



Express Order Creation API

Create a New Express Delivery Order

Version 1.0.9

What Is This API?

Use this API to create a new express (on demand) delivery order in the Jeebly system. Once created successfully, Jeebly will assign a unique order ID and schedule a rider for pickup.

API Details

Property	Value
Request URL (Demo)	https://demo.jeebly.com/customer/create_express_shipment
Request URL (Production)	https://myjeebly.jeebly.com/customer/create_express_shipment
HTTP Method	POST
Content-Type	application/Json
Booking Hours	8:00 AM to 11:00 PM (Gulf Standard Time / GST)

Authentication Headers

Every request must include these two headers. Contact Jeebly to get your keys.

Header Name	Description	Required
X-API-KEY	Your API security key	Yes
client_key	Your customer account key	Yes

Sample Request

```
curl --location 'https://demo.jeebly.com/customer/create_express_shipment' \
--header 'X-API-KEY: YOUR_API_KEY' \
--header 'client_key: YOUR_CLIENT_KEY' \
--header 'Content-Type: application/json' \
--data '{
  "order_type": "Food and Beverages",
  "pickup_building": "Test Building no. 100",
  "pickup_street": "Plot No. 365-405",
  "pickup_area": "Al Quoz Industrial",
  "pickup_city": "Dubai",
  "pickup_contact_phone_country_code": "+971",
  "pickup_contact_phone": "123456789",
  "destination_area": "Al Khail Road",
  "destination_building": "Test Building no. 501",
  "destination_street": "Test Street no. 789",
  "destination_city": "Dubai",
  "recipient_name": "Jane Doe",
  "recipient_contact_phone_country_code": "+971",
  "recipient_contact_phone": "123456789",
  "payment_method": "Prepaid",
  "cod_amount": 0,
  "no_of_packages": 2,
  "tip_amount": 0,
  "extra_info": "Handle with care",
  "vehicle_type": "Bike",
  "planned_start_time": "2026-06-15 14:00",
  "planned_delivery_time": "2026-06-15 15:30",
  "pick_lat": "25.0415392",
  "pick_long": "55.1258263",
  "drop_lat": "25.0415533",
  "drop_long": "55.1286153"
}'
```

Field Reference

Order Details

Field Name	Description	Type	Sample Value / Format	Required
order_type	Specify what the shipment contains.	String	"Food and Beverages", "Groceries", "Document", "Others" Only one option can be selected while creating the order / The value should be passed in the specified format	Yes
payment_method	Specifies whether the shipment payment has already been collected (Prepaid) or needs to be collected from the recipient at the time of delivery (COD).	String	"COD" or "Prepaid"	Yes
cod_amount	The amount to collect from the recipient (only for COD orders)	Float	0.01 to 9999 (AED)	Yes
no_of_packages	The number of packages in this shipment	Number	1 to 5	Yes
vehicle_type	The type of vehicle needed for delivery	String	"Bike" or "Car"	No
tip_amount	Optional tip for the rider (max 100 AED)	Number	0 to 100 (AED)	No
extra_info	Any extra notes or remarks about the shipment	String	Max 250 characters	No
planned_start_time	The date and time you want the rider to start the pickup (GST timezone)	DateTime	YYYY-MM-DD HH:MM (e.g. 2026-06-15 14:00)	Yes
planned_delivery_time	The date and time you expect the delivery to be completed (GST timezone)	DateTime	YYYY-MM-DD HH:MM (must be after planned_start_time)	No

Pickup Address

Field Name	Description	Type	Sample Value / Format	Required
pickup_name	Full name of the sender.	String	2–100 characters	No
pickup_building	Name of the building at the sender's location	String	4–200 characters	Yes
pickup_street	Street name or number at the senders location	String	4–200 characters	Yes
pickup_area	Pickup area.	String	4–250 characters	Yes
pickup_city	Pickup City	String	"Dubai" only	Yes
pickup_contact_phone_country_code	Country code for the sender's mobile number (e.g., +971).	String	1–5 characters (e.g. "+971")	Yes
pickup_contact_phone	Sender's contact mobile number (numbers only).	String / Number	Max 15 digits	Yes
pick_lat	GPS latitude coordinate of the pickup location	Number	4–15 characters (e.g.25.0415392)	No
pick_long	GPS longitude coordinate of the pickup location	Number	4–15 characters (e.g. 55.1258263)	No

