

Order tracker

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General information

This service allows you to get information about the order by its number or number of the waybill or claim.

Searching the order by number of the order, waybill or claim

Method request

Request example

Method address: <https://api.dellin.ru/v2/public/tracker.json>

```
{  "appkey": "00000000-0000-0000-0000-000000000000",  "docid": "63763576",  "barcode": "4150846060806D53800000017",  "orderNumber": "1234567",  "orderDate": "2017-01-15"}
```

Description of parameters

Request

Parameter	R*	Type	Description
appkey	Yes	string	Application key. To get the key, register
docid	Yes*	string	Number of the order, waybill or claim *Parameter is required only if the "barcode" and "orderNumber" parameters are not passed. Request can include only one of the next parameters: "docid", "barcode", "orderNumber"

barcode	Yes*	string	Barcode of the document read by the barcode scanner. The field length is 25 characters. The first 3 characters determine the type of document: 128 - invoice 415 - order for shipping (pre-order only) *Parameter is required only if the "docid" and "orderNumber" parameters are not passed. Request can include only one of the next parameters: "docid", "barcode", "orderNumber"
orderNumber	Yes*	string	Online store order number (internal order number). *Parameter is required only if the "docid" and "barcode" parameters are not passed. Request can include only one of the next parameters: "docid", "barcode", "orderNumber"
orderDate	No	string	Online store order date. Format: "YYYY-MM-DD"

Method response

Example below contains a complete list of parameters, regardless of the order status. The last column of the table with description of parameters (below) contains information about the statuses of the order for which corresponding parameters are actually displayed.

Response example

```
{
  "orderNumber": "1234567",
  "orderDate": "2017-01-15",
  "order_id": 123456,
  "ordered_at": "2017-01-16 11:20:05",
  "is_container": true,
  "state": "processing",
  "state_name": "В обработке",
  "derival_city": "Омск",
  "arrival_city": "Самара",
  "decline_reason": "Опасный груз",
  "sf_request_ordered": false,
  "sfrequest": {
    "price": "500",
    "cityID": 234,
    "docNumber": "16-123456789"
  },
  "derival_city_id": 8,
  "derival_terminal_id": 53,
  "arrival_contact_id": 15,
  "arrival_city_id": 21,
  "arrival_cc_phones": "8-800-100-8000",
  "arrival_terminal_name": "Санкт-Петербург Офис",
  "arrival_terminal_city": "Санкт-Петербург",
  "arrival_terminal_address": "Внуковская, д.2",
  "arrival_terminal_phones": "7 (812) 448-88-88",
  "arrival_terminal_email": "pismo@dellin.ru",
  "arrival_terminal_coordinates": [
    "30.311464",
    "59.805924"
  ],
  "worktables": {
    "mon": "9:00-18:00",
    "tue": "9:00-18:00",
    "wed": "9:00-18:00",
    "thu": "9:00-18:00",
    "fri": "9:00-18:00",
    "sat": "9:00-15:00",
    "sun": "-"
  },
  "air_order_id": 123456,
  "is_air": false,
  "comment": "комментарий",
  "blocked_by_payment": false,
  "blocked_by_blacklist": false,
  "order_dates": {
    "finish": "2017-03-30",
    "arrival_to_receiver": "2017-03-30",
    "arrival_to_osp_sender": "2017-03-30",
    "arrival_to_osp_receiver_accdoc": "2017-03-30",
    "first_document_created_date": "2017-03-30",
    "draft_last_update": "2017-03-30",
    "derrival_from_osp_sender": "2017-03-29",
    "derrival_from_osp_receiver_accdoc": "2017-03-30",
    "arrival_to_osp_receiver": "2017-03-30",
    "arrival_to_osp_receiver_max": "2017-03-30",
    "giveout_from_osp_receiver": "2017-03-30 00:00:00",
    "giveout_from_osp_receiver_max": "2017-03-30 00:00:00",
    "processing_date": "2017-03-25",
    "derrival_from_osp_receiver": "2017-03-30",
    "derrival_from_osp_receiver_max": "2017-03-30",
    "warehousing": "2017-03-30",
    "decline_date": "2017-03-30",
    "pickup": "2017-03-28"
  },
  "order_time_in_days": {
    "delivery": 0,
    "delivery_accdoc": null
  },
  "documents": [
    {
      "create_date": "2018-12-12 17:36:58",
      "document_id": "15-01905000217",
      "document_type": "shipping",
      "document_uid": "0x9bcf2e07c8ff70e84bd7e62b335779c3",
      "payer": {
        "access": false,
        "is_physical": true
      },
      "payment_state": "paid",
      "services": [
        {
          "name": "Перевозка автотранспортная"
        },
        {
          "name": "Въезд на терминал-получатель"
        }
      ],
      "total_sum": 3060.0
    }
  ],
  "ordered_delivery_from_address": true,
  "available_delivery_from_address": false,
  "ordered_delivery_to_address": true,
  "available_delivery_to_address": false
}
```

