

# SHIPMENT TRACKING PUSH- UNIFIED API

EXTERNAL GUIDE

Bonn, February 2023

**DHL Business Unit – Excellence. Simply delivered.**

**WORK IN PORGRESS!**  
**- PILOT PHASE -**

## Agenda

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- |          |   |             |
|----------|---|-------------|
| <b>1</b> | What makes the Shipment Tracking – Unified API special? | Slide 3-6   |
| <b>2</b> | How can I try the API by myself?                        | Slide 7-12  |
| <b>3</b> | How can I get access to the API?                        | Slide 13-16 |
| <b>4</b> | Who can support me?                                     | Slide 17    |
| <b>5</b> | What are the notification channels?                     | Slide 18    |
-

## What can I do with the Shipment Tracking - Unified API



The Shipment Tracking - Unified API provides one unified interface to check the status for shipments from various DPDHL divisions

## Which DPDHL divisions are covered?

### Post & Parcel Germany



Deutsche Post  

Our core business is the transport, sorting and delivery of documents and goods. We maintain a nationwide post and parcel network in Germany.

### DHL Supply Chain





Our core business comprises tailor-made logistics services including warehouse operations and transport as well as value-added services such as eFulfillment, packaging solutions, etc.

### DHL Express





Our core business are international time-definite shipments. We transport urgent documents and goods reliably and on time from door to door.

### DHL Global Forwarding/ Freight





Our core business are air, ocean and overland freight forwarding services. They include standardized transports as well as multimodal and sector-specific solutions, together with customized industrial projects and customs services.

### DHL eCommerce Solutions

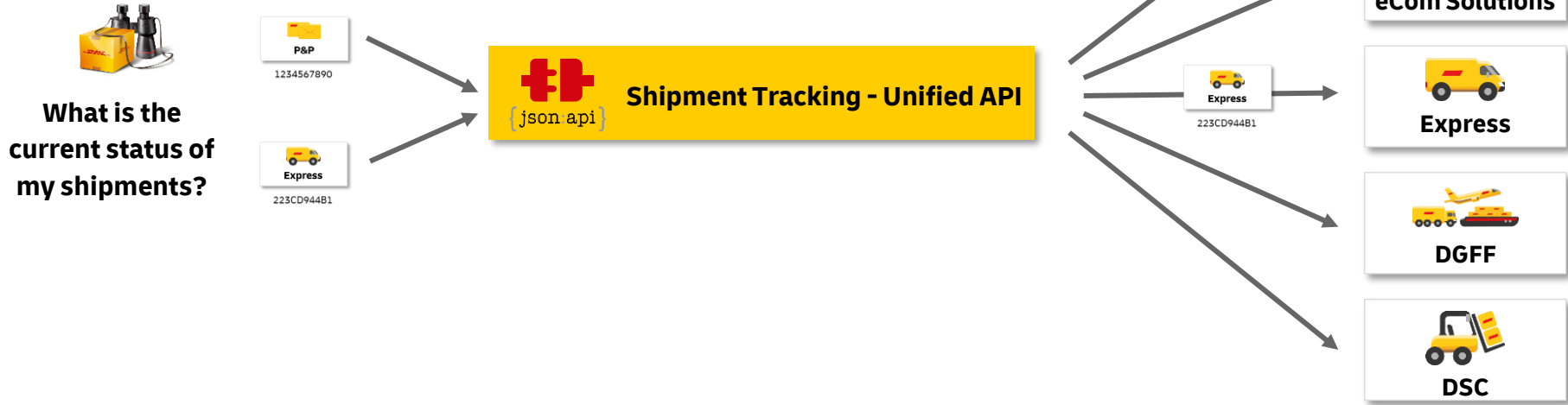




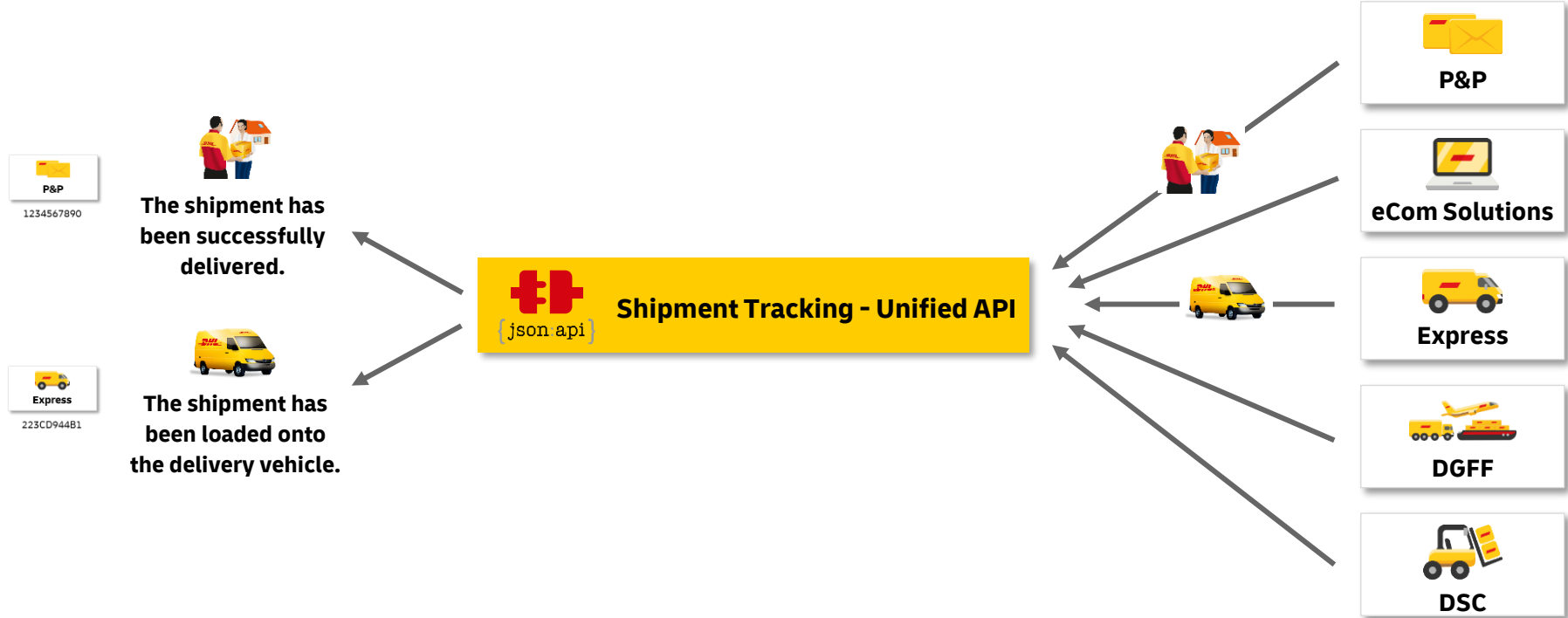
Our core business is domestic last-mile parcel delivery in selected countries in Europe, in Asian emerging markets, in the United States and in India.

