Amazon ShipTrack
API Version 4.0.2

Overview

1.1 Objective

Amazon.com seeks to provide first-class customer service as one of our primary goals. One aspect of this is to provide our customers real-time shipment tracking on all packages they order. Therefore, as Amazon integrates shipping with new carriers, we integrate them into our shipment tracking system as well. Our goal is for 100% of packages sent through the Amazon platform to be trackable through our shipment tracking system. This document helps to understand the importance of Amazon shipment tracking system and what Amazon expects from carriers to achieve this.

1.2 Why implement Amazon's API?

Amazon provides shipment tracking for our packages directly on our website. While most carriers offer their own tracking pages, we have found it a better customer experience for our customers to get shipment status directly integrated into our website. This provides a consistent experience no matter what product is ordered, or what carrier delivers it.

To drive our shipment tracking page, Amazon has also developed the Amazon ShipTrack API for our carriers to provide us with tracking details. This API is specifically designed to provide data which is of greatest interest and relevance to our customers. Many carriers offer a web service to retrieve this data in their own proprietary format; however we have found it preferable for carriers to implement the Amazon ShipTrack API for a number of reasons:

Each carrier interface reports on the movement of packages differently. Some carriers have more events than others, and all carriers have different messaging for the same events. This is confusing for our customers as the experience of tracking a package changes from one shipment to another. The Amazon ShipTrack API allows all carriers to report the same tracking events, with the same level of detail, and with the same messaging.

Changes to an individual carrier's API can result in service failures, outages or inconsistencies in the tracking events. This is especially true for carriers whose proprietary format is not easily parsed. As the underlying format changes, subtle (and not-so-subtle) errors can occur which degrade the customer experience, or even make tracking impossible. The Amazon ShipTrack API is a simple XML format that is easily parsed and can change with very little probability of disrupting service.

Proprietary tracking APIs are not easily localizable. Each provides data in the locale that is native to the carrier. The Amazon ShipTrack API provides all tracking events with event codes that can easily be localized on Amazon web sites.

Supporting a multitude of proprietary APIs is not cost effective for Amazon. Amazon uses dozens of carriers world-wide, and we are integrating with new carriers constantly. Each API we integrate requires initial development work as well as on-going maintenance. By asking our carriers to share a common API, we are able to support tracking for many more carriers than would otherwise be possible.

The API is Amazon confidential. Please do not publish or transfer it, nor use it with any other party than Amazon.

Technical Specifications

The Amazon ShipTrack API is defined as a web service using XML messages sent over a secure HTTP connection. When a customer tracks a package on our site, the Amazon shipment tracking system issues a request to the carrier's implementation of the ShipTrack API. The carrier's system returns a response containing the tracking details for the requested package, and the Amazon system displays the data to the customer.

1.3 Connection Protocol

Implementers are required to provide a secure HTTP connection backed by a trusted, third-party certificate (e.g. VeriSign). The certificate must be X.509 using a 1024-bit RSA key. Self-signed certificates are not permitted.

Important:

The ShipTrack API is a REST web service, **NOT a SOAP** web service.

1.4 Request Details

The ShipTrack API uses XSD (refer Appendix A.1) to define the XML request messages sent via the REST web service call. Details on the schema are included in the 0, and any compliant, validating, XML parser can be used to parse the messages. The data is transmitted using following method.

As a POST request with the XML data as the body of the message.

A request includes the following information:

A user ID and password issued to Amazon by the carrier. This information should be exchanged via telephone prior to the start of integration testing. A separate user ID and password for testing may be provided if the carrier so desires.

The version of the API being used. This allows the carrier to determine how to parse the request, and what schema is expected in the response.

One or more tracking numbers. These will be the unique, carrier-defined tracking numbers generated for each package by the Amazon system. The principle use of the system will be for tracking individual packages, although batch requests should be supported.

1.5 Response Details

The responses for the ShipTrack API are defined by an XSD schema (refer Appendix A.2). The XML data should be returned as the body of the document returned via the HTTP request. It should contain the full tracking history for each tracking number submitted. The document itself should be formatted using UTF-8 encoding.

The response includes the following information:

The API version of the response. This should match the version sent in the request.

The destination of the package. This data confirms to the customer that the package is bound for the correct destination, and provides the ability to report packages that are redirected en route. All addresses are formatted using the same schema (i.e. city, state, postal code, and country code).

The package delivery date. This data tells about the scheduled package delivery date. In case of reschedule, Carrier should send rescheduled delivery date.

The complete history of tracking events listed from newest to oldest. This is a list of events defined by the combination of status and a reason listed below. Each event should contain:

One of the Amazon ShipTrack API event represented by a status and reason. (This status and reason is same as the status/reason sent to amazon through the EDI pipeline).

The location of the package during the event (in the same XSD schema mentioned above).

The date and time of the event in the full ISO 8601 format.

The estimated delivery date. This should reflect the carrier's current best estimate of when the package will actually be delivered to the customer. It should be formatted in the full ISO 8601 format: "YYYY-MM-DDThh:mm:ss-th:tm" where "th" and "tm" specify the offset from UTC for the given time. In this format, the time October 10, 2003 at 8:34 PM, PST would be represented as: "2003-10-10T20:34:00-08:00"

If the event is a delivery event, additional location information describing the actual location the package was delivered (e.g. male customer, front door, garage, etc.)

If the event is a delivery event, and a signature was captured, the text of the customer's signature (i.e. not an image, but a text-only version of the signature).

If the event is a delivery appointment event:

- Delivery appointment date, in ISO 8601 complete date format (YYYY-MM-DD), Delivery window start time, as HH:MM.

- Delivery window end time, as HH:MM

- All 3 fields above must use the customer delivery address local time zone. ISO 8601 complete date format does not support time zones, all delivery appointment fields are implicitly formatted using the customer local time zone.

If the event is related to pickup, carrier should provide pickup information. This includes pickupId, pickupDueDateDetails, storeName, locationId and store address.

In case of a problem, an error response may be returned with one of the error codes listed below. These cover cases where the request is malformed, the requested tracking data is not available, the tracking number is invalid, etc.

1.6 ShipTrack events (Status/Reason)

Our customers are principally interested in whether their packages will arrive on time, as promised. Therefore, we limit the events displayed to only those that indicate progress (or lack of progress) toward that goal. Naturally, many more events are of interest in operating a transportation network, and implementers of the API will need to consolidate internal events into those listed below.

All the messages displayed to our customers are based upon the status/reason codes returned in the tracking response. These codes are localized by the Amazon system and displayed to our customers. The event text listed with each code must also be included in the tracking event for operational support purposes.

Carrier Pick-up Events

Status/Reason	Website Text	Description
XB/NS	Shipment has left seller facility and is in transit	Electronic Manifest transmitted by Amazon to the carrier and the carrier's truck has departed the Amazon/seller facility
AF/NS	Shipment received by carrier	Origin scan which confirms possession by the carrier

En Route Scans

Status/Reason	Website Text	Description
O1/NS	Arrival Scan	Arrived at any of the carrier facilities
L1/NS	Departure Scan	Departed any of the carrier facilities
K1/NS	Arrived at destination country	Arrived at the destination country
K1/CA	Initiated customs clearance process	Customs has started to clear the package
K1/BD	Completed customs clearance process	Customs has cleared the package
X6/NS	In transit to pickup location	Package is in transit to pick up location
X6/AJ	Problem resolved and shipment is in transit	Resolution of exception scan and package is in transit again

Delivery Scans

Status/Reason	Website Text	Description
D1/NS	Delivered	Delivered to the customer directly
OD/NS	Out for delivery	On the last leg of delivery to the customer
AH/NS	Delivery attempted	Carrier attempted delivery, but unable to deliver to customer
AH/A1	Delivery attempted	Delivery Attempted - Business Closed
AH/AN	Delivery attempted	Delivery Attempted - Business Closed due to Holiday
AH/G7	Delivery attempted	Delivery Attempted - Signature Required
AH/A3	Delivery attempted	Delivery Attempted - Community Mail Box, PO BOX, Cluster Box, or Safe Box Full
AH/G9	Delivery attempted	Delivery Attempted- Front Door/ Driveway not accessible
AH/F5	Delivery attempted	Delivery Attempted - Adult Signature required

