



**Application Programming Interface (API)
at EC-Ship System
for System Integration on HKPost Mail Tracking**

Version: 0.3

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Amendment History

| Version | Amendment Date | Description | Author / Updated By |
|---------|----------------|----------------------------|---------------------|
| 0.1 | Mar 2017 | Draft Version | CW Lai |
| 0.2 | July 2017 | New status code | CW Lai |
| 0.3 | April 2022 | Change Production Site URL | Ryan Chan |
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1. HKPost Mail Tracking Web Services URL

The Hongkong Post Mail Tracking API service is provided by the EC-Ship API platform, the testing and production URL is shown as follow:

Testing Site URL: https://ec-ship-uat.hongkongpost.hk/HKP_MailTrack_API/services

Production Site URL: https://partner.hongkongpost.hk/HKP_MailTrack_API/services

Note1: Only authorized IP addresses are allowed to access this URL

Note2: Request limit per day: 100,000 (Please contact Hong Kong Post if special arrangement is required)

Note3: The frequency of request: 100ms, system will refuse the request if frequency of request exceed the limit. Please group the tracking item into one request as possible.

Note4: Only the sender of the mail item prepared on EC-Ship platform and MySpeedPost platform is allowed to get the track and trace info. Please associate the EC-Ship/ MySpeedPost account with EC-Ship API account on API-portal.

2. HKPost Mail Tracking Web Services Authentication

Authentication key is required to call EC-Ship API. The credential is provided registered EC-Ship API users. Credential must be included in your request SOAP message as specified in EC-Ship API. Without this information, your API request will be rejected.

| Parameter | Data Type | Length Constraint | Not Null? | Remark |
|-----------|-----------|-------------------|-----------|---|
| USERNAME | TEXT | 20 | Yes | API Username |
| PASSWORD | TEXT | 20 | Yes | Credentials for reject unauthorized party to use the API. These credentials must be included in your code as specified in the Web Services technical documentation. Transactions without proper credentials will be rejected. |

3. HKPost Mail Tracking API – Track and Trace mail item delivery status

Partner should call this request to send the item numbers (also known as tracking numbers) to Hongkong Post system. The system will return the mail items' delivery status

getItemDeliveryStatus Request

| Parameter | Data Type | Length Constraint (byte) | Mandatory | Remark |
|------------------------------------|-----------|--------------------------------|-----------|---|
| integratorUsername | String | 20 | Y | API username |
| lang | String | 1 | Y | Language code A' - English, Traditional Chinese and Simplified Chinese message will be returned 'E' - Only English message will be returned 'C' - Only Traditional Chinese message will be returned 'S' - Only Simplified Chinese message will be returned In case language code “E”, “C”, “S” is received, values of other languages will be returned as empty value. |
| An array of Item No (max 30 items) | | | | |
| itemNo | String | 13 | Y | Mail item tracking number (E.g. RB000000010HK) |

getItemDeliveryStatus Response

| Parameter | Data Type | Description | Example |
|--|-----------|--|--------------------------|
| status | Number | Reference to Appendix A | 0 |
| errMsg | String | Error message | |
| itemCount | Number | No. of message returned | 30 |
| An array of Delivery Result (max 30 items) | | | |
| itemNo | String | Mail item tracking number | RB000000010HK |
| status | Number | Reference to Appendix A | 0 |
| errMsg | String | Error message | |
| postingDateTime | String | The posting date and time of the item in DD-MM-YYYY HH24:MI | 27-02-2017 16:00 |
| dropOffPoint_e | String | Drop-off Point in English | Queen's Road Post Office |
| dropOffPoint_c | String | Drop-off Point in Traditional Chinese | 皇后大道郵政局 |
| dropOffPoint_s | String | Drop-off Point in Simplified Chinese | 皇后大道郵政局 |
| orgCnty_code | String | Original country code Reference to Appendix B | HK |
| orgCnty_e | String | Original in English | HONG KONG |
| orgCnty_c | String | Original in Traditional Chinese | 香港 |
| orgCnty_s | String | Original in Simplified Chinese | 香港 |
| destCnty_code | String | Destination country code Reference to Appendix B | HK |
| destCnty_e | String | Destination in English | HONG KONG |
| destCnty_c | String | Destination in Traditional Chinese | 香港 |
| destCnty_s | String | Destination in Simplified Chinese | 香港 |
| milestone_e | String | Milestone description in English | Delivered |
| milestone_c | String | Milestone description in Traditional Chinese | 已成功派遞 |
| milestone_s | String | Milestone description in Simplified Chinese | 已成功派遞 |
| Event Detail (A list of event history) | | | |
| eventDateTime | String | The event date and time (In the time zone of the location) in DD-MM-YYYY HH24:MI | 01-03-2017 11:00 |
| eventLocation_code | String | The location country code | HK |
| eventLocation_e | String | The location of the event in English | HONG KONG |
| eventLocation_c | String | The location of the event in Traditional Chinese | 香港 |
| eventLocation_s | String | The location of the event in Simplified Chinese | 香港 |
| eventMsg_e | String | The message of the event in English | Delivered |
| eventMsg_c | String | The message of the event in Traditional Chinese | 成功派遞 |
| eventMsg_s | String | The message of the event in Simplified Chinese | 成功派遞 |

4. Appendix A – Status Code and Error Message

| Status Code | Meaning |
|-------------|----------------------------------|
| 0 | Success |
| 1001 | item number does not exist |
| 1002 | Invalid item number format |
| 1003 | Tracking period has been expired |
| 1004 | Item no not allowed to enquiry |
| 9991 | Exceed API request frequency |
| 9992 | Invalid Credential |
| 9993 | Invalid API format |
| 9994 | Exceed API request limit |
| 9995 | Exceed the max. enquiry items |
| 9996 | Invalid Language |
| 9997 | Empty item number array |
| 9998 | Invalid input |
| 9999 | Service temporary unavailable |