







OTO API V2

Introduction

OTO REST API provides seamless integration for managing shipments, tracking deliveries, and handling logistics operations. With powerful endpoints for creating, updating, and querying shipments, it ensures efficient and reliable communication between your systems and OTO's platform.

Overview

We continuously analyze the e-commerce and logistics industries to enhance shipping and fulfillment processes, making them easier for vendors. OTO APIs are designed to automate and simplify key logistics operations, including:

-  **Order Management** – Process, update, and sync orders seamlessly.
-  **Shipment Management** – Create, manage, and track shipments effortlessly.
-  **Return Management** – Handle return requests and reverse logistics smoothly.
-  **Stock & Inventory Management** – Keep inventory levels updated in real-time.
-  **Product Management** – Organize, update, and synchronize products efficiently.
-  **Warehouse Management** – Add, update, organize pickup locations.

You can find guidance to assist you throughout the integration process [here](#).

Base endpoint:

All API requests must be made over HTTPS to the following base endpoint:

<https://api.tryoto.com/rest/v2/>

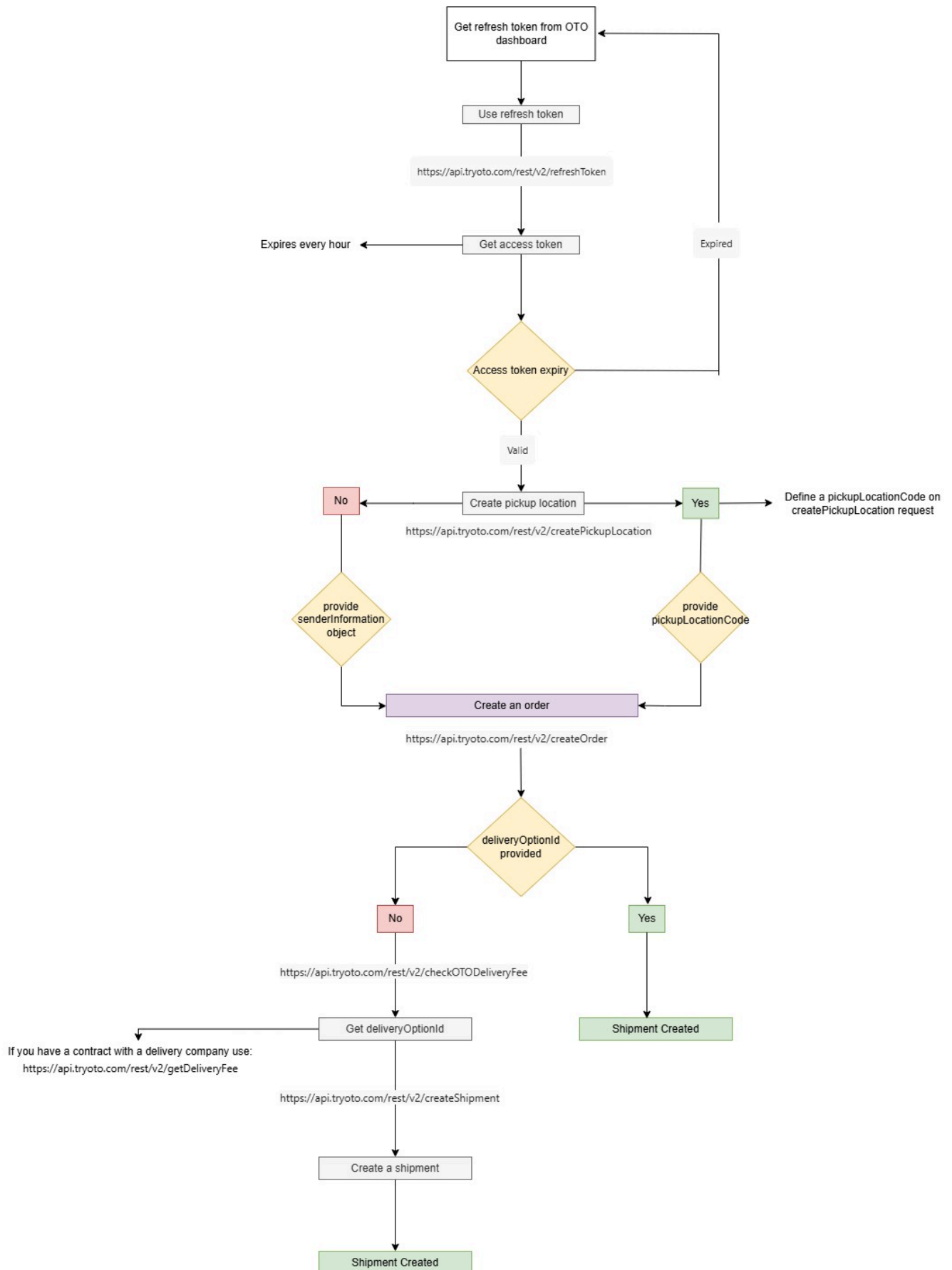
Dev URL:

<https://staging-api.tryoto.com/rest/v2/>

Use Cases and Flows

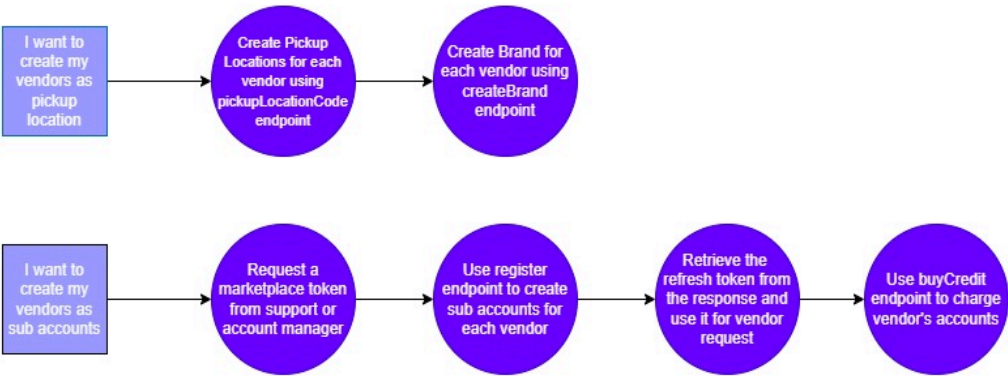
Create Shipment:

Follow the steps below for shipment create.

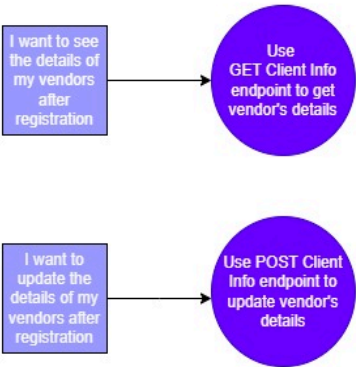


Use Cases:

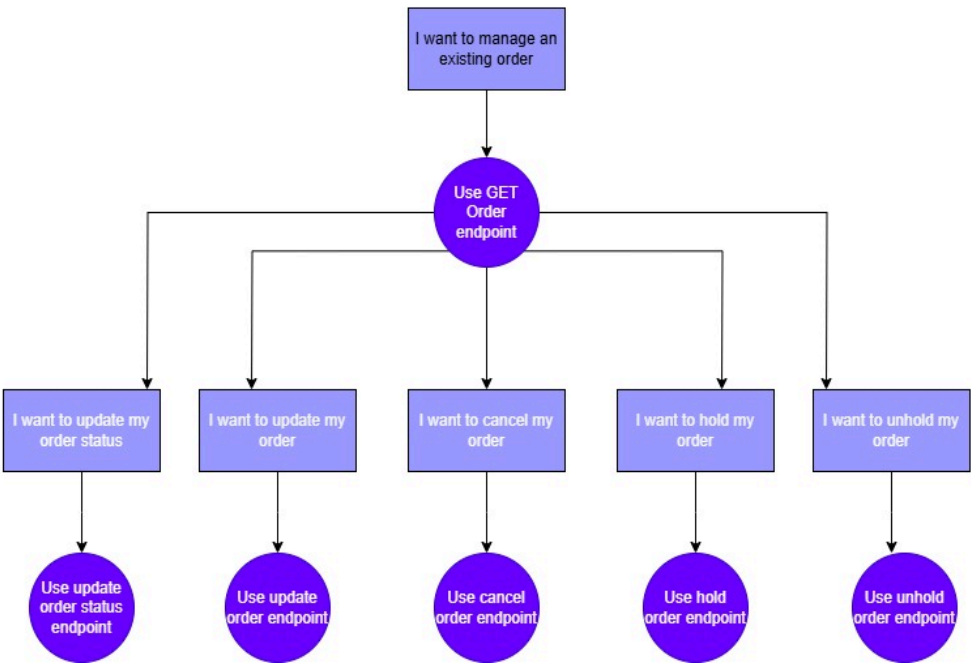
Marketplace



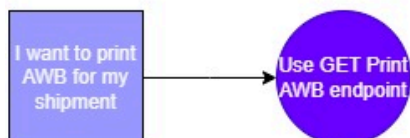
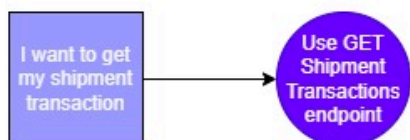
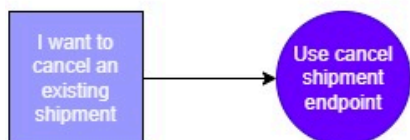
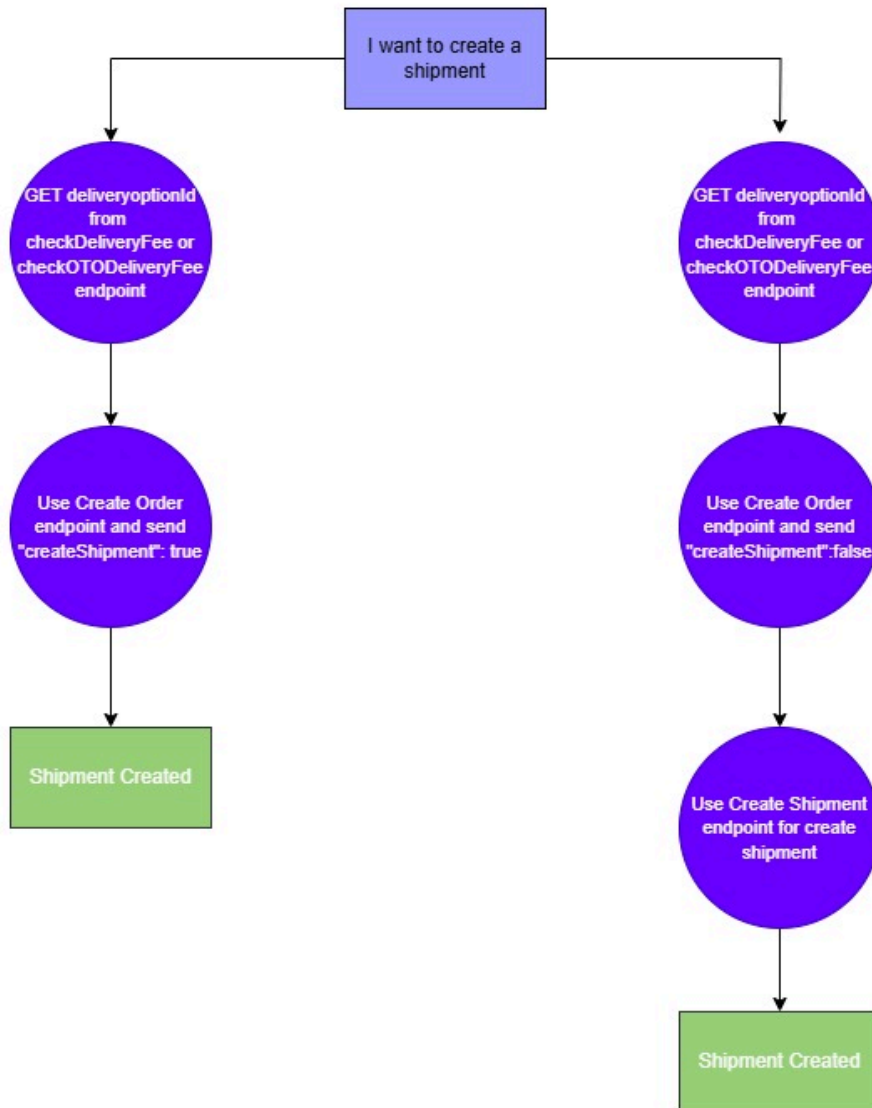
Get and Edit Details of Vendor's Sub Account



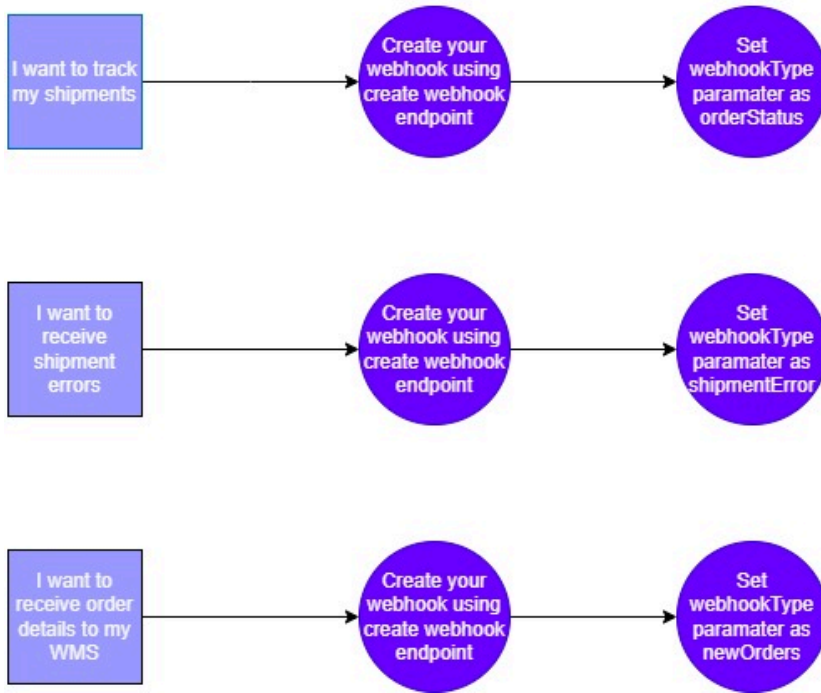
Orders



Shipments



Webhook



Before Start

Create Order

Create Shipment

Authorization

You need your `refresh_token` for authorization. You can obtain your token from the UI by following these steps:

1. Go to the **Integrations** menu.
2. Select **Sales Channels**.
3. Choose **OTO API** from the menu and complete the integration process.

The `refresh_token` can only be used to get a new `access_token`.

Use the `access_token` to call other API endpoints with the following header:

POST Refresh Token

https://api.tryoto.com/rest/v2/refreshToken

This API endpoint is used to obtain a new `access_token` by providing a valid `refresh_token` . The `access_token` is a temporary token with a lifespan of one hour, used to authenticate and authorize all subsequent API requests.

Include the `access_token` in the request headers as:

Authorization: `{{vault:bearer-token}}`

To adhere to security standards, it is recommended to renew the `access_token` periodically (every hour) to maintain uninterrupted access to the API while minimizing security risks. This endpoint ensures seamless and secure token management for applications relying on API interactions.

Request Parameters:

Name	Required	Type	Description
refresh_token	yes	string	<code>refresh_token</code> can obtain token from the UI, this is permanent token, use only to get <code>access_token</code>

Body raw (json)

```
json
{
  "refresh_token": "AMf-vBwIRQZypz1W7dH-4a-gXlW1zw3VLXwoTvnePZPT5V6AnSESwhk9h4DKRMbDGGaSbD:"
}
```

GET Health Check

https://api.tryoto.com/rest/v2/healthCheck

Available Packages: All Packages

This API endpoint is used to check if the system is working properly

Account

POST Register

https://api.tryoto.com/rest/v2/register

Available Packages: Marketplaces

This API endpoint is just for **marketplaces with multiple vendors**. Marketplaces can register their vendors to OTO with this endpoint. It requires a **special kind of token** provided by OTO. Regular refresh tokens will **not** work here.

If you are a market place you can use register endpoint to create an OTO account for your vendors.

Request Parameters:

Name	Required	Type	Description
companyName	yes	string	Company name of your vendor
email	yes	string	Email of your vendor. (e.g., test@example.com)
fullName	yes	string	Full name of your vendor
mobileNumber	yes	string	Mobile number of your vendor
crNumber	no	string	CR number of your vendor
vatNumber	no	string	Vat number of your vendor
billingAddress	no	string	Billing address of your vendor
companyLogoURL	no	string	Company logo URL of your vendor
webhookURL	no	string	Webhook URL of your

Body raw (json)

json

```
{
  "mobileNumber": "966559665498",
  "fullName": "test vendor",
  "email": "test987654@example.com",
  "companyName": "test company 987654"}
```

POST Client Info

<https://api.tryoto.com/rest/v2/clientInfo>

Available Packages: Marketplaces

This API endpoint is just for marketplaces. Marketplaces can register their vendors to OTO with a special kind of token provided by OTO. Regular refresh tokens will not work here.

If you are a marketplace and used register endpoint to create an OTO account for your vendors , you can get the information about the client you have registered.

Request Parameters:

Name	Required	Type	Description
email	yes	string	registered email of client

Body raw (json)

```
json

{
  "email": "test30@tryoto.com"
}
```

GET Client Info

https://api.tryoto.com/rest/v2/clientInfo

Available Packages: Marketplaces

This API endpoint provides detailed information about a vendor's account and its current status. This endpoint returns essential client-related data, including contact details, account balances, and service validity, enabling seamless integration for managing and monitoring client activities.

Request Parameters:

No request body parameters are required for this GET request.