Status/Reason	Website Text	Description
AG/Z1	Delivery appointment offered.	This event is used to capture the date/time that the carrier offered to the customer to arrange delivery. The customer's final option may or may not be the same.
X2/AG	Customer contacted to arrange delivery	Carrier has contacted the customer to arrange delivery of the package
AG/AG	Delivery appointment scheduled	Carrier has scheduled delivery of the package with the customer
AV/NS	Available for pickup	Package is available for pickup from pickup location
AJ/DU	Tendered to local postal carrier for final delivery	Local postal carrier will perform final delivery to the customer. If assigned a new tracking id, carrier name and tracking id should be provided.
AJ/A5	Transfer to local carrier for final delivery	Local postal carrier will perform final delivery to the customer but they will not scan the package as delivered (international use).
SD/AD	Delay Delivery because customer requests it	Delivery delayed by customer request
J1/NS	Local carrier will deliver the package within 2 business days. No additional tracking information is available.	For international carriers where the package is handed to local carriers with no further tracking (international use).The package will be delivered in 1-2 days.
AH/Z1	First delivery attempt. A second attempt will be made on the next business day.	Specific for local couriers - the first delivery attempt
AH/Z2	Second delivery attempt. A final delivery attempt will be made on the next business day.	Specific for local couriers - the second delivery attempt and one final delivery attempt will be made.
AH/Z3	Third and final delivery attempt. Package will be held for 3 business days before returning to Amazon.com. Please contact the carrier.	Specific for local couriers - the final delivery attempt. The package will be held for three additional days
X2/Z1	Carrier has contacted customer via email with information to arrange delivery.	Carrier has contacted customer via email with information to arrange delivery.
AH/AV	Delivery attempted. Signature is required to complete delivery. Please see carrier notice for next delivery attempt or contact the carrier	Delivery was attempted, but was unable to obtain required signature.
SD/H1	Delivery rescheduled by the carrier	Carrier rescheduled delivery
HL/2B	Delivery Attempted, customer not available. Delivered to a nearby store	Delivery Attempted, customer not available. Delivered to a nearby store
AH/Z4	Second delivery attempt. Package will be held for seven days awaiting further instructions.	Specific for local couriers - the second delivery attempt and carrier will hold the package for seven days awaiting further instructions.
AH/Z5	Further delivery attempt made, package now held for 7 days awaiting instructions.	Specific for local couriers – third or further delivery attempt and carrier will hold the package for seven days awaiting further instructions.
SE/AD	Per customer's request, the package is still waiting for delivery	Per customer's request, the package is still waiting for delivery

Exception Scans

Status/Reason	Website Text	Description
DE/A2	Incorrect address	Destination address does not exist or is incorrect
DE/G3	Incorrect address	Apartment/Suite # is Incorrect or Missing
DE/E8	Incorrect address	Company/Person Unknown, Location is Vacant, or customer not listed on building directory
DE/G1	Incorrect address	Incorrect Zip Code
DE/H4	Incorrect address	Incorrect City/Town/State
DE/G4	Incorrect address	Customer moved
DE/G2	Incorrect address	Incorrect Street, Street #, or Street Suffix
CD/NS	Customs clearance delay	Any situation which causes a delay clearing customs
DE/I2	Delay in delivery due to external factors	This package was delayed by a general delay within the carrier network
DE/AF	Delay in delivery due to external factors	This package was delayed by an accident - Large Scale Delay
DE/J6	Delay in delivery due to external factors	This package was delayed by an accident - Package Level Delay
DE/Y1	Delay in delivery due to external factors	This package was delayed by Air Crew Unavailability
DE/Y2	Delay in delivery due to external factors	This package was delayed by a carrier hub
DE/J9	Delay in delivery due to external factors	This package was delayed by a driver error
DE/Y3	Delay in delivery due to external factors	This package was delayed by a domestic inspection
DE/Y4	Delay in delivery due to external factors	This package was delayed by a late airplane
DE/Y5	Delay in delivery due to external factors	This package was delayed by a late trailer
DE/Y6	Delay in delivery due to external factors	This package was delayed by a late train
DE/BR	Delay in delivery due to external factors	This package was delayed by a train derailment
DE/I3	Delay in delivery due to external factors	This package was left in building - carrier controllable
DE/2W	Delay in delivery due to external factors	This package was left in building - non-carrier controllable (Facility breakdown or power outage)
DE/Y7	Delay in delivery due to external factors	This package was left in vehicle
DE/D1	Delay in delivery due to external factors	This package was delayed by dispatch
DE/H7	Delay in delivery due to external factors	This package was delayed as it was a remote area delivery
DE/OJ	Delay in delivery due to external factors	This package was delayed as the address is not serviced by this carrier
DE/DQ	Delay in delivery due to external factors	This package was delayed as the weight or dimensions of the package exceed the maximum limits
DE/AI	Delay in delivery due to external factors	This package was delayed by a mechanical failure
SD/J3	Delay in delivery due to external factors	This package was delayed by traffic

Status/Reason	Website Text	Description
A9/AK	Shipment damaged, a delivery may be attempted	Package was found damaged within carrier network, a delivery may be attempted
DE/K7	Shipment damaged, a delivery may be attempted	Package was found damaged within carrier network and contained liquids/chemicals/hazmat, a delivery may be attempted
DE/3C	Shipment damaged, a delivery may be attempted	Package was found damaged and contents fell out of packaging, a delivery of the remaining merchandise may be attempted
AP/AM	Held by carrier - carrier will attempt to contact customer	Held by carrier - delivery could not be completed, carrier will attempt to contact customer
AP/2D	Held by carrier - carrier will attempt to contact customer	Held by carrier due to incomplete delivery information, carrier will attempt to contact customer
AP/G3	Held by carrier - carrier will attempt to contact customer	Held by carrier due as the Apartment/Suite # is Incorrect or Missing, carrier will attempt to contact customer
AP/E8	Held by carrier - carrier will attempt to contact customer	Held by carrier due as the Company/Person is unknown, Location is Vacant, or customer is not listed on building directory, carrier will attempt to contact customer
AP/G1	Held by carrier - carrier will attempt to contact customer	Held by carrier due as the Zip Code is incorrect, carrier will attempt to contact customer
AP/H4	Held by carrier - carrier will attempt to contact customer	Held by carrier due as the City/Town/State is incorrect, carrier will attempt to contact customer
AP/G4	Held by carrier - carrier will attempt to contact customer	Held by carrier due as the customer moved, carrier will attempt to contact customer
AP/G2	Held by carrier - carrier will attempt to contact customer	Held by carrier due as the Street, Street #, or Street Suffix is incorrect, carrier will attempt to contact customer
AP/H5	Held by carrier - carrier will attempt to contact customer	Held by carrier due as directions are needed, carrier will attempt to contact customer
AP/G9	Held by carrier - carrier will attempt to contact customer	Held by carrier due as the customer's address requires security access, carrier will attempt to contact customer
AP/H6	Held by carrier - carrier will attempt to contact customer	Held by carrier due to emergency conditions, carrier will attempt to contact customer
AP/BC	Held by carrier - carrier will attempt to contact customer	Insufficient paperwork received
A7/AM	Customer refused delivery	Consignee refused to accept package
A7/D6	Customer refused delivery	Consignee refused to accept package - Cancelled Order
A7/D9	Customer refused delivery	Consignee refused to accept package - Damaged
A7/E1	Customer refused delivery	Consignee refused to accept package - Did Not Order
A7/E2	Customer refused delivery	Consignee refused to accept package - Did Not Want
A7/D8	Customer refused delivery	Consignee refused to accept package - Late Delivery
A7/D7	Customer refused delivery	Consignee refused to accept package - Duplicate Order
A7/C8	Customer refused delivery	Consignee refused to accept package – Customs charges
A3/NS	Returning to seller	Package is being returned to Amazon
A3/2E	Returning to seller	Package is being returned to Amazon - Amazon Requested Return
A3/D6	Returning to seller	Package is being returned to Amazon - Cancelled

