

“Track consignments” web service

User guide



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1 Introduction

1.1 List of changes compared with the last version

Brief description of change	Section	Type*
Overview of updates since October 2010	1.1	I
The service specifications (WSDL) have been updated; users can now access web services as usual or via XML gateway.	3.1	U
New operation "6 ShipmentSearchbyCustomerId"	3.2	I
"The sample requests in this manual now contain a reference to the version number (currently: v0240)."	3.2.1–3.2.6 and 3.3.1.1–3.3.1.2	U
Updated sample queries	3.2.1–3.2.5	U
Sample query "without registered barcode" under "GetSignatureDocument"	3.2.5	I
"ShipmentSearchbyCustomerId" sample query	3.2.6	I
"GetAllEvents", "GetAllDetails" and "GetAllStatuses" with new section numbers	3.2.7–3.2.9	U
New fields (incl. sub-fields) in the consignment model: – PaymentInfo (with sub-field table) – Reference (under "Item") – Remarks (under "Item") – Receiver – DEL_Country (under "Delivery") – CountryName (under "Event") – Sig_Relation (under "Event") – Details (under "Event")	3.3.1	I
Elements/attributes under "Detail description" updated, "Abrid shipments" inserted	3.3.1	U, I
"GetShipmentImage" updated	3.3.1.1	I
"GetShipmentImage", "GetShipmentSignature" and "GetTransportDocument" updated	3.3.2–3.3.4	U
New section "Error message/warnings"	4	I
Change section number for "Frequently asked questions"	5	U
Sub-section "Possible error messages" in "Frequently asked questions" section	5	D
New section "Further publications and useful links"	6	I
Various minor amendments, updated registration, service description, new structuring, requests and replies, adaptations for the new Login Swiss Post, adaptations of links	2.3	U
New operation "7. GetIdentityCardImage"	3.2 & 3.3.9	I

* I = Insert, U = Update, D = Delete

1.2 Who is this user guide for?

This user guide is for Swiss Post business customers who want to use the "Track consignments" web service.

The "Track consignments" web service makes Swiss Post's consignment data available in a machine-readable format (XML). This data can be obtained via the "Track consignments" online service and is available in the login area of the website for business customers with a billing relationship.

Specifically, the consignment data relates to:

- Parcels
- Letters with barcode (e.g. Registered)
- Swiss-Express consignments
- Courier consignments
- International consignments
- Pallets for bulk mailing letters
- LetterID consignments

Signatures, consignment images and master data can also be called up.

1.3 How is this user guide structured?

Section 1

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

Section 2

The second section explains the steps necessary to register for the "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 an overview of the most frequent error messages and warnings.

Section 5

The fifth section contains frequently asked questions (FAQs) on the service.

Section 6

The sixth section contains the terms and conditions relating to the "Track consignments" web service and further publications and useful links to services.

1.4 Validity

For each new version of the “Track consignments” web service, a new version of this guide will be issued and made available to customers in electronic form.

1.5 Costs

Swiss Post’s “Track consignments” web service is provided free of charge.

1.6 Conditions of use

The “Track consignments” web service is solely designed for querying individual consignments. Automated queries for large numbers of consignments are not permitted.

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

1.7 Abbreviations used

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

2 Registration

2.1 Activation by Swiss Post

In order to activate the web service, a customer login is required for business customers with a billing relationship at www.swisspost.ch. If you do not have a relevant login, please contact our Support Team (tel. +41 848 888 888, CHF 0.08/min. from a Swiss landline) or your customer advisor.

If you already have a relevant login, the Web Services Support Team (tel. +41 848 84 88, webservice@swisspost.ch) has to activate the "Track consignments" web service.

There will then be a new technical user in your customer login with authorization to access the "Track consignments" web service. If you already have one or more technical users due to the use of another web service, they will now have access to the "Track consignments" web service.

You can change your technical users' access authorization any time in the Customer Center under "User access and permissions".

2.2 Support

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

Post CH Ltd	Tel. +41 848 84 88
Web Services Support	(first 10 mins free of charge,
Wankdorfallee 4	then CHF 2.50 per min. for calls
3030 Berne, Switzerland	from a landline)
	webservice@swisspost.ch

2.3 Deactivate service

To stop using the "Track consignments" web service at any time, simply deactivate the technical user in the Customer Center on the www.swisspost.ch website.

3 Service description

3.1 Service description

A description of the "Track consignments" web service can be found in the following WSDL file:
https://webservices.post.ch:17005/IN_MYPBxTT/services/TrackAndTraceDFU.ws?WSDL

Endpoint URL:
https://webservices.post.ch/IN_MYPBxTT/services/TrackAndTraceDFU.ws?

