NCM API DOCUMENTATION

NCM API COLLECTION

What is NCM API?

NCM API service gives you the capability to integrate your online system with NCM's portal. Our API service currently provides you the capability to

- [✔] Fetch Particular Order Details
- [✔] Fetch Order Comments
- [✔] Fetch last 25 comments of orders
- [✔] Fetch Order Status
- [✔] Create a new Order right from your own system

API Limits

> Order Creation : 1,000 per day

> Order View (Detail, Comments, Status): 20,000 per day

Every vendor is provided with an API Token Key. Use this api token key to make an api request into the server.

If you forgot the token or want to request new token, contact our IT Admin.

GET Branch Lists with details

This endpoint allows to fetch the list of all branches of NCM with their details like phone number, covered areas, district, regions etc.

```plaintext
Link: https://demo.nepalcanmove.com/api/v2/branches
```

GET Delivery Charges between branches

This endpoint allows to calculate the delivery charge for the branches.

```plaintext
Link: https://demo.nepalcanmove.com/api/v1/shipping-rate?creation=TINKUNE&destinatic
Params:
creation : pickup branch
destination : destination branch to where order needs to be send
type : delivery type
```

Available Delivery Types for 'type' parameter:

Type Value	Description	Charge Calculation
Pickup/Collect	Door2Door (NCM pickup & delivery)	Full base charge
Send	Branch2Door (Sender drops at branch, NCM delivers at door)	Full base charge
D2B	Door2Branch (NCM pick, Customer collect at branch)	Base charge - 50
B2B	Branch2Branch (Sender Drop at branch & customer collect at branch)	Base charge - 50

Headers

```plaintext
Authorization      Token <your token keys>
```

GET Order Details

This endpoint allows to fetch the details of a particular order in your system. These details are the same as the details you see on the NCM portal when you view a particular order.

```plaintext
Link: https://demo.nepalcanmove.com/api/v1/order?id=ORDERID
```

Headers

```plaintext
Authorization      Token <your token keys>
```

Params

```plaintext
id                  ORDERID             your order id in ncm system
```

Example:

```plaintext
curl --location --request GET https://demo.nepalcanmove.com/api/v1/order?id=134 \
--header "Authorization: Token a3dede0dcfb45e2af76ced9f7a74909aac9d0a45" \
```

Result:

```plaintext
Response Status 200
{
    "orderid": 134,
    "cod_charge": "1710.00",
    "delivery_charge": "99.00",
    "last_delivery_status": "Delivered",
    "payment_status": "Completed"
}
```

GET Order Comments

This endpoint allows to fetch the comments of a particular order in your system. The api will provide all the comments done in a particular order. Comments will be in descending order of created date.

```plaintext
Link: https://demo.nepalcanmove.com/api/v1/order/comment?id=ORDERID
```

Headers

```plaintext
Authorization       Token <your access token keys>
```

Params

```plaintext
id                    ORDERID              your order id in ncm system
```

Example:

```plaintext
curl --location --request GET https://demo.nepalcanmove.com/api/v1/order/comment?id=
--header "Authorization: Token a3dede0dcfb45e2af76ced9f7a74909aac9d0a45" \
```

Result:

```plaintext
Response Status 200
[
    {
        "orderid": 134,
        "comments": "Please provide us with the correct phone number?",
        "addedBy": "NCM Staff",
        "added_time": "2019-11-02T16:43:15.687200+05:45"
    },
    {
        "orderid": 134,
        "comments": "Test comments",
        "addedBy": "Vendor",
        "added_time": "2019-10-15T12:22:15.989560+05:45"
    },
    {
        "orderid": 134,
        "comments": "Test Comment",
        "addedBy": "NCM Staff",
        "added_time": "2019-10-15T11:33:16.472031+05:45"
    }
]
```

GET LAST 25 Order Comments

This endpoint allows to fetch the last 25 comments done to your orders. Latest comments will be fetched at the top.

```plaintext
Link: https://demo.nepalcanmove.com/api/v1/order/getbulkcomments
```