Status/Reason	Website Text	Description
A3/K4	Returning to seller	Package is being returned to Amazon - Customer not available
A3/2G	Returning to seller	Package is being returned to Amazon - Customs
A3/G6	Returning to seller	Package is being returned to Amazon - Damaged
A3/E1	Returning to seller	Package is being returned to Amazon - Did Not Order
A3/E2	Returning to seller	Package is being returned to Amazon - Did Not Want
A3/D7	Returning to seller	Package is being returned to Amazon - Duplicate Order
A3/2Q	Returning to seller	Package is being returned to Amazon - Customer failed to pick up package
A3/AO	Returning to seller	Package is being returned to Amazon - Force Majeure
A3/2Z	Returning to seller	Package is being returned to Amazon - Hazmat
A3/J8	Returning to seller	Package is being returned to Amazon - Inspection
A3/P9	Returning to seller	Package is being returned to Amazon - Label Issue
A3/D8	Returning to seller	Package is being returned to Amazon - Late Delivery
A3/G9	Returning to seller	Package is being returned to Amazon - Missing Security Code
A3/3A	Returning to seller	Package is being returned to Amazon - Prohibited Item
A3/OJ	Returning to seller	Package is being returned to Amazon - Unserved Address
A3/DQ	Returning to seller	Package is being returned to Amazon - Weight/Dimension Exceeds Limits
A3/A2	Returning to seller	Package is being returned to Amazon - Address Issue
A3/E8	Returning to seller	Package is being returned to Amazon - Address Issue - Company/Person is unknown, Location is Vacant, or customer is not listed on building directory
A3/G4	Returning to seller	Package is being returned to Amazon - Address Issue - Customer Moved
A3/G2	Returning to seller	Package is being returned to Amazon - Address Issue - Street # is Incorrect or Missing
A3/G3	Returning to seller	Package is being returned to Amazon - Address Issue - Apartment/Suite # is Incorrect or Missing
A3/G1	Returning to seller	Package is being returned to Amazon - Address Issue - Zip Code in incorrect
A3/H4	Returning to seller	Package is being returned to Amazon - Address Issue - City/Town/State is incorrect
A3/H8	Returning to seller	Package is being returned to Amazon - Address Issue - Street or Street Suffix is incorrect
A3/H5	Returning to seller	Package is being returned to Amazon - Address Issue - Directions Needed
A3/K9	Returning to seller	Package is being returned to Amazon - Not able to contact customer over phone and email
AP/PL	Lost by carrier	Carrier lost the package - possible theft/hijacking
AP/Q1	Lost by carrier	Carrier lost the package - cannot locate entire shipment at carrier hub

Status/Reason	Website Text	Description
AP/Q2	Lost by carrier	Carrier lost the package- cannot locate partial shipment at carrier hub
AP/Q3	Lost by carrier	Carrier lost the package- cannot locate entire shipment in the third party agent's network
AP/Q4	Lost by carrier	Carrier lost the package- cannot locate partial shipment in the third party agent's network
SD/AY	Carrier received electronic or paper manifest, but the shipment has not yet arrived	Carrier received electronic or paper manifest, but the shipment has not yet arrived
SD/BC	Received shipment - did not receive paperwork	Carrier received the package, but not the electronic/paper manifest. This is sent only when the shipment cannot move until the problem is resolved
SD/AA	An exception has occurred during the sorting process, the carrier has taken corrective action.	An exception has occurred during the sorting process, the carrier has taken corrective action.
SD/I6	An exception has occurred during the sorting process, the carrier has taken corrective action.	Package was routed to the incorrect DDU, the carrier has taken corrective action
AP/BG	Package is undeliverable and may be abandoned	Package is undeliverable and may be abandoned
AP/Z1	Package is undeliverable and may be abandoned	Address Error - Lack of Coverage - Package Abandoned
SD/AO	Delay in delivery due to weather, natural disaster, or unavoidable event	Delay in delivery due to weather, natural disaster, or unavoidable event - Immediate Weather Impact - Large Scale delay
SD/I7	Delay in delivery due to weather, natural disaster, or unavoidable event	Delay in delivery due to weather, natural disaster, or unavoidable event - Immediate Weather Impact - Package Level delay
SD/W1	Delay in delivery due to weather, natural disaster, or unavoidable event	Delay in delivery due to weather, natural disaster, or unavoidable event - Collateral Weather Impact - Large Scale delay
SD/W2	Delay in delivery due to weather, natural disaster, or unavoidable event	Delay in delivery due to weather, natural disaster, or unavoidable event - Collateral Weather Impact - Package Level delay
SD/W3	Delay in delivery due to weather, natural disaster, or unavoidable event	Delay in delivery due to weather, natural disaster, or unavoidable event - Force Majeure - Large Scale delay
SD/W4	Delay in delivery due to weather, natural disaster, or unavoidable event	Delay in delivery due to weather, natural disaster, or unavoidable event - Force Majeure - Package Level delay
A9/BB	Shipment damaged and will not be delivered	Carrier has identified the package as damaged, will not complete the delivery, and will dispose of the package
A9/K7	Shipment damaged and will not be delivered	Carrier has identified the package as damaged (liquid/chemical/hazmat), will not complete the delivery, and will dispose of the package
A9/3C	Shipment damaged and will not be delivered	Carrier has identified that the contents of the package have fallen out and the merchandise has gone missing, delivery will be abandoned, and the package will be discarded
SD/S1	Possible delay in delivery due to special handling or a remote delivery area	There is possible delay in delivery because the carrier had to perform extra processing outside of the norm
SD/H7	Possible delay in delivery due to special handling or a remote delivery area	There is possible delay in delivery because the delivery is destined to a remote area
SD/L2	Possible delay in delivery due to special handling or a remote delivery area	There is a possible delay because the shipment needs more people or equipment to deliver the package

Status/Reason	Website Text	Description
X6/RC	Label Issue, Delivery may be delayed	The package is being held by the carrier because they require additional information from Amazon due to label related issues
SD/M8	Label Issue, Delivery may be delayed	Package has been moved to overgoods
SD/3E	Label Issue, Delivery may be delayed	Multiple labels on package, carrier will contact Amazon to determine which label is correct
SD/P6	Label Issue, Delivery may be delayed	Original tracking id has been modified
DE/1B	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address and the package will be delivered to a revised delivery address
SD/G2	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, Street # was incorrect or missing, and the package will be delivered to a revised delivery address
SD/G3	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, Apartment/Suite # was incorrect or missing, and the package will be delivered to a revised delivery address
SD/E8	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, company/person was unknown, and the package will be delivered to a revised delivery address
SD/G1	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, Zip Code was incorrect, and the package will be delivered to a revised delivery address
SD/H4	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, City/Town/State was incorrect, and the package will be delivered to a revised delivery address
SD/G4	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, Customer Moved or changed address temporarily, and the package will be delivered to a revised delivery address
SD/H8	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, Street or Street Suffix is incorrect, and the package will be delivered to a revised delivery address
SD/H5	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, directions were needed, and the package will be delivered to a revised delivery address
SD/G9	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, security code was needed, and the package will be delivered to a revised delivery address
SD/H6	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, emergency conditions prevented delivery, and the package will be delivered to a revised delivery address
SD/3G	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, label was missing or had multiple errors, and the package will be delivered to a revised delivery address
SD/H9	The address issue with your shipment has been corrected by the carrier but delivery could be delayed by at least a day	The carrier was able to correct the customer's address, PO Box delivery error, and the package will be delivered to a revised delivery address
ZZ/Z2	It has been requested for this package to be returned to sender	Delivery intercept requested by Amazon. Package will be returned to Amazon prior to delivery if possible.
Z1/A5	Carrier unable to contact recipient to arrange delivery.	The carrier called the customer but did not make contact and was unable to leave a voicemail

Status/Reason	Website Text	Description
Z1/A7	Carrier unable to contact recipient to arrange delivery.	The carrier called the customer and left a voicemail
Z1/A9	Carrier unable to contact recipient to arrange delivery.	The carrier called the customer but the phone number was invalid
Z1/K9	Carrier unable to contact recipient to arrange delivery.	The carrier emailed the customer but the email ID was invalid
Z1/A8	Customer requested appointment to be re-scheduled	When the customer requested a change in appointment. This should be followed with an appointment scheduled event.
DE/L6	Carrier is unable to gain access to front door to deliver the package. Please contact Amazon.com to provide additional delivery instructions.	When the carrier is unable to get to the front door because it is a gated community and the carrier does not have the gate code. This should be sent in addition to the delivery attempt scan (sequence not important).
AH/SD	Special delivery arrangements requested by customer which may delay shipment	Customer request may delay shipment
Z1/B2	Customer requested forward to new address	Customer requested the shipment be forwarded to another address
ZZ/FW	Misrouted and forwarded under a different tracking id. Please contact Amazon.com for more information.	Misrouted and forwarded under a different tracking id. Please contact Amazon for more information.
DE/AV	Carrier is unable to perform customer requested delivery change	Carrier is unable to perform customer requested delivery change
SD/2L	Unable to hold at carrier facility for Customer Pickup	Due to package characteristics or lack of customer pickup, package will no longer be held at carrier facility (retail store, counter or post office)
DE/BG	Any exception event not yet defined	Any exception event not yet defined

1.7 Delivery Location Codes

Tracking events that describe a delivery may also include one of the following codes to indicate where at the destination the package was left by the driver.