Source: <https://www.dpdhl.com/en/about-us/corporate-divisions.html>

# The Shipment Tracking - Unified API forwards the tracking requests to different divisional tracking backend systems...



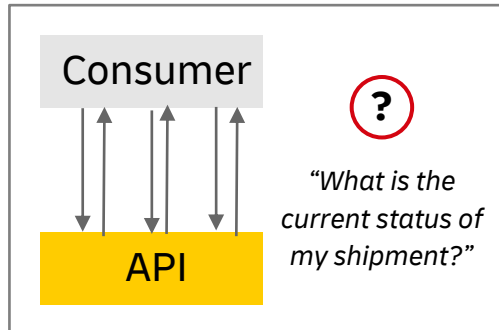
# ... and returns the tracking response in a harmonized format



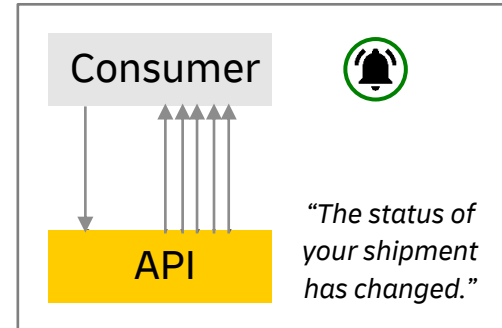
## Difference between Push and Standard API

- The standard (request response API) answers to a request with tracking current tracking details
- The Push API notifies you automatically if the status of your shipment(s) has changed

### Standard (request response) API



### Push API



## Customer Benefits by using Push

- Receiving status updates close to real time
- The Customer is always up-to-date.
- Better User Experience
- Reduced IT costs to due reduced traffic
- No latency

## Current Scope (Feb 2023)

### •eCommerce

- Europe: Cross-border products (Parcel Connect, Return Connect, Parcel International, Connect PLUS, Return International)
- Parcel UK: Parcel Connect, Return Connect, Worldwide Air, Parcel International, International Road Economy

### •P&P (Post und Paket)

- Brief
  - Einschreiben National, Einschreiben, Einschreiben Rückschein, Einschreiben Eigenhändig, Einschreiben Einwurf, Wert, Prio, Nachname, Einschreiben International, Einschreiben Rückschein International, Einschreiben Eigenhändig International, Wert National, Warenpost Tracked International, Ländernachweis, Postzustellungsaufträge (PZA)

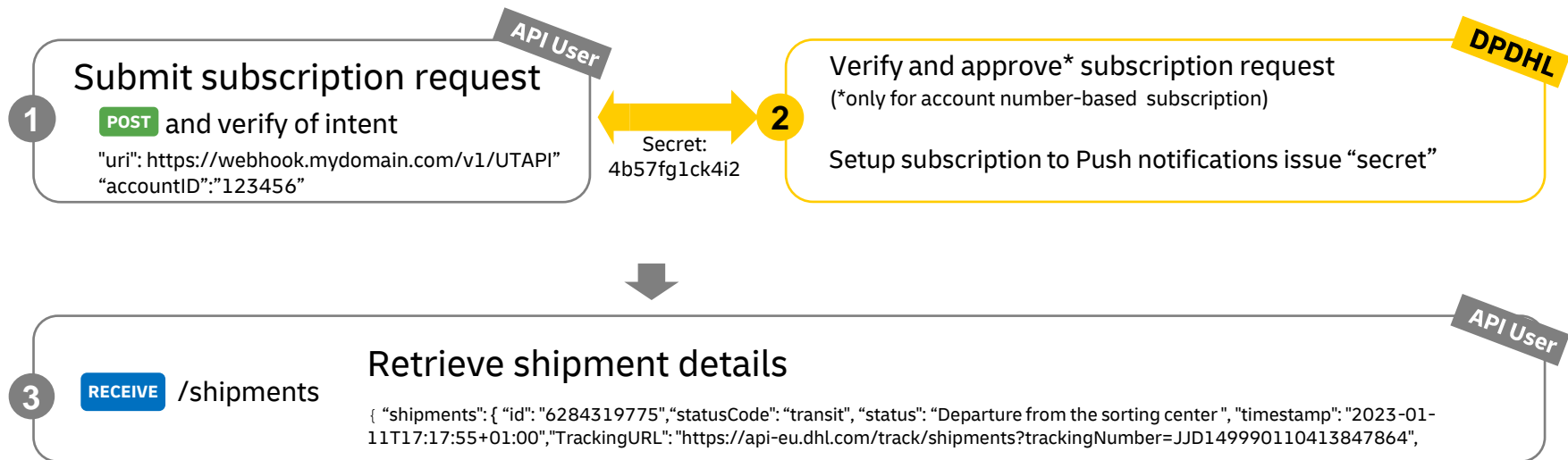
### •Global Forwarding

- eCommerce Shipments
- SameDay: SameDay Jetline Unaccompanied shipment, SameDay Jetline accompanied shipment, Same Day Speedline, SameDay Sprintline

