



Order Creation API

Create a New Scheduled Delivery

Version 1.0.9

What Is This API?

Use this API to create a new shipment in the Jeebly system. **Order Creation API** allows customers to create shipment orders by providing shipment details such as service type, payment method, sender and receiver information, weight, and number of pieces. Upon successful validation, the API creates the shipment and returns a unique AWB number for tracking. The API supports both Prepaid and COD shipments

API Details

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

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 Jeebly customer account key	Yes

Sample Request

Below is a complete example request showing all the fields you need to send:

```
curl --location 'https://demo.jeebly.com/customer/create_shipment' \
--header 'X-API-KEY: YOUR_API_KEY' \
--header 'client_key: YOUR_CLIENT_KEY' \
--header 'Content-Type: application/json' \
--data '{
  "delivery_type": "Next Day",
  "load_type": "Non-document",
  "consignment_type": "Forward",
  "description": "Electronics",
  "weight": 1,
  "payment_type": "prepaid",
  "cod_amount": 0,
  "num_pieces": 1,
  "origin_address_name": "John Smith",
  "origin_address_mob_no_country_code": "+971",
  "origin_address_mobile_number": "123456789",
  "origin_address_house_no": "Villa 10",
  "origin_address_building_name": "Sunrise Tower",
  "origin_address_area": "Al Quoz",
  "origin_address_landmark": "Near City Mall",
  "origin_address_city": "Dubai",
  "origin_address_type": "Normal",
  "destination_address_name": "Jane Doe",
  "destination_address_mob_no_country_code": "+971",
  "destination_address_mobile_number": "123456789",
  "destination_address_house_no": "Apt 205",
  "destination_address_building_name": "Marina Heights",
  "destination_address_area": "Dubai Marina",
  "destination_address_landmark": "Near Metro Station",
  "destination_address_city": "Dubai",
  "destination_address_type": "Western",
  "pickup_date": "2026-06-15"
}'
```

Field Reference

Shipment Details

Field Name	Description	Type	Sample values	Required
delivery_type	It defines the delivery type of the shipment.	String	"Same Day" or "Next Day"	Yes
load_type	Specifies whether the shipment contains document or non-document item/s.	String	"Document" or "Non-document"	Yes
consignment_type	Defines whether the consignment flow is forward or reverse.	String	"Forward" or "Reverse"	Yes
description	A short description of the shipment.	String	Max 200 characters	No
weight	Weight of the package in kilograms (whole numbers only)	Number	1 to 20 (KG)	Yes
payment_type	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 5000 (AED)	Yes if COD
num_pieces	Number of items in the shipment	Number	1 to 10	Yes
customer_reference_number	Your internal reference number for the shipment.	String	E.g: "CRM65262"	No

Pickup Address (Origin)

Field Name	Description	Type	Sample values	Required
origin_address_name	Full name of the person at the pickup location	String	E.g.: "John"	Yes
origin_address_mob_no_country_code	Country code for the sender's mobile number (e.g., +971).	String	E.g.: "+971"	Yes
origin_address_mobile_number	Sender's contact mobile number (numbers only).	String	E.g.: "123456789"	Yes
origin_address_alt_ph_country_code	Country code for the alternate sender's phone number	String	E.g.: "+91"	No
origin_address_alternate_phone	Alternate mobile number for the sender's contact.	String	E.g.: "123456789"	No
origin_address_house_no	Villa, apartment, or office number of the pickup address.	String	E.g.: "K12"	Yes
origin_address_building_name	Name of the building at the pickup location	String	E.g.: "Escan Tower"	Yes
origin_address_area	Area of the pickup location.	String	E.g.: "Al Barsha"	Yes
origin_address_landmark	Pickup location landmark	String	E.g.: "Landmark"	Yes
origin_address_city	Pickup City	String	E.g.: "Dubai"	Yes
origin_address_type	Normal	String	"Normal"	Yes

Delivery Address (Destination)

Field Name	Description	Type	Sample values	Required
destination_address_name	Full name of the person at the destination location	String	E.g.: "John dae"	Yes
destination_address_mob_no_country_code	Country code for the receiver's mobile number (e.g. +971).	String	E.g.: "+971"	Yes
destination_address_mobile_number	Receiver's contact mobile number (numbers only).	String	"123456789"	Yes
destination_details_alt_ph_country_code	Country code for the alternate receiver's phone number.	String	E.g.: "+971"	No
destination_details_alternate_phone	Alternate mobile number for the receiver's contact.	String	"123456789"	No
destination_address_house_no	Villa, apartment, or office number of destination address.	String	E.g.: "A12"	Yes
destination_address_building_name	Name of the building at the delivery location	String	E.g.: "Burj Al Arab"	Yes
destination_address_area	Area of the destination location.	String	E.g.: "Al Thanyah 3"	Yes
destination_address_landmark	Destination location landmark	String	E.g.: "Landmark"	Yes
destination_address_city	City of the delivery location	String	E.g.: "Dubai"	Yes
destination_address_type	Normal	String	"Normal"	Yes
pickup_date	The date you want the package to be picked up (YYYY-MM-DD format)	String	E.g.: "2026-06-15"	Yes