Delivery Location Codes

Location Code	Website Text	Description
AMAZON_LOCKER	Available for pickup at amazon locker	Package was delivered in Amazon locker
AS_INSTRUCTED	As instructed	Package was delivered as per instructions
BACK_PORCH	Back porch	Package was left on the back porch
CARPORT	Carport	Package was left inside a carport
CONSERVATORY	Conservatory	Package was left near or in a conservatory
CUSTOMER_PICKUP	Picked up by customer	Package was picked up by customer
DECK	Deck	Package was left on an outside deck
DOCK	Shipping dock	Package was left on dock
DOOR_PERSON	Resident	Package was handed to a resident
FLAT	Flat	Package was delivered in the flat
FREIGHT_FORWARD	Freight Forwarder	Package delivered to a freight forwarder

Location Code	Website Text	Description
FRONT_DESK	Front desk	Package was left at front desk
FRONT_DOOR	Front door	Package was left in or near the front door
FRONT_PORCH	Front porch	Package was left on the front porch
GARAGE	Garage	Package was left in or near the garage door
GREENHOUSE	Greenhouse	Package was left in or near a greenhouse
LEASING_OFFICE	Delivered to leasing office	Package was left at the leasing office.
MAILBOX	Mailbox	Package was left inside the residence's mailbox
MAIL_ROOM	Mail room	Package was left in mail room
MAIL_SLOT	Mail slot	Package was left in mail slot
MC_BOY	Delivered to male child	Package was handed directly to a male child.
MC_GIRL	Delivered to female child	Package was handed directly to a female child.
MC_MAN	Delivered to male adult	Package was handed directly to a man
MC_WOMAN	Delivered to female adult	Package was handed directly to a woman
NEIGHBOR	Left with neighbor	Package was handed directly to a neighbor
OFFICE	Office	Package was delivered in office.
OUTBUILDING	Outbuilding	Package was left in an outbuilding
PATIO	Patio	Package was left on an outside patio
PORCH	Porch	Package was left on an outside porch
REAR_DOOR	Rear door	Package was in or near the rear door
RECEIVER	Resident	Package was handed to resident
RECEPTIONIST	Receptionist	Package was handed to a receptionist
SECURE_LOCATION	Secure location	Package was left in a secure location
SHED	Shed	Package was left in or near a shed
SIDE_DOOR	Side door	Package was left at side door
STORE	Available for pickup	Package was left in a convenience store.
PO_BOX	PO Box	Package was delivered to PO Box.
NEARBY_STORE	Nearby Store	Package was delivered to nearby store.
BRITISH_FORCE_PO	British Force PO	Package was delivered to British Force Post Office.

1.8 Pickup Location Codes

Tracking events that describe a package as "Available for Pickup" may also include one of the following codes to indicate where the package can be picked up by the customer.

Amazon ShipTrack API Specification
Version 4.0.2

Page 13 of 32
30 May 2016

Pickup Location Codes

Location Code	Website Text	Description
CARRIER_FACILITY	Available for pickup at carrier facility	Package can be picked up from carrier's hub
CONVENIENCE_STORE	Available for pickup at local convenience store	Package can be picked up at a local store
LOCAL_POST_OFFICE	Available for pickup at your local post office	Package can be picked up at local post office

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Amazon ShipTrack API Specification
Version 4.0.2

Page 14 of 32
30 May 2016

1.9 Error Codes

The Amazon ShipTrack API uses a small set of error codes. In general, we require specific error codes in cases where Amazon is able to correct the problem, but not in cases where the error is caused by internal problems on the carrier's part.

Data Error Codes

Event Code	Event Text	Description
ERROR_101	INVALID TRACKING NUMBER	Request contains an invalid tracking number
ERROR_102	NO TRACKING INFO FOUND	No data exists in the carrier's system for the given tracking number

Validation Error Codes

Event Code	Event Text	Description
ERROR_201	INVALID USERID/PASSWORD	Request contains an invalid user ID or password
ERROR_202	INVALID API VERSION	Request contains an incompatible API version
ERROR_203	XML DOCUMENT NOT WELL FORMED	Request is not a well-formed XML document
ERROR_204	XML DOCUMENT NOT VALID	Request is not a valid XML document

Service Error Codes

Event Code	Event Text	Description
ERROR_301	TRACKING SERVICE NOT AVAILABLE	Generic error code to handle any situation where Amazon can contact the service, but tracking data cannot be served

Mapping of Internal Carrier Scans to ShipTrack Events

1.10 Internal Carrier Scans

Amazon requires that all carriers that integrate via EDI and/or via the ShipTrack API provide a complete and definitive list of all possible internal scans that can be applied to a package. This list should include the unique internal carrier scan code used to represent a scan event as well as a short text description of the operational use case for the scan code.

1.11 Mapping Exercise

Once the definitive list of all possible internal carrier scans is provided to Amazon each scan will be mapped to a ShipTrack Status/Reason. The selection of the appropriate ShipTrack Status/Reason will be based on the operational use case of each scan code. It could be possible that a ShipTrack Status/Reason does not exist that covers the operational use case for the scan code, in this case a new ShipTrack Status/Reason can be defined to map to the internal carrier scan.

Amazon expects each carrier to take the first pass at mapping their own internal scans to ShipTrack Status/Reason. This mapping will then be fully reviewed between members of Amazon Transportation Operations and the carrier's operations teams.

Functional Requirements

1.12 Performance

Amazon has set a 5 second SLA on displaying the shipment tracking page on our website. Given that there is a certain amount of processing required within our system, we ask implementers of the ShipTrack API to meet a 4.7 second SLA for 99.9% of requests and 1.5 seconds for 50% of the requests. This is the round-trip time from when the request leaves Amazon systems to when the response is received in return. The load varies in proportion to the number of packages sent with a particular carrier. Peak load (which occurs in November and December) can be up to 5x normal volume.

The details of the SLA per percentile are given in the table below:

Percentile	Good	Fair	Bad
99.90%	<= 2350 ms	<= 4700 ms	> 4700 ms
99.00%	<= 1800 ms	<= 3600 ms	> 3600 ms
97.00%	<= 1500 ms	<= 3000 ms	> 3000 ms
95.00%	<= 1200 ms	<= 2400 ms	> 2400 ms
90.00%	<= 1000 ms	<= 2000 ms	> 2000 ms
80.00%	<= 900 ms	<= 1800 ms	> 1800 ms
70.00%	<= 850 ms	<= 1700 ms	> 1700 ms
60.00%	<= 800 ms	<= 1600 ms	> 1600 ms
50.00%	<= 750 ms	<= 1500 ms	> 1500 ms
40.00%	<= 700 ms	<= 1400 ms	> 1400 ms
30.00%	<= 650 ms	<= 1300 ms	> 1300 ms
20.00%	<= 625 ms	<= 1250 ms	> 1250 ms
10.00%	<= 600 ms	<= 1200 ms	> 1200 ms

1.13 Quality

The data returned through the ShipTrack API is, naturally, expected to be of high quality. This has several facets: tracking events are available, all relevant movements of the package are represented, and the events are up-to-date. Amazon asks implementers of the ShipTrack API to ensure that at least 90% of all requests return all relevant, timely tracking events.

1.14 Availability

Amazon requires its own services to be available 99.9% of the time. Therefore, we ask implementers of the ShipTrack API to hold to the same level of availability. Any planned outages should be communicated at least one week in advance.

Examples

The following examples are relative to shipments originating in the US, but all other origins and destinations will have similar content.

1.15 Domestic Shipment Example

The following is a hypothetical tracking history for a domestic US shipment originating at the Fernley, NV Amazon facility with a destination of Seattle, WA. Assume that the package experiences the following events:

Shipment leaves Amazon facility in Fernley, NV on 8/20/2004 17:30 PST.

Arrives at carrier hub at Reno, NV on 8/20/2004 18:30 PST.

Leaves carrier hub at Reno, NV on 8/20/2004 23:30 PST.

