

# **“Track consignments” web service**

## User Guide

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# 1 Introduction

## 1.1 Who is this User Guide for?

This User Guide is for business customers of Swiss Post who wish to use "Track consignments" web service.

"Track consignments" web service makes Swiss Post's consignment data available in machine-readable form (XML). These are the data that are obtainable in single search queries in the "Track consignments" Business application on the My Post Business portal for business customers.

Specifically, the consignment data relate to:

- Parcels
- Registered letters
- Swiss-Express consignments
- Courier items
- International consignments
- Small consignments
- Repairnet items
- Pallets

Signatures, item images, transport documents and reference data can also be called up.

## 1.2 How is this User Guide structured?

### Section 1

The first section contains an introduction to "Track consignments" web service.

### Section 2

The second section explains the steps necessary to register for "Track consignments" web service.

### Section 3

The third section contains a detailed description of the service (interface specification), the operations and the results.

### Section 4

The fourth section contains frequently asked questions and answers (FAQs) about the service.

### Section 5

The fifth section contains the terms and conditions that apply to "Track consignments" web service.

## 1.3 Validity

For each new version of "Track consignments" web service, a new version of the User Guide is issued and made available to customers in electronic form.

## 1.4 Costs

Swiss Post's "Track consignments" web service is free of charge.

## 1.5 Terms and conditions of use

"Track consignments" web service is designed for querying individual consignments only. Automated queries of large numbers of items are not permitted.

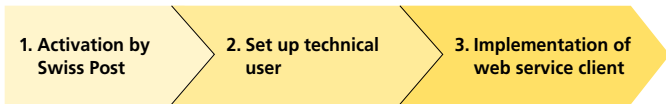
Swiss Post reserves the right to temporarily block an account if mass automated queries are detected. If you need to conduct automated queries for large amounts of consignment data, please contact your customer advisor.

## 1.6 Abbreviations used

Abbreviation	Description
http	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure
SOAP	Simple Object Access Protocol, protocol for exchanging XML-based messages
SSL	Secure Socket Layers
T&T	Track & Trace
TCP/IP	Transmission Control Protocol / Internet Protocol
WSDL	Web Services Description Language
XML	Extensible Markup Language, a format for exchanging data
XSD	XML Schema Definition, a language for describing XML schemas
XSLT	Extensible Stylesheet Language Transformations, transformation language for XML documents

# 2 Registration

The registration and implementation stages for "Track consignments" web service are as follows:



## 2.1 Activation by Swiss Post

Access to My Post Business is necessary in order to activate the web service. If you do not yet have access, please contact our support team (tel. +41 58 338 44 76) or your customer advisor.

If you already have access to My Post Business, the My Post Business support team (tel. +41 58 338 44 76, mypostbusiness@post.ch) must activate "Track consignments" web service.

## 2.2 Set up technical user

The "Track consignments" web service is protected from unauthorized access by a special account (known as a "technical user") with a user name and password. You can also control specific access rights for the web service from this account. Your in-house administrator for My Post Business can set up the technical user.

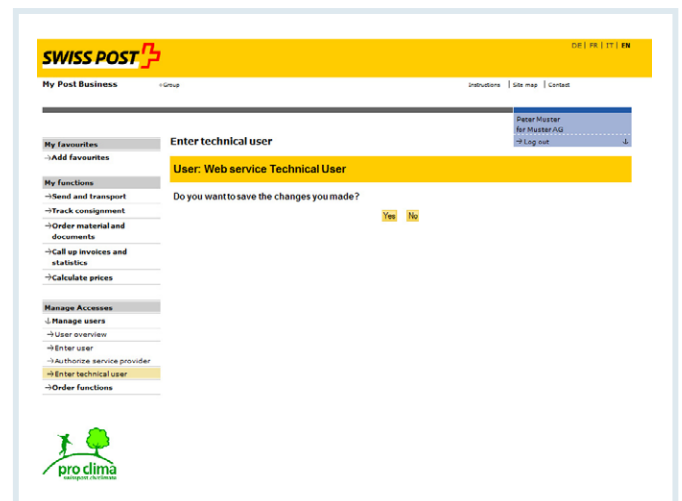
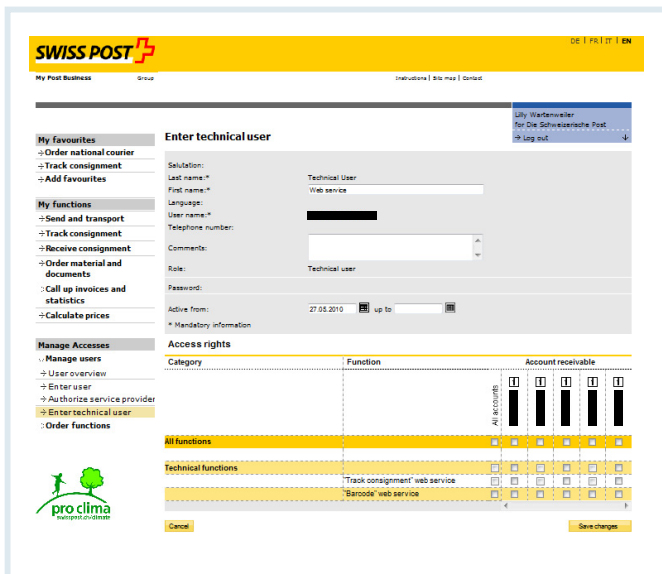
- Log in to My Post Business
- Click on "Manage users" under "Manage accesses"
- Click below on "Enter technical user"

