R5bmF0bWtcG9pL3YxL3BvaS8iLCJ2ZXIiOiIxIiwiaGFzaCI
```

```
6IjNlNWVjODg3YTJmNjY4OTgyMjdkNWU0OGY3Y2I3MTEwIiwiaWF0IjoxNjMyMDQzNDY3LCJleHAiOjU3NTEyO
DIzMzI9.iwW6NnQFkk-EakV2d_c3LNd8IfY0X5zsp-gqjcmJcfW' \
```

```
--header 'Content-Type: application/json' \
```

```
--data-raw '{
```

```
  "data": [
    {
      "order_number": "hussein test salt 1002988",
      "amount": 100.75,
      "payment_method": "PAID",
      "order_source_name": "hussein order name",
      "vehicle_type": "BIKE",
      "no_of_packages": 6,
      "order_type": "Activation Only",
      "number_of_bags": 6,
      "is_return": false,
      "business_date": "2021-09-23",
      "is_aggregator": false,
      "is_schedule": 0,
      "preparation_time": 12,
      "additional_order_number": "60",
      "pickup_number": "dummy",
      "pickup_name": "hussein test new salt 1002988",
      "pickup_building": "As-Salt",
      "pickup_street": "Al-Balqa Applied University",
      "pickup_area": "As salt",
      "pickup_postal_code": "8521",
      "pickup_city": "as salt",
      "pickup_country": "Jordan",
      "pickup_address_notes": "note test ",
      "pickup_business_vertical": "F & B",
      "pickup_brand_id": "0611",
      "order_brand_id": "0611",
      "pickup_is_autoassign": true,
      "pickup_contact_email": "test@test.com",
      "pickup_contact_phone": "12345678912345678912",
      "store_manager_name": "hus store m name",
```

```
"store_manager_phone": "0522401376",
"area_manager_name": "area name test",
"area_manager_phone": "0791443530",
"target_sos": 8,
"target_instore": 20,
"target_drive": 12.5,
"target_assign": 16,
"target_at_customer": 8,
"target_arrival_at_store": 2,
"target_wait_at_store": 1,
"timezone": "America/North_Dakota/New_Salem",
"currency": "INR",
"pickup_open_time": "12:34",
"pickup_close_time": "23:54",
"pickup_radius": 60,
"pos_number": "2",
"recipient": "hus test reci",
"recipient_phone": "0522401376",
"destination_name": "as salt",
"destination_address": "Green Saloon Sweet",
"destination_latitude": "32.043057",
"destination_longitude": "35.782249",
"destination_area": "as salt",
"pickup_latitude ": "32.043057",
"pickup_longitude ": "35.782249",
"extra_info": "test extra"
}
]
}'
```

Response:

```
{
  "status": 1,
  "vAPI": 2,
  "orders": {
    "hussein test salt 1002988": {
      "status": 1,
      "vAPI": 2,
      "track_id": "",
      "order_id": "19227661",
      "pickup_number": "dummy61fa345128a95"
    }
  }
}
```

### **Error response for incorrect request**

- 101 - Invalid hash parameter.
- 102 - Too many orders inside one request.
- 103 - Error in parsing json parameters.
- 201 - Order with this ID and/or Number does not exist.
- 202 - Please wait there isn't any route assigned for that delivery
- 301 - Invalid 'payment\_method' value
- 302 - Invalid 'order\_number' value
- 303 - Invalid 'recipient' value
- 304 - Invalid 'recipient\_phone' value
- 305 - Recipient mandatory field is missing
- 306 - Invalid 'pickup\_number' value
- 307 - Invalid 'status' value
- 308 - Order with this 'order\_number' already exists.
- 309 - Invalid 'destination\_area' value for that pickup location without delivery coordinates
- 310 - Brand value required/mandatory
- 311 - Invalid 'brand' value
- 312 - Invalid 'number\_of\_bags' value, it can't be empty
- 313 - Invalid 'pickup\_number' pickupNumber value for enabled account
- 314 - Invalid 'pickup\_number' value, not allow to create new POI

- 315 - Invalid 'destination\_area' value for that pickup location customerLat,customerLng
- 400 - Provided token is expired
- 400 - An error while decoding token
- 401 - Token not provided
- 401 - Invalid hash value. POI Cannot be created
- 401 - No driver assigned to this 'Order'
- 404 - POI creation via API is disabled. POI cannot be created
- 404 - Hash is required, Hash Cannot be Empty
- 422 - Currency is required. Currency Cannot be Empty
- 422 - Time Zone is required. Time Zone Cannot be Empty
- 422 - The order type field is required.
- 422 - The auto assign field is required.
- 422 - Store Phone Number is required. Number Cannot be Empty
- 422 - City Value is required. City can not be Empty
- 422 - Country is required. Country Cannot be Empty
- 422 - Longitude Value is required. Longitude Cannot be Empty
- 422 - Latitude Value is required. Latitude Cannot be Empty
- 422 - Pickup Zone is required. Pickup Zone Cannot be Empty
- 422 - Pickup Building is required. Pickup Building Cannot be Empty
- 422 - POI Name is mandatory. Name Cannot be Empty
- 422 - order\_brand\_id is required

Header Parameter
x-access-token (Mandatory)
Content-Type (Mandatory)

\* x-access-token will be shared to the client via email by the nGage Support Team.

Body Parameter	Parameter Type	Mandatory?
order_number	String. Max. 250 chars.	Yes
amount	Decimal. Max. 20 chars. Precision: 2	Yes

payment_method	Enum. List of values: COD, PAID, CARD	Yes
order_source_name	String. Max. 250 chars. Example: Zomato	No
vehicle_type	Enum. List of values: CAR, BIKE, VAN	No
order_brand_id  <i>Please get in touch with nGage support team at support@lyveglobal.com to get the brand for your account</i>	Integer. Max. 20 chars.	Yes if account is cloud kitchen
no_of_packages	Integer. Max. 20 chars.	No
order_type	String. Max. 250 chars.	No
number_of_bags	Integer. Max. 20 chars.	No
service_type	String. Max. 250 chars. Example: Same Day, Next Day	No
is_return  <i>If it's a return order (from customer to store)</i>	Boolean. True/False	No
business_date  <i>Business date for the POI (Store) of this order</i>	Date. Format YYYY-MM-DD	No
is_aggregator  <i>If the request is from an aggregator that is not the owner of that POI (Store) then the pickup_number value should be the access token value for the aggregator account, else the pickup_number should be the main account pickup_number</i>	Boolean. True/False	No

<i>value</i>		
is_schedule  <i>0 - Assignment will happen as soon as the order is created</i> <i>1- Assignment will happen as per the scheduled time</i>	Integer. Max. 1 char. Possible values: 0/1	No