WSDL master data:
https://webservices.post.ch:17005/IN_MYPBxTT/services/MasterData.ws?WSDL

Endpoint description:
https://webservices.post.ch/IN_MYPBxTT/services/MasterData.ws?

3.2 Operations

The “Track consignments” web service has six 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, version
2	GetShipmentImage	Search for a consignment image	ID of consignment image, version
3	GetShipmentSignature	Search for a signature image for a consignment	ID of signature image, version
4	GetTransportDocument	This operation is no longer available.* If it is carried out, a corresponding message is sent.	
5	GetSignatureDocument	Search for a confirmation of receipt for court documents	Consignment number, language, barcode, Swiss Post header, version
6	ShipmentsSearchByCustomerId	Search for a consignment with its own reference	Customer ID, date from, date to, language, version
7	GetIdentityCardImage	Suche nach Ausweisbilder	Sendungsnummer, Sprache, Version

The IDs required for Operations 2 and 3 (GetShipmentImage, GetSignatureImage) are returned by Operation 1 (ShipmentsSearch), provided the respective data is available.

* It is no longer possible to track small consignments via this access. To do so, you can use the Track&Trace application directly on the “Swiss Post Cargo Web” platform (www.spcweb.ch).
If you do not have access yet, please contact your customer advisor.

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.

3.3 Structures

3.3.1 ShipmentsSearch

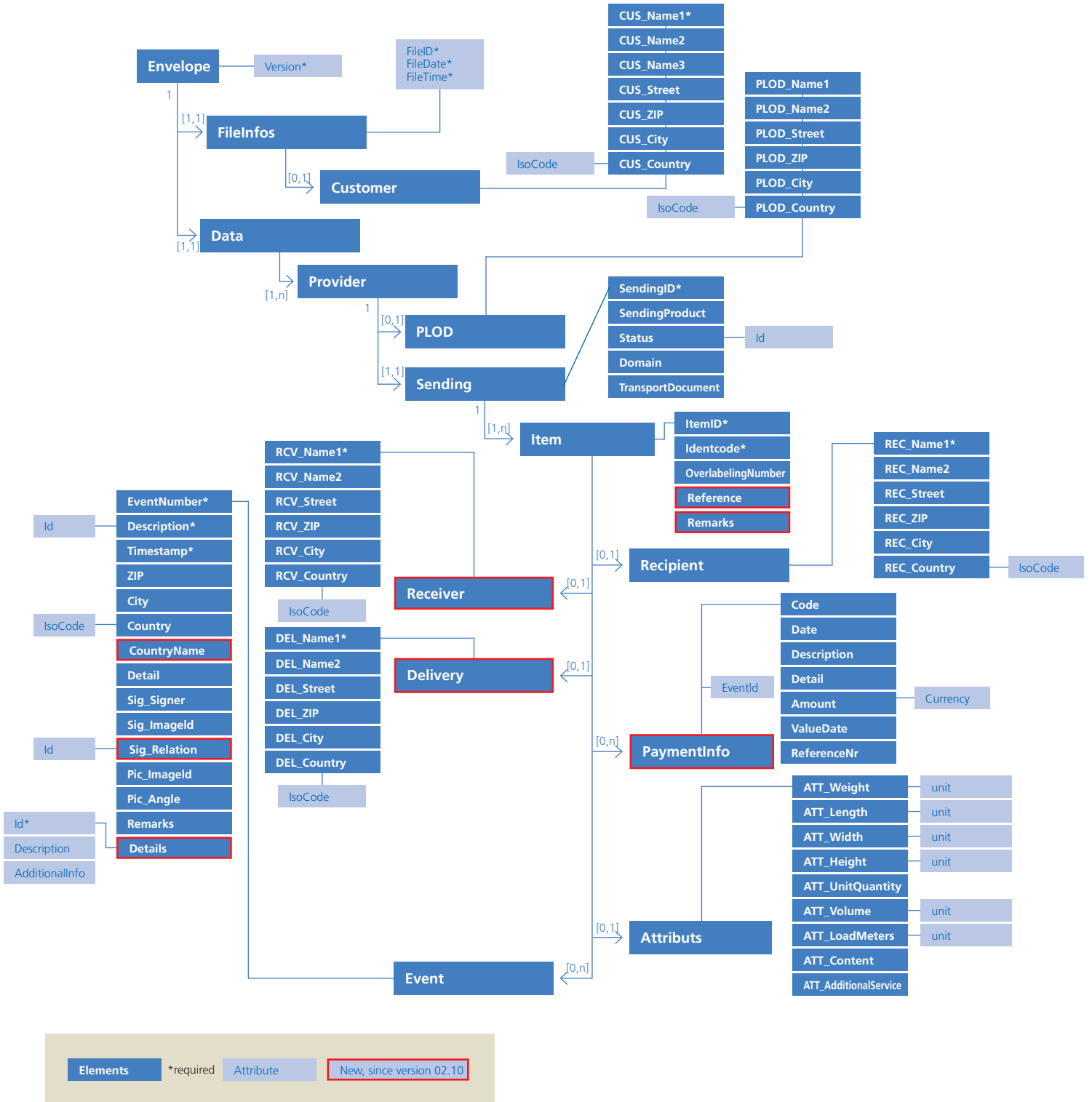
3.3.1.1 ShipmentsSearch – domestic query