Description of parameters

Response

Parameter	Type	Description	Order statuses
orderNumber	string	Online store order number (internal order number)	All
orderDate	string	Online store order date	All

Response

order_id	string	Order number	All
ordered_at	string	Date of issue of the order	All
is_container	boolean	Flag of container shipping	All
state	string	Status (in English)	All
state_name	string	Status (in Russian)	All
derival_city	string	City of the sender	All, except "draft"
arrival_city	string	City of the receiver	All, except "draft"
decline_reason	string	Reason for rejection	"declined"
sf_request_ordered	boolean	Flag meaning that delivery to the address is ordered	<ul style="list-style-type: none"> • "pickup" • "waiting" • "received" • "received_warehousing" • "inway" • "arrived" • "warehousing"
sfrequest	object	Information about the order of delivery to the receiver's address	<ul style="list-style-type: none"> • "pickup" * • "received" * • "received_warehousing" * • "inway" * • "arrived" * • "warehousing" * <p>* if the waybill exists and delivery to the address is available</p>
— sfrequest.price	string	Cost	See object "sfrequest"
— sfrequest.cityID	string	City ID from the "Terminals" directory	See object "sfrequest"
— sfrequest.docNumber	string	Waybill number	See object "sfrequest"
derival_city_id	integer	ID of the city of departure from the "Places" directory	"waiting"
derival_terminal_id	integer	ID of the terminal of departure from the "Terminals" directory	"waiting"
arrival_contact_id	integer	ID of the contact person at the terminal of arrival from the "Terminals" directory	<ul style="list-style-type: none"> • "received" • "received_warehousing" • "arrived" • "warehousing"
arrival_city_id	integer	ID of the city of arrival from the "Places" directory	Similar to the parameter "arrival_contact_id"
arrival_cc_phones	string	Call center phone number	Similar to the parameter "arrival_contact_id"
arrival_terminal_name	string	Name of the storage terminal	<ul style="list-style-type: none"> • "arrived" • "warehousing"
arrival_terminal_city	string	City of the storage terminal	<ul style="list-style-type: none"> • "arrived" • "warehousing"
arrival_terminal_address	string	Address of the storage terminal	Similar to the parameter "arrival_contact_id"
arrival_terminal_phones	string	Phone number of the storage terminal	Similar to the parameter "arrival_contact_id"
arrival_terminal_email	string	E-mail of the storage terminal	Similar to the parameter "arrival_contact_id"
arrival_terminal_coordinates	array of string	Longitude and latitude of the storage terminal	Similar to the parameter "arrival_contact_id"
worktables	object	Timetable of the storage terminal	Similar to the parameter "arrival_contact_id"
— worktables.mon	string	Monday timetable	Similar to the parameter "arrival_contact_id"
— worktables.tue	string	Tuesday timetable	Similar to the parameter "arrival_contact_id"

Response

worktables.wed	string	Wednesday timetable	Similar to the parameter "arrival_contact_id"
worktables.thu	string	Thursday timetable	Similar to the parameter "arrival_contact_id"
worktables.fri	string	Friday timetable	Similar to the parameter "arrival_contact_id"
worktables.sat	string	Saturday timetable	Similar to the parameter "arrival_contact_id"
worktables.sun	string	Sunday timetable	Similar to the parameter "arrival_contact_id"
air_order_id	integer	Air waybill number	<ul style="list-style-type: none"> "arrived_to_airport" "airport_warehousing"
is_air	boolean	Flag of air transportation	All
comment	string	Comment	<ul style="list-style-type: none"> "arrived_to_airport" "airport_warehousing"
blocked_by_payment	boolean	Flag of blocking the cargo because of payment problems	All, except: <ul style="list-style-type: none"> "draft" "processing" "finished"
blocked_by_blacklist	boolean	Flag of unpreparedness the cargo to delivery. If the value is "true" then you need to consult with the specialists	<ul style="list-style-type: none"> "arrived" "warehousing"
order_dates	object	The estimated schedule of cargo movement (only if parameter "is_air" = "false". Otherwise, values of all parameters of this object will contain "null")	All
order_dates.finish	string	Date of order execution	All
order_dates.arrival_to_receiver	string	Date of the cargo delivery to the address	All
order_dates.arrival_to_osp_sender	string	Date of the cargo arrival at a separate structural subdivision of departure	All
order_dates.arrival_to_osp_receiver_accdoc	string	Date of the shipping documents arrival at the terminal of arrival	All
order_dates.first_document_created_date	string	Date of creation of the first document by the order	All
order_dates.draft_last_update	string	Date of the draft last update	All
order_dates.derrival_from_osp_sender	string	Date of the cargo departure from the terminal of departure	All
order_dates.derrival_from_osp_receiver_accdoc	string	Date of the shipping documents departure from the terminal of arrival	All
order_dates.arrival_to_osp_receiver	string	Date of the cargo arrival at the terminal of arrival	All
order_dates.arrival_to_osp_receiver_max	string	Maximum date of the cargo arrival at the terminal of arrival (if cargo arrival may be delayed)	All
order_dates.giveout_from_osp_receiver	string	Date of cargo readiness for delivery from the terminal of arrival	All
order_dates.giveout_from_osp_receiver_max	string	Maximum date of cargo readiness for delivery from the terminal of arrival (if cargo readiness for delivery may be delayed)	All
order_dates.processing_date	string	Order processing start date	All
order_dates.derrival_from_osp_receiver	string	Date of the cargo departure from the terminal of arrival	All