Headers

```plaintext
Authorization          Token <your access token keys>
```

Example:

```plaintext
curl --location --request GET https://demo.nepalcanmove.com/api/v1/order/getbulkcomm
--header "Authorization: Token a3dede0dcfb45e2af76ced9f7a74909aac9d0a45"
```

Result:

```plaintext
Response Status 200
[
    {
        "orderid": 123,
        "comments": "Test Comments",
        "addedBy": "NCM Staff",
        "added_time": "2020-01-28T18:20:29.349013+05:45"
    },
    {
        "orderid": 123,
        "comments": "Phone Not Received Multiple Times",
        "addedBy": "NCM Staff",
        "added_time": "2020-01-29T11:04:51.510397+05:45"
    },
    {
        "orderid": 123,
        "comments": "Phone Not Received Multiple Times",
        "addedBy": "NCM Staff",
        "added_time": "2020-01-28T16:02:54.335899+05:45"
    },
    {
        "orderid": 123,
        "comments": "Area not covered by NCM",
        "addedBy": "NCM Staff",
        "added_time": "2020-01-28T15:59:55.371198+05:45"
    }
    ...
]
```

GET Order Status

This endpoint allows to fetch the status of a particular order in your system. The api will provide all the status of a particular order. Statuses will be in descending order of created date.

```plaintext
Link: https://demo.nepalcanmove.com/api/v1/order/status?id=ORDERID
```

Headers

```plaintext
Authorization          Token <your access token keys>
```

Params

```plaintext
id              ORDERID              your order id in ncm system
```

Example:

```plaintext
curl --location --request GET https://demo.nepalcanmove.com/api/v1/order/status?id=1
--header "Authorization: Token a3dede0dcfb45e2af76ced9f7a74909aac9d0a45"
```

Result:

```plaintext
Response Status 200
[
    {
        "orderid": 134,
        "status": "Delivered",
        "added_time": "2019-10-18T13:24:30.960365+05:45"
    },
    {
        "orderid": 134,
        "status": "Sent for Delivery",
        "added_time": "2019-10-18T13:22:21.033595+05:45"
    },
    {
        "orderid": 134,
        "status": "Pickup Complete",
        "added_time": "2019-10-18T13:17:25.326792+05:45"
    },
    {
        "orderid": 134,
        "status": "Sent for Pickup",
        "added_time": "2019-10-18T13:15:24.313074+05:45"
    },
    {
        "orderid": 134,
        "status": "Pickup Order Created",
        "added_time": "2019-10-15T11:32:18.149352+05:45"
    }
]
```

Possible Errors in GET requests:

```plaintext
*If token is not provided
Response Status 401:
{
    "detail": "Authentication credentials were not provided."
}

*If Order ID is missing/empty
Response Status 400:
{
    "detail": "ID parameter missing"
}

*If invalid or unknown order id provided

Response Status 404:
{
    "detail": "Not found."
}
Response Status 500:
{
    "detail": "Server Error"
}
```

POST Create an order

This endpoint allows you to create an order from your system. Vendor must provide necessary details from their end to create an order through this endpoint.

```plaintext
Link: https://demo.nepalcanmove.com/api/v1/order/create
```

Headers

```plaintext
Authorization        Token <your access token keys>
```

Params

Params	Requirement	Description
name	required	customer name
phone	required	customer phone number
phone2	optional	customer secondary phone
cod_charge	required	cod amount including delivery
address	required	general address of customer
fbranch	required	From branch name
branch	required	Destination branch name
package	optional	Package name or type
vref_id	optional	Vendor reference id
instruction	optional	Delivery Instruction
delivery_type	optional	Delivery Type: Door2Door, Branch2Door, Branch2Branch, Door2Branch (default: Door2Door if not provided)
weight	optional	Weight in kg (default: 1 kg if not provided)