Response:

```
json

{
  "remainingShippingCredit": 10,
  "phone": "+966567130000",
  "validityDate": "11-01-2028",
  "success": true,
  "name": "test Company",
  "remainingOTOCredit": 0,
  "email": "test@example.com"
}
```



```
}
```

POST Buy OTO Credit

<https://api.tryoto.com/rest/v2/buyOTOCredit>

Available Packages: All Packages

In order to create a shipment with the delivery companies that you have a contract and OTO Flex, you need 1 OTO credits. You can use this endpoint to get a URL to the payment page.

Request Parameters:

Name	Required	Type	Description
amount	yes	number	the amount of credit wanted to buy

Body raw (json)

```
json

{
  "amount": 1.00
}
```

POST Buy Shipping Credit

<https://api.tryoto.com/rest/v2/buyShippingCredit>

Available Packages: All Packages

Shipping credits is necessary to create shipments with OTO delivery options without contract needed. You can get these options using Check OTO delivery Fee endpoint with price info and delivery option id.

Provide amount of credit you wanted to buy, this will response a `paymentURL` .

Request Parameters:

Name	Required	Type	Description
amount	yes	number	the amount of credit wanted to buy

Body raw (json)

json

```
{  
  "amount": 13.50  
}
```

GET Credit Transactions

<https://api.tryoto.com/rest/v2/creditTransactions?perPage=50&page=1&minDate=2022-01-01&maxDate=2024-06-10>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint provides a powerful way to retrieve credit transaction records from your system. This endpoint supports pagination for efficient data retrieval and allows filtering based on minimum and maximum dates. Additionally, if an `orderId` is provided, the `maxDate` and `minDate` parameters become optional, enabling direct access to transactions associated with the specified order.

Request Parameters:

Name	Required	Type	Description
perPage	yes	number	Credit transaction count in the response. Max limit 100
page	yes	number	Pagination number. You can iterate this field to get all items.
minDate	yes (If there is no orderId)	date	Starting "Transaction Date" of your credit transactions in "yyyy-mm-dd" format.
maxDate	yes (If there is no orderId)	date	Ending "Transaction Date" of your credit transactions in "yyyy-mm-dd" format.
orderId	no	string	Order ID for transactions of a single Order

Response Body

The response will include a `success` flag indicating the status of the request, and an `orders` array containing transaction details. Each transaction object in the `orders` array includes the following properties:

- `transactionType` (string) - Type of the transaction.
- `remainingAmount` (number) - The remaining amount for the transaction

- `remainingAmount` (number) - The remaining amount for the transaction.
- `amount` (number) - The transaction amount.
- `deliveryCompanyName` (string) - Name of the delivery company.
- `orderId` (string) - ID of the order.
- `shipmentID` (string) - ID of the shipment.
- `description` (string) - Description of the transaction.
- `ID` (number) - Unique ID of the transaction.
- `transactionDate` (string) - Date of the transaction.
- `otoOrderId` (number) - OTO (One-Time-Only) order ID.
- `orderPaymentType` (string) - Payment type for the order.
- `status` (string) - Status of the transaction.
- `chargeType` (string) -Type of the charge(charge, additionalCharge, refund, partialRefund)
- `shipmentType` (string)-Type of the shipment(forward, return, reverse)

In case of an empty result, the `orders` array will be empty with a `success` flag set to true.

HEADERS

`x-forwarded-authorization` Bearer {{token}}

PARAMS

<code>perPage</code>	50
<code>page</code>	1
<code>minDate</code>	2022-01-01
<code>maxDate</code>	2024-06-10
<code>orderId</code>	3078872

Orders

POST Create Order

`https://api.tryoto.com/rest/v2/createOrder`

Available Packages: All Packages

This API endpoint is a critical component in e-commerce and logistics systems, enabling external applications to initiate and manage new orders seamlessly. This endpoint allows you to submit order details, such as customer information, product data, shipping preferences, and payment methods.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Id of the Order
parentOrderId	no	string	parent id of splitted orders.
ref1	no	string	Reference for order optional
pickupLocationCode	no	string	predefined pickup address of stores/warehouses, if it doesn't exist then OTO will assign it to a pickup location automatically. it is required when <code>serviceType</code> is filled <code>pickupfromStore</code>
createShipment	no	boolean	if you fill it <code>true</code> then automatic shipment will be created for this order. <code>pickupLocationCod</code>

Request Parameters for Sender Information Data

Name	Required	Type	Description
senderAddressName	no	string	Name of the sender address
senderId	yes	string	Id of the sender
senderFullName	yes	string	Full name of the sender
senderMobile	yes	string	Mobile number of sender
senderEmail	no	string	In format of <code>test@example.com</code>
senderCountry	yes	string	Country ISO2 code "SA","AE" etc.
senderState	no	string	State name of the sender
senderCity	yes	string	City name of the sender
senderDistrict	no	string	District name of the sender
senderPostcode	no	string	Postal code of the

Request Parameters for Customer Data

Name	Required	Type	Description
name	yes	string	Customer full name
email	no	string	Customer email address
mobile	yes	string	Mobile number of the customer
address	yes	string	Address of the customer
district	no	string	District or area name
city	yes	string	City name
state	no	string	State name
country	yes	string	Possible values can be <i>SA,EG,UAE,BHR,KWT</i>
shortAddressCode	no	string	A simplified version of the traditional address transformed into a unique code. It consists of 4 letters (e.g. <i>PAGI</i>) assigned

Request Parameters for Items Data

Name	Required	Type	Description
productId	no	long	Id of the product
name	yes	string	Name of the product
price	yes	double	Unit price of the product
rowTotal	no	double	total amount of this line item
taxAmount	no	double	tax amount of this line item
quantity	yes	double	Quantity purchased
serialnumber	no	string	Serial number of the product
sku	yes	string	SKU number of the product
image	no	string	Http link of the product main photo
hsCode	no	string	a standardized numerical method of

json

```
{
  "orderId": "1234",
  "pickupLocationCode": "jdd_wh",
  "createShipment": "true",
  "deliveryOptionId": 564,
  "payment_method": "paid",
  "amount": 100,
  "amount_due": 0,
  "currency": "SAR",
  "customsValue": "12",
  "customsCurrency": "USD",
  "packageCount": 2,
  "packageWeight": 1,
  "boxWidth": 10,
  "boxLength": 10,
  "boxHeight": 10,
  "orderDate": "31/12/2022 15:45",
  "deliverySlotDate": "31/12/2020",
  "deliverySlotTo": "12pm",
  "deliverySlotFrom": "2:30pm",
  "senderName": "Sender Company",
  "customer": {
    "name": "عبدالله الغامدي",
    "email": "test@test.com",
    "mobile": "546607389",
    "address": "6832, Abruq AR Rughamah District, Jeddah 22272 3330, Saudi Arabia",
    "district": "Al Hamra",
    "city": "Jeddah",
    "country": "SA",
    "postcode": "12345",
    "lat": "40.706333",
    "lon": "29.888211",
    "refID": "1000012"
  },
  "items": [
    {
      "productId": 112,
      "name": "test product",
      "price": 100,
      "rowTotal": 100,
      "taxAmount": 15,
      "quantity": 1,
      "sku": "test-product",
      "image": "http://...."
    },
    {
      "name": "test product 2",
      "price": 100,
      "quantity": 1,
      "sku": "test-product-2"
    }
  ]
}
```

POST Update Order

<https://api.tryoto.com/rest/v2/updateOrder>

Available Packages: All Packages

This API endpoint allows you update order info with this endpoint before shipment creation. If you created a shipment and need to update an information after that you have to cancel the shipment first then you can update.

Body raw (json)

json

```
{
  "orderId": "202111081227",
  "ref1": "1234ABCDE",
  "pickupLocationCode": "12364",
  "deliveryOptionId": "12364",
  "storeName": "Brand A English",
  "payment_method": "paid",
  "amount": 100,
  "amount_due": 0,
  "shippingAmount": 20,
  "subtotal": 100,
  "currency": "SAR",
  "customsValue": "12",
  "customsCurrency": "USD",
  "shippingNotes": "be careful. it is fragile",
  "packageSize": "small",
  "packageCount": 2,
  "packageWeight": 1,
  "boxWidth": 10,
  "boxLength": 10,
  "boxHeight": 10,
  "orderDate": "30/12/2022 15:45",
  "deliverySlotDate": "31/12/2022",
  "deliverySlotTo": "12pm",
  "deliverySlotFrom": "2:30pm",
  "customer": {
    "name": "عبدالله الغامدي",
    "email": "test@test.com",
    "mobile": "546607389",
    "address": "6832, Abruq AR Rughamah District, Jeddah 22272 3330, Saudi Arabia",
    "district": "Al Hamra",
    "city": "Riyadh",
    "country": "SA",
    "postcode": "12345",
    "lat": "40.706333",
    "lon": "29.888211",
    "refID": "1000012",
    "W3WAddress": "alarmed.cards.stuffy"
  }
}
```

```

    },
    "items": [
      {
        "productId": 112,
        "name": "test product",
        "price": 100,
        "quantity": 1,
        "sku": "test-product",
        "image": "http://...."
      },
      {
        "name": "test product 2",
        "price": 100,
        "quantity": 1,
        "sku": "test-product-2",
        "image": "http://...."
      }
    ]
  }
}

```

POST Update Order Status

<https://api.tryoto.com/rest/v2/updateOrderStatus>

Available Packages: Starter, Scale Package, Enterprise Package, Marketplaces

This API endpoint allows you to modify the current status of an order within the system.