planned_delivery_time  <i>Planned delivery time of the order</i>	String. Max. 19 chars. Format: YYYY-MM-DD HH:ii:ss. Example: 2018-01-01 10:00:00. Date and Time need to be sent in GMT timezone	No
planned_start_time  <i>Planned start time of the order</i>	String. Max. 19 chars. Format: YYYY-MM-DD HH:ii:ss. Example: 2018-01-01 10:00:00. Date and Time need to be sent in GMT timezone	No
preparation_time  <i>It should be in minutes</i>	Integer. Max. 3 chars.	No
order_created_at_client_time	String. Max. 19 chars. Format: YYYY-MM-DD HH:ii:ss. Example: 2018-01-01 10:00:00. Date and Time need to be sent in GMT timezone	No
additional_order_number	String. Max. 250 chars.	No
pickup_number  <i>It's a unique number assigned to a POI (Store). Please get in touch with nGage support team at support@lyveglobal.com for it</i>  <i>If is_aggregator is true, then the pickup_number should be the access token of the aggregator account.</i>	String. Max. 100 chars.	Yes  Mostly, a POI is pre-configured in our system. Send the unique number assigned to the POI in the pickup_number.  However, if you have a business case due to which a POI can't be pre-configured in our system, then please get in touch with nGage support team at support@lyveglo



		bal.com to enable dynamic POI creation. Once enabled, send “dummy” in the pickup_number if the POI has to be created dynamically
pickup_name	String. Max. 255 chars.	Yes, if pickup_number is “dummy”
pickup_building	String. Max. 200 chars.	Yes, if pickup_number is “dummy”
pickup_street	String. Max. 200 chars.	Yes, if pickup_number is “dummy”
pickup_area	String. Max. 250 chars.	Yes, if pickup_number is “dummy”
pickup_postal_code	String. Max. 10 chars.	No
pickup_city	String. Max. 255 chars. Possible values for major cities:  UAE: Dubai, Sharjah, Abu Dhabi, Al Ain, Ajman  Saudi Arabia: Riyadh, Jeddah, Dammam, Al Khobar  Oman: Muscat, Salalah, Sohar, Sur  Greece: Athens, Patras, Heraklion  Philippines: Manila, Makati,Cebu  Serbia: Belgrade, Nis, Subotica, Novi Pazar  India: Delhi, Mumbai, Chennai, Kolkata, Bangalore, Hyderabad, Pune	Yes, if pickup_number is “dummy”

pickup_country	String. Max. 255 chars. Possible values: UAE, Saudi Arabia, Oman, Greece, Philippines, Serbia, India	Yes, if pickup_number is "dummy"
pickup_latitude	Decimal. Precision: 9	No
pickup_longitude	Decimal. Precision: 9	No
pickup_address_notes	String. Max. 250 chars.	No
pickup_brand_id  <i>Please get in touch with nGage support team at support@lyveglobal.com to get the brand for your account</i>	Integer. Max. 20 chars.	Yes, if pickup_number is "dummy"
pickup_business_vertical	String. Max. Field Length: 250 chars. Possible values: F & B, Grocery, E-commerce, Courier, QSR, Pharma	Yes, if pickup_number is "dummy"
pickup_is_autoassign  <i>Allow order to be auto assigned to a driver</i>	Boolean. True/False	Yes, if pickup_number is "dummy"
pickup_contact_email	String. Max. 250 chars.	No
pickup_contact_phone	String. Max. 20 chars.	Yes
store_manager_name	String. Max. 255 chars.	No
store_manager_phone	String. Max. 255 chars.	No
area_manager_name	String. Max. 255 chars.	No
area_manager_phone	String. Max. 255 chars.	No
target_sos  <i>It is the target time (in minutes) for the SOS (Speed of Service)</i>	Integer. Max. 20 chars.	No

target_instore  <i>It is the target time (in minutes) from driver arrival for pickup to order pickup</i>	Integer. Max. 20 chars.	No
target_drive  <i>It is the target time (in minutes) from order pickup to order delivery</i>	Integer. Max. 20 chars.	No
target_assign  <i>It is the target time (in minutes) from assignment trigger to order assignment</i>	Integer. Max. 20 chars.	No
