



Webhook Documentation

Get Automatic Shipment Status Updates

Version 1.0.9

What Is a Webhook?

A webhook is a mechanism that allows one system to automatically send real-time updates to another system whenever a specific event occurs. Instead of continuously checking for changes, the receiving system is notified instantly with the relevant event data.

For example: when a shipment is delivered, Jeebly will instantly send a notification to the URL you have configured. This allows you to update your own system in real time.

How to Set Up Your Webhook

To start receiving status updates, you need to configure your webhook in the Jeebly portal. You will need to provide the following details:

Setting	Description	Required	Notes
X-API-KEY	Your API security key	Yes	This will be 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 pickup has been scheduled for the order
Pickup Completed	When the rider has successfully collected the package
Not Picked Up	When the rider was unable to collect the package
Inscan At Hub	When the package arrives and is scanned at a Jeebly hub
Reached At Hub	When the package reaches the Jeebly hub
Out For Delivery	When the rider sets out to deliver the package
Delivered	When the package is successfully delivered
Undelivered	When a delivery attempt fails
On-Hold	When the shipment is put on hold
Rescheduled	When a delivery is rescheduled to a new date
RTO	When the package is being returned to the sender
RTO Delivered	When the package is delivered back to the sender
Cancelled	When the order is cancelled
Order Updated	When order details are changed/edited

Sample Webhook Payloads

Pickup Scheduled- Pickup Scheduled:

```
{
  "client_name": "John dae",
  "reference_no": "JBP200038",
  "customer_reference_number": "",
  "status": "Pickup Scheduled",
  "desc": "Consignment pickup_scheduled",
  "hub_name": "DXB",
  "event_date_time": "2024-10-01T03:03:09Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "TestTest",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

Pickup Scheduled- Softdata Upload:

```
{
  "client_name": "John dae",
  "reference_no": "JB100657",
  "customer_reference_number": "",
  "status": "Pickup Scheduled",
  "desc": "Consignment Softdata Uploaded",
  "hub_name": "DXB",
  "event_date_time": "2024-09-30T13:14:44Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "TestTest",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

Sample Webhook Payloads

Pickup Completed:

```
{
  "client_name": "John dae",
  "reference_no": "JB100629",
  "customer_reference_number": "ABCD",
  "status": "Pickup Completed",
  "desc": "Consignment has been picked up",
  "hub_name": "DXB",
  "event_date_time": "2024-09-30T07:27:40Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "1828Test Building\n+971 123456789",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

Inscan at hub:

```
{
  "client_name": "John dae",
  "reference_no": "JB100623",
  "customer_reference_number": "ABCD",
  "status": "Inscan At Hub",
  "desc": "Consignment has been inscanned at hub",
  "hub_name": "DXB",
  "event_date_time": "2024-09-30T07:28:40Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "1828Test Building\n+971 123456789",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

Sample Webhook Payloads

Out For Delivery:

```
{
  "client_name": "John dae",
  "reference_no": "JB100625",
  "customer_reference_number": "ABCD",
  "status": "Out For Delivery",
  "desc": "Consignment is out for delivery",
  "hub_name": "DXB",
  "event_date_time": "2024-09-30T07:29:35Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "1828Test Building\n+971 123456789",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

Delivered:

```
{
  "client_name": "John dae",
  "reference_no": "JBP200040",
  "customer_reference_number": "",
  "status": "Delivered",
  "desc": "Consignment is delivered",
  "hub_name": "DXB",
  "event_date_time": "2024-10-01T10:00:14Z",
  "cod_amount": "10",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "JI01270",
  "rider_name": "Varun_Demo",
  "destination_details": "TestTest",
  "pod_image": "https://shipsy-img.s3.us-west-2.amazonaws.com/jeeblydemo/poc/20241001/delivery/poc_2w5l6y_1727776816394",
  "signature_image": null,
  "failure_reason": null
}
```

Sample Webhook Payloads

Undelivered:

```
{
  "client_name": "John dae",
  "reference_no": "JB100629",
  "customer_reference_number": "ABCD",
  "status": "Undelivered",
  "desc": "Delivery attempt of the consignment has failed",
  "hub_name": "DXB",
  "event_date_time": "2024-09-30T07:32:04Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "JI01270",
  "rider_name": "Varun_Demo",
  "destination_details": "1828Test Building\n+971 123456789",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": "COD AMOUNT NOT READY"
}
```

Rescheduled:

```
{
  "client_name": "John dae",
  "reference_no": "JB100483",
  "customer_reference_number": "",
  "status": "Rescheduled",
  "desc": "Consignment has been Rescheduled",
  "hub_name": "DXB",
  "event_date_time": "2024-09-30T09:43:26Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "Test house Test building\n+971 123456789",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

Sample Webhook Payloads

Reached at hub:

```
{
  "client_name": "John dae",
  "reference_no": "JB100668",
  "customer_reference_number": "",
  "status": "Reached At Hub",
  "desc": "Consignment has been reached at the delivery hub and is marked for delivery",
  "hub_name": "DXB",
  "event_date_time": "2024-10-01T11:18:57Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "TestTest",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

On Hold:

```
{
  "client_name": "John dae",
  "reference_no": "JB100628",
  "customer_reference_number": "ABCD",
  "status": "On – Hold",
  "desc": "Consignment On-Hold",
  "hub_name": "DXB",
  "event_date_time": "2024-09-30T07:31:43Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "1828Test Building\n+971 123456789",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

Sample Webhook Payloads

RTO:

```
{
  "client_name": "John dae",
  "reference_no": "JB100629",
  "customer_reference_number": "ABCD",
  "status": "RTO",
  "desc": "Consignment has been marked as rto",
  "hub_name": "DXB",
  "event_date_time": "2024-09-30T09:38:20Z",
  "cod_amount": "10",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "1512 Marina View Tower\n+971 123456789",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

RTO Delivered:

```
{
  "client_name": "John dae",
  "reference_no": "JB100668",
  "customer_reference_number": "",
  "status": "RTO Delivered",
  "desc": "RTO Consignment is delivered",
  "hub_name": "DXB",
  "event_date_time": "2024-10-01T11:20:09Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "TestTest\n+971 123456789",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

Sample Webhook Payloads

Cancelled:

```
{
  "client_name": "John dae",
  "reference_no": "JB100666",
  "customer_reference_number": "",
  "status": "Cancelled",
  "desc": "Consignment is cancelled",
  "hub_name": "DXB",
  "event_date_time": "2024-10-01T09:43:51Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "TestTest",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": null
}
```

Not Picked Up:

```
{
  "client_name": "John dae",
  "reference_no": "JBP200036",
  "customer_reference_number": "",
  "status": "Not Picked Up",
  "desc": "Consignment has not been picked up",
  "hub_name": "DXB",
  "event_date_time": "2024-10-01T09:53:01Z",
  "cod_amount": "0",
  "shipper_phone": "+971 123456789",
  "recipient_phone": "+971 123456789",
  "rider_code": "",
  "rider_name": "",
  "destination_details": "TestTest\n+971 123456789",
  "pod_image": null,
  "signature_image": null,
  "failure_reason": "CUSTOMER CANCELLED"
}
```

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)**.