Parameters	Values
<ShipmentNumber>	Swiss Post consignment number as it can be used in "Track consignments" Standard or Business.
<language>	Language code, select from "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>98.36.107866.00000333</ShipmentNumber>
      </ShipmentNumbers>
      <Identity>?</Identity>
      <Version>2.4</Version>
    </req:ShipmentsSearch>
  </soapenv:Body>
</soapenv:Envelope>
```


3.3.1.2 ShipmentsSearch – domestic reply



Detailed description

<Element> Attribute	Description	Availability by service group					Data type
		Letters	Parcels / Express	Courier	Inter- national	Letter ID Shipment	
<Envelope>	Result sets	Min. 1 / Max.					
Version	Version no. of record format	X	X	X	X	X	Numeric
<FileInfos>	Information about query	Min. 1 / Max. 1					
FileDate	Date of query	X	X	X	X	X	Timestamp
FileTime	Date of query	X	X	X	X	X	Timestamp
FileID	Identification of query	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)	–	–	–	–	Alphanum.
<CUS_Name2>	Name, additional name 1	(X)	–	–	–	–	Alphanum.
<CUS_Name3>	Name, additional name 2	(X)	–	–	–	–	Alphanum.
<CUS_Street>	Street, house number, P.O. Box	(X)	–	–	–	–	Alphanum.
<CUS_ZIP>	Postcode	(X)	–	–	–	–	Numeric
<CUS_City>	Location	(X)	–	–	–	–	Alphanum.
<CUS_Country>	Country	–	–	–	X	–	Alphanum.
IsoCode	ISO country code	–	–	–	X	–	Alphanum.
</Customer>							
</FileInfos>							
<Data>	Data block	Min. 1 / Max. 1					
<Provider>	Service group	Min. 1 / Max. 1					
<PLOD>	Loading address	Min. 0 / Max. 1					
<PLOD_Name1>	Last name, first name or company	–	–	–	–	–	Alphanum.
<PLOD_Name2>	Name, additional name 1	–	–	–	–	–	Alphanum.
<PLOD_Street>	Street, house number, P.O. Box	–	–	–	–	–	Alphanum.
<PLOD_ZIP>	Postcode	–	–	–	–	–	Numeric
<PLOD_City>	Location	–	–	–	–	–	Alphanum.
<PLOD_Country>	Country	–	–	–	–	–	Alphanum.
IsoCode	ISO country code	–	–	–	–	–	Alphanum.
</PLOD>							
<Sending>	Consignment	Min. 1 / Max. 1					
<SendingID>	Consignment no. or reference	X	X	X	X	X	Alphanum.
<SendingProduct>	Description of the product or Service	X	X	X	–	X	Alphanum.
<TransportDocument>	ID of transport document*	–	–	–	–	–	Alphanum.
<Domain>	Type of consignment	X	X	X	X	X	Alphanum.
<Status>**	Consignment status	X	X	–	X	X	Alphanum.

*The product is no longer available in the web service.

**The following different status messages are displayed:

Status	Icon	Description
0	✓	Delivered
1	🔄	Being processed
2	!	Caution

Status	Icon	Description
3	X	Not delivered
4		None

<Element> Attribute	Description	Availability by service group					Data type
		Letters	Parcels / Express	Courier	Inter- national	Letter ID Shipment	
Id	Status ID	X	X	–	X	X	Numeric
<PredictedDeliveryDate>	delivery date		X				Timestamp
<PredictedDeliveryTimeFrom>	delivery time from		X				Timestamp
<PredictedDeliveryTimeTo>	delivery time to		X				Timestamp
</Sending>							
<Item>	Parcel, pallet etc.	Min. 1 / Max.					
<ItemID>	Identification of item	X	X	X	X	X	Alphanum.
<IdentCode>	Consignment number	X	X	X	X	X	Alphanum.
<OverlabelingNumber>	CH barcode for import consignments	–	–	–	(X)	–	Alphanum.
<Reference>	Reference number	–	–	–	–	X	Alphanum.
<Remarks>	Remarks (e.g.: not traceable due to new delivery partner in destination country)	–	–	–	(X)	–	Alphanum.