You can enter the following additional details in the upper part of the interface:

- The name "Technical User" is fixed
- The first name serves to distinguish between multiple technical users and you can choose it freely
- You can enter anything in the Remarks field

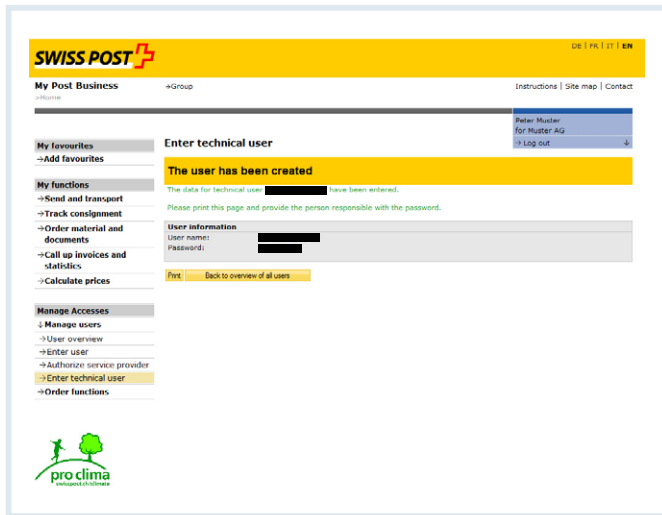
You can grant the technical user authorizations for various debtor numbers and franking licences in the lower section of the interface.

- At the moment, the technical user can use the "Barcode" and "Track consignments" web services
- Grant the technical user permissions only to accounts receivable numbers and franking licences that are actually required
- Click on "Save changes"



- Click on "Yes"

The user name and password generated for your technical user account are shown on the next page. Click on "Print" to print out the details easily.



## 2.3 Support

For questions relating to the "Track consignments" web service, please contact your customer advisor at Swiss Post. The Webservices Support Team will provide technical assistance:

Swiss Post  
Support Webservices  
Viktoriastrasse 21  
3030 Berne

Tel. 0900 888 488  
(First 10 minutes free of charge,  
then CHF 2.50 per minute for calls  
from a fixed-line phone)  
webservice.post.ch

## 2.4 Cancellation

If you no longer wish to use the "Track consignments" web service, all you need to do is deactivate the technical user in My Post Business.

# 3 Service description

## 3.1 Service description

For a service description of "Track consignments" web service please refer to this WSDL file:

<https://www.mypostbusiness.ch/EasyTrackWS/TrackAndTraceDFUWS/v02/wsd/TrackAndTraceDFU.wsd>

Master data:

<https://www.mypostbusiness.ch/EasyTrackWS/MasterData/v02/wsd/MasterData.wsd>

Endpoint URL:

<https://www.mypostbusiness.ch/EasyTrackWS/services/TrackAndTraceDFU.ws>

## 3.2 Operations

"Track consignments" web service has five operations which are described below. These operations use SOAP via HTTPS.

No.	Operation	Description	Parameters
1	ShipmentsSearch	Search for a consignment number	Consignment number, language
2	GetShipmentImage	Search for an item image	ID of item image
3	GetShipmentSignature	Search for a signature image for an item	ID of signature image
4	GetTransportDocument	Search for a transport document for a small consignment	ID of transport document
5	GetSignatureDocument	Search for a confirmation of receipt for a court document	Consignment number, language, barcode, Swiss Post header

The IDs necessary for operations 2, 3 and 4 (GetShipmentImage, GetSignatureImage, GetTransportDocument) are returned by operation 1 (ShipmentsSearch) provided that the respective images are available and the technical user has the necessary permissions.

There are three operations for the "Track consignments" master data:

No.	Operation	Description	Parameters
1	GetAllEvents	Search for all events	none
2	GetAllDetails	Search for all event details (e.g. reasons for return)	none
3	GetAllStatuses	Search for all possible statuses of a consignment	none

The operations for the master data return the texts in all languages (German, French, Italian and English). They are mapped via the ID returned by the ShipmentsSearch operation.