### Roadmap 2023 (indicative):

- Q1: Express, eCommerce Asia Pacific
- Q2: Post International, PPL, eCommerce Americas, eCommerce Benelux

## Subscription setup



## Subscription setup (Account Subscription)

```
{
  "hook": {
    "uri": "https://webhook.mydomain.com/v1/UTAPI"
  },
  "type": "Account",
  "service": "ecommerce-europe",
  "events": [
    "Transit",
    "Delivered",
    "Exception"
  ],
  "accountID": "12356",
}
```

- ← Webhook which shall receive the tracking updates
- ← SubscriptionType "Account"
- ← Service Account or Shipment belongs to
- ← Filter if you want to receive only specific events
- ← AccountID for which updates shall be send

## Subscription setup (Shipment Subscription)

```
{
  "hook": {
    "uri": "https://webhook.mydomain.com/v1/UTAPI"
  },
  "type": „Shipment“,
  "service": "ecommerce-europe",
  "events": [
    "Transit",
    "Delivered",
    "Exception"
  ],
  "shipmentIDs": ["12356", "123457"]
}
```

- ← Webhook which shall receive the tracking updates
- ← SubscriptionType “Shipment”
- ← Service Account or Shipment belongs to
- ← Filter if you want to receive only specific events
- ← ShipmentIDs for which updates shall be send

# Endpoints

## Subscriber ▼

### Endpoints

**POST** /subscription

Create request for subscription >

**GET** /subscription/{id}

Get subscription details >

**POST** /subscription/{id}

Activate subscription >

**DELETE** /subscription/{id}

Remove subscription >

**GET** /subscriptions

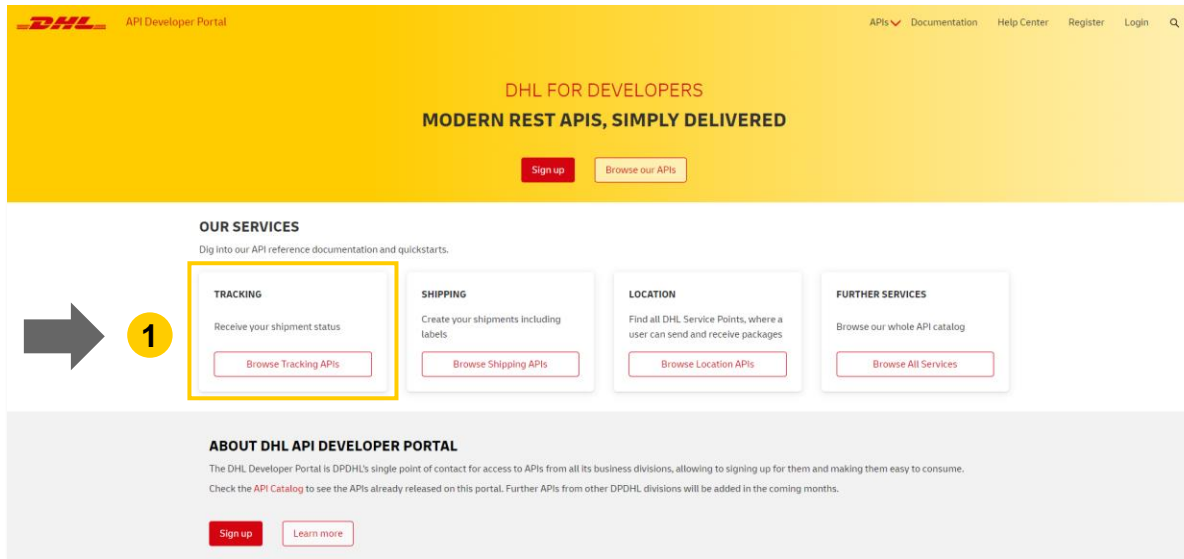
Get all subscriptions of the user >

## Four endpoints to manages everything via APIs

- Creating a subscription  
e.g. defining for which Shipment(s) or Account(s) should be considered for notifications
- Get subscription details  
e.g. Which accounts, shipments and endpoints have been configured
- Activate subscription  
One time activity when setting up a new subscription
- remove subscription  
deleting a subscription in case notifications shall be stopped
- Get all subscriptions  
in case multiple shipments exist and subscription IDs are not known

## Where and how can the API be used?

- 1 Go to <https://developer.dhl.com/> and click on “TRACKING”



