



Order Cancellation API

Cancel a Scheduled Delivery/Order

Version 1.0.9

What Is This API?

Use this API to cancel an existing scheduled order or shipment created in Jeebly. Once cancelled, the shipment will no longer be processed for delivery.

API Details

Property	Value
Request URL (Demo)	https://demo.jeebly.com/customer/cancel_shipment
Request URL (Production)	https://myjeebly.jeebly.com/customer/cancel_shipment
HTTP Method	POST
Content-Type	application/json

Authentication Headers

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

Request Body

Field Name	Description	Type	Example	Required
reference_number	The AWB / tracking number of the order you want to cancel	String	"JB304036"	Yes

Sample Request

```
curl --location 'https://demo.jeebly.com/customer/cancel_shipment' \
--header 'X-API-KEY: YOUR_API_KEY' \
--header 'client_key: YOUR_CLIENT_KEY' \
--header 'Content-Type: application/json' \
--data '{
  "reference_number": "JB304036"
}'
```

Responses

Success (200)

```
{
  "success": "true",
  "message": "Shipment Cancelled Successfully."
}
```

Error Responses (400)

1. If the format is wrong

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

2. If the API Key is not valid

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

3. If the customer Key is not valid

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

4. If the consignment is already cancelled

```
{  
  "success": "false",  
  "message": "Shipment already cancelled"  
}
```

5. If the consignment is picked up

```
{  
  "success": "false",  
  "message": "Shipment cannot be cancelled"  
}
```

6. If the consignment number is incorrect

```
{  
  "success": "false",  
  "message": "Invalid Shipment Number"  
}
```

7. If the consignment is Out for delivery

```
{  
  "success": "false",  
  
  "message": "Shipment cannot be cancelled"  
}
```

Error Message	What It Means	How to Fix It
Invalid JSON format	The request body is not valid JSON	Check the format of your request
Invalid API Token	Your API key is wrong or missing	Check your X-API-KEY header
Invalid Customer Key	Your client key is wrong or missing	Check your client_key header
Shipment already cancelled	This order was already cancelled before	No action needed — it is already cancelled
Shipment cannot be cancelled	The shipment has been picked up or is out for delivery	Contact Jeebly support to handle this manually
Invalid Shipment Number	The AWB number you entered does not exist in the system	Double-check the reference number from your order creation response

Note: Cancellation window: You must cancel BEFORE the shipment is picked up. Once the status is 'Pickup Completed', the order can no longer be cancelled via API.