### 3.2.1 ShipmentsSearch

Parameters	Values
<ShipmentNumber>	Swiss Post consignment number, same as in "Track consignments" Standard or Business
<language>	Language code, "de", "fr", "it" or "en"

#### Sample query

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:req="http://www.post.ch/npp/trackandtracews/v02/shipmentssearch/req">
  <soapenv:Header/>
  <soapenv:Body>
    <req:ShipmentsSearch>
      <language>de</language>
      <ShipmentNumbers>
        <ShipmentNumber>99.00.336000.01914920</ShipmentNumber>
      </ShipmentNumbers>
      <Identity/>
    </req:ShipmentsSearch>
  </soapenv:Body>
</soapenv:Envelope>
```

### 3.2.2 GetShipmentImage

Parameters	Values
<ImageID>	The ID of an item image; returned in the <Pic_ImageID> element of the "ShipmentsSearch" operation (if available)

#### Sample query

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:req="http://www.post.ch/npp/trackandtracews/v02/getshipmentimage/req">
  <soapenv:Header/>
  <soapenv:Body>
    <req:GetShipmentImage>
      <ImageId>993413796700004712-13502010040118064092-20100401T18:06:40</ImageId>
      <!--Optional:-->
      <Identity?></Identity>
    </req:GetShipmentImage>
  </soapenv:Body>
</soapenv:Envelope>
```

#### Please note

Item images are available only for certain consignment types and can only be queried if the technical user has the relevant permissions.

### 3.2.3 GetShipmentSignature

Parameters	Values
<SignatureId>	The ID of a signature image; returned in the <Sig_Imageld> element of the "ShipmentsSearch" operation (if available)

#### Sample query

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:req="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/req">
  <soapenv:Header/>
  <soapenv:Body>
    <req:GetShipmentSignature>
      <SignatureId>993212645815180501-408381910062010165430.JPG-20100610T16:54:30
    </SignatureId>
    <!--Optional:-->
    <Identity?></Identity>
  </req:GetShipmentSignature>
</soapenv:Body>
</soapenv:Envelope>
```

#### Please note

Signature images are available only for certain consignment types and can only be queried if the technical user has the relevant permissions.

### 3.2.4 GetTransportDocument

Parameters	Values
<TransportDocumentId>	The ID of a transport document; returned in the <TransportDocumentId> element of the "ShipmentsSearch" operation (if available)

#### Sample query

```
soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:req="http://www.post.ch/npp/trackandtracews/v02/gettransportdocument/req">
  <soapenv:Header/>
  <soapenv:Body>
    <req:GetTransportDocument>
      <TransportDocumentId>12345</ TransportDocumentId >
    </req:GetTransportDocument>
  </soapenv:Body>
</soapenv:Envelope>
```

#### Please note

Transport documents are available only for certain small consignments and can only be queried if the technical user has the relevant permissions.

### 3.2.5 GetSignatureDokument

Parameters	Values
<ShipmentNumber>	Swiss Post consignment number, as used in "Track consignments" (Business)
<Language>	Language code, e. g. <Language>de</Language>
<BarcodeNumber>	Swiss Post barcode number. (optional)
<PostHeader>	May contain the values <true> or <false> (optional)

#### Sample query

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v1="http://www.post.ch/schemas/shipment/message/v1">
  <soapenv:Header/>
  <soapenv:Body>
    <v1:signatureDocumentMessage>
      <shipmentNumber>98.03.010136.00000001</shipmentNumber>
      <language>de</language>
      <!--Optional:-->
      <barcodeNumber>98.22.666666.88888888</barcodeNumber>
      <!--Optional:-->
      <postHeader>true</postHeader>
    </v1:signatureDocumentMessage>
  </soapenv:Body>
</soapenv:Envelope>
```

### 3.2.6 GetAllEvents

#### Sample query

```
soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v02="http://www.post.ch/npp/masterdata/v02">
  <soapenv:Header/>
  <soapenv:Body>
    <v02:EventsReq/>
  </soapenv:Body>
</soapenv:Envelope>
```

### 3.2.7 GetAllDetails

#### Sample query

```
soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v02="http://www.post.ch/npp/masterdata/v02">
  <soapenv:Header/>
  <soapenv:Body>
    <v02:DetailReq/>
  </soapenv:Body>
</soapenv:Envelope
```