Example:

```plaintext
curl --location --request POST 'https://demo.nepalcanmove.com/api/v1/order/create'
--header 'Authorization: Token a3dede0dcfb45e2af76ced9f7a74909aac9d0a45' \
--header 'Content-Type: application/json' \
--data-raw '{
    "name":"John Doe",
    "phone":"9847023226",
    "phone2":"",
    "cod_charge":"2200",
    "address":"Byas Pokhari",
    "fbranch":"TINKUNE",
    "branch":"BIRATNAGAR",
    "package": "Jeans Pant",
    "vref_id" : "VREF234",
    "instruction" : "Test Instruction",
    "delivery_type" : "Branch2Door",
    "weight" : "2"
}'
```

Result:

```plaintext
Status 200
{
    "Message": "Order Successfully Created",
    "orderid": 747
}
```

Error if fields are missing

```plaintext
Status 400
{
    "Error": {
        "cod_charge": "Invalid COD Amount",
        "phone": "Invalid Phone Number",
        "branch": "Invalid Branch",
        "name": "Invalid Name",
        "address": "Invalid Address"
    }
}
```

POST Create an order comment

This endpoint allows you to create a comment from your system. Vendor must provide necessary details from their end to create a comment through this endpoint.

```plaintext
Link: https://demo.nepalcanmove.com/api/v1/comment
```

Headers

```plaintext
Authorization        Token <your access token keys>
```

Params

Params	Requirement	Description
orderid	required	order id in ncm portal
comments	required	text comment to put in order

Example:

```
curl --location --request POST 'https://demo.nepalcanmove.com/api/v1/comment' \
--header 'Authorization: Token a3dede0dcfb45e2af76ced9f7a74909aac9d0a45' \
--header 'Content-Type: application/json' \
--data-raw '{
    "orderid":"1234567",
    "comments" : "Test comment from api"
}'
```

Result:

```
Status 200
{
    "message": "Comment successfully created"
}
```

Error if fields are missing

```
Status 400
{
    "Error": {
        "Order Id": "Invalid / Empty orderid",
        "Comments": "Invalid / Empty comment",

    }
}
```

POST Retrieve Order statuses

This endpoint allows you to get status for the order ids provided through this endpoint.

```plaintext
Link: https://demo.nepalcanmove.com/api/v1/orders/statuses
```

Headers

```plaintext
Authorization        Token <your access token keys>
```

Params

Params	Requirement	Description
orders	required	order id in ncm portal

Example:

```plaintext
curl --location --request POST 'https://demo.nepalcanmove.com/api/v1/orders/statuses
--header 'Authorization: Token a3dede0dcfb45e2af76ced9f7a74909aac9d0a45' \
--header 'Content-Type: application/json' \
--data-raw '{ "orders": [4041,3855,4032,3841,3842,4042] }'
```

Result:

```plaintext
Status 200
{
    "result": {
        "4041": "Pickup Order Created",
        "3855": "Arrived",
        "4032": "Drop off Order Created",
        "3841": "Delivered",
        "3842": "Delivered"
    },
    "errors": [
        4042
    ]
}
```

POST Create Generic Vendor Ticket

This endpoint allows vendors to create a general support ticket.

```plaintext
Link: https://demo.nepalcanmove.com/api/v2/vendor/ticket/create
Method: POST
Authorization: Token <your_token>
Content-Type: application/json
```

Params

Params	Requirement	Description
ticket_type	required	Type of ticket (see available types below)
message	required	Message/description (max 500 chars)

Available Ticket Types:

- `General` - General inquiries or issues
- `Order Processing` - Order processing related issues
- `Return` - Return/refund related requests
- `Pickup` - Pickup scheduling or issues

Example:

```json
{
  "ticket_type": "General",
  "message": "Please arrange delivery at the earliest"
}
```

Result:

```json
Status 201
{
  "message": "Ticket created",
  "ticket": 123
}
```

POST Create COD Transfer Ticket

This endpoint allows vendors to create a COD transfer request ticket.

```plaintext
Link: https://demo.nepalcanmove.com/api/v2/vendor/ticket/cod/create
Method: POST
Authorization: Token <your_token>
Content-Type: application/json
```