**DHL** API Developer Portal

APIs Documentation Help Center Register Login

**DHL FOR DEVELOPERS**  
MODERN REST APIS, SIMPLY DELIVERED

Sign up Browse our APIs

**OUR SERVICES**  
Dig into our API reference documentation and quickstarts.

**TRACKING**  
Receive your shipment status  
Browse Tracking APIs

**SHIPPING**  
Create your shipments including labels  
Browse Shipping APIs

**LOCATION**  
Find all DHL Service Points, where a user can send and receive packages  
Browse Location APIs

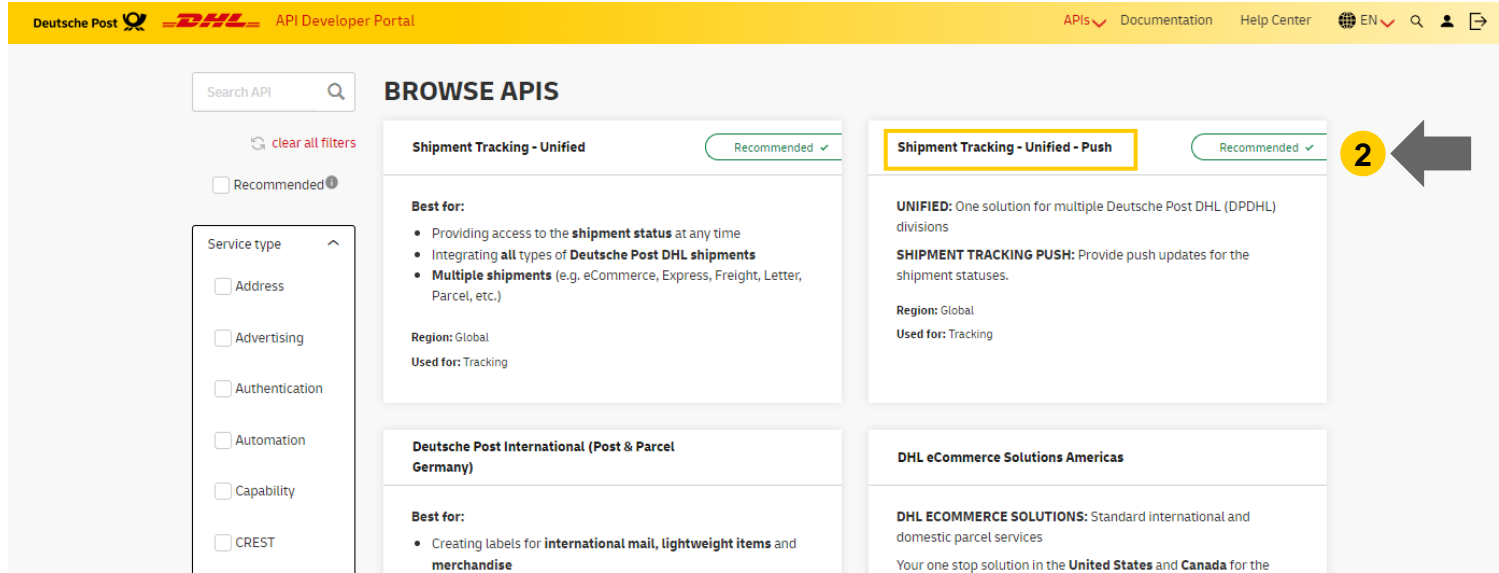
**FURTHER SERVICES**  
Browse our whole API catalog  
Browse All Services

**ABOUT DHL API DEVELOPER PORTAL**  
The DHL Developer Portal is DPDHL's single point of contact for access to APIs from all its business divisions, allowing to signing up for them and making them easy to consume. Check the [API Catalog](#) to see the APIs already released on this portal. Further APIs from other DPDHL divisions will be added in the coming months.

Sign up Learn more

## How can I try the API by myself?

### 2 Click on “Shipment Tracking – Unified - Push”



The screenshot shows the Deutsche Post API Developer Portal. The header includes the Deutsche Post and DHL logos, the text 'API Developer Portal', and navigation links for 'APIs', 'Documentation', and 'Help Center'. A search bar is present in the top right. The main content area is titled 'BROWSE APIS' and features a search bar and a 'clear all filters' button. On the left, there is a 'Service type' filter menu with options: Address, Advertising, Authentication, Automation, Capability, and CREST. The main grid displays four API cards. The top-left card is 'Shipment Tracking - Unified'. The top-right card is 'Shipment Tracking - Unified - Push', which is highlighted with a yellow border and a yellow circle containing the number '2' and an arrow pointing to it. The bottom-left card is 'Deutsche Post International (Post & Parcel Germany)'. The bottom-right card is 'DHL eCommerce Solutions Americas'.

**Shipment Tracking - Unified - Push** Recommended ✓

**UNIFIED:** One solution for multiple Deutsche Post DHL (DPDHL) divisions

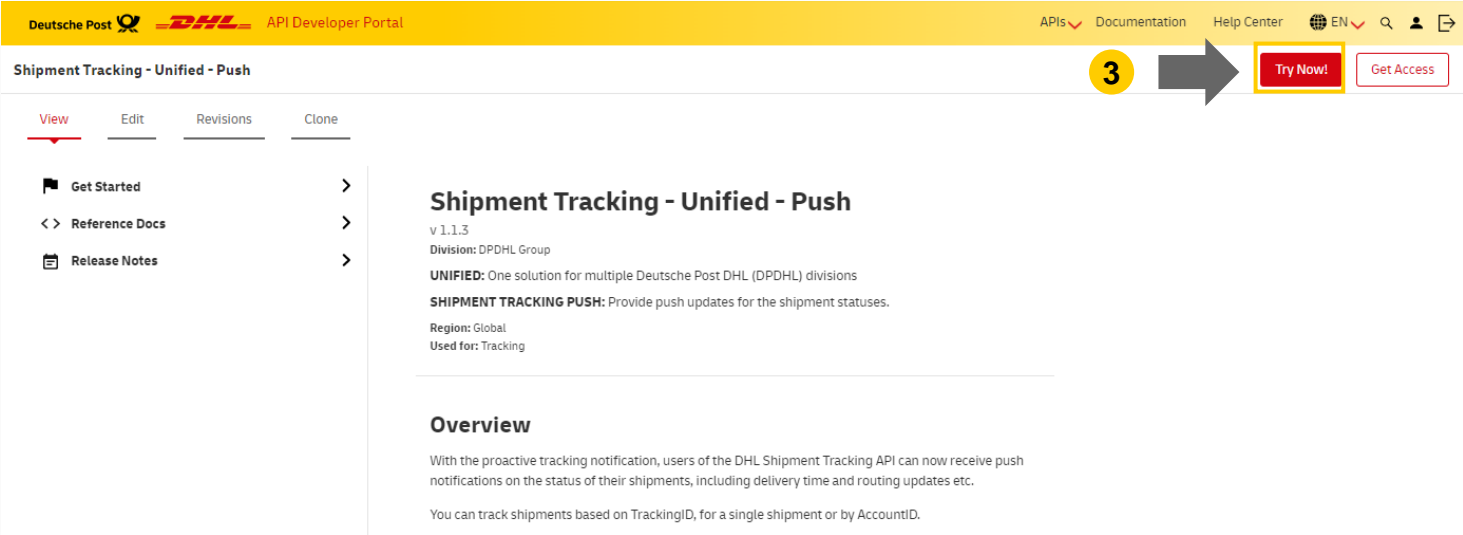
**SHIPMENT TRACKING PUSH:** Provide push updates for the shipment statuses.



