Fraktjakt Webhooks

Version 1.5.0   2025-01-17

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Welcome

This document describes how Fraktjakt's Webhook calls work.

They are various calls *from* Fraktjakt to your server with information about your shipments. That information can be used on your server to update your order, send notifications to customers or view more information about shipments without having to use Fraktjakt.

The calls are made for freight generated via our various APIs.

We have two different calls which are described in this document:

Shipment Status Webhook - The Webhook to Easy Order Import.

Shipment Information Webhook - Triggered from our open APIs with the tag <callback_url>.

All calls are in JSON.

For more information about Webhooks, Fraktjakt recommend:

https://requestbin.com/blog/working-with-webhooks/

Versions

Important changes made in this document. Notable additions or changes since the last version of this document are indicated with a <mark>yellow</mark> background.

Version/Date	Change and additions
1.5.0 2025-01-17	Parcel information is now on spitted shipments. In formation about the integration in the body.

Shipment Status Webhook

This is our oldest and most used webhook. It is always created as a response to shipments imported with Simple Order Import.

Almost all systems that are supported with Fraktjakt's Simple Order Import will automatically have access to this feedback. Unfortunately, we are currently unable to offer it to those who imports their orders from Fortnox.

All security handling and most of the handling of Fraktjakt calls is pre-packaged in the downloadable modules in Fraktjakt.

It sends a status update when something changes on the shipping in Fraktjakt. Current statuses reported are `created`, `incomplete`, `complete`, `ready_to_ship`, `shipped`, `delivered`, `attention` and `returned`.

It takes a bit of manual work in the downloaded module for something to happen on your server and some knowledge of the system, but no major knowledge in programming.

In each module there is a piece of code that looks something like this:

Set new order status id upon notifications e.g. 'wc-mystatus', set null to skip

```
$new_order_statuses = [
  'created'       => null,
  'incomplete'    => null,
  'complete'      => null,
  'ready_to_ship' => null,
  'shipped'       => null,
  'delivered'     => null,
  'attention'     => null,
  'returned'      => null,
];
```

To receive the calls, that code needs to be modified with the status in your system. For example

```
'shipped'        => 2,
```

where '2' corresponds to an existing status in your system.

Unfortunately, all e-commerce systems have their own statuses. They are also usually configurable. So knowledge of what the different statuses are called in your particular system is absolutely necessary.

Shipment Status Webhook is a very small call. This is what a typical call looks like:

```
{: shipment_status : 'shipped',: shipment_id : 1223346,: merchant_order_id : 4321,
```

```
:reference => 'Orderid 19', :shipment_number => 'Tracking number'}
```

Where shipment_status is one of those listed above, shipment_id's ID in Fraktjakt and merchant_order_id is the id of the order in your system.

Shipment Information Webhook

A call that can be triggered from Fraktjakt's open APIs.

In the XML in the most common APIs, you can send with the tag <callback_url> which indicates where the call from Fraktjakt should take place. See the API manual for more information on how the tag works.

See Fraktjakt's API manual with version 4.0.0 or higher for information on how the tag should be submitted.

Tip: In the tag, it is possible to send in a URL with its own security parameter, which is then used in the call from Fraktjakt. For example? Key = abcdef123456

Fraktjakt will then call the specified URL each time a change in the status of the freight occurs in Freight Hunt or in the tracking information from the shipping company.

The call from Fraktjakt contains a lot of information. Among other things, all tracking information in a standardized format regardless of which shipping company is used, standardized information about the agents, estimated delivery time and where the shipping is currently located. All texts are translated into Swedish or English, so that they will be easier to present to the customer.

Splitted shipments

An API call to Fraktjakt with multiple parcels to be sent to an agent or a mailbox will result in multiple shipments being created in Fraktjakt. Each parcel must be transported as its own shipment.

However, Webhook calls are only sent in response to the original call. It is clear from the call whether it concerns a splitted shipment or not.

In Body there is the field 'splitted'. If it is true, the links to shipping documents 'shipping_documents' will contain all the documents for all shipments. The field 'track_result' has a 'sub_track_result' for each shipment and 'links' contains an array of links to manage individual shipments.