<Recipient>	Recipient / delivery address or country of destination (int.)	Min. 0 / Max. 1					
<REC_Name1>	Last name, first name or company	(X)	(X)	–	–	–	Alphanum.
<REC_Name2>	Name, additional name 1	(X)	(X)	–	–	–	Alphanum.
<REC_Street>	Street, house number, P.O. Box	(X)	(X)	–	–	–	Alphanum.
<REC_ZIP>	Postcode	(X)	(X)	–	–	–	Numeric
<REC_City>	Location	(X)	(X)	–	–	–	Alphanum.
<REC_Country>	Country	–	–	–	X	–	Alphanum.
IsoCode	ISO country code	–	–	–	X	–	Alphanum.
</Recipient>							
</Delivery>							
<PaymentInfo>	Information on payment	Min. 0 / Max.					
<EventId>	Event	(X)	(X)	–	(X)	–	Alphanum.
<Code>	Code	(X)	(X)	–	(X)	–	Alphanum.
<Date>	Date of payment	(X)	(X)	–	(X)	–	Timestamp
<Description>	Detailed text	(X)	(X)	–	(X)	–	String
<Detail>	Details of payment	Min. 0 / Max.					
<ID>	Payment ID	(X)	(X)	–	–	–	Numeric
<Description>	Detailed text	(X)	(X)	–	–	–	Alphanum.
<AdditionalInfo>	Additional information	(X)	(X)	–	–	–	Alphanum.
</Detail>							
<Amount>	Amount	(X)	(X)	–	(X)	–	Numeric
Currency	Currency	(X)	(X)	–	(X)	–	Alphanum.
<ValutaDate>	Credit date	(X)	(X)	–	(X)	–	Timestamp
<ReferenceNr>	Reference number	(X)	(X)	–	(X)	–	Alphanum.
</PaymentInfo>							

<Element> Attribute	Description	Availability by service group					Data type
		Letters	Parcels / Express	Courier	Inter- national	Letter ID Shipment	
<Attributes>		Attributes of consignment			Min. 0 / Max. 1		
<ATT_Weight>	Weight	–	(X)	(X)	–	–	Numeric
Unit	Weight unit	–	(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_AdditionalService>	Value-added services	(X)	(X)	–	–	–	Alphanum.
</Attributs>							
<Event>	Event	Min. 0 / Max.					
<Timestamp>	Event capture time	X	X	(x)	X	X	Timestamp
<EventNumber>	Event postcode	X	X	X	X	X	Alphanum.
<Description>	Event text	X	X	X	X	X	Alphanum.
Id	Event text ID	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	ISO country code	–	–	–	(X)	–	Alphanum.
<CountryName>	Name of country	–	–	–	(X)	–	Alphanum.
<Detail>	→ Details of the event (e.g. reason for return) Outdated! <Details> since version V02.40	Min. 0 / Max. 1					
<Id>	ID for details	(X)	(X)	–	–	–	Numeric
<Description>	Detailed text	(X)	(X)	–	–	–	Alphanum.
<AdditionalInfo>	Additional information	(X)	(X)	–	–	–	Alphanum.
</Detail>							

<Element> Attribute	Description	Availability by service group					Data type
		Letters	Parcels / Express	Courier	Inter- national	Letter ID Shipment	
<Sig_Signer>	Name of signatory	(X)	(X)	–	–	–	Alphanum.
<Sig_Imageld>	ID for signature image	(X)	(X)	–	–	–	Alphanum.
<Sig_Relation>	Type of relationship of the signatory to the recipient	(X)	–	–	–	–	Alphanum.
ID	ID for the relationship of the signatory to the recipient	(X)	–	–	–	–	Numeric
<Pic_Imageld>	ID of consignment image	–	(X)	–	–	–	Alphanum.
<Pic_Angle>	Angle for aligning the the consignment image in degrees	–	(X)	–	–	–	Numeric
<Remarks>	Remarks (as on GUI)	–	–	–	(X)	–	Alphanum.
<Details>	Details of the event (e.g. reason for return)	Min. 0 / Max. n					
<Id>	ID for details	(X)	(X)	–	–	–	Numeric
</Description>	Detailed text	(X)	(X)	–	–	–	Alphanum.
</AdditionalInfo>	Additional information	(X)	(X)	–	–	–	Alphanum.
</Details>							
</Event>							
</Item>							
</Sending>							
</Provider>							
</Data>							
</Envelope>							