**Region:** Global






**Used for:** Tracking

## How can I try the API by myself?

3 Click on “Try now!”






Deutsche Post   API Developer Portal

APIs  Documentation Help Center  EN   

Shipment Tracking - Unified - Push

[View](#) [Edit](#) [Revisions](#) [Clone](#)

-  [Get Started](#) >
-  [Reference Docs](#) >
-  [Release Notes](#) >

### Shipment Tracking - Unified - Push

v 1.1.3  
Division: DPDHL Group

**UNIFIED:** One solution for multiple Deutsche Post DHL (DPDHL) divisions  
**SHIPMENT TRACKING PUSH:** Provide push updates for the shipment statuses.

Region: Global  
Used for: Tracking

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### Overview

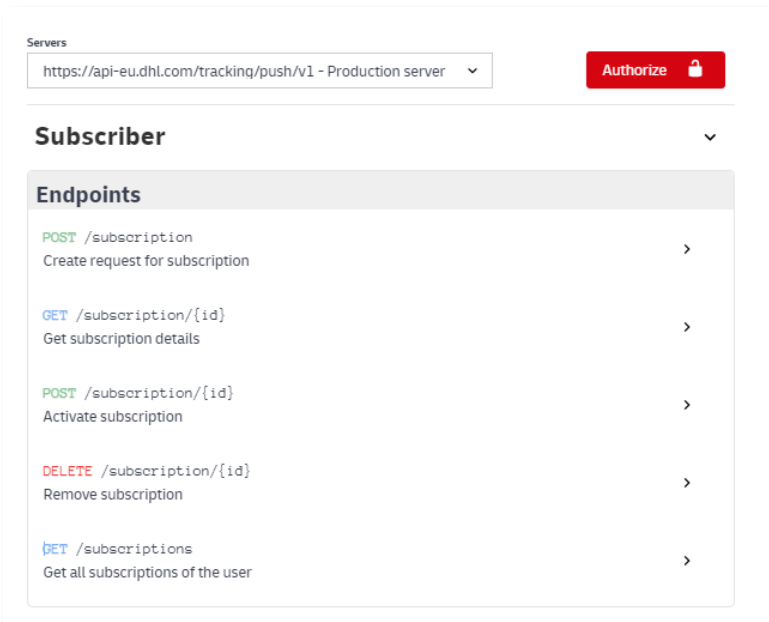
With the proactive tracking notification, users of the DHL Shipment Tracking API can now receive push notifications on the status of their shipments, including delivery time and routing updates etc.

You can track shipments based on TrackingID, for a single shipment or by AccountID.

[Try Now!](#) [Get Access](#)

## How can I try the API by myself?

4 Click on “Authorize”



Servers

https://api-eu.dhl.com/tracking/push/v1 - Production server

Authorize

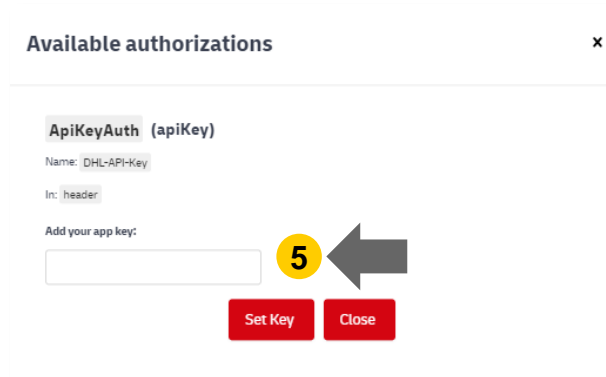
**Subscriber**

**Endpoints**

- POST /subscription  
Create request for subscription
- GET /subscription/{id}  
Get subscription details
- POST /subscription/{id}  
Activate subscription
- DELETE /subscription/{id}  
Remove subscription
- GET /subscriptions  
Get all subscriptions of the user

4

5 Enter your API key and click “Set Key”



Available authorizations

**ApiKeyAuth (apiKey)**

Name: DHL-API-Key

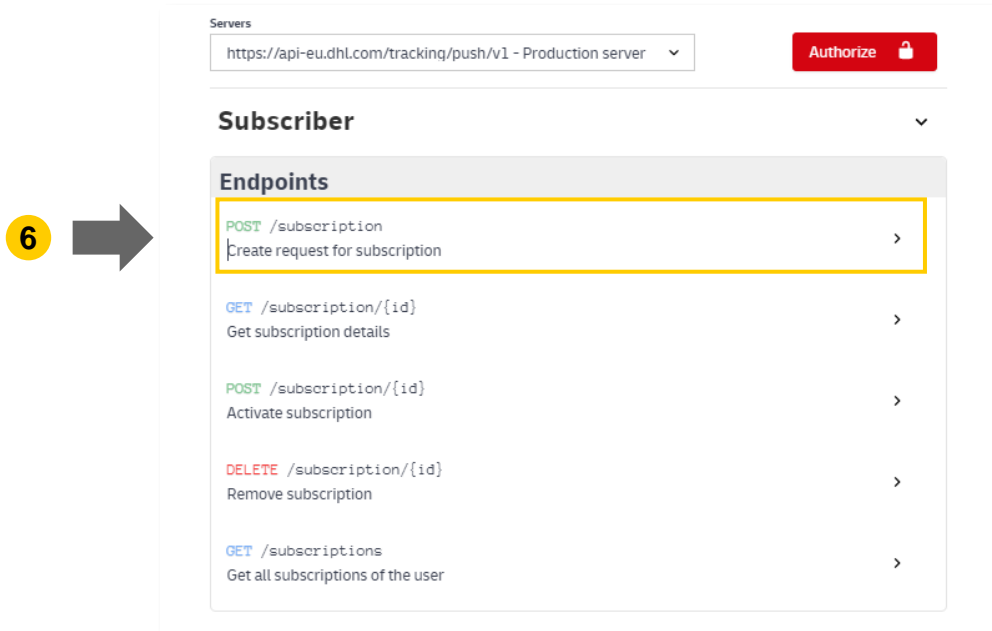
In: header

Add your app key:

Set Key Close

## How can I try the API by myself?

6 Click on the respective endpoint



Servers

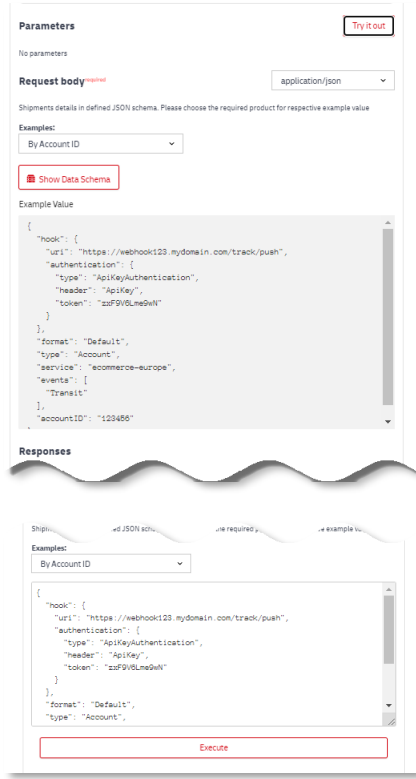
https://api-eu.dhl.com/tracking/push/v1 - Production server Authorize

### Subscriber

#### Endpoints

POST /subscription Create request for subscription	>
GET /subscription/{id} Get subscription details	>
POST /subscription/{id} Activate subscription	>
DELETE /subscription/{id} Remove subscription	>
GET /subscriptions Get all subscriptions of the user	>

## How can I try the API by myself?



**Parameters** Try it out

No parameters

**Request body** application/json

Shipments details in defined JSON schema. Please choose the required product for respective example value

Examples:  
By Account ID

Show Data Schema

Example Value

```
{
  "hook": {
    "uri": "https://webhook123.mydomain.com/track/push",
    "authentication": {
      "type": "ApiKeyAuthentication",
      "header": "ApiKey",
      "token": "szP9VLme9wN"
    }
  },
  "format": "Default",
  "type": "Account",
  "service": "ecommerce-europe",
  "events": [
    "Transit"
  ],
  "accountID": "123456"
}
```

**Responses**

Shipments details in defined JSON schema. Please choose the required product for respective example value

Examples:  
By Account ID

```
{
  "hook": {
    "uri": "https://webhook123.mydomain.com/track/push",
    "authentication": {
      "type": "ApiKeyAuthentication",
      "header": "ApiKey",
      "token": "szP9VLme9wN"
    }
  },
  "format": "Default",
  "type": "Account",
  "service": "ecommerce-europe",
  "events": [
    "Transit"
  ],
  "accountID": "123456"
}
```

Execute



**7** Click on “Try it out”

**8** Enter example values you want to test with, you can also use the Example dropdown for different scenarios.

**9** Click on “Execute”

## How can I try the API by myself?

**Responses**

```

Curl
1 curl -X 'POST' \
2 'https://api-sit.dhl.com/tracking/push/v1/subscription' \
3 -H 'accept:application/json' \
4 -H 'DHL-API-Key: 8gA1b7A8NFWQZAv0518rHL8wFIJCVL8' \
5 -H 'Content-Type:application/json' \
6 -d {
7   "hook": {
8     "uri": "https://webhook123.mydomain.com/track/push",
9     "authentication": {
10      "type": "ApiKeyAuthentication",
11      "header": "ApiKey",
12      "token": "zsf9V6Lme9wN"
13    }
14  },
15  "format": "Default",
16  "type": "Account",
17  "service": "ecommerce-europe",
18  "events": [
19    "Transit"
20  ],
21  "accountID": "123456"
22 }

Request URL
https://api-sit.dhl.com/tracking/push/v1/subscription

Server response
Code      Details
-----
201      Response body
          {
            "self": "https://api-
            test.dhl.com/tracking/push/v1/subscription/803e909f-
            c191-4892-8db6-348e633f49dc",
            "scope": "subscription.create",
            "expires": "2023-02-07T15:03:11.711389096Z",
            "note": "Subscription request created."
          }

Response headers
content-language: en_US
content-length: 214
content-type: application/json

```



10

10 See the actual API post

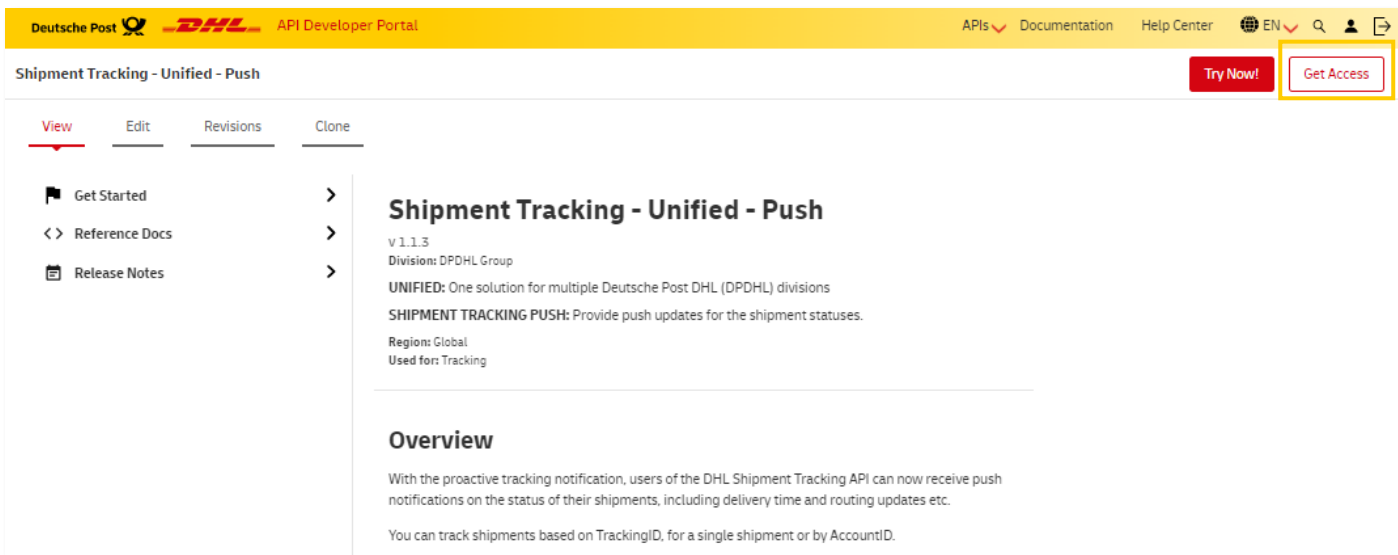
11 See API response, confirming that the subscription has been created