Example of a call

{"parcels":[{"type":"Paket (kartong)","length":31.8,"commodities":
[{"article_number":"191986","description":"BrandXBoots","name":"Shoes","quantity":1,"shel
f_position":"Hylla_A,fack_23","weight":1.93}],"height":16.8,"weight":6.1,"width":21.8}],"
pickup_date":"2024-04-22
00:00:00","version":"1.5.0","shipment_number":"9536460422","merchant_order_id":null,"ship
ment_status":"shipped","shipping_documents":[],"links":
{"agent_link":null,"access_link":"https://dev.fraktjakt.se/shipments/show/1510368?
access_code=f301817c9ac9e1cd2a26ba97373e98ed","return_link":"https://dev.fraktjakt.se/
shipments/xml_create_return/1510368?
access_code=f301817c9ac9e1cd2a26ba97373e98ed","cancel_link":"https://dev.fraktjakt.se/
shipments/xml_cancel/1510368?
access_code=f301817c9ac9e1cd2a26ba97373e98ed","tracking_link":"https://dev.fraktjakt.se/
trace/shipment/dc1e9ca9c718103fde89e37379ab62a2?
locale=sv","service_point_locator_api":null,"sub_links":[]},"track_result":
{"highest_shipping_state_id":3,"address_to":
{"country_code":"SE","postal_code":"57731","street":"Saxgatan
123","city_name":"HULTSFRED"},"sub_track_results":null,"error_message":"Inget svar fr\
u00e5n DHLs sp\u00e5rnings tj\
u00e4nst","estimated_delivery_time":null,"trace_number":"9536460422","fraktjakt_shipment"
:{"to":"Dora
Poletov","fraktjakt_order_id":224640,"email_to":"testmail2@fraktjakt.se","is_return":fals
e,"agent":{"address":{"country_code":"SE","postal_code":"57732","street":"NORRA
OSKARSGATAN
79","city_name":"HULTSFRED"},"agent_operation_hours":null,"latitude":57.494364,"name":"FR
ENDO HULTSFRED","longitude":15.83783,"html_info":"Postf\u00f6rskott / COD\u003Cbr /\
u003EDHL Express utl\u00e4mning / pickup\u003Cbr /\u003EDHL Express inl\u00e4mning /
dropoff"},"telephone_to":"0709-399981","id":1510368},"shipper":"DHL
Freight","shipment_details":null,"consignor_name":null,"address_from":
{"country_code":"SE","postal_code":"553 18","street":"Gjuterigatan 7","city_name":"J\
u00d6NK\u00d6PING"},"track_events":[{"status":"F\u00f6rs\u00e4ndelsen bokad genom
Fraktjakt","time":"2024-04-19 15:05:36","location":"Madrasskungen
Webshop"}]},"splitted":false,"location":"Madrasskungen Webshop","reference":"Test
shipment","price":{"vat":22.9025,"price_without_vat":91.61},"shipment_id":"1510368"}

Development

Write to api@fraktjakt.se for help with integration of Fraktjakt's all APIs.

Recommended steps in development:

1. Register an Integration in Fraktjakt and note Consignor_id and Consignor_key. The information can be found under Integration → Settings → Installation.

2. First, make sure that one of the following API calls to Fraktjakt works properly:

* Price query with Query API followed by Order API type 1 call

* Order export with automatic shipping selection with Shipment API

* Order export with fixed shipping choice with Order API type 2

3. Ensure that freight sent via API can be purchased in Fraktjakt. The webhook call will only be made for freight purchased in Fraktjakt.

4. Set up a server that can receive calls from Fraktjakt.

Tip: During development, a free account can be registered at https://pipedream.com/. Set up a workflow and you will get your own unique test url that can be entered in the <callback_url> tag to easily see what Fraktjakt sends in the call.

5. Then add the <callback_url> tag with the url to the server that can receive calls.

6. Analyze what Fraktjakt sends as a call and write code that interprets and handles what is needed.

Contact Fraktjakt for troubleshooting if no call comes.

7. Set up the answer so that the HTTP Status Code becomes 200 if Fraktjakt's call is correct. That is the only answer Fraktjakt wants.

Help

If you ever have any problems during the integration work, we are happy to help you. We appreciate and like all questions and comments on both our product and this documentation.

Contact us most easily and preferably via api@fraktjakt.se or https://www.fraktjakt.se/om_fraktjakt/kontakt

There is also a Google group for announcing new versions which we highly recommend – https://groups.google.com/d/forum/fraktjakt-api

Request

This is what Fraktjakt sends in the call.