Depending on the service group, each element or attribute is defined as available "X", partly available "(X)" or not available "–".

Sample reply example

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <ns9:ShipmentsSearchDFURes
      xmlns:ns2="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/req"
      xmlns:ns3="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/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/shipmentssearch/req"
      xmlns:ns9="http://www.post.ch/npp/trackandtracedfuws/v02/shipmentssearchdfu/res"
      xmlns:ns10="http://www.post.ch/npp/trackandtracews/v02/getidentitycardimage/req"
      xmlns:ns11="http://www.post.ch/npp/trackandtracews/v02/getidentitycardimage/res"
      xmlns:ns12="http://www.post.ch/npp/trackandtracews/v02/getsignedocument/req"
      xmlns:ns13="http://www.post.ch/npp/trackandtracews/v02/getsignedocument/res"
      xmlns:ns14="http://www.post.ch/DFU/v0220"
      xmlns:ns15="http://www.post.ch/ShipmentModelLibrary/v02"
      xmlns:ns16="http://www.post.ch/npp/trackandtracews/v02/trackandtracelog">
      <Envelope Version="2.5">
        <FileInfos FileID="1" FileDate="2017-02-13+01:00" FileTime="09:26:40.127+01:00"/>
        <Data>
          <Provider>
            <Sending>
              <SendingID>996000648296010899</SendingID>
              <SendingProduct>PostPac Economy</SendingProduct>
              <Domain>sirPadasa</Domain>
              <Status Id="1">Being processed</Status>
              <PredictedDeliveryDate>2017-02-14+01:00</PredictedDeliveryDate>
              <PredictedDeliveryTimeFrom>09:30</PredictedDeliveryTimeFrom>
              <PredictedDeliveryTimeTo>13:30</PredictedDeliveryTimeTo>
            </Sending>
            <Item>
              <ItemID>996000648296010899-0.8918490728508852</ItemID>
              <Identcode>996000648296010899</Identcode>
              <Reference/>
              <Recipient>
                <REC_ZIP>4444</REC_ZIP>
                <REC_City>RÜMLINGEN</REC_City>
              </Recipient>
              <Attributs>
                <ATT_Weight unit="g">5177</ATT_Weight>
              </Attributs>
              <Event>
                <Timestamp>2017-02-10T07:00:55.000+01:00</Timestamp>
                <EventNumber>6</EventNumber>
                <Description Id="4">Consignment recorded by sender (data delivered)</Description>
                <ZIP>3030</ZIP>
                <City>Bern Hauptsitz Die Post</City>
              </Event>
              <Event>
                <Timestamp>2017-02-10T15:33:44.000+01:00</Timestamp>
                <EventNumber>2</EventNumber>
                <Description Id="1">Time at which your consignment was mailed</Description>
              </Event>
            </Item>
          </Provider>
        </Data>
      </Envelope>
    </ns9:ShipmentsSearchDFURes>
  </soap:Body>
</soap:Envelope>
```

```
<ZIP>6210</ZIP>
<City>Sursee</City>
</Event>
<Event>
  <Timestamp>2017-02-13T07:31:21.000+01:00</Timestamp>
  <EventNumber>12</EventNumber>
  <Description Id="6">Sorted for delivery</Description>
  <ZIP>4620</ZIP>
  <City>Härkingen Paketzentrum</City>
</Event>
</Item>
</Sending>
</Provider>
</Data>
</Envelope>
</ns9:ShipmentsSearchDFURes>
</soap:Body>
</soap:Envelope>
```