11

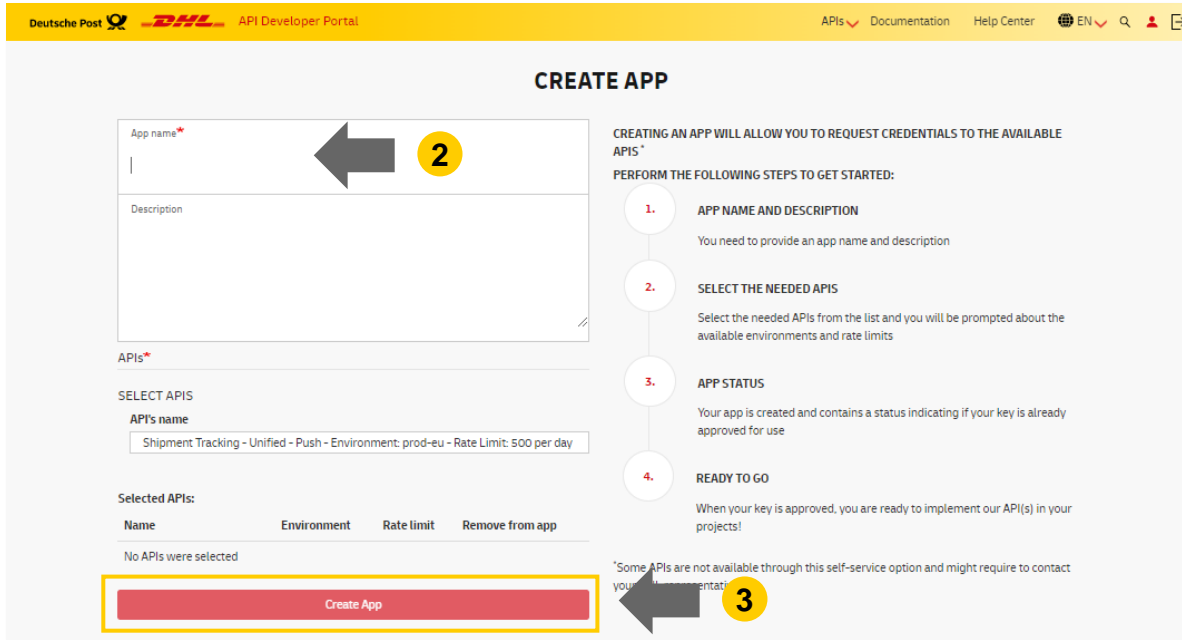
## How can I get access to the API?


1 Click on “Get Access!”



The screenshot shows the DHL API Developer Portal for the 'Shipment Tracking - Unified - Push' API. The page has a yellow header with the DHL logo and 'API Developer Portal' text. On the right side of the header, there are links for 'APIs', 'Documentation', and 'Help Center', along with a language selector set to 'EN', a search icon, and a user profile icon. Below the header, the page title is 'Shipment Tracking - Unified - Push'. In the top right corner of the content area, there are two buttons: 'Try Now!' (red) and 'Get Access' (white with a red border). The 'Get Access' button is highlighted with a red rectangular box, and a yellow circle with the number '1' is placed to its right. A grey arrow points from this circle to the 'Get Access' button. On the left side of the page, there is a navigation menu with options: 'View' (selected), 'Edit', 'Revisions', and 'Clone'. Below this menu are three items: 'Get Started', 'Reference Docs', and 'Release Notes', each with a right-pointing arrow. The main content area displays the API title 'Shipment Tracking - Unified - Push', version 'v 1.1.3', and division 'DPDHL Group'. It also includes a description of the API as a unified solution for Deutsche Post DHL divisions, specifically for providing push updates for shipment statuses. The region is listed as 'Global' and the use case as 'Tracking'. An 'Overview' section follows, explaining that users can receive proactive tracking notifications and can track shipments based on TrackingID or AccountID.

## How can I get access to the API?



Deutsche Post  API Developer Portal

APIs Documentation Help Center EN Q

### CREATE APP

App name\*

Description

APIs\*

SELECT APIS

API's name

Shipment Tracking - Unified - Push - Environment: prod-eu - Rate Limit: 500 per day

Selected APIs:

Name	Environment	Rate limit	Remove from app
No APIs were selected			

Create App

CREATING AN APP WILL ALLOW YOU TO REQUEST CREDENTIALS TO THE AVAILABLE APIS\*

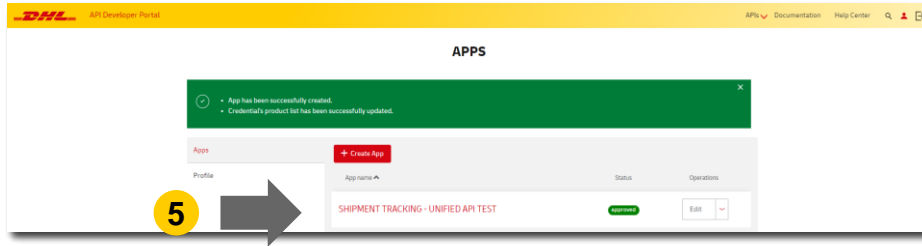
PERFORM THE FOLLOWING STEPS TO GET STARTED:

- 1. APP NAME AND DESCRIPTION**  
You need to provide an app name and description
- 2. SELECT THE NEEDED APIS**  
Select the needed APIs from the list and you will be prompted about the available environments and rate limits
- 3. APP STATUS**  
Your app is created and contains a status indicating if your key is already approved for use
- 4. READY TO GO**  
When your key is approved, you are ready to implement our API(s) in your projects!