### 3.2.8 GetAllStatuses

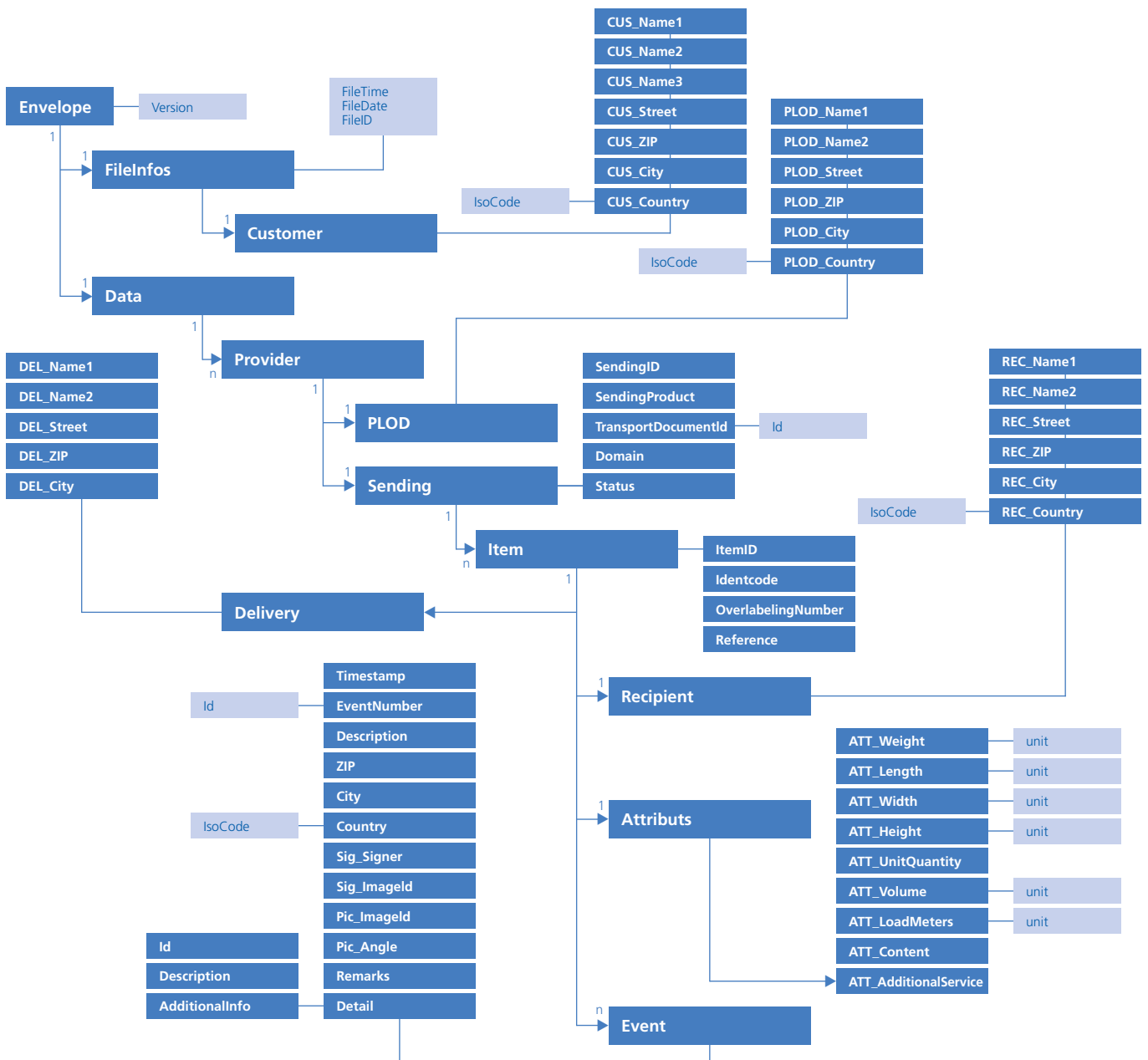
#### Sample query

```
soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v02="http://www.post.ch/npp/masterdata/v02">
  <soapenv:Header/>
  <soapenv:Body>
    <v02:StatusReq/>
  </soapenv:Body>
</soapenv:Envelope
```

### 3.3 Results structures

#### 3.3.1 ShipmentsSearch

##### Overview of XML model



Legend:



## Detailed description

<Element> Attribute	Description	Availability by service group						Data type
		Letters	Parcels / Express	Courier	Int'l.	Small cons.	Repair- Net	
<Envelope>	Result sets	Min. 1 / Max. *						
Version	Version no. of record format	X	X	X	X	X	X	Numeric
<FileInfos>	Information about query	Min. 1 / Max. 1						
FileDate	Date of query	X	X	X	X	X	X	Timestamp
FileTime	Time of query	X	X	X	X	X	X	Timestamp
FileID	Identification of query	X	X	X	X	X	X	Numeric
<Customer>	Client/Country of origin (int.)	Min. 0 / Max. 1						
<CUS_Name1>	Last name, first name or company	(X)	–	–	–	(X)	–	Alphanum.
<CUS_Name2>	Name, additional name 1	(X)	–	–	–	(X)	–	Alphanum.
<CUS_Name3>	Name, additional name 2	(X)	–	–	–	(X)	–	Alphanum.
<CUS_Street>	Street, house number, P.O. box	(X)	–	–	–	(X)	–	Alphanum.
<CUS_ZIP>	Postcode	(X)	–	–	–	(X)	–	Numeric
<CUS_City>	Town	(X)	–	–	–	(X)	–	Alphanum.
<CUS_Country>	Country	–	–	–	X	(X)	–	Alphanum.
IsoCode	Country ISO code	–	–	–	X	(X)	–	Alphanum.
<Customer>								
<FileInfos>								
<Data>	Data block	Min. 1 / Max. 1						
<Provider>	Service group	Min. 1 / Max. 1						
<Delivery>	Destination address							
<DEL_Name1>	Last name, first name or company	–	–	–	–	(X)	–	Alphanum.
<DEL_Name2>	Name, additional name 1	–	–	–	–	(X)	–	Alphanum.
<DEL_Street>	Street, house number, P.O. box	–	–	–	–	(X)	–	Alphanum.
<DEL_ZIP>	Postcode	–	–	–	–	(X)	–	Alphanum.
<DEL_City>	Town	–	–	–	–	(X)	–	Numeric
<PLOD>	Loading address	Min. 0 / Max. 1						
<PLOD_Name1>	Last name, first name or company	–	–	–	–	(X)	–	Alphanum.
<PLOD_Name2>	Name, additional name 1	–	–	–	–	(X)	–	Alphanum.
<PLOD_Street>	Street, house number, P.O. box	–	–	–	–	(X)	–	Alphanum.
<PLOD_ZIP>	Postcode	–	–	–	–	(X)	–	Numeric
<PLOD_City>	Town	–	–	–	–	(X)	–	Alphanum.
<PLOD_Country>	Country	–	–	–	–	(X)	–	Alphanum.
IsoCode	Country ISO code	–	–	–	–	(X)	–	Alphanum.
<PLOD>								
<Sending>	Consignment	Min. 1 / Max. 1						
<SendingID>	Consignment no. or reference	X	X	X	X	X	X	Alphanum.
<SendingProduct>	Description of the product or service	X	X	X	–	–	X	Alphanum.
<TransportDocument>	ID of transport document	–	–	–	–	(X)	–	Alphanum.

<Element> Attribute	Description	Availability by service group						Data type
		Letters	Parcels / Express	Courier	Int'l.	Small cons.	Repair- Net	
<Domain>	Nature of consignment	X	X	X	X	X	X	Alphanum.
<Status>	Consignment status	X	X	–	X	X	X	Alphanum.
Id	Status ID	X	X	–	X	X	X	Numeric
<Item>	Parcel, pallet, etc.	Min. 1 / Max. *						
<ItemID>	Identification of item	X	X	X	X	(X)	X	Alphanum.
<IdentCode>	Consignment no. or SSCC	X	X	X	X	(X)	X	Alphanum.
<OverlabelingNumber>	CH barcode for imported items	–	–	–	(X)	–	–	Alphanum.
<Reference>	Reference number	–	–	–	–	(X)	–	Alphanum.
<Recipient>	Recipient / destination address or country (international)	Min. 0 / Max. 1						
<REC_Name1>	Last name, first name or company	(X)	(X)	–	–	(X)	–	Alphanum.
<REC_Name2>	Name, additional name 1	(X)	(X)	–	–	(X)	–	Alphanum.
<REC_Street>	Street, house number, P.O. box	(X)	(X)	–	–	(X)	–	Alphanum.
<REC_ZIP>	Postcode	(X)	(X)	–	–	(X)	–	Numeric
<REC_City>	Town	(X)	(X)	–	–	(X)	–	Alphanum.
<REC_Country>	Country	–	–	–	X	(X)	–	Alphanum.
IsoCode	Country ISO code	–	–	–	X	(X)	–	Alphanum.
</Recipient>								
<Attributs>	Attributes of item	Min. 0 / Max. 1						
<ATT_Weight>	Weight	–	(X)	(X)	–	(X)	–	Numeric
Unit	Weight unit	–	(X)	(X)	–	(X)	–	Alphanum.
<ATT_Length>	Length	–	(X)	–	–	–	–	Numeric
Unit	Length unit	–	(X)	–	–	–	–	Alphanum.
<ATT_Width>	Width	–	(X)	–	–	–	–	Numeric
Unit	Width unit	–	(X)	–	–	–	–	Alphanum.
<ATT_Height>	Height	–	(X)	–	–	–	–	Numeric
Unit	Height unit	–	(X)	–	–	–	–	Alphanum.
<ATT_UnitQuantity>	Number of units	–	–	–	–	(X)	–	Numeric
<ATT_Volume>	Volumes	–	–	–	–	(X)	–	Numeric
Unit	Volume unit	–	–	–	–	(X)	–	Alphanum.
<ATT_LoadMeters>	Load metres	–	–	–	–	(X)	–	Numeric
Unit	Load metre units	–	–	–	–	(X)	–	Alphanum.
<ATT_Content>	Contents	–	–	–	–	(X)	–	Numeric
<ATT_AdditionalService>	Additional service	(X)	(X)	–	–	–	–	Alphanum.
</Attributs>								
<Event>	Event	Min. 0 / Max. *						
<Timestamp>	Event capture time	X	X	(X)	X	X	X	Timestamp
<EventNumber>	Postal code of event	X	X	X	X	X	X	Alphanum.
<Description>	Event text	X	X	X	X	X	X	Alphanum.