Arrives at next point in carrier network at Portland, OR on 8/21/2004 11:30 PST.

Leaves carrier depot at Portland, OR on 8/21/2004 13:30 PST.

Arrives at carrier's destination hub in Seattle, WA on 8/21/2004 18:05 PST.

Leaves destination hub for final delivery on 8/22/2004 07:00 PST.

Package successfully delivered to pickupStore on 8/22/2004 at 09:00 PST

Package picked up from pickupStore by customer John Galt (who signed for the package) on 8/22/2004 at 11:00 PST.

This is a sample of the request sent by Amazon's systems:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<AmazonTrackingRequest xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="AmazonTrackingRequest.xsd">
    <Validation>
        <UserID>AMZN</UserID>
        <Password>12345</Password>
    </Validation>
    <APIVersion>4.0</APIVersion>
    <TrackingNumber>123456789</TrackingNumber>
</AmazonTrackingRequest>
```

And this is a sample of the expected response:

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Amazon ShipTrack API Specification
Version 4.0.2

Page 17 of 32
30 May 2016

```
<?xml version="1.0" encoding="UTF-8"?>
<AmazonTrackingResponse
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="AmazonTrackingResponse.xsd">
    <APIVersion>4.0</APIVersion>
    <PackageTrackingInfo>
        <TrackingNumber>123456789</TrackingNumber>
        <PackageDestinationLocation>
            <City>Seattle</City>
            <StateProvince>WA</StateProvince>
            <PostalCode>98107</PostalCode>
            <CountryCode>US</CountryCode>
        </PackageDestinationLocation>
        <PackageDeliveryDate>
  <ScheduledDeliveryDate>2004-09-15</ScheduledDeliveryDate>
<ReScheduledDeliveryDate>2004-09-18</ReScheduledDeliveryDate>
        </PackageDeliveryDate>
        <TrackingEventHistory>
            <TrackingEventDetail>
                <EventStatus>LK</EventStatus>
                <EventReason>AQ</EventReason>
                <EventDateTime>2004-08-22T11:00:00-
08:00</EventDateTime>
                <EventLocation>
                    <City>SEATTLE</City>
                    <StateProvince>WA</StateProvince>
                    <PostalCode>98107</PostalCode>
                    <CountryCode>US</CountryCode>
                </EventLocation>
                <SignedForByName>JOHN GALT</SignedForByName>
            </TrackingEventDetail>
            <TrackingEventDetail>
                <EventStatus>LK</EventStatus>
                <EventReason>NS</EventReason>
                <EventDateTime>2004-08-22T09:00:00-
08:00</EventDateTime>
                <EventLocation>
                    <Street1>NW Market St</Street1>
                    <City>SEATTLE</City>
                    <StateProvince>WA</StateProvince>
                    <PostalCode>98107</PostalCode>
                    <CountryCode>US</CountryCode>
                </EventLocation>
                <PickupStoreInfo>
                    <PickupDueDateDetails>
                         <Date>2004-08-25</Date>
                        <UTCOffset>-07:00</UTCOffset>
                    </PickupDueDateDetails>
                <PickupID>92253</PickupID>
                <StoreName>US-PRI-DEL-03</StoreName>
                <LocationID>19632</LocationId>
                <StoreLocation>
                    <Street1>NW Market St</Street1>
                    <City>SEATTLE</City>
                    <StateProvince>WA</StateProvince>
                    <PostalCode>98107</PostalCode>
                    <CountryCode>US</CountryCode>
                </StoreLocation>
                </PickupStoreInfo>
            </TrackingEventDetail>
```

```
                    <TrackingEventDetail>
                        <EventStatus>OD</EventStatus>
                        <EventReason>NS</EventReason>
                        <EventDateTime>2001-08-22T07:00:11-
08:00</EventDateTime>
                        <EventLocation>
                            <City>SEATTLE</City>
                            <StateProvince>WA</StateProvince>
                            <PostalCode>98107</PostalCode>
                            <CountryCode>US</CountryCode>
                        </EventLocation>
                    </TrackingEventDetail>
                    <TrackingEventDetail>
                        <EventStatus>O1</EventStatus>
                        <EventReason>NS</EventReason>
                        <EventDateTime>2004-08-21T18:05:00-
08:00</EventDateTime>
                        <EventLocation>
                            <City>SEATTLE</City>
                            <StateProvince>WA</StateProvince>
                            <PostalCode>98109</PostalCode>
                            <CountryCode>US</CountryCode>
                        </EventLocation>
                    </TrackingEventDetail>
                    <TrackingEventDetail>
                        <EventStatus>L1</EventStatus>
                        <EventReason>NS</EventReason>
                        <EventDateTime>2004-08-21T13:30:03-
08:00</EventDateTime>
                        <EventLocation>
                            <City>PORTLAND</City>
                            <StateProvince>OR</StateProvince>
                            <PostalCode>97203</PostalCode>
                            <CountryCode>US</CountryCode>
                        </EventLocation>
                    </TrackingEventDetail>
                    <TrackingEventDetail>
                        <EventStatus>O1</EventStatus>
                        <EventReason>NS</EventReason>
                        <EventDateTime>2004-08-21T11:30:15-
08:00</EventDateTime>
                        <EventLocation>
                            <City>PORTLAND</City>
                            <StateProvince>OR</StateProvince>
                            <PostalCode>97203</PostalCode>
                            <CountryCode>US</CountryCode>
                        </EventLocation>
                    </TrackingEventDetail>
                    <TrackingEventDetail>
                        <EventStatus>L1</EventStatus>
                        <EventReason>NS</EventReason>
                        <EventDateTime>2004-08-20T23:30:08-
08:00</EventDateTime>
                        <EventLocation>
                            <City>RENO</City>
                            <StateProvince>NV</StateProvince>
                            <PostalCode>89502</PostalCode>
                            <CountryCode>US</CountryCode>
                        </EventLocation>
                    </TrackingEventDetail>
```

Amazon ShipTrack API Specification
Version 4.0.2