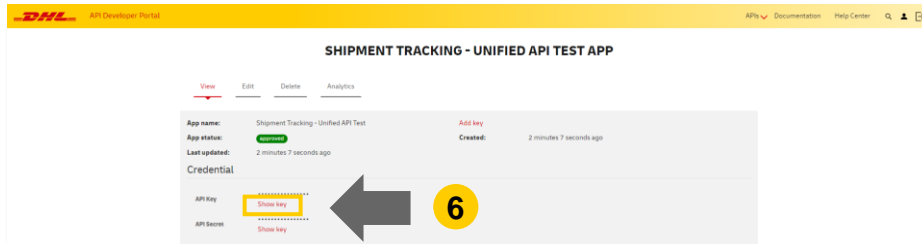
\*Some APIs are not available through this self-service option and might require to contact your account manager.

- 2 Choose an “App name”
- 3 Click on “Create App”

## How can I get access to the API?



- 5 Click on the app name (defined in step 2)

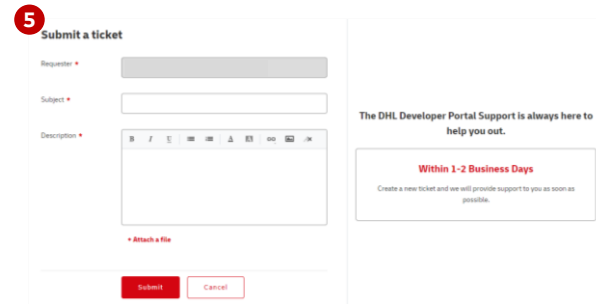
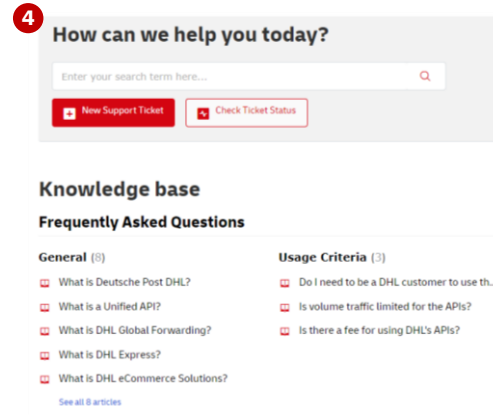
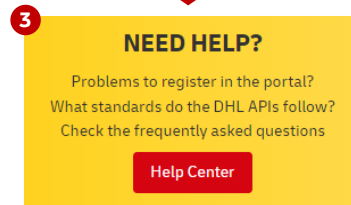
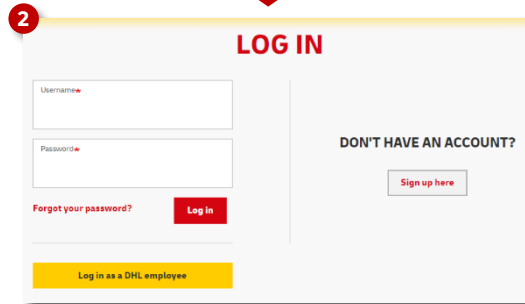
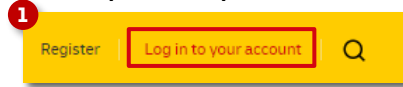


- 6 Click “Show” to see the API Key Copy&Paste into your application

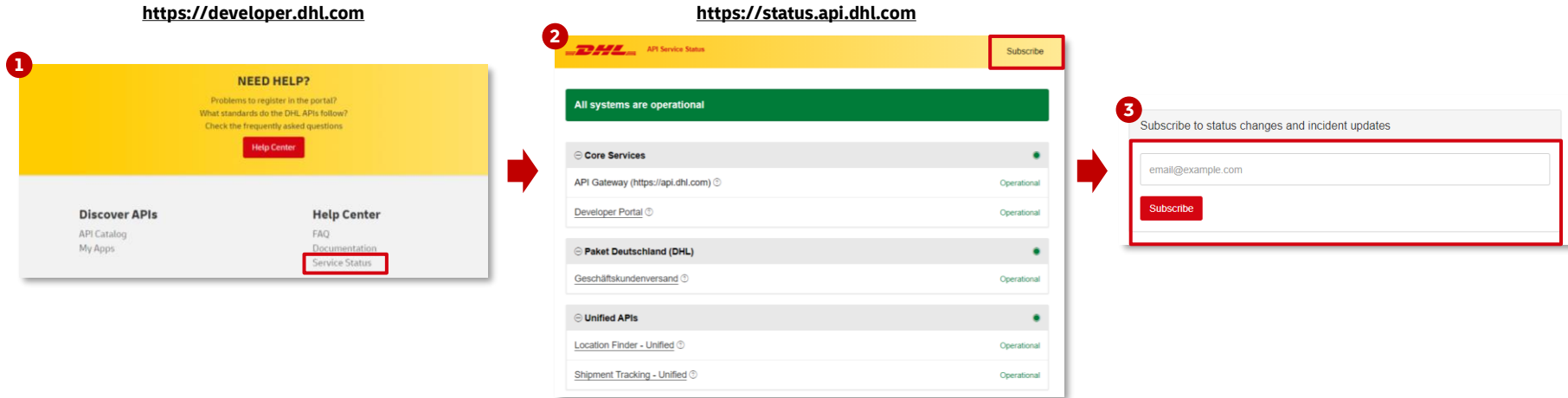
# Who can support me?

## API Developer Portal:

<https://developer.dhl.com/>



## What are the notification channels?



**THANK YOU**