If the different values are in plain text, the selected language is the same as that selected for the recipient.

Headers

'Date' : NOW according to RFC2822, for example 'Fri, 16 Jul 2021 09:49:01 +0200'

'Content-Type' : 'application/json'

'X-Checksum' : Checksum

Checksum is there to be able to determine if it is an authorized call from Fraktjakt.

It has been calculated by

SHA256 (http_date + http_body + consignor_id + consignor_key)

Where http_date is the date above, consignor_id and consignor_key are the integration tasks found in the integration installation settings in Fraktjakt.

http_body is Body below.

Body

A Json from Fraktjakt.

[] indicates an array with multiple entries of some kind.

'version': Version of the webhook call

'consignor_id': Consignor id som det här anropet skickas till

'integration_name': Integrationens namn

'shipment_id': Shipping ID in Shipping Hunt

'shipment_status': [created | incomplete | ready_to_ship | shipped | delivered | attention | returned]

'merchant_order_id': The integration's own ID on the order, if we know it

'shipment_number': Tracking number

'reference': The integrations order reference as it was sent to Fraktjakt

'location': Where the freight is considered to be now

'track_result': **TrackResult**

'pickup_date': DateTime when the shipment is scheduled for pickup.

'shipping_documents': [Name of shipping document for this shipment in Fraktjakt]. An array of link. Can be used in calls to download the shipping documents that belongs to the shipment. If the shipment is splitted, the array contains links to all shipment's shipping documents.

'price': **Price**

'splitted': If the original shipment has been split into several shipments.

'links': **Links**

'parcels': []**Parcels**

Price

'price_before_vat': The price for the shipment without vat.

'vat': The vat, if any

TrackResult

Latest tracking of the freight in a format that is the same for all freight companies in Fraktjakt

'shipper': The name of the shipping company

'consignor_name': The name of the sender (Don't have to be the name of the integration)

'address_from': **AddressInfo** for the Sender's address

'address_to': **AddressInfo** for the Recipient

'trace_number': ID used in tracking

'estimated_delivery_time': Estimated arrival

'highest_shipping_state_id': ID on the status in Fraktjakt as below

'error_message': Any error message, usually translated

'Fraktjakt_shipment': **FraktjaktShipment**

'shipment_details': [**ShipmentDetail**]

'track_events': [**TrackEvent**] sorted so last is first,

'sub_track_results': [**TrackResult**] if new freight was created at the freight company from the original freight or new shipments have been created in Fraktjakt when a shipment has been split because it contained multiple packages and the selected shipping product requires sending one package per shipment.

Definitions of highest_shipping_state_id numbers

shipping_state_id	<name>	Comments
3	Paid	The order of the shipment has been paid. This means that one or more of the following has occurred, depending on the shipping service purchased: • Shipping documents have been generated • EDI has been sent to the shipping provider • Pick-up at the sender has been booked • Email has been sent to the shipping manager
4	Sent	The shipping provider has received the shipment, either by picking it up from the sender or by the sender having handed it in to the shipping provider's terminal or agent.

5	Delivered	The shipment has been delivered to the recipient or to a delivery agent close to the recipient, depending on the shipping service that has been purchased.
6	Receipt of shipment	The recipient has acknowledged receipt of the shipment.
7	Retur	The shipment has been returned to the sender for some reason.
8	In cart	The shipment is waiting to be purchased in the shopping cart. shipment_status is complete or incomplete.
17	Edited	The shipment is currently being corrected in Fraktjakt.
18	Waiting	Waiting to be processed.
19	Searching	The shipment is currently processed automatically by Fraktjakt.
20	Waiting confirmation	Waiting confirmation by the end customer.

AddressInfo

This is how an address is presented.

'street': Street address

'postal_code': Postal code

'city_name': Place name

'country_code': IANA code for the country

FraktjaktShipment

More information about the freight as it is in Fraktjakt

'id': The shipment ID in Fraktjakt. Usually the same as in Body 'shipment_id'.

'to': Name of the recipient

'fraktjakt_order_id': ID for the freight order in Fraktjakt.

