



SingPost Tracking API

# API Integration Guide

## Version History

[illegible]

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## Introduction

Singpost Tracking web service has been designed as an Enterprise Grade solution that caters to most businesses providing a reliable and scalable platform.

Requests and responses to web services are delivered using the HTTP Protocol with Representational State Transfer (REST) utilizing POST method and the XML Schema Definition language (XSD).

## Connecting to the API

There are a few things to take note of before establishing the connection:

### 1. Headers

Please ensure that the following are provided:

- **Content-Type:** application / xml
- **Authorization:** <SingPost Tracking API key provided by SingPost>

***\*Note: Different API keys are required for the different environments (Testing/Live). Please replace <SingPost Tracking API key provided by SingPost> with the actual SingPost Tracking API key shared in the credentials.***

### 2. URL

Please find the corresponding URL to be used based on the environment type (Testing / Live)

Sandbox (Testing)	<a href="https://api.qa.singpost.com/sp/tracking">https://api.qa.singpost.com/sp/tracking</a>
Production (Live)	<a href="https://apim.singpost.com/sp/tracking">https://apim.singpost.com/sp/tracking</a>

## Sample Request Payload

```
<?xml version="1.0" encoding="UTF-8"?>
<ItemTrackingDetailsRequest xmlns="http://singpost.com/paw/ns">
  <SystemID>-</SystemID>
  <ItemTrackingNumbers>
    <TrackingNumber>{Tracking Number}</TrackingNumber>
  </ItemTrackingNumbers>
</ItemTrackingDetailsRequest>
```

***\*Note: Please replace {Tracking Number} with the actual tracking number. Do take note that you will only be able to see shipment status event(s) after the shipment has been assigned.***

## Sample Response Payload

```
<ItemTrackingDetailsResponse xmlns="http://singpost.com/paw/ns"
xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  <ItemsTrackingDetailList>
    <ItemTrackingDetail>
      <TrackingNumber>{Tracking Number}</TrackingNumber>
      <TrackingNumberFound>true</TrackingNumberFound>
      <AlternativeTrackingNumber/>
      <PostingDate>-</PostingDate>
      <OriginCountry>Singapore</OriginCountry>
      <DestinationCountry>Singapore</DestinationCountry>
      <Comment1>-</Comment1>
      <Comment2>-</Comment2>
      <Comment3>-</Comment3>
      <DeliveryStatusDetails>
        <DeliveryStatusDetail>
          <StatusDescription>Returned to Sender</StatusDescription>
          <Date>2024-05-21T10:56:00</Date>
          <StatusCode>RS</StatusCode>
          <ReasonCode/>
        </DeliveryStatusDetail>
        <DeliveryStatusDetail>
          <StatusDescription>With Delivery Courier (Item accepted by Delivery
Courier)</StatusDescription>
          <Date>2024-05-21T10:55:00</Date>
          <StatusCode>RL</StatusCode>
          <ReasonCode/>
        </DeliveryStatusDetail>
        <DeliveryStatusDetail>
          <StatusDescription>Return shipment received at Processing Facility</StatusDescription>
          <Date>2024-05-21T10:54:00</Date>
          <StatusCode>HM</StatusCode>
          <ReasonCode/>
        </DeliveryStatusDetail>
        <DeliveryStatusDetail>
          <StatusDescription>Unsuccessful Delivery</StatusDescription>
          <Date>2024-05-21T10:50:00</Date>
          <StatusCode>DF</StatusCode>
          <ReasonCode>117</ReasonCode>
        </DeliveryStatusDetail>
      </DeliveryStatusDetails>
    </ItemTrackingDetail>
  </ItemsTrackingDetailList>
</ItemTrackingDetailsResponse>
```

```

    <StatusDescription>Courier delivery in progress</StatusDescription>
    <Date>2024-05-21T10:49:00</Date>
    <StatusCode>AL</StatusCode>
    <ReasonCode/>
</DeliveryStatusDetail>
<DeliveryStatusDetail>
    <StatusDescription>Unsuccessful delivery</StatusDescription>
    <Date>2024-05-21T10:47:00</Date>
    <StatusCode>DF</StatusCode>
    <ReasonCode>1</ReasonCode>
</DeliveryStatusDetail>
<DeliveryStatusDetail>
    <StatusDescription>Courier delivery in progress</StatusDescription>
    <Date>2024-05-21T10:46:00</Date>
    <StatusCode>AL</StatusCode>
    <ReasonCode/>
</DeliveryStatusDetail>
<DeliveryStatusDetail>
    <StatusDescription>Unsuccessful delivery</StatusDescription>
    <Date>2024-05-21T10:44:00</Date>
    <StatusCode>DF</StatusCode>
    <ReasonCode>2</ReasonCode>
</DeliveryStatusDetail>
<DeliveryStatusDetail>
    <StatusDescription>Out for Delivery</StatusDescription>
    <Date>2024-05-21T10:43:00</Date>
    <StatusCode>AL</StatusCode>
    <ReasonCode/>
</DeliveryStatusDetail>
<DeliveryStatusDetail>
    <StatusDescription>Item is with SingPost (Singapore) for processing.</StatusDescription>
    <Date>2024-05-21T10:42:00</Date>
    <StatusCode>HQ</StatusCode>
    <ReasonCode/>
</DeliveryStatusDetail>
<DeliveryStatusDetail>
    <StatusDescription>Item collected by SingPost courier</StatusDescription>
    <Date>2024-05-21T10:41:00</Date>
    <StatusCode>AC</StatusCode>
    <ReasonCode/>
</DeliveryStatusDetail>
<DeliveryStatusDetail>

```



```
<StatusDescription>SingPost has received your order information, but not your item
yet</StatusDescription>
  <Date>2024-05-21T10:40:11</Date>
  <StatusCode>IR</StatusCode>
  <ReasonCode/>
</DeliveryStatusDetail>
</DeliveryStatusDetails>
</ItemTrackingDetail>
</ItemsTrackingDetailList>
<Status>
  <ErrorCode>0</ErrorCode>
  <ErrorDesc>Success</ErrorDesc>
</Status>
</ItemTrackingDetailsResponse>
```

***\*Note: Your shipment tracking events will differ based on the service used and setup done. Please check with SingPost for more details on the status tracking event codes.***