target_at_customer  <i>It is the time (in minutes) from driver reaching the customer premise to order delivery</i>	Integer. Max. 20 chars.	No
target_arrival_at_store  <i>It is the time (in minutes) from order assignment to driver arrival at the POI for pickup</i>	Integer. Max. 20 chars.	No
target_wait_at_store  <i>It is the time (in minutes) from driver arrival for pickup at the POI to order pickup</i>	Integer. Max. 20 chars.	No
timezone	String. Max. 100 chars. Possible values:  UAE: Asia/Dubai  Saudi Arabia: Asia/Riyadh  Oman: Asia/Muscat  Greece: Europe/Athens  Philippines: Asia/Manila	Yes, if pickup_number is "dummy"

	Serbia: Europe/Belgrade  India: Asia/Kolkata	
currency	String. Max. 250 chars. Possible values:  UAE: AED  Saudi Arabia: SAR  Oman: OMR  Greece: EUR  Philippines: PHP  Serbia: RSD  India: INR	Yes, if pickup_number is "dummy"
pickup_open_time  <i>Opening time of the POI (Store)</i>	Time. HH:MM (24 hours format)	No
pickup_close_time  <i>Closing time of the POI (Store)</i>	Time. HH:MM (24 hours format)	No
pickup_radius  <i>It is the radius in metres for auto-assignment in case the drivers are dedicated to the POI (Store)</i>	Integer. Max. 20 chars.	No
pos_number	String Max. 250 chars.	No
recipient	String. Max 200 chars.	Yes
recipient_phone	String. Max. 20 chars.	Yes
recipient_email	String. Max. 320 chars.	No

destination_name <i>e.g. home, office.</i>	String. Max. 250 chars.	No
destination_address	String. Max. 250 chars.	No
destination_latitude	Decimal. Precision: 9	No
destination_longitude	Decimal. Precision: 9	No
destination_area	String. Max. 250 Chars.	No
extra_info	String. Max. 250 chars.	No
custom_fields	JSON Object	<p>No</p> <p>Fields of type 'String' are allowed within this object.</p> <p>Note that the fields are for reference only and we can send the custom object back to your system in a feedback event and you will also be able to see a column for the custom object in the order extract. These fields aren't intended for searching/filtering /sorting/querying in our system</p>

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## Update Order

This request enables updates of the specified order.

Update order works for single request as well as bulk request.

Header Parameter
x-access-token (Mandatory)
Content-Type (Mandatory)

Body Parameter	Parameter Type	Mandatory?
order_number	String. Max. 250 chars.	Yes
status	Integer. Max. 20 chars. Possible values: <ul style="list-style-type: none"><li>• 5 - Order ready</li><li>• 4 - Canceled</li><li>• 3 - Done</li></ul>	No
payment_method	Enum. List of values: COD, PAID, CARD	No
amount	Decimal. Max. 20 chars. Precision: 2	No
order_brand_id	Integer. Max. 20 chars.	Yes if account is cloud kitchen
planned_delivery_time <i>Planned delivery time of the order</i>	String. Max. 19 chars. Format: YYYY-MM-DD HH:ii:ss. Example: 2018-01-01 10:00:00. Date and Time need to be sent in GMT timezone	No
planned_start_time	String. Max. 19 chars. Format: YYYY-MM-DD HH:ii:ss. Example: 2018-01-01 10:00:00. Date	No

<i>Planned start time of the order</i>	and Time need to be sent in GMT timezone	
preparation_time  <i>It should be in minutes</i>	Integer. Max. 3 chars.	No
is_aggregator  <i>If the request is from an aggregator that is not the owner of that POI (Store) then the pickup_number value should be the access token value for the aggregator account, else the pickup_number should be the main account pickup_number value</i>	Boolean. True/False	No
pickup_number  <i>It's a unique number assigned to a POI (Store). Please get in touch with nGage support team at support@lyveglobal.com for it</i>  <i>If is_aggregator is true, then the pickup_number should be the access token of the aggregator account.</i>	String. Max. 100 chars.	No

#### Sample one (not aggregator)

Request:

```
curl --location --request PUT
```

<https://test.api.ngage.lyveglobal.com/v1/orders>

```
--header 'x-access-token:
```

```
amJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpc3MiOiJMeXZlIiwic3ViIjojUGFkcmlubyIsImF1ZCI6Imh0dHBzOi8vYXBpLmx5dmVnbG9iYWwueWY29tL2R5bmFtaWMtcG9pL3YxL3BvaS8iLCJ2ZXIiOiIxIiwiaGFzaCI
```

```
6IjViZjUzMGVjNTY3NjZkZDFmMzBiNzI0YjA5NWM4YmFiIiwiaWF0IjoxNjMyMDQ0ODc2LCJleHAiOjU3NTEyO
DM3NDh9.KHt3gsJi9RLThPLpMQxa1s6Rzq8uzuCTOGain2fSden' \
```

```
{,
```

```
"status":3
"order_number": "5105",
"payment_method":"PAID",
"amount": "86"
}
```

Response:

```
{"status": 1,"vAPI": 2,"order_number": "61010051", "country": "61010051"}
```

## Sample two (is aggregator)

```
curl --location --request PUT
```

```
https://test.api.ngage.lyveglobal.com/v1/orders
```

```
--header 'x-access-token:
```

```
amJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpc3MiOiJMeXZlIiwic3ViIjoiUGFkcmlubyIsImF1ZCI6I
mh0dHBzOi8vYXBpLmx5dmVnbG9iYWwuY29tL2R5bmFtaWMtcG9pL3YxL3BvaS8iLCJ2ZXIiOiIxIiwiaGFzaCI
6IjViZjUzMGVjNTY3NjZkZDFmMzBiNzI0YjA5NWM4YmFiIiwiaWF0IjoxNjMyMDQ0ODc2LCJleHAiOjU3NTEyO
DM3NDh9.KHt3gsJi9RLThPLpMQxa1s6Rzq8uzuCTOGain2fSden' \
```

```
{,
```

```
"status":3
"order_number": "test salt 1000064",
"payment_method":"PAID",
"is_aggregator":True,
"pickup_number":"e35355fe86d23ee61dc8765d0ed2f9525f8b44d2",
"amount": "86"
}
```

Response

```
{
```



```

    "status": 1,

    "vAPI": 2,

    "order_number": "test salt 1000064",

    "items_sended": 0,

    "country": "UAE"

}

```

## Using Update Order API to add item list

```
curl --location --request PUT
```

```
https://test.api.ngage.lyveglobal.com/v1/orders
```

```
--header 'x-access-token:
```

```
amJ0eXAIoiJKVlQiLCJhbGciOiJIUzI1NiJ9.eyJpc3MiOiJMeXZlIiwic3ViIjoieUGFkcmlubyIsImF1ZCI6Imh0dHBzOi8vYXBpLmx5dmVnbG9iYWwuY29tL2R5bmFtaWMtcG9pL3YxL3BvaS8iLCJ2ZXIiOiIxIiwiaGFzaCI6IjViZjUzMGVjNTY3NjZkZDFmMzBiNzI0YjA5NWMM4YmFiIiwiaWF0IjoxNjMyMDQ0ODc2LCJleHAiOjU3NTEyODM3NDh9.KHt3gsJi9RLThPLpMQxa1s6Rzq8uzuCTOGain2fSden' \
```

```

{

    "order_number": "61010051",

    "extra_info": " 55446543    Al-AhmadiBlock:Block 2Street:Judda:Villa:408 Original",

    "payment_method": "PAID",

    "amount": "100",

    "items":

        [

            {

                "amount": 227,

                "name": "Test White Bermuda Culottes S",

```

```

        "quantity": "1",

        "barcode": "39538",

        "information": "Test"
    },

    {

        "amount": 202.16,

        "name": "Test1 ",

        "quantity": "1",

        "barcode": "49967",

        "information": "Test1"
    }
]
}

```

## Quantity Update

- Unit price should be shared mandatorily. It is the unit price of an item
  - It should be an Decimal value
  - It should be greater than or equal to 0
- Quantity should be shared (it is an optional field). It is the quantity of an item
  - It should be an integer value
  - It should be greater than or equal to 1
  - If quantity is not provided, then by default value 1 will be considered
- If items are provided through Update Order API, then the Order Amount field will become mandatory to be shared. Else, it will be optional

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## Webhook for Driver Events

For all the events in OneClick system we can send the webhook back to the URL published by the client. Each webhook needs to be in the format of url like: [https://feedback\\_api.1click2deliver.com](https://feedback_api.1click2deliver.com). The webhook supports only the post method.