You can update the order status to "delivered," "returned," or "picked up" if the order does not have an associated shipment. However, if a shipment exists, only statuses for integrator-managed shipments can be updated.

Request Parameters:

Name	Required	Type	Description
orderIds	yes	string	Id of the order/s
status	yes	string	status of the shipment(delivered, returned, pickedUp)
description	no	string	description of the status change
date	no	date	the delivery date of the order

Body raw (json)

json

```

{
  "orderIds": [
    30846946
  ]
}

```



```
],
  "status": "delivered",
  "date": "2024-08-06T21:00:00.000Z",

  "description": "aaaaaa"
}
```

POST Cancel Order

<https://api.tryoto.com/rest/v2/cancelOrder>

Available Packages: All Packages

This API endpoint allows users to cancel an existing order under specific conditions. It ensures smooth and efficient handling of cancellations while maintaining the integrity of related processes.

Important Note: If the order has an associated shipment, it cannot be canceled via this endpoint. Shipment-related restrictions ensure the system prevents conflicts or inconsistencies in ongoing fulfillment processes.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	orderId from which you want to cancel.

HEADERS

Accept `application/json`

Body raw (json)

```
json

{
  "orderId": "1234"
}
```

GET Get Orders

<https://api.tryoto.com/rest/v2/orders?perPage=2&page=2&status=delivered>

Available Packages: All Packages

This API endpoint is designed to provide a comprehensive overview of orders in your system. This endpoint returns detailed information about each order, including pickup locations, order IDs, item details, and current statuses. It

enables seamless tracking and management of orders, ensuring better visibility and control.

Request Parameters:

Name	Required	Type	Description
perPage	no	number	Order count in the response. Max limit 100
page	no	number	Pagination number. You can iterate this field to get all items.
minDate	no	date	Starting "Order Creation Date" of your orders in "yyyy-mm-dd" format.
maxDate	no	date	Ending "Order Creation Date" of your orders in "yyyy-mm-dd" format.
status	no	string	Status of the orders.

PARAMS

perPage	2
page	2
minDate	2024-01-01
maxDate	2024-02-02
status	delivered

GET Get Order Details

https://api.tryoto.com/rest/v2/orderDetails

Available Packages: All Packages

This API endpoint provides detailed information about a specific order. By using this endpoint, you can retrieve comprehensive data about an order including status updates.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Id of the Order

POST Hold Order

<https://api.tryoto.com/rest/v2/holdOrder>

Available Packages: All Packages

This API endpoint allows you to place an order on hold, temporarily pausing its processing. This is useful for scenarios such as payment verification, inventory issues, or customer requests.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Id of the order that you will place on hold.
onHoldReason	yes	string	Reason for being an order on hold.
onHoldReasonLang	yes	string	Values can be: eng, tr, ar.

Body raw (json)

json

```
{
  "orderId": "OID-20980-1146",
  "onHoldReason": "Fraud",
  "onHoldReasonLang" : "en"
}
```

POST Unhold Order

<https://api.tryoto.com/rest/v2/unHoldOrder>

Available Packages: All Packages

This API endpoint allows users to release orders that are currently on hold. This endpoint is designed to resume the processing of held orders, making them available for fulfillment or further actions in the order management workflow.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	The orderId you want to unhold.

Body raw (json)

```
json

{
  "orderId": "OID-9616-98794"
}
```

Shipments

POST Create Shipment

<https://api.tryoto.com/rest/v2/createShipment>

Available Packages: All Packages

This API endpoint allows you create shipment for orders, while creating shipments need a valid delivery option id. You can get valid delivery options in two ways:

- **Delivery Options with OTO rates:**

No contracted delivery companies or activation is required. OTO offers a range of delivery company options, which are available for use. You can view these options and their associated fees by using the `Check OTO Delivery Fee` endpoint.

- **Delivery Options with your own rates:**

In this case, you already have agreements with one or more delivery companies. Each delivery company you connect is linked to a specific delivery option ID. You can retrieve these IDs by using the `Get Delivery Options` or `checkDeliveryFee` endpoints.

Note: If `deliveryOptionId` is not sent on the request, the assignment is made to the delivery company that complies with your feasibility rule. If you do not have a feasibility rule setting, the order will be automatically assigned to the first delivery company added.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Order number for which you want to create a shipment
deliveryOptionId	no	int	Activated delivery company option id
whoPays	no	enum	Enum values: <code>marketplacePaysDeliveryFee</code> <code>sellerPaysDeliveryFee</code>

Body raw (json)

```
json

{
  "orderId": "1232464",
  "deliveryOptionId": "12345"
}
```

POST Cancel Shipment

https://api.tryoto.com/rest/v2/cancelShipment

Available Packages: All Packages

This API initiates the cancellation process with the shipping company.

- Shipments cannot be canceled once they have reached the "picked up" status.
- Some shipping companies do not support shipment cancellations, which may result in a failure response indicating the shipment could not be canceled.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	orderId from which shipment was created
shipmentId	yes	string	Shipment id to be cancelled.

Body raw (json)

```
json

{
  "orderId": "24543ec5-1dd2-46a1-b4b3-d3bd47837665",
  "shipmentId": "F21SAC000227700000"
}
```

GET Shipment Transactions

https://api.tryoto.com/rest/v2/shipmentTransactions?perPage=10&page=1&minDate=2024-01-01&maxDate=2024-09-14

Shipment Transactions

Available Packages: All Packages

This API endpoint provides users with access to detailed information about shipment transactions. This API is designed to retrieve and display key transaction data, allowing users to monitor and review shipment-related activities. It retrieves shipment transactions with the option to paginate and filter by minimum and maximum dates.

Note:

If orderId exists maxDate and minDate are not required.

If shipment number exists maxDate and minDate are not required.

Request Parameters:

Name	Required	Type	Description
perPage	no	number	The number of transactions to be included per page.
page	no	number	The page number for paginated results.
minDate	yes (If there is no orderId)	date	Starting "Transaction Date" of your credit transactions in "yyyy-mm-dd" format.
maxDate	yes (If there is no orderId)	date	Ending "Transaction Date" of your credit transactions in "yyyy-mm-dd" format.
orderId	no	string	Order ID for transactions of a single Order
shipmentNumber	no	string	Shipment Number for transactions of a single shipment

Response Body

The response will include a `success` flag indicating the status of the request, and an `shipments` array containing transaction details. Each transaction object in the `shipments` array includes the following properties:

```
json
{
  "success": true,
  "shipments": [
    {
      "shipmentNumnber": "1231231AS",
      "orderId": "123123",
      "shipmentCreationDate": "2023-12-05T06:47:46",
      "deliveryCompany": "deliiveryCompany"
```

```
deliveryCompanyName": "deliveryCompany",
"dcConnectionName": "connectionName",
"shipmentType": "Forward Shipment",
"dcCharge": 25.
```

PARAMS

perPage	10
page	1
minDate	2024-01-01
maxDate	2024-09-14

POST Get Shipping Price Transactions List

<https://api.tryoto.com/rest/v2/getShippingPriceTransactionsList>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint provides details of your Shipping Price Transactions, calculated based on your configured shipping price settings. By providing either the Order ID or Shipment ID, you can retrieve the shipping cost along with other transactional details.

Important Note:

The results from this API apply only to shipments created using your configured shipping price contracts. Shipping costs are calculated based on factors such as weight, destination, and other predefined configurations.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Id of the order.
shipmentId	yes	string	The shipment ID to retrieve shipping cost details.

Body raw (json)

json

```
{
  "shipmentId": "2302416029",
  "orderId": "OID-22700-1013"
}
```

Return Shipments

POST Create Return Shipment

<https://api.tryoto.com/rest/v2/createReturnShipment>

Available Packages: All Packages

This API endpoint allows you create reverse shipment for delivered orders, while creating shipments need a valid delivery option id. You can get valid delivery options in two ways:

- **Delivery Options with OTO rates:**

No contracted delivery companies or activation is required. OTO offers a range of delivery company options, which are available for use. You can view these options and their associated fees by using the `Check OTO Delivery Fee` endpoint.

- **Delivery Options with your own rates:**

In this case, you already have agreements with one or more delivery companies. Each delivery company you connect is linked to a specific delivery option ID. You can retrieve these IDs by using the `Get Delivery Options` or `checkDeliveryFee` endpoints.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Order number for which you want to create a reverse shipment.
pickupLocationCode	no	string	Predefined pickup address of branches/warehouses from <code>Create Pickup Location</code> endpoint.
deliveryOptionId	yes	string	Activated delivery company option id.
items	no	Array	Array of items.