'is_return': Boolean if it is a return shipping

'email_to': Recipient's email,

'telephone_to': The recipient's telephone number

'agent': **AgentInfo** – if the shipment is to be handed over by an agent

ShipmentDetail

Detail about the shipping as the shipping company perceives it. That is not the way it is stored in Fraktjakt, but taken from the freight company.

Example
```
{'value': '1 kg', 'name': 'Weight', 'order': 15}, {'value': '1', 'name': 'Number of
packages', 'order': 14}
```

'name': Field name, usually translated

'value': Field value, usually translated

'order': Sort order so it will be easier to present it logically to the end custome

TrackEvent

An event that the shipping company noted for the shipping.

Example
```
{'status': 'Delivered by agent', 'location': 'STOCKHOLM, Sweden', 'time': '2021/07/08
17:55:00 +0200'}
```

'time': When

'location': Var,

'status' or 'text': What is noted, usually translated

'status' is used if it is a changed shipping status. 'text' is indicated if there is only a bit of information.

AgentInfo

Information about the agent the freight is handed out at. Only available if shipping goes to an agent.

'name': Agent name

'address': **AddressInfo** to agent

'html_info': Extra information about agents in HTML code

'latitude': latitude

'longitude': longitude,

'agent_operation_hours': Possibly **AgentOperationHours** can be presented

AgentOperationHours

A large element that tries to present the agent's opening hours. Not all shipping companies present opening hours to their agents:

Example
```
{'default': [], 'overrides': {'weekday': {'bet': [{'open': '09:00', 'close': '18:00'}],
'sat': [{'open': '09:00', 'close': '15:00'}], 'fri': [{'open': '09:00', 'close':
'18:00' }], 'tue': [{'open': '09:00', 'close': '18:00'}], 'mon': [{'open': '09:00',
'close': '18: 00 '}],' sun ': [{' open ':' 10:00 ',' close ':' 15:00 '}],' thu ': [{'
open ':' 09: 00 ',' close ':' 18:00 '}]}}}
```

'default': [Opening hours]

'overrides': Hash with weekdays and / or dates.

Every day has an array of Opening Hours. More times may occur for eg lunch closing.

Opening hours can be 'always_open', 'closed' or {'open': Time, 'close': Time}

Links

One set of links to handle the shipment.

'access_link' : A link to find the shipment in Fraktjakt

'agent_link' : A link to a web page where the end customer can choose an agent before the shipment is purchased in Fraktjakt.

'cancel_link' : A link to delete the shipment before it is purchased or cancel it before it is sent.

'return_link' : A link to create a return shipment to the shipping.

'service_point_locator_api' : The shipment's call to the Service Point Locator api that can be used before the shipment is purchased in Fraktjakt.

'traking_link' : A link to track the shipment in Fraktjakt. Should not be used before the shipment is purchased in Fraktjakt.

'sub_link' : An array of Links to splitted shipments.

Parcels

A list of parcels, with spitted shipments there is multiple parcels

Example

[{"type": "Package (Carton)","length": 35.0,"weight": 2.23,"commodities": [{"weight": 1.93,"article_number": "191986","description": "Brand X Boots","name": "Shoes","quantity": 1,"shelf_position": "Hylla A, fack 23"}],"height": 20.0,"width": 30.0}]

'type' : Full Pallet (120x80cm) | Half Pallet (60x80cm) | Unspecified package | Package (Carton) | Pallet (Protruding)

'commodities'[] : **commodities**

'length' : Parcel length.

'weight' : Parcel weight, commodities plus package.

'height' : Parcel height.

'width' : Parcel width.

Commodities

A list of commodities in the parcel

Example

[{"article_number": "141986","description": "Globe Prevpress","weight": 2,"shelf_position": "Topp right","quantity": 1,"name": "Paperweight"}]

'name' : Name given to the commodity.

'article_number' : Given article number.

'description' : commodity description.

'weight' : commodity weight.

'shelf_position' : commodity shelf position.

'quantity' : Quantity of commodity.

Response

Fraktjakt does not read the content of the answer. It must have HTTP Status Code = 200

If there are too many incorrect calls from Fraktjakt, we reserve the right to stop calling the urls specified by the integration.

Support

Contact Us

https://www.fraktjakt.se/om_fraktjakt/kontakt

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New versions of that document are announced on the mailing list

https://groups.google.com/d/forum/fraktjakt-api

We strongly recommend that you subscribe to that mailinglist.