3.3.1.3 ShipmentsSearch – international query

Parameters	Values
<ShipmentNumber>	Swiss Post consignment number as it can be used in "Track consignments" ¹⁾
<language>	Language code, select from "de", "fr", "it" or "en"

¹⁾ For consignments to certain countries, no events are displayed. In this case, the following message text is provided:

Our delivery partner in the country of destination unfortunately does not provide us with any consignment events. The lack of this information has no impact on the actual delivery.

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>RN732608600CH</ShipmentNumber>  
      </ShipmentNumbers>  
      <Identity>?</Identity>  
      <Version>2.4</Version>  
    </req:ShipmentsSearch>  
  </soapenv:Body>  
</soapenv:Envelope>
```


3.3.1.2 ShipmentsSearch – international reply

Sample reply example

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <ns9:ShipmentsSearchDFURes
      xmlns:ns14="http://www.post.ch/ShipmentModelLibrary/v02"
      xmlns:ns13="http://www.post.ch/DFU/v0220"
      xmlns:ns12="http://www.post.ch/npp/trackandtracews/v02/trackandtracelog"
      xmlns:ns11="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/res"
      xmlns:ns10="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/req"
      xmlns:ns9="http://www.post.ch/npp/trackandtracedfuws/v02/shipmentssearchdfu/res"
      xmlns:ns8="http://www.post.ch/npp/trackandtracews/v02/shipmentssearch/req"
      xmlns:ns7="http://www.post.ch/npp/trackandtracews/v02/gettransportdocument/res"
      xmlns:ns6="http://www.post.ch/npp/trackandtracews/v02/gettransportdocument/req"
      xmlns:ns5="http://www.post.ch/npp/trackandtracews/v02/getshipmentimage/res"
      xmlns:ns4="http://www.post.ch/npp/trackandtracews/v02/getshipmentimage/req"
      xmlns:ns3="http://www.post.ch/npp/trackandtracews/v02/getsignaturedocument/res"
      xmlns:ns2="http://www.post.ch/npp/trackandtracews/v02/getsignaturedocument/req">
      <Envelope Version="2.4">
        <FileInfos FileTime="17:01:57.535+02:00" FileDate="2012-04-26+02:00" FileID="1">
          <Customer>
            <CUS_Country IsoCode="CH">Switzerland</CUS_Country>
          </Customer>
        </FileInfos>
        <Data>
          <Provider>
            <Sending>
              <SendingID>RN732608600CH</SendingID>
              <SendingProduct>Registered</SendingProduct>
              <Domain>sirOlis</Domain>
              <Status Id="1">Being processed</Status>
            </Sending>
            <Item>
              <ItemID>RN732608600CH-0.42723536535863826</ItemID>
              <Identcode>RN732608600CH</Identcode>
              <Reference/>
              <Recipient>
                <REC_Country IsoCode="MX">Mexico</REC_Country>
              </Recipient>
              <Event>
                <Timestamp>2011-06-28T18:34:00.000+02:00</Timestamp>
                <EventNumber>ITM_EXP_10</EventNumber>
                <Description Id="89">Posting</Description>
                <City>2800 Delémont DIST BA</City>
                <Country IsoCode="CH">Switzerland</Country>
              </Event>
              <Event>
                <Timestamp>2011-06-29T13:29:38.000+02:00</Timestamp>
                <EventNumber>ITM_EXP_20</EventNumber>
                <Description Id="147">Arrival at border point of country of posting</Description>
                <City>CH-8010 Zurich 1</City>
                <Country IsoCode="CH">Switzerland</Country>
              </Event>
            </Item>
          </Provider>
        </Data>
      </Envelope>
    </ns9:ShipmentsSearchDFURes>
  </soap:Body>
</soap:Envelope>
```

```

<Event>
  <Timestamp>2011-06-29T13:29:59.000+02:00</Timestamp>
  <EventNumber>ITM_EXP_60</EventNumber>
  <Description Id="93">Departure from border point of country of posting</Description>
  <City>CH-8010 Zurich 1</City>
  <Country IsoCode="CH">Switzerland</Country>
</Event>
<Event>
  <Timestamp>2011-06-30T21:58:47.000+02:00</Timestamp>
  <EventNumber>ITM_IMP_165</EventNumber>
  <Description Id="134">Entered transit country</Description>
  <City>Swiss Post Dietzenbach T</City>
  <Country IsoCode="DE">Germany</Country>
</Event>
<Event>
  <Timestamp>2011-07-01T06:54:17.000+02:00</Timestamp>
  <EventNumber>ITM_EXP_65</EventNumber>
  <Description Id="139">Left transit country</Description>
  <City>Swiss Post Dietzenbach T</City>
  <Country IsoCode="DE">Germany</Country>
</Event>
<Remarks>Our delivery partner in the destination country unfortunately does not provide us with consignment events.
The lack of this information has no impact on the actual delivery.</Remarks>
</Item>
</Sending>
</Provider>
</Data>
</Envelope>
</ns9:ShipmentsSearchDFURes>
</soap:Body>
</soap:Envelope>