```
{"Content-Type": "application/json"}
```

## Webhook Events

Webhook will be configured based on the order flow of the client (Eg: F&B, e-commerce, Groceries). Webhook will be sent to the URL which the customer provides at an interval of 1 min. We can enable the below webhook as per the need of the client and the order flow.

- Created -- When an order is created at OneClick.
- Unassigned -- When an order is unassigned status.
- Assign -- When an order is in assigned status.
- Pick Up -- When an order is in In Progress status.
- Delivered -- When an order is done status.
- Canceled - When an order is in canceled status.
- At Customer -- When an order is in At Customer Status.
- At Store -- When an order is at store status.
- Nearby -- When the driver is nearby the store.
- Arrived for Pick Up -- When the driver has arrived for pick up.

Request:

```
{  
  "orderId": "101",  
  "event": "ASSIGN",  
  "driverName": "driver 1",  
  "driverPhone": "568283624",  
  "lat": "12.18754",  
  "lng": "19.28969",  
  "time": "2020-01-01 10:00:00"  
}
```

\* We can optionally include Tracking URL in the webhook but there will be an additional cost for it. Please discuss the commercials with the nGage sales/client success team and reach out to the nGage support team at support@lyveglobal.com to enable it for your account.

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## API for Order Status

This API will return the current status of the order.

Request:

<https://testing-api.1click2deliver.com/customer/getDriver>

```
{
{
"hash": "6314c5476b20905cdb5528faabb4870a",
"data": [
{
"order_number": "868679889_1"
},
{
"order_number": "868679889_2"
},
{
"order_number": "868445"
}]
}
```

Response:

```
{
  "status": 1,
  "vAPI": 2,
  "orders": {
    "868679889_2": {
      "status": 1,
      "driver": "Asif khan",
      "driver_id": "20034",
      "package_number": "19151688",
      "driver_phone": "+971 1234567",
      "photo_url": "https://prod1-1click2deliver.com/uploads/driver_avatars/20034.jpg",
      "order_status": 12,
      "vAPI": 2,

```

```

        "lat": "28.4002524",
        "lng": "77.2731634",
        "GPSTimeStamp": "2020-09-03 08:57:52"
    },
    "868679889_1": {
        "status": 1,
        "driver": "Asif khan",
        "driver_id": "20034",
        "package_number": "19151671",
        "driver_phone": "+971 1234567",
        "photo_url": "https://prod.1click2deliver.com/uploads/driver_avatars/20034.jpg",
        "order_status": 12,
        "vAPI": 2,
        "lat": "28.4002524",
        "lng": "77.2731634",
        "GPSTimeStamp": "2020-09-03 08:57:52"
    },
    "868445": {
        "status": 1,
        "driver": "DED americana two",
        "driver_id": "20139",
        "package_number": "19151696",
        "driver_phone": "8907896876",
        "photo_url": "https://prod.1click2deliver.com/images/user_1.png",
        "order_status": 12,
        "vAPI": 2,
        "lat": "28.3991120",
        "lng": "77.2792865",
        "GPSTimeStamp": "2020-09-27 09:44:20"
    }
}
}

```

## Event Status Codes

3 - Done

4 - Canceled

5 - Unassigned

10 - Assigned

12 - In Progress

34 - Picked by customer

---

---

## Driver Tracking API

This API provides the driver coordinates for an active (Assigned or In Progress) order. Please reach out to the nGage support team at [support@lyveglobal.com](mailto:support@lyveglobal.com) to enable this API for your account.

We can optionally include ETA for the driver to deliver the order but there will be an additional cost for it. Please discuss the commercials with the nGage sales/client success team and reach out to the nGage support team at [support@lyveglobal.com](mailto:support@lyveglobal.com) to enable it for your account.

**API Method:** Get

**API URL (Testing environment):** <https://driver-tracking-service-testing.1click2deliver.com/>

Query Parameter	Parameter Type	Mandatory?
IsAdditional  <i>If the OrderNumber sent in the query parameter is the Order Number (same as the order_number sent in the Create Order request), then IsAdditional should be sent as 0, else, if the OrderNumber sent in the query parameter is the Additional Order Number (same as the additional_order_number sent in the Create Order request) then IsAdditional should be sent as 1</i>	Integer. Max. 1 char. Possible Values: 0,1  Default (if no value is sent): 0	No
OrderNumber	String. Max. 255 chars.	No
LyveOrderId	String. Max. 20 chars.	No
IncludeEta	Integer. Max. 1 char. Possible Values: 0,1  Default (if no value is sent): 0	No

\* Either OrderNumber or LyveOrderId is Mandatory

Header Parameter
Account Hash (Mandatory)

Request:

`https://driver-tracking-service-testing.1click2deliver.com/getEta?OrderNumber=Test1`

Response:

```
{
  "OrderNumber": "Test1",
  "LyveOrderID": 4181662,
  "OrderStatusID": 10,
  "DriverID": "Sayalio",
  "DriverName": "Sayalio",
  "DriverPhone": "87698"
  "DriverLat": 25.272578,
  "DriverLong": 55.367398
  "TrackingStatus": "MOVING"
  "TrackingStatusTime": "2022-11-16 10:05:30"
}
```

\* We currently support 2500 Requests Per Minute (RPM) in the production environment.

\* TrackingStatus is the last reported status of the driver tracking. Possible values are:

- MOVING
- NOT\_MOVING
- BAD\_ACCURACY
- NO\_GPS\_SIGNAL

- GPS\_OFF

\* TrackingStatusTime is the time when the status changed to the current one.

#### **Error response for incorrect request**

- Authorization failure.
  - 302 - API Token is missing.
  - 303 - API Token is invalid.
  - 304 - Order can't be found with the supplied Lyve Order ID and/or Order Number.
  - 305 - Both Order No. and Lyve Order ID are missing. At least one of them is required.
  - 306 - Order is not in Assigned or In Progress status.
- 
- 

#### **Frequently Asked Questions**

1. Will the sample request in the document work for order creation ?

The sample request in the document works as an example.

2. Is the x-access token and hashcode in the sample request same as in testing and production environments ?

The x-access token and hashcode will be different in the testing and production environments and will be created when we create an account in our system. Our support team will share the credentials and hashcode details in a separate mail.

3. Is the production URL different ?

Yes once the integration testing is completed in our testing env, we will share the production env credentials.

4. Which format is the timestamp ?

All timestamps are in UTC/GMT time format.

5. Is planned delivery time mandatory ?



Planned delivery time is not mandatory and this field can be skipped if the order is for immediate delivery. Planned delivery time is only used for future orders.

6. Does the webhook support dynamic parameters in the URL ?

The webhook does not support dynamic parameters in the URL.

7. How can we ensure that the customer address is correct ?

In the create package API the destination area needs to match with the destination area configured in our system, also customer lat long is recommended for operational efficiency. Matching the destination area is an activity we need to do once the API is integrated. Our support team can help you with the mapping.

8. Is the hashcode same for the create and Update API

Yes the hashcode is the same for the create and update API.

9. Can the update order be used to change the customer address ?

The update order does not allow me to update the customer address.

10. Is there a minimum time interval gap between create and update order API ?

Yes, we recommend keeping a gap of 2 mins between create and update request as the create orders requests do complicated calculations to create and order.

11.. Whom can I contact for integration related queries ?

You can reach out to nGage support team at [support@lyveglobal.com](mailto:support@lyveglobal.com) for any clarifications.