Supported Cities

The following UAE cities are accepted in the city field. Kindly ensure that the city names are provided exactly as listed below:

```
Abu Dhabi, Ajman, Al-Ain, Dubai, Fujairah, Ras Al Khaimah, Sharjah, Umm Al-Quwain
```

- Abu Dhabi
- Ajman
- Al-Ain
- Dubai
- Fujairah
- Ras Al Khaimah
- Sharjah
- Umm Al-Quwain

Responses

Success Response (200)

A 200 response means the request was received without any errors. Check the 'success' field to know if your order was created.

```
Successful order:
{
  "success": "true",
  "message": "Created Successfully.", "AWB
  No": "JB304362"
}
```

The AWB No in the response is your shipment order/tracking number.

❖ 200 Response:

Response Sample:

```
{
  "success": "true",
  "message": "Created Successfully. ",
  "AWB No": "JB304362"
}
```

Error Response (400)

A 400 response means there was a problem with the request. The 'message' field will explain what went wrong. Common errors:

1. If the API Key is not present or the payload format is incorrect

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

2. If the X-API-KEY is incorrect

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

3. If the user passes space as a value in the delivery_type

```
{
  "success": "false",
  "message": "Please select a valid Delivery Type"
}
```

4. If the user passes incorrect data as a value in the delivery_type

```
{
  "success": "false",
  "status": 400,
  "message": "Please select valid Delivery type"
}
```

5. If the user passes space or incorrect data as a value in the load_type

```
{
  "success": "false",
  "status": 400,
  "message": "Please select valid Consignment Load type"
}
```

6. If the user passes space or incorrect data as a value in the consignment_type

```
{
  "success": "false",
  "status": 400,
  "message": "Please select valid Consignment type"
}
```

7. If the user passes more than 200 characters in the description

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

8. If the user passes space as a value in the description

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

9. If the user passes more than 20 (KG) as a value in the weight

```
{  
  "success": "false",  
  "message": "Please select valid weight"  
}
```

10. If the user passes less than 0 as a value in the weight

```
{  
  "success": "false",  
  "message": "Please select valid weight"  
}
```

11. If the user passes space or incorrect data as a value in the payment_type

```
{  
  "success": "false",  
  "message": "Please select valid Consignment payment type"  
}
```

12. If the cod amount passed with the Prepaid payment type

```
{  
  "success": "false",  
  "message": "cod amount should be zero for a prepaid order"  
}
```

13. If the Bank details are not updated for COD shipment

```
{  
  "success": "false",  
  "message": "For settlement of COD amount, we will require your bank details"  
}
```

14. If the user passes cod_amount value less than 0.1 and payment_type as "COD"

```
{  
  "success": "false",  
  "message": "cod amount cannot be zero or less than Zero for a cod order"  
}
```

15. If the user passes more than 5000 (AED) value in the cod_amount when the payment_type is "COD"

```
{  
  "success": "false",  
  "message": "cod amount should be less than 5000"  
}
```

16. If the user passes space as a value in the payment_type

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

17. If the Bank details are not updated for COD shipment

```
{  
  "success": "false",  
  "message": "For settlement of COD amount, we will require your bank details"  
}
```

18. If the passes less than 0 as a value in the num_pieces

```
{  
  "success": "false",  
  "message": "Please select valid num of pieces unit"  
}
```

19. If the user passes more than 10 as a value in the num_pieces

```
{  
  "success": "false",  
  "message": "Please select valid num of pieces unit"  
}
```

20. If the user passes space or incorrect data as a value in the num_pieces

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

21. If the user passes less than 4 characters as a value in the customer_reference_number

```
{  
  "success": "false",  
  "message": "The customer_reference_number field must be at least 4 characters in length."  
}
```

22. If the user passes more than 30 characters in the customer_reference_number

```
{  
  "success": "false",  
  "message": "The customer_reference_number field cannot exceed 30 characters in length."  
}
```

23. If the user passes space as a value in the customer_reference_number

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

24. If the user passes blank as a value in the origin_address_name

```
{  
  "success": "false",  
  "message": "Please pass the valid Name in the origin_address_name"  
}
```

25. If the user passes more than 255 characters as a value in the origin_address_name

```
{  
  "success": "false",  
  "message": "The origin_address_name field cannot exceed 255 characters in length."  
}
```