```
                    <TrackingEventDetail>
                        <EventStatus>O1</EventStatus>
                        <EventReason>NS</EventReason>
                        <EventDateTime>2004-08-20T18:30:45-
08:00</EventDateTime>
                        <EventLocation>
                            <City>RENO</City>
                            <StateProvince>NV</StateProvince>
                            <PostalCode>89502</PostalCode>
                            <CountryCode>US</CountryCode>
                        </EventLocation>
                    </TrackingEventDetail>
                    <TrackingEventDetail>
                        <EventStatus>AF</EventStatus>
                        <EventReason>NS</EventReason>
                        <EventDateTime>2004-08-20T17:30:03-
08:00</EventDateTime>
                        <EventLocation>
                            <City>FERNLEY</City>
                            <StateProvince>NV</StateProvince>
                            <PostalCode>89498</PostalCode>
                            <CountryCode>US</CountryCode>
                        </EventLocation>
                    </TrackingEventDetail>
                </TrackingEventHistory>
            </PackageTrackingInfo>
        </AmazonTrackingResponse>
```

1.16 International Shipment Example

The following is a hypothetical tracking history for an international shipment originating at the Fernley, NV, USA Amazon facility with a destination of Tokyo, JP. Again, assume the package experiences the following events:

Shipment leaves Amazon facility in Fernley, NV, USA on 8/20/2004 17:30 PST.

Arrives at carrier hub at Los Angeles, CA, USA on 8/20/2004 23:30 PST.

Leaves carrier hub at Los Angeles, CA, USA on 8/21/2004 05:30 PST.

Arrives at customs depot at Narita, JP on 8/22/2004 19:30 JST.

Leaves customs depot at Narita, JP on 8/23/2004 13:30 JST.

Arrives at carrier's destination hub in Tokyo, JP on 8/24/2004 05:05 JST.

Leaves destination hub and out for delivery on 8/24/2004 07:00 JST.

Package left on the patio at the destination on 8/24/2004 11:00 JST.

The request XML would be the same as in the first example, and the following is the expected response:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<AmazonTrackingResponse
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="AmazonTrackingResponse.xsd">
    <APIVersion>4.0</APIVersion>
    <PackageTrackingInfo>
        <TrackingNumber>123456789</TrackingNumber>
        <PackageDestinationLocation>
            <City>Tokyo</City>
            <PostalCode>120-0001</PostalCode>
            <CountryCode>JP</CountryCode>
        </PackageDestinationLocation>
        <PackageDeliveryDate>
<ScheduledDeliveryDate>2004-09-15</ScheduledDeliveryDate>
<ReScheduledDeliveryDate>2004-09-18</ReScheduledDeliveryDate>
        </PackageDeliveryDate>
        <TrackingEventHistory>
            <TrackingEventDetail>
                <EventStatus>D1</EventStatus>
            <EventReason>NS</EventReason>
                <EventDateTime>2004-08-
24T11:00:00+09:00</EventDateTime>
                <EventLocation>
                    <City>TOKYO</City>
                    <PostalCode>121-0001</PostalCode>
                    <CountryCode>JP</CountryCode>
                </EventLocation>

<AdditionalLocationInfo>PATIO</AdditionalLocationInfo>
                <SignedForByName>ISHIRO</SignedForByName>
            </TrackingEventDetail>
            <TrackingEventDetail>
                <EventStatus>OD</EventStatus>
        <EventReason>NS</EventReason>
                <EventDateTime>2001-08-
24T07:00:11+09:00</EventDateTime>
                <EventLocation>
                    <City>TOKYO</City>
                    <PostalCode>121-0001</PostalCode>
                    <CountryCode>JP</CountryCode>
                </EventLocation>
```

```xml
                <EstimatedDeliveryDate>2004-08-
24</EstimatedDeliveryDate>
                <DeliveryAppointmentWindow>
                    <Day>2004-08-24</Day>
                    <StartTime>10:00</StartTime>
                    <EndTime>12:00</EndTime>
                    <TimeZone>+09:00</TimeZone>
                </DeliveryAppointmentWindow>
            </TrackingEventDetail>
            <TrackingEventDetail>
                <EventStatus>O1</EventStatus>
            <EventReason>NS</EventReason>
                <EventDateTime>2004-08-
24T05:05:00+09:00</EventDateTime>
                <EventLocation>
                    <City>TOKYO</City>
                    <PostalCode>121-0001</PostalCode>
                    <CountryCode>JP</CountryCode>
                </EventLocation>
                <EstimatedDeliveryDate>2004-08-
24</EstimatedDeliveryDate>
            </TrackingEventDetail>
            <TrackingEventDetail>
                <EventStatus>K1</EventStatus>
            <EventReason>BD</EventReason>
                <EventDateTime>2004-08-
23T13:30:03+09:00</EventDateTime>
                <EventLocation>
                    <City>NARITA</City>
                    <PostalCode>282-8600</PostalCode>
                    <CountryCode>JP</CountryCode>
                </EventLocation>
                <EstimatedDeliveryDate>2004-08-
24</EstimatedDeliveryDate>
            </TrackingEventDetail>
            <TrackingEventDetail>
                <EventStatus>K1</EventStatus>
            <EventReason>CA</EventReason>
                <EventDateTime>2004-08-
22T19:30:15+09:00</EventDateTime>
                <EventLocation>
                    <City>NARITA</City>
                    <PostalCode>282-8600</PostalCode>
                    <CountryCode>JP</CountryCode>
                </EventLocation>
                <EstimatedDeliveryDate>2004-08-
25</EstimatedDeliveryDate>
            </TrackingEventDetail>
            <TrackingEventDetail>
                <EventStatus>L1</EventStatus>
            <EventReason>NS</EventReason>
                <EventDateTime>2004-08-21T05:30:08-
08:00</EventDateTime>
                <EventLocation>
                    <City>LOS ANGELES</City>
                    <StateProvince>CA</StateProvince>
                    <PostalCode>90029</PostalCode>
                    <CountryCode>US</CountryCode>
                </EventLocation>
                <EstimatedDeliveryDate>2004-08-
24</EstimatedDeliveryDate>
            </TrackingEventDetail>
            <TrackingEventDetail>
                <EventStatus>O1</EventStatus>
            <EventReason>NS</EventReason>
                <EventDateTime>2004-08-20T23:30:45-
08:00</EventDateTime>
                <EventLocation>
                    <City>LOS ANGELES</City>
                    <StateProvince>CA</StateProvince>
                    <PostalCode>90029</PostalCode>
```

```
                        <CountryCode>US</CountryCode>
                    </EventLocation>
                    <EstimatedDeliveryDate>2004-08-
24</EstimatedDeliveryDate>
                </TrackingEventDetail>
                <TrackingEventDetail>
                    <EventStatus>AF</EventStatus>
                <EventReason>NS</EventReason>
                    <EventDateTime>2004-08-20T17:30:03-
08:00</EventDateTime>
                    <EventLocation>
                        <City>FERNLEY</City>
                        <StateProvince>NV</StateProvince>
                        <PostalCode>89498</PostalCode>
                        <CountryCode>US</CountryCode>
                    </EventLocation>
                </TrackingEventDetail>
            </TrackingEventHistory>
        </PackageTrackingInfo>
</AmazonTrackingResponse>
```

Amazon ShipTrack API Specification
Version 4.0.2

Page 23 of 32
30 May 2016

1.16.1 Batch Request Example

This example shows how a batch request would be formatted:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<AmazonTrackingRequest xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="AmazonTrackingRequest.xsd">
    <Validation>
        <UserID>AMZN</UserID>
        <Password>12345</Password>
    </Validation>
    <APIVersion>4.0</APIVersion>
    <TrackingNumber>123456789</TrackingNumber>
    <TrackingNumber>123456790</TrackingNumber>
    <TrackingNumber>123456791</TrackingNumber>
    <TrackingNumber>123456792</TrackingNumber>
    <TrackingNumber>123456793</TrackingNumber>
    <TrackingNumber>123456794</TrackingNumber>
</AmazonTrackingRequest>
```

1.16.2 Invalid Tracking ID Response Example

This example demonstrates the correct response to receiving an invalid tracking ID:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<AmazonTrackingResponse xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="AmazonTrackingResponse.xsd">
    <APIVersion>4.0</APIVersion>
    <TrackingErrorInfo>
        <TrackingNumber>12345678</TrackingNumber>
        <TrackingErrorDetail>
            <ErrorDetailCode>ERROR_101</ErrorDetailCode>
            <ErrorDetailCodeDesc>INVALID TRACKING NUMBER</ErrorDetailCodeDesc>
        </TrackingErrorDetail>
    </TrackingErrorInfo>
</AmazonTrackingResponse>
```

1.16.3 No Tracking Data Response Example

This example demonstrates the correct response when tracking information is not available for a given request:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<AmazonTrackingResponse xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="AmazonTrackingResponse.xsd">
    <APIVersion>4.0</APIVersion>
    <TrackingErrorInfo>
        <TrackingNumber>12345678</TrackingNumber>
        <TrackingErrorDetail>
            <ErrorDetailCode>ERROR_102</ErrorDetailCode>
            <ErrorDetailCodeDesc>NO TRACKING INFO FOUND</ErrorDetailCodeDesc>
        </TrackingErrorDetail>
    </TrackingErrorInfo>
</AmazonTrackingResponse>
```

1.16.4 Service Down Response Example

This example demonstrates the correct response for any problem internal to the carrier:

```
<?xml version="1.0" encoding="UTF-8"?>
<AmazonTrackingResponse xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="AmazonTrackingResponse.xsd">
    <APIVersion>4.0</APIVersion>
    <TrackingErrorInfo>
        <TrackingNumber>12345678</TrackingNumber>
        <TrackingErrorDetail>
            <ErrorDetailCode>ERROR_301</ErrorDetailCode>
            <ErrorDetailCodeDesc>TRACKING SERVICE
UNAVAILABLE</ErrorDetailCodeDesc>
        </TrackingErrorDetail>
    </TrackingErrorInfo>
</AmazonTrackingResponse>
```

ShipTrack API Schemas

The ShipTrack API has two schemas: one for the request and one for the response.

Appendix A.1 AmazonTrackingRequest.xsd