Item fields definitions:

Name	Required	Type	Description
quantity	yes	string	Return quantity of item.
sku	yes	string	Sku of return item.

Body raw (json)

json

```
{
  "orderId": "202111080914",
  "deliveryOptionId": "156",
  "pickupLocationCode": "wh1",
  "items": [
    {
      "quantity": "1",
      "sku": "SKU045857"
    }
  ]
}
```

POST Get Return Link

<https://api.tryoto.com/rest/v2/getReturnLink>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint generates a link that serves as a return request portal for end customers. The portal allows customers to initiate return requests seamlessly. Additionally, the portal's details and settings can be customized in the OTO Dashboard to align with your specific requirements.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	The order for which a return request is requested.

Body raw (json)

json

```
{
  "orderId": "123"
}
```

POST Get Return Details

<https://api.tryoto.com/rest/v2/getReturnDetails>

Available Packages: All Packages

This API endpoint allows you to retrieve detailed information about the reverse shipment associated with a specific order. Reverse shipments are typically created when an order is returned or exchanged. This endpoint provides comprehensive insights into the reverse shipment process, including: return reason, returned items etc.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Returned order id.

Global error codes are defined in the APPENDIX folder. These are the endpoint specific error codes.

HEADERS

Accept application/json

Body raw (json)

```
json

{
  "orderId": "OID-9616-1008"
}
```

POST Trigger Return SMS

https://api.tryoto.com/rest/v2/triggerReturnSms

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint will trigger an SMS for a successful return request, If your SMS settings are configured correctly.

Please note that, since the SMS service operates asynchronously, the response does not confirm that the SMS has been delivered to the end customer. For a more detailed investigation of any SMS delivery issues, we recommend checking the **SMS Logs** under the **Logs** section in the OTO UI.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	The orderId you want to trigger return sms.

Body raw (json)

```
json
```

json

```
{
  "orderId": "523939"
}
```

Shipping Label(AWB)

GET Print AWB

<https://api.tryoto.com/rest/v2/print/:orderId>

Available Packages: All Packages

This API endpoint allows you to access print URL for generated Air Waybill (AWB) for shipments. An AWB is a crucial document used in air delivery transport that contains essential shipping information.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Order id of the order to be printed

PATH VARIABLES

orderId

Tracking

POST Order Tracking

<https://api.tryoto.com/rest/v2/orderStatus>

Available Packages: All Packages

This API endpoint enables you to track the real-time status and progress of an order. By using this endpoint, you can retrieve detailed tracking information, including:

- Current order status (e.g., pickedUp, outForDelivery, delivered).
- Shipment details such as carrier, tracking number, and estimated delivery time, print AWB URL.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Id of the order that you will track.

Body raw (json)

```
json

{
  "orderId": "1234"
}
```

POST Order History

https://api.tryoto.com/rest/v2/orderHistory

Available Packages: All Packages

This API endpoint allows you to retrieve the complete history of an order, providing detailed insights into its lifecycle. This includes:

- Status changes (e.g., pickedUp, arrivedTerminal, delivered).
- Timestamps for each status update.
- Actions taken during the order process, such as cancellations or modifications.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Id of the order that you will track.

HEADERS

Accept application/json

Body raw (json)

```
json
```

```
{  
  "orderIds": ["2414124", "3223523"]  
}
```

POST Track Shipment

https://api.tryoto.com/rest/v2/trackShipment

Available Packages: Enterprise Package, Marketplaces

This API endpoint enables you to track a shipment by providing the tracking number and delivery company name. Without requiring any authorization, it offers detailed shipment information, including tracking URL, real time status updates and status history.

Request Parameters:

Name	Required	Type	Description
trackingNumber	yes	string	The shipment/ tracking number that you wanna track.
deliveryCompanyName	yes	string	The name of the delivery company. You can get this information from <code>DC List</code> endpoint with <code>code</code> paramater
statusHistory	yes	boolean(true, false)	To bring the history of the shipment.
brandName	no	string	The brand name associated with the shipment.

HEADERS

Authorization Bearer {{token}}

Body raw (json)

```
json  
  
{  
  "trackingNumber": "290692134777",
```

```
"deliveryCompanyName": "smsaecom",  
"statusHistory": true,
```

```
"brandName": "test brand"
```

```
}
```

Carrier Integrations

POST Check OTO Delivery Fee

<https://api.tryoto.com/rest/v2/checkOTODeliveryFee>

Available Packages: All Packages

This API endpoint calculates shipping prices offered by OTO rates. By providing the origin city, destination city, and package details (such as weight and dimensions), the API computes the price based on the provided request parameters.

Important Note:

- The prices returned by this API are applicable only to shipping options available under OTO's contracts.
- To calculate prices for your own custom contracts, please use the Check Delivery Fee API.

Pricing Calculation Details:

- The price is determined based on the greater value between the actual weight and the volumetric weight of the package.
- Be sure to include the larger of these two values in your request.

Request Parameters:

Name	Required	Type	Description
originCity	yes	string	pickup city
destinationCity	yes	string	destination city
originLat	no	number	required for <code>bullet</code> type
originLon	no	number	required for <code>bullet</code> type
destinationLat	no	number	required for <code>bullet</code> type
destinationLon	no	number	required for <code>bullet</code> type
weight*	yes	number	approximate weight of package(kg)
forReverseShipment	no	boolean	When you set is true, it will list the delivery companies that you can create reverse shipments.
currency	no	string	ISO 4217 code,

Body raw (json)

json

```
{
  "weight": "3",
  "originCity": "Riyadh",
  "destinationCity": "Jeddah",
  "height": 30,
  "width": 30,
  "length": 30
}
```

POST Check Delivery Fee

<https://api.tryoto.com/rest/v2/checkDeliveryFee>

Available Packages: All Packages

This API endpoint calculates contract-based pricing using your own rates. By providing the origin city, destination city, and package details such as weight and dimensions, the API determines the price based on the supplied parameters.

Important Note: The prices returned by this API apply exclusively to your own contracts.

Request Parameters:

Name	Required	Type	Description
originCity	yes	string	pickup city
destinationCity	yes	string	destination city
weight	yes	number	weight of package
totalDue	no	number	cash on delivery amount
deliveryType	no	enum	<code>bullet</code> , <code>courier</code>
originLat	no	string	required for <code>bullet</code> type
originLon	no	string	required for <code>bullet</code> type
destinationLat	no	string	required for <code>bullet</code> type
destinationLon	no	string	required for <code>bullet</code> type

Body raw (json)

json

```
{
  "weight": "50",
  "totalDue": 10,
  "originCity": "Riyadh",
  "destinationCity": "Jeddah",
  "height": 170,
  "width": 50,
  "length": 50
}
```

POST Get Delivery Fee

<https://api.tryoto.com/rest/v2/getDeliveryFee>

Available Packages: All Packages

This API endpoint calculates the shipping fee for a specific order in OTO. It offers two methods for price calculation:

1. By Order ID: Provide the `orderId`, and the API will return all possible shipping rates for each defined shipping company.

2. By Delivery Option ID: Provide the deliveryOptionId to calculate the shipping fee for a specific shipping company. You can get this information from checkOTODeliveryFee or from checkDeliveryFee endpoints.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Id of the order
deliveryCompanySettingsId	no	string	Delivery Company settings id

Body raw (json)

json

```
{
  "orderId": "OID-22700-1006"
}
```

POST Get Delivery Estimation

<https://api.tryoto.com/rest/v2/getDeliveryEstimation>

Available Packages: Scale Package, Enterprise Package, Marketplaces

This API endpoint allows you to access estimated delivery dates, times, and other last-mile process details by utilizing the SLA configurations of your shipping partners. By providing key information such as the pickup and customer addresses, you can retrieve precise delivery and pickup date estimates. This capability enhances the accuracy of your shipping operations and proves invaluable for businesses and logistics providers aiming to streamline workflows and deliver reliable delivery timelines to their customers.

Request Parameters:

Name	Required	Type	Description
calculationData	yes	JSONObject	Attributes will be used to calculate estimations
deliveryCompanySettingsId	no	number	To ask for specific contract
slaMethodType	no	enum	To filter contracts based on the SLA Calculation Method. Enum list: ["BULLET_KM","CITY_BASED","DISTRICT_BASED","KM_BASED","TIER_BASED"]

Request Paramaters: originAddress and destinationAddress

Name	Required	Type	Description
city	yes	string	Pickup city and destination city separately
country	yes	string	Pickup country and destination country separately
lat	no	number	Required for bullet type
lon	no	number	Required for bullet type
district	no	number	Required for dtistrict based sla

Body raw (json)

json

```
{
  "calculationData": {
    "originAddress": {
      "city": "Riyadh",
      "country": "SA",
      "lat": 45,
      "lon": 45,
      "district": ""
    },
    "destinationAddress": {
      "city": "Riyadh",
      "country": "SA",
      "lat": 45,
      "lon": 45,
      "district": ""
    }
  },
  "deliveryCompanySettingsId": 1233,
  "slaMethodType": "CITY_BASED"
}
```

POST Check Coverage

<https://api.tryoto.com/rest/v2/checkCoverage>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint allows you to verify whether the location provided in your request is within the coverage area

defined by your OTO settings, including the coverage configurations for delivery companies and the branches.