Response

— order_dates.derrival_from_osp_receiver_max	string	Maximum date of the cargo departure from the terminal of arrival (if cargo departure may be delayed)	All
— order_dates.warehousing	string	Paid storage start date	All
— order_dates.decline_date	string	Rejection date	All
— order_dates.pickup	string	Date of cargo pickup from the sender's address	All
order_time_in_days	object	Estimated delivery time (in days) (only if parameter "is_air" = "false". Otherwise, values of all parameters of this object will contain "null")	All
— order_time_in_days.delivery	integer	Estimated time of delivery cargo to the adress (in days)	All
— order_time_in_days.delivery_a_ccdoc	integer	Estimated time of delivery shipping documents to the adress (in days)	All
documents	array of Response.Documents	List of shipping documents	All
ordered_delivery_from_address	boolean	Flag indicating that shipping from the sender's address is ordered	All
available_delivery_from_address	boolean	Flag indicating that shipping from the sender's address is available	All
ordered_delivery_to_address	boolean	Flag indicating that delivery to the receiver's address is ordered	All
available_delivery_to_address	boolean	Flag indicating that delivery to the receiver's address is available	All

Response.Documents

Parameter	Type	Description
create_date	string	Document creation date
document_id	string	Document ID
document_type	string	Document type. Possible values: <ul style="list-style-type: none"> "request" - order of the shipping from the sender's address "shipping" - waybill "request_sf" - order of delivery to the receiver's address
document_uid	string	Document UID
payer	object	Information about the payer
— payer.access	boolean	Flag "Access to the information in this block is denied"
— payer.is_physical	boolean	Flag "Physical party"
payment_state	string	Payment state. Possible values: <ul style="list-style-type: none"> "paid" "not_paid" "in_process"
services	array of Response.Documents.Services	List of ordered services
total_sum	float	Total sum in the document

Response.Documents.Services

Parameter	Type	Description
name	string	Name of the ordered service

There are the following order statuses in the system:

Order statuses	
In English	In Russian
draft	Черновик
processing	В обработке
pickup	Забор груза от адреса
waiting	Ожидает сдачи на терминал
declined	Отклонен
received	Груз принят к перевозке
received_warehousing	
inway	Груз в пути
arrived	Груз прибыл на терминал
warehousing	
arrived_to_airport	Груз прибыл в аэропорт
airport_warehousing	
delivery	Доставка груза до адреса
accompanying_documents_return	Возврат сопроводительных документов
finished	Заказ завершен

Error handling

If the barcode and online store order number are not passed and number of the order or the waybill is empty or not passed, then response will be the following. (Error description in example below: "required".)

Response example

```
{
  "errors":{
    "docid":"Требуется"
  }
}
```

If the barcode is empty and number of the order (including the online store order) or the waybill is not passed, then response will be the following. (Error description in example below: "required".)

Пример ответа

```
{
  "errors":{
    "barcode":"Требуется"
  }
}
```

If more than one of the following parameters is simultaneously passed: barcode, order number (including the online store order number), waybill number, the following answer will be returned. (Error description in example below: "It's possible to pass only one of the next parameters: docid, barcode, orderNumber".)

Пример ответа

```
{
  "errors":{
    "docid":"Возможна передача только одного из параметров: docid, barcode, orderNumber"
  }
}
```

If the system failed to recognize the barcode, the following response will be returned. (Error description in example below: "Barcode recognition error".)

Пример ответа

```
{
  "errors":{
    "barcode":"Не удалось распознать штрих-код"
  }
}
```

If the order is not found, the message will be the following (it contains the number of the requested document). (Error description in example below: "docid: Order not found, use the advanced search".)

```
{
  "errors":{
    "docid":"Заказ не найден, воспользуйтесь расширенным поиском",
    "orderNumber":"1234567"
  }
}
```

If the online store order date has incorrect format, the following response will be returned. (Error description in example below: "orderDate: Order not found, pass the online store order date using the next format: YYYY-MM-DD".)

```
{
  "errors":{
    "orderDate":"Заказ не найден, укажите дату ВНЗ в формате ГГГГ-ММ-ДД"
  }
}
```