Params

Params	Requirement	Description
bankName	required	Name of the bank
bankAccountName	required	Account holder name
bankAccountNumber	required	Bank account number

Example:

```json
{
    "bankName": "Nepal Bank Limited",
    "bankAccountName": "John Doe",
    "bankAccountNumber": "1234567890"
}
```

Result:

```json
Status 201
{
    "message": "COD ticket created",
    "ticket": 124
}
```

POST Close Vendor Ticket

This endpoint allows vendors to close their own tickets.

```plaintext
Link: https://demo.nepalcanmove.com/api/v2/vendor/ticket/close/<ticket_id>
Method: POST
Authorization: Token <your_token>
Content-Type: application/json
```

Params

Params	Requirement	Description
pk	required	Ticket ID (in URL path)

Example:

```plaintext
curl --location --request POST 'https://demo.nepalcanmove.com/api/v2/vendor/ticket/c
--header 'Authorization: Token a3dede0dcfb45e2af76ced9f7a74909aac9d0a45' \
--header 'Content-Type: application/json'
```

Result:

```json
Status 200
{
  "message": "Ticket closed",
  "ticket": 123
}
```

GET Staff List

This endpoint retrieves a paginated list of active staff members.

```plaintext
Link: https://demo.nepalcanmove.com/api/v2/vendor/staffs?q=search_term&page=1&page_s
Method: GET
Authorization: Token <your_token>
```

Query Params

Params	Requirement	Description
q	optional	Search staff by name (contains)
page	optional	Page number (default: 1)
page_size	optional	Results per page (default: 20, alias: limit)
limit	optional	Alias for page_size

Example:

```plaintext
curl --location --request GET 'https://demo.nepalcanmove.com/api/v2/vendor/staffs?q=
--header 'Authorization: Token a3dede0dcfb45e2af76ced9f7a74909aac9d0a45'
```

Result:

```json
Status 200
{
  "count": 45,
  "next": "https://demo.nepalcanmove.com/api/v2/vendor/staffs?page=2",
  "previous": null,
  "results": [
    {
      "id": 12,
      "name": "Ram Sharma",
      "email": "ram@example.com",
      "phone": "9841234567"
    }
  ]
}
```

POST Return Order

This endpoint allows vendors to mark an order for return process.

```plaintext
Link: https://demo.nepalcanmove.com/api/v2/vendor/order/return
Method: POST
Authorization: Token <your_token>
Content-Type: application/json
```

Params

Params	Requirement	Description
pk	required	Order ID
comment	optional	Comment/reason for the return

Example:

```plaintext
curl --location --request POST 'https://demo.nepalcanmove.com/api/v2/vendor/order/re
--header 'Authorization: Token a3dede0dcfb45e2af76ced9f7a74909aac9d0a45' \
--header 'Content-Type: application/json' \
--data-raw '{
    "pk": 4041,
    "comment": "Customer refused the delivery"
}'
```

Result:

```json
Status 200
{
  "message": "Order marked for return successfully",
  "order": 4041,
  "vendor_return": true
}
```

Error Responses:

```json
Status 400
{
    "message": "Order ID is required"
}
```

```json
Status 404
{
    "message": "Order not found"
}
```

Note:

- This sets the order's `vendor_return` flag to `true`
- If a comment is provided, it creates an external comment with "Pending" status
- Only the vendor who owns the order can mark it for return

POST Create Exchange Order

This endpoint creates exchange orders for returning items and sending replacements.

```plaintext
Link: https://demo.nepalcanmove.com/api/v2/vendor/order/exchange-create
Method: POST
Authorization: Token <your_token>
Content-Type: application/json
```

Params

Params	Requirement	Description
pk	required	Original order ID

Example:

```json
{
  "pk": 4041
}
```

Result:

```json
Status 200
{
  "message": "Exchange orders created",
  "cust_order": 4567,
  "ven_order": 4568
}
```

Note: This creates two orders:

- Customer order (cust_order): New delivery to customer
- Vendor order (ven_order): Return of old item to vendor