Request Parameters:

Name	Required	Type	Description
city	yes	string	City to check coverage
lat	yes	long	Latitude
lon	yes	long	Longitude
packageSize	no	string	small , medium , large , simcard , iphone13 ,

Body raw (json)

json

```
{
  "lat": "24.28738403",
  "lon": "46.44305038",
  "city": "Riyadh"
}
```

POST Available Cities

<https://api.tryoto.com/rest/v2/availableCities>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint retrieves a list of cities available for delivery based on your coverage settings for active delivery companies you have contracts with. To obtain results, ensure that the delivery companies' coverage areas are configured by adding cities through the OTO UI.

Request Parameters:

Name	Required	Type	Description
page	no	number	Number of page, default is 1
limit	no	number	Number of cities in a single page, default is 100

Body raw (json)

json

```
{
  "limit":3
}
```

POST Available Time Slots

<https://api.tryoto.com/rest/v2/availableTimeslots>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint retrieves the available delivery time slots for delivery companies based on their specified working hours.

Request Parameters:

Name	Required	Type	Description
lat	no	string	Latitude
lon	no	string	Longitude
serviceType	yes	string	Possible values: <code>bullet</code> , <code>courier</code>
packageSize	no	string	

Body raw (json)

json

```
{
  "serviceType": "bullet",
  "packageSize": "simCard",
  "lat": "24.00",
  "lon": "46.00"
}
```

POST DC List

<https://api.tryoto.com/rest/v2/dcList>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint provides a list of all delivery companies integrated with OTO. If you have a contract with any of these companies, you can connect your account to OTO. Use the company's unique code to configure settings.

these companies, you can connect your account to OTC. Use the company's unique code to configure settings through the **DC Activation** and **DC Config** API endpoints.

If a delivery company you have a contract with is not listed, please notify us to initiate the integration process.

POST DC Config

https://api.tryoto.com/rest/v2/dcConfig

Available Packages: All Packages

This API endpoint allows you to view the required account credentials and the template for the delivery company specified in the request, which are needed for the next step: DC activation.

Retrieve the delivery company configuration template.

Use this template to create a valid configuration object, similar to the given `exampleJson`.

This configuration object is then used to activate the delivery company with the `DC Activation` API endpoint.

Request Parameters:

Name	Required	Type	Description
code	yes	string	The integration name obtained from the DC List.

Body raw (json)

```
json

{
  "code": "aramex"
}
```

POST DC Activation

https://api.tryoto.com/rest/v2/dcActivation

Available Packages: All Packages

This API endpoint is used to perform Delivery Company (DC) activation. It enables you to activate a delivery company by providing the required configuration details.

Request Parameters:

Name	Required	Type	Description
code	yes	string	The integration name obtained from the <code>DC List</code> .
deliveryOptionName	yes	string	A name you assign to easily identify this configuration.
brandId	no	number	id of the brand created by <code>Create Brand</code> endpoint
settings	yes	object	A configuration object created based on the example provided by the <code>DC Config</code> endpoint.

Note: You can activate 1 DC for the Free package and 3 DC for the Starter package and unlimited for other packages.

Body raw (json)

json

```
{
  "code": "aramex",
  "deliveryOptionName": "api test aramex",
  "settings": {
    "ClientInfo": {
      "UserName": "apitest@example.com",
      "Version": "v1",
      "AccountPin": "123",
      "AccountCountryCode": "SA",
      "AccountEntity": "RUH",
      "Source": 24,
      "Password": "123abc",
      "AccountNumber": "123456"
    },
    "productType": "CDS"
  }
}
```

GET Get Delivery Options

<https://api.tryoto.com/rest/v2/getDeliveryOptions>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint allows you to check coverage for your active delivery company contracts by providing either the `orderId` or the `city` details. Follow these guidelines:

Important:

- Do not include both `orderId` and `city` in the same request, as this will result in an error.
- Ensure your request contains only one of these parameters to proceed successfully.

Request Parameters:

Name	Required	Type	Description
city	no	string	Check coverage in the city.
orderId	no	string	Check coverage for that specific order.

POST Get Cities

`https://api.tryoto.com/rest/v2/getCities`

Available Packages: All Packages

This API endpoint is used to retrieve a list of cities of a given country.

Request Parameters:

Name	Required	Type	Description
country	yes	string	The country for which cities are to be retrieved.
perPage	no	integer	The number of cities to be displayed per page. Default value is 100, max value is 500.
page	no	integer	The page number for pagination.

Example Response:

```
json

{
  "getCities": {
    "totalCount": 1,
    "perPage": 1,
    "Cities": [
```

```
{
  {
    "name": "Riyadh"
  }
}
```

Body raw (json)

```
json

{
  "country": "SA",
  "perPage": 10,
  "page": 1
}
```

Pickup Locations

POST Create Pickup Location

<https://api.tryoto.com/rest/v2/createPickupLocation>

Available Packages: All Packages

This API endpoint allows you to define and register a new pickup location within the system. By specifying the location details, you can expand your network of pickup points, improving logistics and delivery workflows.

Request Parameters:

Name	Required	Type	Description
name	yes	string	Name of the pickup location
type	no	string	You can enter these values: <code>branch</code> , <code>warehouse</code> . Branch can only be used by enterprise and marketplace packages
code	yes	string	Code of the pickup location
mobile	yes	string	Mobile number of the pickup location
lat	no	number	Latitude, *if not exist orders may not assigned to pickupLocations automatically
lon	no	number	Longitude, * if not exist orders may not assigned to

Body raw (json)

json

```
{
  "type": "warehouse",
  "code": "code-02",
  "name": "Location-02 Name",
  "mobile": "555888777",
  "address": "Test warehouse 3539, Al Khalidiyyah Al Janubiyah, Dammam 32225",
  "contactName": "Test Contact",
  "contactEmail": "Test Email",
  "lat": "26.001",
  "lon": "50.001",
  "city": "Dammam",
  "country": "SA",
  "postcode": "12345",
  "servingRadius": "10",
  "brandName": "Example Seller"
}
```

POST Update Pickup Location

Available Packages: All Packages

This API endpoint allows you to modify the details of your existing pickup locations efficiently. This endpoint provides a streamlined way to ensure that your pickup location information remains accurate and up to date, enabling smooth and reliable operations.

Request Parameters:

Name	Required	Type	Description
name	yes	string	Name of the pickup location
type	no	string	You can enter these values: <code>branch</code> , <code>warehouse</code> . Branch can only be used by enterprise and marketplace packages
code	yes	string	Code of the pickup location
mobile	yes	string	Mobile number of the pickup location
lat	no	number	Latitude, *if not exist orders may not assigned to pickupLocations automatically
lon	no	number	Longitude, * if not exist orders may not assigned to

Body raw (json)

json

```
{
  "type": "warehouse",
  "code": "code-02",
  "name": "Location-02 Name",
  "mobile": "555888777",
  "address": "Test warehouse 3539, Al Khalidiyyah Al Janubiyyah, Dammam 32225",
  "contactName": "Test Contact",
  "contactEmail": "Test Email",
  "lat": "26.001",
  "lon": "50.001",
  "city": "Dammam",
  "district": "Latifah Manaf",
  "street": "Long Street",
  "state": "Eastern Province",
```

```
"country": "SA",  
"postcode": "77777",  
"servingRadius": "10",  
  
"brandName": "Example Seller 2",  
"status": "active"
```

```
}
```

GET Get Pickup Location List

https://api.tryoto.com/rest/v2/getPickupLocationList?minDate=2024-08-01&maxDate=2024-08-05&status=active

Available Packages: All Packages

This API endpoint enables you to retrieve a comprehensive list of pickup locations by specifying a date range and status. This endpoint provides an efficient way to filter and access relevant pickup location data, ensuring streamlined tracking and management.

Request Parameters:

Name	Required	Type	Description
minDate	no	date	Starting Pickup location create date in "yyyy-mm-dd" format. (e.g. "2024-08-01")
maxDate	no	date	Ending Pickup location create date in "yyyy-mm-dd" format. (e.g. "2024-08-05")
status	no	string	Status of the pickup location(active, inactive)

Response Body

The response includes a boolean flag "success" indicating the success of the request, along with arrays of "warehouses" and "branches" containing details of pickup locations including their codes, addresses, contact information, geographical coordinates, and other relevant attributes.

```
json
{
  "success": true,
  "warehouses": [
    {
      "code": "code-999",
      "address": "Test warehouse 3539, Al Khalidiyyah Al Janubiyyah, Dammam 32225",
      "contactEmail": "Test Email",
      "city": "Dammam",
      "name": "Location Name",
      "contactPerson": "Test Contact",
      "lon": 50.001,
```

PARAMS

minDate	2024-08-01
maxDate	2024-08-05
status	active

Brands

GET Get List of Brands (Client Store)

<https://api.tryoto.com/rest/v2/getBrandList>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint provides access to a comprehensive list of brand (client store) details. This endpoint enables users to retrieve information about brands associated with their account, including key attributes such as brand name, store identifiers, and other relevant metadata.