<Element> Attribute	Description	Availability by service group						Data type
		Letters	Parcels / Express	Courier	Int'l.	Small cons.	Repair- Net	
Id	ID of event text	X	X	–	X	X	X	Numeric
<ZIP>	Postcode of event location	X	X	(X)	–	(X)	–	Numeric
<City>	Name of event location	X	X	(X)	(X)	(X)	–	Alphanum.
<Country	Country	–	–	–	(X)	–	–	Alphanum.
IsoCode	Country ISO code	–	–	–	(X)	–	–	Alphanum.
<Sig_Signer>	Name of signatory	(X)	(X)	–	–	–	–	Alphanum.
<Sig_Imageld>	ID of signature image	(X)	(X)	–	–	–	–	Alphanum.
<Pic_Imageld>	ID of item image	–	(X)	–	–	–	–	Alphanum.
<Pic_Angle>	Angle of item image orientation in degrees	–	(X)	–	–	–	–	Numeric
<Remarks>	Comments	–	–	–	(X)	–	–	Alphanum.
<Detail>	Event details (e.g. reason for return)	Min. 0 / Max. 1						
<Id>	ID of details	(X)	(X)	–	–	–	–	Numeric
<Description>	Details text	(X)	(X)	–	–	–	–	Alphanum.
<AdditionalInfo>	Additional info (e.g. box number)	–	(X)	–	–	–	–	Numeric
</Detail>								
</Event>								
</Item>								
</Sending>								
</Provider>								
</Data>								
</Envelope>								

Depending on the service group, each element or attribute is defined as available "X", partly available "(X)" or unavailable "–".

## Example

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <ns11:ShipmentsSearchDFURes
xmlns:ns2="http://www.post.ch/npp/trackandtracews/v02/getsignedocument/req"
xmlns:ns3="http://www.post.ch/npp/trackandtracews/v02/getsignedocument/res"
xmlns:ns4="http://www.post.ch/npp/trackandtracews/v02/getshipmentimage/req"
xmlns:ns5="http://www.post.ch/npp/trackandtracews/v02/getshipmentimage/res"
xmlns:ns6="http://www.post.ch/npp/trackandtracews/v02/gettransportdocument/req"
xmlns:ns7="http://www.post.ch/npp/trackandtracews/v02/gettransportdocument/res"
xmlns:ns8="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/req"
xmlns:ns9="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/res"
xmlns:ns10="http://www.post.ch/npp/trackandtracews/v02/shipmentssearch/req"
xmlns:ns11="http://www.post.ch/npp/trackandtracedfuws/v02/shipmentssearchdfu/res"
xmlns:ns12="http://www.post.ch/ShipmentModelLibrary/v02"
xmlns:ns13="http://www.post.ch/DFU/v0220"
xmlns:ns14="http://www.post.ch/npp/trackandtracews/v02/trackandtracelog">
      <Envelope Version="2.2">
        <FileInfos FileTime="12:31:10.650+02:00" FileDate="2010-09-30+02:00" FileID="1"/>
        <Data>
          <Provider>
            <Sending>
              <SendingID>993413796700004713</SendingID>
              <SendingProduct>PostPac Priority</SendingProduct>
              <Domain>SirPADASA</Domain>
              <Status Id="0">Geliefert</Status>
            </Sending>
            <Item>
              <ItemID>993413796700004713-0.512011942580289</ItemID>
              <Identcode>993413796700004713</Identcode>
              <Reference/>
              <Recipient>
                <REC_Street>Hôpital, rue de l' 20</REC_Street>
                <REC_ZIP>2000</REC_ZIP>
                <REC_City>Neuchâtel</REC_City>
              </Recipient>
              <Attributs>
                <ATT_Weight unit="g">160</ATT_Weight>
                <ATT_Length unit="mm">282.0</ATT_Length>
                <ATT_Width unit="mm">176.0</ATT_Width>
                <ATT_Height unit="mm">45.0</ATT_Height>
                <ATT_AdditionalService>SI</ATT_AdditionalService>
              </Attributs>
              <Event>
                <Timestamp>2010-04-01T18:06:41.000+02:00</Timestamp>
                <EventNumber>12</EventNumber>
                <Description Id="6">Sortiert für die Zustellung</Description>
                <ZIP>1310</ZIP>
                <City>Dailens Centre Colis</City>
                <Pic_ImageId>993413796700004713-13502010040118064157-
                20100401T18:06:41</Pic_ImageId>
                <Pic_Angle>179.36163</Pic_Angle>
              </Event>
            </Item>
          </Provider>
        </Data>
      </Envelope>
    </ns11:ShipmentsSearchDFURes>
  </soap:Body>
</soap:Envelope>
```