```
<?xml version="1.0" encoding="UTF-8"?>
<xsd:schema xmlns:xsd="http://www.w3.org/2001/XMLSchema"
elementFormDefault="qualified" attributeFormDefault="unqualified">
    <xsd:element name="AmazonTrackingRequest">
        <xsd:complexType>
            <xsd:sequence>
                <xsd:annotation>
                    <xsd:documentation>Outer container for Amazon shipment
tracking request</xsd:documentation>
                </xsd:annotation>
                <xsd:element name="Validation">
                    <xsd:complexType>
                        <xsd:sequence>
                            <xsd:annotation>
                                <xsd:documentation>ID protocol for tracking
request from Amazon</xsd:documentation>
                            </xsd:annotation>
                            <xsd:element name="UserID" type="xsd:string">
                                <xsd:annotation>
                                    <xsd:documentation>User ID for Amazon
request</xsd:documentation>
                                </xsd:annotation>
                            </xsd:element>
                            <xsd:element name="Password" type="xsd:string">
                                <xsd:annotation>
                                    <xsd:documentation>Password for Amazon
request</xsd:documentation>
                                </xsd:annotation>
                            </xsd:element>
                        </xsd:sequence>
                    </xsd:complexType>
                </xsd:element>
                <xsd:element name="APIVersion" type="xsd:float">
                    <xsd:annotation>
                        <xsd:documentation>Version number of the Amazon tracking
API</xsd:documentation>
                    </xsd:annotation>
                </xsd:element>
                <xsd:element name="TrackingNumber" type="xsd:string"
maxOccurs="unbounded">
                    <xsd:annotation>
                        <xsd:documentation>Tracking Number info being
requested</xsd:documentation>
                    </xsd:annotation>
                </xsd:element>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
</xsd:schema>
```

Appendix A.2 AmazonTrackingResponse.xsd

```
<?xml version="1.0" encoding="UTF-8"?>
<xsd:schema xmlns:xsd="http://www.w3.org/2001/XMLSchema"
elementFormDefault="qualified" attributeFormDefault="unqualified">
    <xsd:element name="AmazonTrackingResponse">
        <xsd:annotation>
            <xsd:documentation>Amazon shipment tracking
response</xsd:documentation>
        </xsd:annotation>
```

```
        <xsd:complexType>
            <xsd:sequence>
                <xsd:element name="APIVersion" type="xsd:float">
                    <xsd:annotation>
                        <xsd:documentation>Version number of the Amazon tracking
API</xsd:documentation>
                    </xsd:annotation>
                </xsd:element>
                <xsd:sequence>
                    <xsd:element name="PackageTrackingInfo" minOccurs="0"
maxOccurs="unbounded">
                        <xsd:annotation>
                            <xsd:documentation>Package details</xsd:documentation>
                        </xsd:annotation>
                        <xsd:complexType>
                            <xsd:sequence>
                                <xsd:element name="TrackingNumber"
type="xsd:string">
                                    <xsd:annotation>
                                        <xsd:documentation>Package tracking
number</xsd:documentation>
                                    </xsd:annotation>
                                </xsd:element>
                                <xsd:element name="PackageDestinationLocation">
                                    <xsd:complexType>
                                        <xsd:annotation>
                                            <xsd:documentation>Package destination
address</xsd:documentation>
                                        </xsd:annotation>
                                        <xsd:sequence>
                                            <xsd:element name="Street1"
type="xsd:string" minOccurs="0">
                                                <xsd:annotation>
                                                    <xsd:documentation>Destination
street address line 1</xsd:documentation>
                                                </xsd:annotation>
                                            </xsd:element>
                                            <xsd:element name="Street2"
type="xsd:string" minOccurs="0">
                                                <xsd:annotation>
                                                    <xsd:documentation>Destination
street address line 2</xsd:documentation>
                                                </xsd:annotation>
                                            </xsd:element>
                                            <xsd:element name="City"
type="xsd:string">
                                                <xsd:annotation>
                                                    <xsd:documentation>Destination
city</xsd:documentation>
                                                </xsd:annotation>
                                            </xsd:element>
                                            <xsd:element name="StateProvince"
type="xsd:string" minOccurs="0">
                                                <xsd:annotation>
                                                    <xsd:documentation>Destination
state or province</xsd:documentation>
                                                </xsd:annotation>
                                            </xsd:element>
                                            <xsd:element name="PostalCode"
type="xsd:string" minOccurs="0">
                                                <xsd:annotation>
                                                    <xsd:documentation>Destination
postal code</xsd:documentation>
                                                </xsd:annotation>
                                            </xsd:element>
                                            <xsd:element name="CountryCode"
type="xsd:string">
                                                <xsd:annotation>
                                                    <xsd:documentation>Destination
country code in ISO 3166-1-alpha-2 format</xsd:documentation>
                                                </xsd:annotation>
```

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Amazon ShipTrack API Specification
Version 4.0.2

Page 27 of 32
30 May 2016

```
                                            </xsd:element>
                                        </xsd:sequence>
                                    </xsd:complexType>
                                </xsd:element>
<xsd:element name="PackageDeliveryDate"  minOccurs="0">
        <xsd:complexType>
        <xsd:annotation>
               <xsd:documentation>Package Delivery Date Related Information
(scheduled delivery date and rescheduled delivery date etc)</xsd:documentation>
        </xsd:annotation>
        <xsd:sequence>
               <xsd:element name="ScheduledDeliveryDate" type="xsd:date"
minOccurs="0">
                  <xsd:annotation>
                      <xsd:documentation>Scheduled delivery date in ISO 8601
complete date format (YYYY-MM-DD)</xsd:documentation>
                  </xsd:annotation>
                  </xsd:element>
               <xsd:element name="ReScheduledDeliveryDate" type="xsd:date"
minOccurs="0">
                  <xsd:annotation>
                      <xsd:documentation>Rescheduled delivery date in ISO 8601
complete date format (YYYY-MM-DD)</xsd:documentation>
                  </xsd:annotation>
                  </xsd:element>
        </xsd:sequence>
        </xsd:complexType>
</xsd:element>
                                    <xsd:element name="TrackingEventHistory">
                                        <xsd:annotation>
                                            <xsd:documentation>Tracking event history
 for the package</xsd:documentation>
                                        </xsd:annotation>
                                        <xsd:complexType>
                                            <xsd:sequence>
                                                <xsd:element
 name="TrackingEventDetail" maxOccurs="unbounded">
                                                    <xsd:complexType >
                                                        <xsd:annotation>
                                                            <xsd:documentation>Event
details</xsd:documentation>
                                                        </xsd:annotation>
                                                        <xsd:sequence>
                                                            <xsd:element
 name="EventStatus" type="xsd:string">
                                                                <xsd:annotation>

 <xsd:documentation>Event Status</xsd:documentation>

                                                                </xsd:annotation>
                                                            </xsd:element>
                                                            <xsd:element
 name="EventReason" type="xsd:string">
                                                                <xsd:annotation>

 <xsd:documentation>Event Reason</xsd:documentation>

                                                                </xsd:annotation>
                                                            </xsd:element>
                                                            <xsd:element
 name="EventDateTime" type="xsd:dateTime">
                                                                <xsd:annotation>

 <xsd:documentation>Event date and time (including time zone UTC offset) in the
 event local time zone</xsd:documentation>

                                                                </xsd:annotation>
                                                            </xsd:element>
```

Amazon ShipTrack API Specification
                       Version 4.0.2   Page 28 of 32
                                                         30 May 2016

```
                                                                <xsd:element
name="EventLocation">
                                                                    <xsd:complexType>
                                                                        <xsd:annotation>

<xsd:documentation>Event location address</xsd:documentation>
                                                                            </xsd:annotation>
                                                                        <xsd:sequence>
                                                                            <xsd:element
name="Street1" type="xsd:string" minOccurs="0">
<xsd:annotation>
<xsd:documentation>Event street address line 1</xsd:documentation>
</xsd:annotation>
                                                                            </xsd:element>
                                                                            <xsd:element
name="Street2" type="xsd:string" minOccurs="0">
<xsd:annotation>
<xsd:documentation>Event street address line 2</xsd:documentation>
</xsd:annotation>
                                                                            </xsd:element>
                                                                            <xsd:element
name="City" type="xsd:string">
<xsd:annotation>
<xsd:documentation>Event city</xsd:documentation>
</xsd:annotation>
                                                                            </xsd:element>
                                                                            <xsd:element
name="StateProvince" type="xsd:string" minOccurs="0">
<xsd:annotation>
<xsd:documentation>Event state or province</xsd:documentation>