Request Parameters:

No request body parameters are required for this GET request.

Response:

Upon a successful execution, the server responds with a 200 status code and a JSON object containing the following fields:

- `success` (boolean) - Indicates the success status of the request.
- `clientStores` (array) - An array of client store objects, each containing the following fields:
 - `companyId` (integer) - The ID of the company.
 - `storeName` (string) - The name of the store.
 - `ID` (integer) - The ID of the store.
 - `wareHouseName` (string) - The name of the warehouse.
 - `brandLogo` (string) - The URL of the brand logo.
 - `defaultWarehouseId` (integer) - The ID of the default warehouse.

In case of an empty response, the server still returns a 200 status code with an empty `clientStores` array.

POST Create Brand (Client Store)

<https://api.tryoto.com/rest/v2/createBrand>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint allows you to add a new brand (client store) to the system. By using this endpoint, you can define

This API endpoint allows you to add a new brand (client store) to the system. By using this endpoint, you can define and register a brand with essential details, enabling integration with various systems.

Request Parameters:

Name	Required	Type	Description
storeName	yes	string	The name of the store
logo	no	string	The logo URL of the brand
defaultWarehouseID	no	integer	The ID of the default warehouse
stores	no	array	An array of store objects containing the following fields
storeName	no	string	The name of the store
salesChannelCredential sID	no	integer	The ID of the sales channel credentials

json

```
{
  "success": true,
  "storeId": 1193
}
```

Body raw (json)

json

```
{
  "storeName": "Brand A",
  "logo": "https://storage.googleapis.com/download/storage/v1/b/oto-files-stage/o/files%20
  "defaultWarehouseID": 16415,
  "stores": [
    {
      "storeName": "store A",
      "salesChannelCredentialsID": 4512
    }
  ]
}
```

Products

POST Create Product

https://api.tryoto.com/rest/v2/createProduct

Available Packages: All Packages

This API endpoint allows clients to add new products to the system by providing key product details. This endpoint is essential for catalog management, enabling businesses to define and register products for use in their operations, such as inventory management, sales, and order processing.

Request Parameters:

Name	Required	Type	Description
sku	yes	string	SKU of the product
productName	yes	string	Name of the product
price	yes	string	Price of the product
taxAmount	no	string	Tax Amount of the product
brandId	no	string	Brand id of the product
description	no	string	Description of the product
barcode	no	string	Barcode of the product
secondBarcode	no	string	Second Barcode of the product
productImage	no	string	Image Link of the product
category	no	string	Category of the product
hsCode	no	string	A standardized numerical method of

Request Paramaters for Custom Attributes array:

Name	Required	Type	Description
attributeValue	no	string	Value of the attribute
attributeName	yes	string	Name of the attribute

Body raw (json)

```
json
{
  "productName": "Pencil",
  "sku": "1234AB123CDEas",
  "price": "23.5",
  "taxAmount": "11"
```

```
"taxAmount": "11",
"barcode": "1245125123421",
"secondBarcode": "231412312",

"description": "This is product description",
"brandId": 6345,
"category" : "Category of the product",
"productImage": "",
"customAttributes": [
  {
    "attributeName": "112",
    "attributeValue": "test product"
  }
]
}
```

POST Product List

<https://api.tryoto.com/rest/v2/productList>

Available Packages: All Packages

This API endpoint provides a simple and efficient way to retrieve a list of products available in your inventory. This endpoint returns essential product details such as names, images, SKUs, and barcodes, enabling applications to display and manage product information effectively.

Request Parameters:

Name	Required	Type	Description
pageSize	no	number	items per page, default is 100
currentPage	no	number	page numbe to be called, default is 1

Body raw (json)

json

```
{
  "pageSize":100,
  "currentPage":1
}
```

POST Add Box

<https://api.tryoto.com/rest/v2/addBox>

Available Packages: All Packages

Available Packages: All Packages

This API endpoint allows you to create new boxes with the dimensions you provided.

Request Parameters:

Name	Required	Type	Description
name	yes	string	name of the box, name should be unique
length	yes	double	length of the package
width	yes	double	width of the package
height	yes	double	height of the package

Body raw (json)

json

```
{
  "name": "xsmall",
  "length": 25,
  "width": 24,
  "height": 9
}
```

POST Update Box

<https://api.tryoto.com/rest/v2/updateBox>

Available Packages: All Packages

You can change the dimension information of an existing box. Since the name is unique, you can change the information of that box by entering the name information in the request.

Body raw (json)

json

```
{
  "name": "xsmall",
  "length": 3,
  "width": 4,
  "height": 3
}
```

GET **Get Box**

<https://api.tryoto.com/rest/v2/getBox>

Available Packages: All Packages

This API endpoint you to retrieve the name, id and dimension information of all boxes currently in your account.

PARAMS

name

medium

Stock Management

POST Update Stock Quantity

<https://api.tryoto.com/rest/v2/updateStockQuantity>

Available Packages: Scale Package, Enterprise Package, Marketplaces

This API endpoint enables efficient inventory management by allowing you to update the quantity of a SKU in two flexible ways:

1. **Adjust:** Modify the existing quantity by adding or deducting a specified amount. To decrease the quantity, provide a negative value for `qty`. For example, setting `qty` to `-5` will deduct 5 units from the current stock.
2. **Set:** Directly set the quantity on hand to a specific value, replacing the current stock with the provided `qty`.

Request Parameters:

Name	Required	Type	Description
actionType	yes	enum	"set","adjust"
locationCode	yes	string	Location code of the inventory
sku	yes	string	SKU of the product in the inventory
qty	yes	integer	Quantity to be set or adjusted in the inventory

HEADERS

Content-Type

application/ison

x-forwarded-authorization

Bearer {{staging-feasibility}}

Body

raw

```
{
  "actionType": "adjust",
  "locationCode": "ASDS",
  "sku": "156487494561",
  "qty": "40"
}
```

GET

Check Inventory Stock

https://api.tryoto.com/rest/v2/checkInventoryStock?sku=SG1,SG2,SG3

Available Packages: Scale Package, Enterprise Package, Marketplaces

This API endpoint allows you to retrieve real-time stock availability for products at specific locations.

It provides detailed information on the quantity of items on hand and forecasted stock for each product at various pickup locations, offering a location-based view of inventory distribution.

Request Parameters:

Name	Required	Type	Description
sku	yes	string	The product's SKU identifier

Response:

- success:** Indicates whether the request was successful (`true` or `false`).
- stock:** A dictionary with SKUs as keys, containing a list of stock details for each location:
 - pickupLocationCode:** The code representing the specific location.
 - sku:** The product's SKU identifier.
 - quantityForecasted:** The forecasted stock level at the location.
 - quantityOnHand:** The actual available stock at the location.

PARAMS

sku

SG1,SG2,SG3

GET

Check Global Stock

https://api.tryoto.com/rest/v2/checkGlobalStock?sku=12,123123

Available Packages: Scale Package, Enterprise Package, Marketplaces

This API endpoint provides an overview of total stock availability for SKUs across all locations. This endpoint aggregates stock levels to display a global view, helping businesses understand their overall inventory status.

Request Parameters:

Name	Required	Type	Description
sku	yes	string	The product's SKU identifier

Response:

- **success:** Indicates whether the request was successful (`true` or `false`).
- **stock:** A dictionary with SKUs as keys, containing global stock details for each product:
 - **sku:** The product's unique SKU identifier.
 - **quantityOnHand:** The total quantity of the product available across all locations.
 - **quantityForecasted:** The total forecasted stock quantity, if applicable.
 - **minInventory:** The minimum inventory threshold for the product, if defined.

PARAMS

sku12,123123

POST Create Inventory Order

https://api.tryoto.com/rest/v2/createInventoryOrder

Available Packages: Scale Package, Enterprise Package, Marketplaces

This API endpoint creates inventory order as inbound or outbound for a warehouse or branch location. This API is used mostly to provide the incoming or outgoing bulk items from ERP systems to OTO. Once the order is created the status will be new for the warehouse or branch to accept and process the order.

Request Parameters:

Name	Required	Type	Description
action	yes	enum	"inbound": Creates the order as purchase type and sets the ingoing location field "outbound": Creates the order as disposal and sets the outgoing location field
locationCode	yes	string	Code of the warehouse or the branch of the inventory
binLocationName	no	string	Name of the desired Bin
orderDate	no	date	Date of the order, must be a valid date value
deliveryDate	no	date	Date of the delivery, must be a valid date value
waybillNumber	no	string	WayBillNumber of the order

Request paramaters for Items array:

Name	Required	Type	Description
sku	yes	string	SKU of the item of the customer that exists on database
qty	yes	integer	Quantity of the item, must be a positive number

Body raw (json)

json

```
{
  "action": "inbound",
  "locationCode": "WHA",
  "binLocationName": "test",
  "orderDate": "31/03/2022",
  "deliveryDate": "31/03/2023",
  "waybillNumber": "12345",
  "description": "loc1",
  "items": [
    {
      "sku": "12345",
      "qty": 10
    }
  ]
}
```

```
  {
    "sku": "123123",
    "qty": "1"
  }
]
```

POST Update Packing Status

<https://api.tryoto.com/rest/v2/updatePackingStatus>

Available Packages: Scale Package, Enterprise Package, Marketplaces

This API endpoint allows you to update the packing status of an order during the fulfillment process. This endpoint is used to record and track the progress of orders as they move through the packing stage, ensuring accurate status updates for operational visibility.