```
</Event>
<Event>
  <Timestamp>2010-04-02T02:07:49.000+02:00</Timestamp>
  <EventNumber>6</EventNumber>
  <Description Id="4">Dateneinlieferung durch Aufgeber</Description>
  <ZIP>3030</ZIP>
  <City>Bern Hauptsitz Die Post</City>
</Event>
<Event>
  <Timestamp>2010-04-06T09:53:44.000+02:00</Timestamp>
  <EventNumber>40</EventNumber>
  <Description Id="22">Zugestellt durch</Description>
  <ZIP>2013</ZIP>
  <City>Boudry Base de distribution</City>
  <Sig_Signer>HORMAZABAL</Sig_Signer>
  <Sig_ImageId>993413796700004713-135473706042010095359.JPG-
    20100406T09:53:44</Sig_ImageId>
</Event>
</Item>
</Sending>
</Provider>
</Data>
</Envelope>
</ns1:ShipmentsSearchDFURes>
</soap:Body>
</soap:Envelope>
```

### 3.3.2 GetShipmentImage

<Element>	Description	Data type
<Image>	Item image	
<TimeStamp>	Image capture time stamp	Timestamp
<Stream>	Base64-encoded GIF image	Stream

#### Example

```
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <env:Header/>
  <env:Body>
    <Image>
      <TimeStamp>2008-05-26T23:04:15.000+02:00</TimeStamp>
      <Stream>... Item image as Base64-Stream ...</Stream>
    </Image>
  </env:Body>
</env:Envelope>
```

### 3.3.3 GetShipmentSignature

<Element>	Description	Data type
<Image>	Signature item	
<TimeStamp>	Signature capture time stamp	Timestamp
<Stream>	Base64-encoded JPEG image	Stream

#### Example

```
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <env:Header/>
  <env:Body>
    <res:GetShipmentSignatureRes
xmlns:res="http://www.post.ch/npp/trackandtracews/v0100/getshipmentsignature/res">
      <Image>
        <TimeStamp>2008-03-26T07:50:12.000+01:00</TimeStamp>
        <Stream> ... Signature image as Base64-Stream ...</Stream>
      </Image>
    </res:GetShipmentSignatureRes>
  </env:Body>
</env:Envelope>
```

### 3.3.4 GetTransportDocument

<Element>	Description	Data type
<Document>	Transport document	
<Stream>	Base64-encoded PDF	Stream

#### Example

```
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <env:Header/>
  <env:Body>
    <res:GetTransportDocumentRes
xmlns:res="http://www.post.ch/npp/trackandtracews/v02/gettransportdocument/res">
      <Document>
        <Stream> ... PDF as Base64-Stream ...</Stream>
      </Document>
    </res:GetTransportDocumentRes>
  </env:Body>
</env:Envelope>
```

### 3.3.5 GetSignatureDocument

<Element>	Description	Data type
<Document>	Confirmation of receipt	
<Stream>	Base64-encoded PDF	Stream

#### Example

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <ns2:signatureDocumentResMessage
xmlns:ns2="http://www.post.ch/xml/tracktrace/messages/v1">
      <document>
        <Stream>...PDF als Base 64-Stram.. </Stream>
      </document>
    </ns2:signatureDocumentResMessage>
  </soap:Body>
</soap:Envelope>
```

### 3.3.6 GetAllEvents

<Element>	Description	Data type
<Event>	Item events	
<Id>	Unique key	Numeric
<Code>	Postal code	Alphanum.
<Description>	Name	Alphanum.
langIsoCode	Language code	Alphanum.