```

3.2.2 GetShipmentImage

3.2.2.1 GetShipmentImage – query

Parameters	Values
<Imageld>	ID of a consignment image; will be returned to the <Pic_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/getshipmentimage/req">  
  <soapenv:Header/>  
  <soapenv:Body>  
    <req:GetShipmentImage>  
      <ImageId>983413796700000016-HAPAX0620513551803-20120326T20:35:05</ImageId>  
      <!--Optional:-->  
      <Identity>?</Identity>  
      <Version>2.4</Version>  
    </req:GetShipmentImage>  
  </soapenv:Body>  
</soapenv:Envelope>
```

Note

Consignment images are only available for certain consignment types.

3.2.2.2 GetShipmentImage – reply

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

Example

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <ns5:GetShipmentImageRes xmlns:ns2="http://www.post.ch/npp/trackandtracews/v02/
getsignatredocument/req"
xmlns:ns3="http://www.post.ch/npp/trackandtracews/v02/getsignatredocument/res"
xmlns:ns4="http://www.post.ch/npp/trackandtracews/v02/getshipmentimage/req"
xmlns:ns5="http://www.post.ch/npp/trackandtracews/v02/getshipmentimage/res" xmlns:ns-
6="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/shipmentssearch/req"
xmlns:ns9="http://www.post.ch/npp/trackandtracedfuws/v02/shipmentssearchdfu/res"
xmlns:ns10="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/req" xmlns:ns-
11="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/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">
      <Image>
        <Stream> ...Consignment image as Base64 stream... </Stream>
        <angle>0.0</angle>
      </Image>
    </ns5:GetShipmentImageRes>
  </soap:Body>
</soap:Envelope>
```

3.2.2 GetShipmentSignature

3.2.3.1 GetShipmentSignature – query

Parameters	Values
<SignatureId>	ID of a signature image; will be returned to 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>983413796700000016-280312600405005001601.JPG-20120328T08:21:23</SignatureId>
      <!--Optional:-->
      <Identity?></Identity>
      <Version>2.4</Version>
    </req:GetShipmentSignature>
  </soapenv:Body>
</soapenv:Envelope>
```

Note

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

3.2.3.2 GetShipmentSignature – reply

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

Example

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <ns11:GetShipmentSignatureRes
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:ns-
6="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/shipmentssearch/req"
xmlns:ns9="http://www.post.ch/npp/trackandtracedfuws/v02/shipmentssearchdfu/res"
xmlns:ns10="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/req" xmlns:ns-
11="http://www.post.ch/npp/trackandtracews/v02/getshipmentsignature/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">
      <Image>
        <Stream> ...Unterschriftbild als Base64-Stream ... </Stream>
      </Image>
    </ns11:GetShipmentSignatureRes>
  </soap:Body>
</soap:Envelope>
```

3.2.4 GetSignatureDocument

3.2.4.1 GetSignatureDocument – query

Parameters	Values
<ShipmentNumber>	Swiss Post consignment number as it can be used in "Track consignments"
<Language>	Language abbreviation e.g. <Language>en</Language>
<BarcodeNumber>	Swiss Post barcode number. (optional, attribute will only be used by Swiss Post)
<PostHeader>	May contain the values <true> or <false> (optional) true → Yellow Swiss Post header is displayed. false → Yellow Swiss Post header is not displayed.

Note

The GetSignatureDocument method is used **exclusively for court documents**. Signed documents for registered letters or parcels cannot be queried using this method.

Sample query

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:req="http://www.post.ch/npp/trackandtracews/v02/getsignaturedocument/req">
  <soapenv:Header/>
  <soapenv:Body>
    <req:GetSignatureDocument>
      <ShipmentNumber>980301067200000480</ShipmentNumber>
      <Language>de</Language>
      <!--Optional:-->
      <BarcodeNumber></BarcodeNumber>
      <!--Optional:-->
      <PostHeader>true</PostHeader>
      <Version>2.4</Version>
    </req:GetSignatureDocument>
  </soapenv:Body>
</soapenv:Envelope>
```

Sample query

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:req-
="http://www.post.ch/npp/trackandtracews/v02/getsignaturedocument/req">
  <soapenv:Header/>
  <soapenv:Body>
    <req:GetSignatureDocument>
      <ShipmentNumber>980301067200000480</ShipmentNumber>
      <Language>de</Language>
      <!--Optional:-->
      <BarcodeNumber>123456</BarcodeNumber>
      <!--Optional:-->
      <PostHeader>true</PostHeader>
      <Version>2.4</Version>
    </req:GetSignatureDocument>
  </soapenv:Body>
</soapenv:Envelope>
```

A barcode is only displayed in the PDF if an entry is available for the barcode field.

