



Express Webhook Documentation

Get Status Updates for Express Deliveries

Version 1.0.9

What Is a Webhook?

A webhook is a mechanism that allows one system to automatically notify another system whenever a shipment status or any other event changes. Instead of your system repeatedly polling to check whether the status has changed, the source system pushes the update to your server in real time as soon as the event occurs.

For example: when a rider picks up a package, Jeebly will instantly send a notification to the URL you have configured — allowing you to update your system in real time.

How to Set Up Your Webhook

To start receiving status updates, configure your webhook in the Jeebly portal with the following details:

Setting	Description	Required	Notes
X-API-KEY	Your API security key	Yes	Sent in the header of every webhook call so you can verify it came from Jeebly
Webhook URL	The URL on your server that will receive the updates	Yes	Must start with https://
Content-Type	The format of the data Jeebly will send	Yes	Always: application/json
Method	How Jeebly will call your URL	Yes	Always: POST

Statuses

Status Name	When It Is Triggered
Pickup Scheduled	When a new order is created and a pickup is scheduled
Assigned	When a rider is assigned to the order
Reached Pickup Location	When the rider arrives at the pickup address
Unassigned	When a rider is removed from the order and a new one will be allocated
Picked Up	When the rider has collected the package from the sender
Reached Customer Location	When the rider arrives at the delivery address
Delivered	When the package is successfully delivered to the recipient
Cancelled	When the order is cancelled

Sample Webhook Payloads

Order Created (Pickup Scheduled)

```
{
  "order_id": " E240603042158169",
  "status": "Pickup Scheduled",
  "cancelreason": null,
  "event_date_time": "2024-05-28T06:09:41Z",
  "rider_name": "",
  "rider_phone": "",
  "lat": "",
  "lng": "",
  "pod_image": null
}
```

Rider Assigned (Assigned)

```
{
  "order_id": "E240603042158169",
  "status": "Assigned",
  "cancelreason": null,
  "event_date_time": "2024-05-28T06:10:26Z",
  "rider_name": "Jeebly Driver",
  "rider_phone": "123456789",
  "lat": "28.611126",
  "lng": "77.365522",
  "pod_image": null
}
```

Rider Unassigned (Unassigned)

```
{
  "order_id": "E240528042754971",
  "status": "Unassigned",
  "cancelreason": null,
  "event_date_time": "2024-05-29T04:48:16Z",
  "rider_name": "Jeebly Driver",
  "rider_phone": "123456789",
  "lat": "28.608913",
  "lng": "77.359980",
  "pod_image": null
}
```

Driver Reached Pickup Location (Reached Pickup Location)

```
{
  "order_id": "E240603042158169",
  "status": "Reached Pickup Location",
  "cancelreason": null,
  "event_date_time": "2024-06-03T12:43:03Z",
  "rider_name": "Jeebly Driver",
  "rider_phone": "123456789",
  "lat": "25.137793",
  "lng": "55.220951",
  "pod_image": null
}
```

Package Picked Up (Picked Up)

```
{
  "order_id": " E240603042158169",
  "status": "Picked Up",
  "cancelreason": null,
  "event_date_time": "2024-05-29T05:00:29Z",
  "rider_name": "Jeebly Driver",
  "rider_phone": "123456789",
  "lat": "28.611148",
  "lng": "77.365529",
  "pod_image": null
}
```

Driver Reached Customer Location (Reached Customer Location)

```
{
  "order_id": " E240603042158169",
  "status": "Reached Customer Location",
  "cancelreason": null,
  "event_date_time": "2024-06-03T12:43:03Z",
  "rider_name": "Jeebly Driver",
  "rider_phone": "123456789",
  "lat": "25.137793",
  "lng": "55.220951",
  "pod_image": null
}
```

Order Delivered (Delivered)

```
{
  "order_id": "E240603042158169",
  "status": "Delivered",
  "cancelreason": null,
  "event_date_time": "2024-05-29T05:00:57Z",
  "rider_name": "Jeebly Driver",
  "rider_phone": "123456789",
  "lat": "28.611121",
  "lng": "77.365477",
  "pod_image": "https://storageservice.stage.lyve.global/v1/photo/e924b10f1c027c3.jpg"
}
```

Order Cancelled (Cancelled)

```
{
  "order_id": "E240528042754971",
  "status": "Cancelled",
  "cancelreason": "Customer changed mind",
  "event_date_time": "2024-06-21T11:43:41Z",
  "rider_name": "",
  "rider_phone": "",
  "lat": "0.000000",
  "lng": "0.000000",
  "pod_image": null
}
```

Note:

- Please ensure that the X-API-KEY is shared in the exact header format as X-API-KEY.
- The X-API-KEY must not exceed 25 characters, as this is the maximum supported length.
- All webhook event timestamps are provided in UTC (Coordinated Universal Time).