POST Redirect Order

This endpoint allows vendors to redirect an order to a different address/customer.

```plaintext
Link: https://demo.nepalcanmove.com/api/v2/vendor/order/redirect
Method: POST
Authorization: Token <your_token>
Content-Type: application/json
```

Params

Params	Requirement	Description
pk	required	Order ID
name	required	New customer name
phone	required	New customer phone
address	required	New customer address
vendorOrderid	optional	Vendor's reference order ID
destination	optional	New destination branch ID (if changing)
cod_charge	optional	New COD amount (decimal value)

Example:

```json
{
  "pk": 4041,
  "name": "New Customer Name",
  "phone": "9841234567",
  "address": "New delivery address, Kathmandu",
  "vendorOrderid": "VORD-12345",
  "destination": 5,
  "cod_charge": 750.5
}
```

Result:

```json
Status 200
{
  "message": "Order redirected successfully",
  "order": 4041,
  "cod_charge": "500.00",
  "delivery_charge": "175.00",
  "changelogs": "-destination_branch was changed from TINKUNE to POKHARA\n-delivery_
}
```

Note:

- If destination branch is changed, RDRT-DiFF-BRNCH charge is added
- If destination remains same, REDIRECT charge is added

- Creates new customer record if phone doesn't exist
- COD charge can be updated by providing cod_charge parameter (optional)
- All changes are logged in order changelogs

POST Create/Update Webhook URLs

This endpoint allows vendors to create, update or remove their webhook URLs used by NCM to push order status and comment events.

```plaintext
Link: https://demo.nepalcanmove.com/api/v2/vendor/webhook
Method: POST
Authorization: Token <your_token>
Content-Type: application/json
```

Params

Params	Requirement	Description
webhook_url	required	Order status webhook URL (must start with http/https)

Notes:

- If `webhook_url` is an empty string, the stored order status webhook URL will be removed.
- URLs when provided, must start with `http://` or `https://` .

Example: Set webhooks

```json
{
    "webhook_url": "https://example.com/webhooks/order-status"
}
```

Example: Remove order status webhook

```json
{
    "webhook_url": ""
}
```

Result:

```json
Status 200
{
  "success": true,
  "message": "Webhook URLs updated successfully!"
}
```

or, on first-time creation:

```json
Status 201
{
  "success": true,
  "message": "Webhook URLs created successfully!"
}
```

Error Responses:

```json
Status 400
{
  "success": false,
  "message": "Please enter a valid URL for Order Status Webhook (must start with ht
}
```

POST Test Webhook URL

This endpoint sends a test payload to a given webhook URL so vendors can verify that their endpoint is reachable and correctly processes status updates.

```plaintext
Link: https://demo.nepalcanmove.com/api/v2/vendor/webhook/test
Method: POST
Authorization: Token <your_token>
Content-Type: application/json
```

Params

Params	Requirement	Description
webhook_url	required	Your webhook endpoint URL (http/https)

Test Payload

The API will send a JSON body similar to:

```json
{
  "event": "order.status.changed",
  "order_id": "TEST-123456",
  "status": "In Transit",
  "timestamp": "2024-01-01T12:00:00+05:45",
  "test": true
}
```

Example:

```json
{
  "webhook_url": "https://example.com/webhooks/order-status"
}
```

Result (success):

```json
Status 200
{
  "success": true,
  "status_code": 200,
  "response": "OK"
}
```

Result (HTTP error from your server):

```json
Status 200
{
  "success": true,
  "status_code": 400,
  "response": "Bad Request",
  "headers": {
    "Content-Type": "text/plain"
  }
}
```

Result (connection/timeout error):

```json
Status 200
{
  "success": false,
  "error": "Request timed out. The webhook URL did not respond within 10 seconds."
}
```

```json
Status 200
{
  "success": false,
  "error": "Connection error. Could not connect to the webhook URL. Details: ..."
}
```

Please use this api endpoints very carefully.

Avoid duplication of order creation from both bulk file upload and api system.

No Spamming or running scripts to overload the server.

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