26. If the user passes as a value in the origin_address_name

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

27. If the user passes less than 2 digits as a value in the origin_address_mob_no_country_code

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

28. If the user passes more than 4 digits as a value in the origin_address_mob_no_country_code

```
{  
  "success": "false",  
  "message": "The origin_address_mob_no_country_code field cannot exceed 4 characters in length."  
}
```

29. If the user passes space as a value in the origin_address_mob_no_country_code

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

30. If the user passes characters as a value in the origin_address_mob_no_country_code

```
{  
  "success": "false",  
  "message": "The origin_address_mob_no_country_code field must contain only numbers."  
}
```

31. If the user passes blank as a value in the origin_address_mob_no_country_code

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

32. If the user passes blank as a value in the origin_address_mobile_number

```
{  
  "success": "false",  
  "message": "Please select a valid Mobile Number"  
}
```

33. If the user passes space as a value in the origin_address_mobile_number

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

34. If the user passes more than 20 characters as a value in the origin_address_mobile_number

```
{  
  "success": "false",  
  "message": "The origin_address_mobile_number field cannot exceed 20 characters in length."  
}
```

35. If the user passes alphabets as a value in the origin_address_mobile_number

```
{  
  "success": "false",  
  "message": "The origin_address_mobile_number field must contain only numbers."  
}
```

36. If the user passes incorrect value

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

37. If the user passes more than 4 characters value in the origin_details_alt_ph_country_code

```
{  
  "success": "false",  
  "message": "The origin_details_alt_ph_country_code field cannot exceed 4 characters in length."  
}
```

38. If the user passes space as a value in the origin_details_alt_ph_country_code but blank accepted

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

39. If the user passes an incorrect value in the origin_details_alt_ph_country_code

```
{  
  "success": "false",  
  "message": "The origin_details_alt_ph_country_code field must contain only numbers."  
}
```

40. If the user passes less than 4 characters as a value in the destination_address_mob_no_country_code

```
{  
  "success": "false",  
  "message": "The destination_address_mob_no_country_code field cannot exceed 4 characters in length."  
}
```

41. If the user passes more than 20 characters as a value in the destination_address_mob_no_country_code

```
{  
  "success": "false",  
  "message": "The origin_details_alternate_phone field cannot exceed 20 characters in length."  
}
```

42. If the user passes space as a value in the origin_details_alternate_phone

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

43. If the user passes alphabets as a value in the origin_details_alternate_phone
{
"success": "false",
"message": "The origin_details_alternate_phone field must contain only numbers."
}

44. If the user passes space as a value in the origin_address_house_no
{
"success": "false",
"message": "Please select valid House Number"
}

45. If the user passes space as a value in the origin_address_house_no
{
"success": "false",
"message": "The origin_address_house_no field is required."
}

46. If the user passes more than 255 characters as a value in the origin_address_house_no
{
"success": "false",
"message": "The origin_address_house_no field cannot exceed 255 characters in length."
}

47. If the user passes more than 255 characters as a value in the origin_address_building_name
{
"success": "false",
"message": "The origin_address_building_name field cannot exceed 255 characters in length."
}

48. If the user passes more than 255 characters as a value in the origin_address_area
{
"success": "false",
"message": "The origin_address_area field cannot exceed 255 characters in length."
}

49. If the user passes more than 255 characters as a value in the origin_address_landmark
{
"success": "false",
"message": "The origin_address_landmark field cannot exceed 255 characters in length."
}

50. If the user passes space and incorrect data as a value in the origin_address_city
{
"success": "false",
"message": "Please select valid pickup City"
}

51. If the user passes more than 255 characters as a value in the destination_address_name
{
"success": "false",
"message": "The destination_address_name field cannot exceed 255 characters in length."
}

52. If the user passes less than 4 characters as a value in the destination_address_mob_no_country_code

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

53. If the user passes more than 4 digits as a value in the destination_address_mob_no_country_code

```
{  
  "success": "false",  
  "message": "The destination_address_mob_no_country_code field cannot exceed 4 characters in length."  
}
```

54. If the user passes space as a value in the destination_address_mob_no_country_code

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

55. If the user passes characters as a value in the destination_address_mob_no_country_code

```
{  
  "success": "false",  
  "message": "The destination_address_mob_no_country_code field must contain only numbers."  
}
```

56. If the user passes blank as a value in the destination_address_mob_no_country_code

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

57. If the user passes blank as a value in the destination_address_mobile_number

```
{  
  "success": "false",  
  "message": "Please select a valid Mobile Number"  
}
```

58. If the user passes space as a value in the destination_address_mobile_number

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

59. If the user passes more than 20 characters as a value in the destination_address_mobile_number

```
{  
  "success": "false",  
  "message": "The destination_address_mobile_number field cannot exceed 20 characters in length."  
}
```