3.2.4.2 GetSignatureDocument – reply

<Element>	Description	Data type
<Document>	Acknowledgement 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 as Base 64 stream... </Stream>
      </document>
    </ns2:signatureDocumentResMessage>
  </soap:Body>
</soap:Envelope>
```


3.2.5 ShipmentsSearchByCustomerId

Parameters	Values
<CustomerId>	Reference ID
<language>	Language code, select from "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:ShipmentsSearchByCustomerId>  
      <customerId>00108</customerId>  
      <dateFrom>2012-01-28T23:13:00.0</dateFrom>  
      <dateTo>2012-02-10T23:13:00.0</dateTo>  
      <language>de</language>  
      <Version>2.4</Version>  
    </req:ShipmentsSearchByCustomerId>  
  </soapenv:Body>  
</soapenv:Envelope>
```

3.2.6 GetAllEvents

3.2.6.1 GetAllEvents – query

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>
```

3.2.6.2 GetAllEvents – reply

<Element>	Description	Data type
<Event>	Consignment events	
<Id>	Unique key	Numeric
<Code>	Postcode	Alphanum.
<Description>	Description	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>
    ...
  </env:Body>
</env:Envelope>
```

3.2.7 GetAllDetails

3.2.7.1 GetAllDetails – query

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
```

3.2.7.2 GetAllDetails – reply

<Element>	Description	Data type
<Detail>	Details on the events	
<Id>	Unique key	Numeric
<Description>	Description	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>
```

3.2.8 GetAllStatuses

3.2.8.1 GetAllStatuses – query

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
```

3.2.8.2 GetAllStatuses – reply

<Element>	Description	Data type
<Status>	Consignment events	
<Id>	Unique key	Numeric
<Description>	Description	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>
    ...
```

4 Error messages or warnings

Error message E	Code	Explanation	Solution	Applies to
GENERIC_ERROR (0)	(0)	General error	Contact the system administrator	all web services
NO_PARCEL_SPECIFIED (1)	(1)	[not used]		
TOO_MANY_PARCELS_SPECIFIED (2)	(2)	[not used]		
METHOD_NOT_AVAILABLE_ANYMORE (3)	(3)	This method is no longer available.	You can use the Track&Trace application directly on the "Swiss Post Cargo Web" platform (www.spcweb.ch) to track small consignments. If you do not have access yet, please contact your customer advisor.	
ERROR_RETRIEVING_SIGNATURE_IMAGE (4)	(4)	The signature image cannot be called up.	Check whether the Imageld or SignatureId was correctly entered; if the signature image continues to be irretrievable, contact the system administrator.	getShipmentSignature getSignatureDocument
ERROR_RETRIEVING_PARCEL_IMAGE (5)	(5)	The parcel image cannot be called up.	Check whether the Imageld was entered correctly; if the parcel image continues to be irretrievable, contact the system administrator.	getShipmentImage
INVALID_SEARCH_CRITERIA (6)	(6)	The input parameters entered are not permitted.	Check whether the entries are correct.	searchShipmentsByCustomerId getSignatureDocument
ACTION_NOT_AUTHORIZED (7)	(7)	The desired operation cannot be carried out with the entries. This is, for instance, the case when the user has no franking licence or is not the owner of the consignments.	Check whether the entries are correct.	searchShipmentsByCustomerId getSignatureDocument
SHIPMENT_NOT_FOUND (8)	(8)	The consignment was not found.	Check whether the entries are correct.	SearchShipments searchShipmentsByCustomerId
SIGNATURE_NOT_FOUND (9)	(9)	It was not possible to call up the signature images or the signature PDF under court documents.	Check whether the Imageld was correctly entered; if signature images continue to be irretrievable, the image may not be available or is corrupt.	getShipmentSignature
IMAGE_NOT_FOUND (10)	(10)	The letter image could not be called up.	Check whether the Imageld was entered correctly; if the letter image continues to be irretrievable, contact the system administrator.	getShipmentImage
ENGINE_OVERLOADED (11)	(11)	The back-end server cannot currently answer all queries as it is overloaded.	Queries should be attempted again at a later time; if this continues to be impossible, contact the system administrator.	SearchShipments searchShipmentsByCustomerId
MAX_ALLOWED_SHIPMENT_NR_REACHED_PLEASE_USE_ASYNC_SEARCH_SERVICE_INSTEAD (16)	(16)	In SearchShipments a maximum of 10 consignment numbers can be entered simultaneously. If this upper limit is exceeded, this error message is displayed.	Enter a maximum of 10 consignment numbers per query.	SearchShipments

5 Frequently asked questions (FAQ)

1. Which protocol is used for transferring data?

The transfer of data for "Track consignments" 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 administrator can unblock the account in the Customer Center in the login area of www.swisspost.ch or assign a new password for your technical user.

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