Delivery Address (Destination)

Field Name	Description	Type	Sample Value / Format	Required
recipient_name	Full name of the Receiver	String	Max 250 characters	Yes
destination_building	Name of the building at the receiver location	String	4–250 characters	Yes
destination_street	Street name or number at the receiver's location	String	4–250 characters	Yes
destination_area	Destination Area.	String	4–250 characters	Yes
destination_city	Destination City.	String	"Dubai" only	Yes
recipient_contact_phone_country_code	Country code for the receiver's mobile number (e.g. +971).	String	1–5 characters (e.g. "+971")	Yes
recipient_contact_phone	Receiver's contact mobile number (numbers only).	String/ Number	Max 15 digits	Yes
drop_lat	GPS latitude coordinate of the receiver's location	Number	4–15 characters (e.g. 25.0415533)	No
drop_long	GPS longitude coordinate of the delivery location	Number	4–15 characters (e.g.55.1286153)	No

Responses

Success Response (200)

```
{
  "success": "true",
  "message": "Created Successfully.",
  "AWB No": "E240307040904681"
}
```

The AWB No in the response is your express order ID. Keep it — you will need it to track or cancel the order.

Error Responses (400)

1. If the format is wrong:

```
{  
  "success": "false",  
  "message": "Invalid JSON format"  
}
```

2. If the Customer/Client Key is not valid:

```
{  
  "success": "false",  
  "message": "Invalid Customer Key"  
}
```

3. If the API Key is not valid:

```
{  
  "success": "false",  
  "message": "Invalid API Token"  
}
```

4. If the user provides blank value for order_type:

```
{  
  "success": "false",  
  "message": "The order_type field must be one of Food and Beverages, Groceries, Documents and Others."  
}
```

5. If the user provides blank value for pickup_building:

```
{  
  "success": "false",  
  "message": "The pickup_building field is required."  
}
```

6. If the user provides blank value for pickup_street :

```
{  
  "success": "false",  
  "message": "The pickup_street field is required."  
}
```

7. If the user provides blank value for pickup_area

```
{  
  "success": "false",  
  "message": "The pickup_area field is required."  
}
```

8. If the user provides blank value for pickup_city

```
{  
  "success": "false",  
  "message": "The pickup city must be Dubai."  
}
```

9. If the user provides blank value for pickup_contact_phone_country_code

```
{
  "success": "false",
  "messages": "Please select valid Country Code"
}
```

10. If the user provides blank value for pickup_contact_phone

```
{
  "success": "false",
  "message": "The pickup_contact_phone field is required."
}
```

11. If the user provides blank value for destination_building

```
{
  "success": "false",
  "message": "The destination_building field is required."
}
```

12. If the user provides blank value for destination_street

```
{
  "success": "false",
  "message": "The destination_street field is required."
}
```

13. If the user provides blank value for destination_area

```
{
  "success": "false",
  "message": "The destination_area field is required."
}
```

14. If the user provides blank value for destination_city

```
{
  "success": "false",
  "message": "The destination_city field is required."
}
```

15. If the user provides blank value for recipient_contact_phone_country_code

```
{
  "success": "false",
  "messages": "Please select valid Country Code"
}
```

16. If the user provides blank value for recipient_contact_phone

```
{
  "success": "false",
  "message": "The recipient_contact_phone field is required."
}
```

17. If the user provides blank value for no_of_packages

```
{  
  "success": "false",  
  "message": "The no_of_packages field is required."  
}
```

18. If the user provides blank value for payment_method

```
{  
  "success": "false",  
  "message": "The payment_method field is required."  
}
```

19. If the user provides blank value for cod_amount

```
{  
  "success": "false",  
  "message": "The cod_amount field is required."  
}
```

20. If the user provides blank/incorrect value for planned_start_time

```
{  
  "success": "false",  
  "message": "The planned_start_time field must contain a valid date and time."  
}
```