60. If the user passes alphabets as a value in the destination_address_mobile_number

```
{
  "success": "false",
  "message": "The destination_address_mobile_number field must contain only numbers."
}
```

61. If the user passes less value than expected value

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

62. If the user passes more than 4 characters value in the destination_details_alt_ph_country_code

```
{
  "success": "false",
  "message": "The destination_details_alt_ph_country_code field cannot exceed 4 characters in length."
}
```

63. If the user passes space as a value in the destination_details_alt_ph_country_code but blank accepted

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

64. If the user passes an incorrect value in the destination_details_alt_ph_country_code

```
{
  "success": "false",
  "message": "The destination_details_alt_ph_country_code field must contain only numbers."
}
```

65. If the user passes less than 4 characters as a value in the destination_address_mob_no_country_code

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

66. If the user passes more than 20 characters as a value in the destination_details_alternate_phone

```
{
  "success": "false",
  "message": "The destination_details_alternate_phone field cannot exceed 20 characters in length."
}
```

67. If the user passes space as a value in the destination_details_alternate_phone

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

68. If the user passes alphabets as a value in the destination_details_alternate_phone

```
{
  "success": "false",
  "message": "The destination_details_alternate_phone field must contain only numbers."
}
```

69. If the user passes more than 255 characters as a value in the destination_address_house_no

```
{
  "success": "false",
  "message": "The destination_address_house_no field cannot exceed 255 characters in length."
}
```

70. If the user passes more than 255 characters as a value in the destination_address_building_name

```
{
  "success": "false",
  "message": "The destination_address_building_name field cannot exceed 255 characters in length."
}
```

71. If the user passes more than 255 characters as a value in the destination_address_area

```
{
  "success": "false",
  "message": "The destination_address_area field cannot exceed 255 characters in length."
}
```

72. If the user passes more than 255 characters as a value in the destination_address_landmark

```
{
  "success": "false",
  "message": "The destination_address_landmark field cannot exceed 255 characters in length."
}
```

73. If the user passes space and incorrect data as a value in the destination_address_city

```
{
  "success": "false",
  "message": "Please select valid Destination City"
}
```

74. If the user passes space or incorrect data as a value in destination_address_type

```
{
  "success": "false",
  "message": "Please select valid address type "
}
```

75. If the user selects today's date with Next day delivery type after 4 PM

```
{
  "success": "false",
  "message": "Pickup not allowed after 4 PM on given Pickup date"
}
```

76. If the user selects today's date with Same day delivery type after 11 AM

```
{
"success": "false",
"message": "Pickup not allowed after 11 AM on given Pickup date"
}
```

77. If the user selects Sunday's date

```
{
"success": "false",
"message": "Sunday pickup not Allowed"
}
```

78. If the pickup and drop cities are different with the Same day delivery

```
{
"success": "false",
"message": "Same Day service not available between selected cities"
}
```

When the Client's Own AWB number setting is configured:

79. If the user passes less than 4 characters as a value in the consignment_number

```
{
"success": "false",
"message": "The consignment_number field must be at least 4 characters in length."
}
```

80. If the user passes more than 20 characters as a value in the consignment_number

```
{
"success": "false",
"message": "The consignment_number field cannot exceed 20 characters in length."
}
```

81. If the user passes space as a value in the consignment_number

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

82. If the user passes blank as a value in the consignment_number

```
{
"success": "false",
"message": "Please pass the Consignment Number"
}
```

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 API token	Your X-API-KEY is wrong or missing	Double-check your API key
Invalid Customer Key	Your client_key is wrong or missing	Double-check your client key
Please select a valid Delivery Type	delivery_type must be "Same Day" or "Next Day"	Use exactly "Same Day" or "Next Day"
Please select valid Consignment Load type	load_type must be "Document" or "Non-document"	Use exactly "Document" or "Non-document"
cod amount should be zero for a prepaid order	You passed a COD amount but the payment type is Prepaid	Set cod_amount to 0 for Prepaid orders
For settlement of COD amount, we will require your bank details	Your bank details are not set up for COD payments	Add your bank details in the Jeebly portal
Sunday pickup not Allowed	You picked a Sunday as the pickup date	Choose any day from Monday to Saturday
Pickup not allowed after 4 PM on given Pickup date	It is past 4 PM and you chose today for Next Day delivery	Choose tomorrow or a future date
Pickup not allowed after 11 AM on given Pickup date	It is past 11 AM and you chose today for Same Day delivery	Choose a different pickup date
Same Day service not available between selected cities	The pickup and delivery cities are different for Same Day	Same Day delivery is only within the same city

Note: Tip: Always check the 'success' field in the response, not just the HTTP status code. A 200 HTTP status can still contain a failed order if the 'success' value is 'false'.