Request Parameters:

Name	Required	Type	Description
orderId	yes	string	Id of the order that you wanna update packing status
packingStatus	yes	string	Packing status value can be <code>packed</code> or <code>picked</code>

Body raw (json)

json

```
{
  "orderId": "123",
  "packingStatus": "packed"
}
```

POST Get Orders Ready For Packing

<https://api.tryoto.com/rest/v2/getPackingOrders>

Available Packages: Scale Package, Enterprise Package, MarketplacesEndFragment

This API endpoint retrieves a list of orders that are ready for pick and pack operations. This endpoint is designed to streamline warehouse workflows by providing access to orders that have completed prior processes and are prepared for fulfillment.

Request Parameters:

Name	Required	Type	Description
warehouseCode	yes	String	<code>pickupLocationCode</code> of the warehouse.

Body raw (json)

json

```
{
  "warehouseCode": "WH123"
}
```

Webhook

WEBHOOK for ORDER

There are 3 types of webhook for now, `newOrders`, `orderStatus` and `shipmentError`.

OTO will push updates to the registered webhook endpoint for the `orderStatus` type whenever an order status changes. This includes statuses such as Processing, Delivered, Returned, and more.

OTO will push an update via the `shipmentError` webhook type, providing details about the error, if an error occurs while an order shipment.

OTO will push the order details to you through the `newOrders` webhook type, If you need to create an existing order in a different WMS system.

timestamp value belongs to UTC time zone.

json

```
{
  "orderId": "1234",
  "status": "shipmentProcessing|delivered|returned|...",
  "dcStatus": "status coming from the delivery company",
  "note": "optional note to show in order history",
  "pickupLocationCode": "code-101",
  "driverName": "FirstName LastName",
  "driverPhone": "966555444333",
  "driverEmail": "driver@example.com",
  "driverId": "123124",
  "printAWBURL": "https://login.trvoto.com/service/rest/v1/printAWB/XXXXX".
}
```

Signed "orderId:status:timestamp" with "HmacSHA256" method and Base64 Encoded string.

Public key for the signature will be shared on private.

if registered to `shipmentError`, endpoint will get a payload:

json

```
{
  "orderId": "7523",
  "signature": "bQnNzL2VVwu0joYPfx6Qs3lsoEdVCMR+5xSPdMbABFE=",
  "errorMessage": "delivery company not allow to create shipment",
  "deliveryCompanyResponse": "error: Shipper.PartyAddress - City/Zipcode is empty",
  "errorCode": "deliveryCompanyError",
  "deliveryCompany": "aramex",
  "timestamp": "1653642441399"
}
```

Signed "orderId:errorCode:timestamp" with "HmacSHA256" method and Base64 Encoded string.

Public key for the signature will be shared on private.

json

```
{
  "order": {
    "warehouseId": 21251,
    "branchId": null,
    "grandTotal": 3,
    "otoId": 30868940,
    "paymentMethod": "string",
    "weight": 1.0,
    "incrementId": "string",
    "salesChannel": "string",
    "brand": "string",
  }
}
```

POST webhook

<https://api.tryoto.com/rest/v2/webhook>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This endpoint enables OTO to send update payloads to the specified URL using the defined method. Optional security measures, such as token authentication and payload validation, can be configured for enhanced security.

Request Parameters:

Name	Required	Type	Description
method	yes	string	<code>POST</code> or <code>PUT</code>
url	yes	string	Your endpoint listens to get OTO webhook payload, when order status changes. exp. <code>https://webhook.site/3e53c98a-a089-4ca4-9bc4-df10e5a71e4b</code>
secretKey	no	string	With this key message is signed and receiver validate.
authorizationKey	no	string	Secure token used to authenticate and validate incoming webhook requests.
timestampFormat	no	string	Exp "yyyy-MM-dd HH:mm:ss" format receiver want to get.
orderPrefix	no	string	If orders has prefix in

Body raw (json)

```
json
{
  "method": "post",
  "url": "https://webhook.site/3e53c98a-a089-4ca4-9bc4-df10e5a71e4b",
  "orderPrefix": "fulfillment",
  "timestampFormat": "2025-01-01 13:14:34",
  "secretKey": "key1234",
  "authorizationKey": "authorizationkey123",
  "webhookType": "shipmentError"
}
```

GET webhook

https://api.tryoto.com/rest/v2/webhook

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This endpoint allows you to retrieve a list of all registered webhook definitions. It provides detailed information about each webhook including its configuration and associated event triggers enabling you to manage and review your

can manually modify its configuration and associated event triggers, enabling you to manage and review your webhook integrations effectively.

Note: You can filter by id if you know the id of the webhook.

Request Parameters:

Name	Required	Type	Description
id	no	string	id of the webhook

PUT **webhook**

https://api.tryoto.com/rest/v2/webhook

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint allows updating an already registered webhook by providing its unique ID. This ensures you can modify existing webhook configurations, such as URL, secretKey, or other parameters, without needing to delete and recreate it.

Request Parameters:

Name	Required	Type	Description
id	yes	string	Id of the webhook record.
method	yes	string	<input type="text" value="POST"/> or <input type="text" value="PUT"/>
url	yes	string	Your endpoint listens to get OTO webhook payload, when order status changes. exp. <input type="text" value="https://webhook.site/3e53c98a-a089-4ca4-9bc4-df10e5a71e4b"/>
secretKey	no	string	With this key message is signed and receiver validate.
authorizationKey	no	string	Authorization key.
timestampFormat	no	string	Exp "yyyy-MM-dd HH:mm:ss" format receiver want to get.
orderPrefix	no	string	If orders has prefix in

Body raw (json)

icon

```
json

{
  "id": 59,
  "method": "post",
  "url": "https://webhook.site/3e53c98a-a089-4ca4-9bc4-df10e5a71e4b",
  "orderPrefix": "test-2",
  "timestampFormat": "2025-01-01 10:10:10",
  "secretKey": "secret123",
  "authorizationKey": "authorizationkey123",
  "webhookType": "orderStatus"
}
```

DELETE webhook

<https://api.tryoto.com/rest/v2/webhook>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint enables the removal of a registered webhook from the system using its unique ID. This ensures you can effectively manage and clean up webhook configurations that are no longer needed.

Request Parameters:

Name	Required	Type	Description
id	yes	string	Id of the webhook record.

OTO FLEX

POST assignDriver

<https://api.tryoto.com/rest/v2/assignDriver>

Available Packages: Starter Package, Scale Package, Enterprise Package, Marketplaces

This API endpoint enables clients to assign a specific driver to their shipments for the OTO Flex app. This endpoint streamlines the allocation process, allowing businesses to efficiently manage driver assignments and ensure smooth delivery operations.

Request Paramaters:

Name	Required	Type	Description
orderIDs	yes	array	An array of orderIDs objects containing the order ids
driverID	yes	long	ID of the driver

Body raw (json)

```
json

{
  "orderIDs": [3079460],
  "driverID": 8702
}
```

List Of Statuses

	Stage	Description
new	Order Management	New order
paymentConfirmed	Order Management	Payment is confirmed for the order
waitingAddressConfirmation	Order Management	Order waits address confirmation by customer
addressConfirmed	Order Management	Customer confirmed the order address
needConfirmation	Order Management	Order waits for confirmation
paymentTypeConfirmed	Order Management	The payment type and amounts are confirmed
codOrderConfirmed	Order Management	COD order is confirmed by end customer
orderConfirmed	Order Management	Order is confirmed
pickupFromStore	Order Management	Order will be collected by end customer
interDepotTransfer	Order Management	Order is shipping to another warehouse before shipping to

Error Codes

HTTP Status Codes

Error Code	Error Description
200	SUCCESS
400	BAD REQUEST
403	FORBIDDEN
404	NOT FOUND
409	CONFLICT
500	INTERNAL_SERVER_ERROR

OTO Error Codes

Error codes and messages are returned as `otoErrorCode` and `otoErrorMessage` responses.

OTO Error Code	OTO Error Description
OTO1001	Invalid or missing order Id
OTO1002	Order is not exist
OTO1004	There is no available delivery company setting
OTO1006	Credit is not enough
OTO1009	Something went wrong
OTO1010	Check the missing details
OTO1011	Shipment is already exist
OTO1015	Database Error
OTO1016	Sender details are missing or invalid
OTO1021	Recipient address is missing or invalid
OTO1022	Recipient city is missing or invalid
OTO1029	Recipient name is missing or invalid
OTO1030	Recipient phone is missing or invalid
OTO1049	Weight is missing or invalid