#### Example

```
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <env:Header/>
  <env:Body>
    <v02:EventsRes xmlns:v02="http://www.post.ch/npp/masterdata/v02">
      <Event>
        <Id>158</Id>
        <Code>ITM_EXP_220_23</Code>
        <Description langIsoCode="it">Tentativo di recapito</Description>
        <Description langIsoCode="fr">Tentative de distribution</Description>
        <Description langIsoCode="en">Delivery attempt</Description>
        <Description langIsoCode="de">Zustellversuch</Description>
      </Event>
      <Event>
        <Id>124</Id>
        <Code>ITM_EXP_220_99</Code>
        <Description langIsoCode="it">Rinvio</Description>
        <Description langIsoCode="fr">Renvoi</Description>
        <Description langIsoCode="en">Returned item</Description>
        <Description langIsoCode="de">Rücksendung</Description>
      </Event>
      ...
    </v02:EventsRes>
  </env:Body>
</env:Envelope>
```

### 3.3.7 GetAllDetails

<Element>	Description	Data type
<Detail>	Consignment status	
<Id>	Unique key	Numeric
<Description>	Name	Alphanum.
langIsoCode	Language code	Alphanum.

#### Example

```
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <env:Header/>
  <env:Body>
    <v02:DetailRes xmlns:v02="http://www.post.ch/npp/masterdata/v02">
      <Detail>
        <Id>3</Id>
        <Description langIsoCode="it">Non ritirato</Description>
        <Description langIsoCode="fr">Non réclamé</Description>
        <Description langIsoCode="en">Not collected</Description>
        <Description langIsoCode="de">Nicht abgeholt</Description>
      </Detail>
      <Detail>
        <Id>17</Id>
        <Description langIsoCode="it">Box Rücknahme I</Description>
        <Description langIsoCode="fr">Box Rücknahme F</Description>
        <Description langIsoCode="en">Box Rücknahme E</Description>
        <Description langIsoCode="de">Box Rücknahme D</Description>
      </Detail>
    </v02:DetailRes>
  </env:Body>
</env:Envelope>
```

### 3.3.8 GetAllStatuses

<Element>	Description	Data type
<Status>	Item events	
<Id>	Unique key	Numeric
<Description>	Name	Alphanum.
langIsoCode	Language code	Alphanum.

#### Example

```
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <env:Header/>
  <env:Body>
    <v02:StatusRes xmlns:v02="http://www.post.ch/npp/masterdata/v02">
      <Status>
        <Id>0</Id>
        <Description langIsoCode="it">Consegnato</Description>
        <Description langIsoCode="fr">Livré</Description>
        <Description langIsoCode="en">Delivered</Description>
        <Description langIsoCode="de">Geliefert</Description>
      </Status>
      <Status>
        <Id>1</Id>
        <Description langIsoCode="it">In elaborazione</Description>
        <Description langIsoCode="fr">En cours de traitement</Description>
        <Description langIsoCode="en">Being processed</Description>
        <Description langIsoCode="de">In Bearbeitung</Description>
      </Status>
    </v02:StatusRes>
  </env:Body>
</env:Envelope>
```

# 4 Frequently Asked Questions (FAQ)

## 1. Which protocol is used for data transmission?

The transfer of data for “Track consignments” web service takes place in encrypted form via HTTPS (Hypertext Transfer Protocol Secure), port 443.

## 2. Which authentication mechanism is used?

Basic Authentication via HTTPS.

## 3. The web service returns no result or an error message.

It is possible that your technical user has been blocked as a result of multiple incorrect login attempts. Your internal My Post Business administrator can unblock the account or assign a new password for your technical user.

## 4. Potential error messages

---

TrackAndTraceExceptionCode:

(0) GENERIC\_ERROR

---

TrackAndTraceExceptionCode:

(1) NO\_PARCEL\_SPECIFIED

---

TrackAndTraceExceptionCode:

(2) TOO\_MANY\_PARCELS\_SPECIFIED

---

TrackAndTraceExceptionCode:

(3) ERROR\_RETRIEVING\_PARCEL\_DATA

---

TrackAndTraceExceptionCode:

(4) ERROR\_RETRIEVING\_SIGNATURE\_IMAGE

---

TrackAndTraceExceptionCode:

(5) ERROR\_RETRIEVING\_PARCEL\_IMAGE

---

TrackAndTraceExceptionCode:

(6) INVALID\_SEARCH\_CRITERIA

---

TrackAndTraceExceptionCode:

(7) ACTION\_NOT\_AUTHORIZED

---

TrackAndTraceExceptionCode:

(8) SHIPMENT\_NOT\_FOUND

---

TrackAndTraceExceptionCode:

(9) SIGNATURE\_NOT\_FOUND

---

TrackAndTraceExceptionCode:

(10) IMAGE\_NOT\_FOUND

---

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