</xsd:annotation>
                                                                            </xsd:element>
                                                                            <xsd:element
name="PostalCode" type="xsd:string" minOccurs="0">
<xsd:annotation>
<xsd:documentation>Event postal code</xsd:documentation>
</xsd:annotation>
                                                                            </xsd:element>
                                                                            <xsd:element
name="CountryCode" type="xsd:string">
<xsd:annotation>
<xsd:documentation>Event country code in ISO 3166-1-alpha-2
format</xsd:documentation>
</xsd:annotation>
                                                                            </xsd:element>
                                                                        </xsd:sequence>
                                                                    </xsd:complexType>
                                                                </xsd:element>
                                                                <xsd:element
name="EstimatedDeliveryDate" type="xsd:date" minOccurs="0">
                                                                    <xsd:annotation>
<xsd:documentation>Estimated delivery date in ISO 8601 complete date format (YYYY-
MM-DD)</xsd:documentation>
                                                                    </xsd:annotation>
                                                                </xsd:element>
                                                                <xsd:element
name="AdditionalLocationInfo" type="xsd:string" minOccurs="0">
                                                                    <xsd:annotation>
<xsd:documentation>Amazon-defined additional location code</xsd:documentation>
                                                                    </xsd:annotation>
                                                                </xsd:element>
                                                                <xsd:element
name="SignedForByName" type="xsd:string" minOccurs="0">
                                                                    <xsd:annotation>
<xsd:documentation>A text version of the signature collected during
delivery</xsd:documentation>
                                                                    </xsd:annotation>
                                                                </xsd:element>
```

```
<xsd:element name="PickupStoreInfo" minOccurs="0">
        <xsd:complexType>
                <xsd:annotation>
                        <xsd:documentation>Pickup Store Info</xsd:documentation>
                </xsd:annotation>
                <xsd:sequence>
                        <xsd:element name="StoreName" type="xsd:string"
                                minOccurs="0">
                                <xsd:annotation>
                                        <xsd:documentation>Store
name</xsd:documentation>
                                </xsd:annotation>
                        </xsd:element>
                        <xsd:element name="LocationID" type="xsd:string"
                                minOccurs="0">
                                <xsd:annotation>
                                        <xsd:documentation>Store
number</xsd:documentation>
                                </xsd:annotation>
                        </xsd:element>
                        <xsd:element name="PickupID" type="xsd:string"
minOccurs="0">
                                <xsd:annotation>
                                        <xsd:documentation>Pickup
ID</xsd:documentation>
                                </xsd:annotation>
                        </xsd:element>
                         <xsd:element name="PickupDueDateDetails" minOccurs="0">
                                <xsd:complexType>
                                        <xsd:annotation>
                                        <xsd:documentation>The PickupDueDate
Details</xsd:documentation></xsd:annotation>
                                        <xsd:sequence>
                                                <xsd:element name="Date"
type="xsd:date"><xsd:annotation><xsd:documentation> The last date the package is
held for pickup at the pickup store in ISO 8601 complete date format (YYYY-MM-DD) in
local time.</xsd:documentation></xsd:annotation></xsd:element>
                                                <xsd:element name="UTCOffset"
type="xsd:string"><xsd:annotation><xsd:documentation> Time zone offset of the
PickupDueDate specified as "+HH:MM" or "-HH:MM" relative to
UTC</xsd:documentation></xsd:annotation></xsd:element>
                                        </xsd:sequence>
                                        </xsd:complexType>
                        </xsd:element>
                         <xsd:element name="StoreLocation" minOccurs="0">
                                <xsd:complexType>
                                        <xsd:annotation>
                                                <xsd:documentation>Store Location
address</xsd:documentation>
                                        </xsd:annotation>
                                        <xsd:sequence>
                                                <xsd:element name="Street1"
type="xsd:string"
                                                        minOccurs="0">
                                                        <xsd:annotation>

<xsd:documentation>Store Location address line 1</xsd:documentation>
                                                        </xsd:annotation>
                                                </xsd:element>
                                                <xsd:element name="Street2"
type="xsd:string"
                                                        minOccurs="0">
                                                        <xsd:annotation>

<xsd:documentation>Store Location address line 2</xsd:documentation>
                                                        </xsd:annotation>
                                                </xsd:element>
```

Amazon ShipTrack API Specification
Version 4.0.2

```
<xsd:element name="City" type="xsd:string" minOccurs="0">
                                                <xsd:annotation>
<xsd:documentation>Store Location city</xsd:documentation>
                                                </xsd:annotation>
                                        </xsd:element>
                                        <xsd:element name="StateProvince"
type="xsd:string"
                                                minOccurs="0">
                                                <xsd:annotation>

<xsd:documentation>Store Location state or province</xsd:documentation>
                                                </xsd:annotation>
                                        </xsd:element>
                                        <xsd:element name="PostalCode"
type="xsd:string"
                                                minOccurs="0">
                                                <xsd:annotation>

<xsd:documentation>Store Location postal code</xsd:documentation>
                                                </xsd:annotation>
                                        </xsd:element>
                                        <xsd:element name="CountryCode"
type="xsd:string"
                                                minOccurs="0">
                                                <xsd:annotation>

<xsd:documentation>Store Location country code in ISO
                                                        3166-1-
alpha-2 format</xsd:documentation>
                                                </xsd:annotation>
                                        </xsd:element>
                                </xsd:sequence>
                        </xsd:complexType>
                </xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
                                                <xsd:element
 name="DeliveryAppointmentWindow" minOccurs="0">
                                                <xsd:complexType>
                                                        <xsd:annotation>
 <xsd:documentation>A window of time within a single day when the package is
 scheduled to be delivered</xsd:documentation>
                                                        </xsd:annotation>
                                                        <xsd:sequence>
                                                                <xsd:element
 name="Day" type="xsd:date">
 <xsd:annotation>
 <xsd:documentation>Date of scheduled delivery in ISO 8601 complete date format
 (YYYY-MM-DD)</xsd:documentation>
 </xsd:annotation>
                                                                </xsd:element>
                                                                <xsd:element
 name="StartTime" type="xsd:string">

 <xsd:annotation>

 <xsd:documentation>Start time of scheduled delivery window formatted as
 HH:MM</xsd:documentation>

 </xsd:annotation>
                                                                </xsd:element>
                                                                <xsd:element
 name="EndTime" type="xsd:string">
 <xsd:annotation>
 <xsd:documentation>End time of scheduled delivery window formatted as
 HH:MM</xsd:documentation>

 </xsd:annotation>
                                                                </xsd:element>
```

```
                                                              <xsd:element
name="TimeZone" type="xsd:string">

<xsd:annotation>

<xsd:documentation>Time zone offset of the scheduled delivery time window
specified as "+HH:MM" or "-HH:MM" relative to UTC</xsd:documentation>

</xsd:annotation>

                                                              </xsd:element>
                                                       </xsd:sequence>
                                                    </xsd:complexType>
                                                 </xsd:element>
                                              </xsd:sequence>
                                           </xsd:complexType>
                                        </xsd:element>
                                     </xsd:sequence>
                                  </xsd:complexType>
                               </xsd:element>
                            </xsd:sequence>
                         </xsd:complexType>
                      </xsd:element>
                      <xsd:element name="TrackingErrorInfo" minOccurs="0"
maxOccurs="unbounded">
                         <xsd:annotation>
                            <xsd:documentation>Error
information</xsd:documentation>
                         </xsd:annotation>
                         <xsd:complexType>
                            <xsd:sequence>
                               <xsd:element name="TrackingNumber"
type="xsd:string">
                                  <xsd:annotation>
                                     <xsd:documentation>Tracking number
associated with the error</xsd:documentation>
                                  </xsd:annotation>
                               </xsd:element>
<xsd:element name="TrackingErrorDetail">
                                  <xsd:complexType>
                                     <xsd:annotation>
                                        <xsd:documentation>Error
details</xsd:documentation>
                                     </xsd:annotation>
                                     <xsd:sequence>
                                        <xsd:element name="ErrorDetailCode"
type="xsd:string">
                                           <xsd:annotation>
                                              <xsd:documentation>Amazon-
defined error code</xsd:documentation>
                                           </xsd:annotation>
                                        </xsd:element>
                                        <xsd:element
name="ErrorDetailCodeDesc" type="xsd:string">
                                           <xsd:annotation>
                                              <xsd:documentation>Amazon-
defined error code description</xsd:documentation>
                                           </xsd:annotation>
                                        </xsd:element>
                                     </xsd:sequence>
                                  </xsd:complexType>
                               </xsd:element>
                            </xsd:sequence>
                         </xsd:complexType>
                      </xsd:element>
                   </xsd:sequence>
         </xsd:sequence>
         </xsd:complexType>
    </xsd:element>
</xsd:schema>
```