21. If the user provides blank/incorrect value for vehicle_type

```
{  
  "success": "false",  
  "message": "The Vehicle Type is not allowed. Please contact Jeebly team for more information"  
}
```

22. If the user provides more than 100 characters for pickup_name

```
{  
  "success": "false",  
  "message": "The pickup_name field cannot exceed 100 characters in length."  
}
```

23. If the user provides more than 200 characters for pickup_building

```
{  
  "success": "false",  
  "message": "The pickup_building field cannot exceed 200 characters in length."  
}
```

24. If the user provides more than 200 characters for pickup_street

```
{  
  "success": "false",  
  "message": "The pickup_street field cannot exceed 200 characters in length."  
}
```

25. If the user provides more than 250 characters for pickup_area
{
"success": "false",
"message": "The pickup_area field cannot exceed 250 characters in length."
}

26. If the user provides more than 250 characters for destination_building
{
"success": "false",
"message": "The destination_building field cannot exceed 250 characters in length."
}

27. If the user provides more than 250 characters for destination_street
{
"success": "false",
"message": "The destination_street field cannot exceed 250 characters in length."
}

28. If the user provides more than 250 characters for recipient_name
{
"success": "false",
"message": "The recipient_name field cannot exceed 250 characters in length."
}

29. If the user provides more than 250 characters for destination_area
{
"success": "false",
"message": "The destination_area field cannot exceed 250 characters in length."
}

30. If the user provides more than 250 characters for extra_info
{
"success": "false",
"message": "The extra_info field cannot exceed 250 characters in length."
}

31. If the user provides more than 15 digits for pickup_contact_phone
{
"success": "false",
"message": "The pickup_contact_phone field cannot exceed 15 characters in length."
}

32. If the user provides more than 15 digits for recipient_contact_phone
{
"success": "false",
"message": "The recipient_contact_phone field cannot exceed 15 characters in length."
}

33. If the user provides more than 5 number for no_of_packages
{
"success": "false",
"message": "The no_of_packages field must contain a number less than 6."
}

34. If the user provides more than 100 number for tip_amount

```
{  
  "success": "false",  
  "message": "Tip amount should be less than 100"  
}
```

35. If the user provides more than 9999 number for cod_amount

```
{  
  "success": "false",  
  "message": "The cod_amount field must contain a number less than 10000."  
}
```

36. If the user provides a planned_start_time after 11 PM

```
{  
  "success": "false",  
  "message": "The planned_start_time field must be between 08:00 to 23:00."  
}
```

37. If the user provides a planned_delivery_time after 11 PM

```
{  
  "success": "false",  
  "message": "The planned_delivery_time field must be between 08:00 to 23:00."  
}
```

38. If the user provides an incorrect date format for planned_start_time

```
{  
  "success": "false",  
  "message": "The planned_start_time field must contain a valid date and time."  
}
```

39. If the user provides an incorrect date format for planned_delivery_time

```
{  
  "success": "false",  
  "message": "The planned_delivery_time field must contain a valid date and time."  
}
```

40. If the user provides a past time in the planned_delivery_time that is earlier than planned_start_time

```
{  
  "success": "false",  
  "message": "planned_delivery_time should be greater than planned_start_time"  
}
```

41. If the user provides less than 2 characters as a value for pickup_name

```
{  
  "success": "false",  
  "message": "The pickup_name field must be at least 2 characters in length."  
}
```

42. If the user provides less than 2 characters as a value for pickup_building
{
"success": "false",
"message": "The pickup_building field must be at least 4 characters in length."
}

43. If the user provides less than 2 characters as a value for pickup_street
{
"success": "false",
"message": "The pickup_street field must be at least 4 characters in length."
}

44. If the user provides less than 2 characters as a value for pickup_area
{
"success": "false",
"message": "The pickup_area field must be at least 4 characters in length."
}

45. If the user provides less than 2 characters as a value for destination_building
{
"success": "false",
"message": "The destination_building field must be at least 4 characters in length."
}

46. If the user provides less than 2 characters as a value for destination_street
{
"success": "false",
"message": "The destination_street field must be at least 4 characters in length."
}

47. If the user provides less than 0 as a value for no_of_packages
{
"success": "false",
"message": "The no_of_packages field must only contain digits and must be greater than zero."
}

48. If the cod_amount passed with the Prepaid payment type
{
"success": "false",
"message": "COD Amount should be zero"
}

49. If the user provides cod_amount value as 0 and payment_type as "COD"
{
"success": "false",
"message": "The cod_amount field must contain a number greater than 0."
}

50. If the Bank details are not updated for COD shipment
{
"success": "false",
"message": "For settlement of COD amount, we will require your bank details"
}

51. If the user provides more than 5 number for recipient_contact_phone_country_code

```
{  
  "success": "false",  
  "message": "The country_code field cannot exceed 5 characters in length."  
}
```

52. If the user provides more than 5 number for pickup_contact_phone_country_code

```
{  
  "success": "false",  
  "message": "The pickup_contact_phone_country_code field cannot exceed 5 characters in length."  
}
```

Error Message	What It Means	How to Fix It
Invalid JSON format	The request body is not valid JSON	Check for missing commas, quotes, or brackets
Invalid Customer Key	Your client_key is wrong or missing	Double-check your client key
Invalid API Token	Your X-API-KEY is wrong or missing	Double-check your API key
The order_type field must be one of...	You sent an invalid order type	Use: "Food and Beverages", "Groceries", "Document", or "Others"
The pickup_building field is required.	pickup_building was left empty	Provide a valid building name or number
The pickup_street field is required.	pickup_street was left empty	Provide a valid street name or number
The pickup_area field is required.	pickup_area was left empty	Provide a valid area name
The pickup city must be Dubai.	pickup_city was not set to Dubai	Set pickup_city to "Dubai"
Please select valid Country Code	The phone country code is missing or invalid	Use "+971" (include the + sign)
The pickup_contact_phone field is required.	The pickup phone number was left empty	Provide a valid phone number
The destination_building field is required.	destination_building was left empty	Provide a valid building name or number
The destination_street field is required.	destination_street was left empty	Provide a valid street name or number
The destination_area field is required.	destination_area was left empty	Provide a valid area name
The destination_city field is required.	destination_city was left empty	Set destination_city to "Dubai"

Error Message	What It Means	How to Fix It
The recipient_contact_phone field is required.	The recipient phone number was left empty	Provide a valid phone number
The no_of_packages field is required.	Number of packages was not provided	Provide a number between 1 and 5
The no_of_packages field must contain a number less than 6.	You entered more than 5 packages	Maximum is 5 packages per order
The payment_method field is required.	Payment method was not provided	"COD" or "Prepaid"
COD Amount should be zero	You passed a COD amount but the payment type is Prepaid	Set cod_amount to 0 for Prepaid orders
The cod_amount field must contain a number less than 10000.	COD amount exceeds the maximum of 9999 AED	Keep cod_amount below 10000
For settlement of COD amount, we will require your bank details	Bank details not configured for COD	Add your bank details in the Jeebly portal
Tip amount should be less than 100	Tip amount exceeds 100 AED	Set tip_amount to 100 or below
The planned_start_time field must contain a valid date and time.	The pickup datetime is invalid or missing	Use format YYYY-MM-DD HH:MM
The planned_start_time field must be between 08:00 to 23:00.	Pickup time is outside of allowed booking hours	Choose a time between 8:00 AM and 11:00 PM (GST)
planned_delivery_time should be greater than planned_start_time	Delivery time is earlier than or equal to the pickup time	Set planned_delivery_time to a time after planned_start_time
The Vehicle Type is not allowed...	The vehicle type you entered is not valid	"Bike" or "Car" — contact Jeebly for other options

Note: Booking hours are 8:00 AM to 11:00 PM Gulf Standard Time (GST). Orders cannot be placed outside of these hours. All time values (planned_start_time, planned_delivery_time) must be in GST format.

Express orders are currently supported only within Dubai. Both the pickup and delivery cities must be Dubai. To activate Express Delivery for booking shipments in any other emirate, please contact the Jeebly Service Excellence team.