TRACKING DATA TO CUSTOMER

INFORMATION ON THE CUSTOMER INTERFACE FOR PROVIDING TRACKING DATA

Version 2 – valid as of 01.03.2017

Österreichische Post AG | www.post.at
Headquarters: Vienna | Company Register No.: 180219d | Company Register: Vienna Commercial Court | VAT: ATU 46674503 | DVR: 1008803

Change log

Version	Date	Author	Changes
1.0	01.07.2008	PLÖ IT	Martin Brückler – first valid version
1.1	03.09.2008	PLÖ IT	Martin Brückler – corrections and modifications to corporate design
1.2	08.08.2011	PLÖ IT	Vladimir Jocha – corrections and updates to content and corporate design
2.0	01.03.2017	PLÖ IT	IT CCC – updates and additions to version 2 and corporate design

Contents

1. Introduction

This document provides information regarding the customer interface, which allows you keep track of sent packages.

During the delivery of a parcel, data (ScanEvents) is generated which can be provided for the import in a customer system (e.g. CRM, Call Center Application) at defined, regular intervals.

Based on this information you are able to react promptly to each “condition” or “situation” of a parcel. Additionally, you can provide your customers with these events through your system.

CAUTION!

You find the up-to-date event-reason table in the document “Master Data: Event/Reason List (=Status List)”.

2. Event Types

The event data of Austrian Post is structured in Event Types (types of event) and Event Reasons (reasons of event). The complete tracking data (both event type and event reasons) is reported.

Example for the event type “ZUS” with exemplary event reasons:

Event-Type Abbreviation	Event-Type Text	Event-Reason Abbreviation	Event-Reason Text
ZUS	Zustellung	BZ	item delivered broken
ZUS	Zustellung	ZN	item handed over to neighbour
ZUS	Zustellung	ZP	item handed over to consignee
ZUS	Zustellung	ZR	delivery, return shipment
ZUS	Zustellung	ZS	item handed over to carrier
ZUS	Zustellung	ZV	Item handed over to authorized representative for parcels
ZUS	Zustellung	ZW	item delivered to occupant
ZUS	Zustellung	ZY	item handed over to family member

EventType = “ZUS” – delivery

The event type is specified by additional information (Event Reasons) – in this case given by the deliverer:

Event Reason: “ZW” – Item delivered to occupant or

Event Reason: “ZN” – Item handed over to neighbour

Within the file, always only the correspondent abbreviations, e.g. “ZUS” or “ZN” (the corresponding event reason) are given.

3. Data Formats

Two formats are implemented:

- XML file
- Flat file (*.CSV, separated by semicolons, CR+LF)

For a clear assignment to the recipient of the tracking data and for the transmission of meta information, XML data files additionally comprise a header. For detailed information on the header, see the descriptions of the formats.

Flat files do not have a header, but only consist of event information.

3.1 XML file

The implemented XML data file is clearly structured. The XML structure is available in English and is shown in table form in appendix 1.

The structure of the XML tracking data file is specified technically by a XML Schema Definition (XSD) and can be found in appendix 2.

Structure of a header

Level1	Level2	Type	Length	Occurence
		Parent		M
Header		Parent		M
	DebitorPayer	Alphanum.	10	M
	Customer	Alphanum.	80	O
	CreationDate	DateTime	19	M
	EventCount	Alphanum.	10	M
	TrackingVersion	Alphanum.	2	M

The header is transmitted as level 1 information and only transmitted once per tracking file.

- DebitorPayer: Client's debitor number (parcel shipper = recipient of tracking data) with Austrian Post
- Customer: Name of customer as specified in contract
- CreationDate: Date of the calendar day (business day), and time of the shipment data creation
- EventCount: Number of tracking events in the file
- Tracking Version: Version of the used Tracking-Event-Structure. Current: Version 2

All these fields – with the exception of the client's name (Customer) – are mandatory.

A file can only contain tracking data of a single debitor. For each debitor an individual tracking file is generated.

Event Information

Level1	Level2	Type	Length	Occurence
		Parent		M
Event				M
	ParcelEventId	Numeric		M
	IdentCode	Alphanum.	40	M
	ReferenceIdentCode	Alphanum.	40	O
	ReferencedParcelIdentCode	Alphanum.	40	O
	ColliRefNr	Alphanum.	40	O
	CustomerNumber	Numeric	7	O
	CustomerShipmentNr	Alphanum.	40	O
	ShpRefNr	Alphanum.	40	O
	CostCenterRefNr	Alphanum.	40	O
	AlternativeRefNr	Alphanum.	40	O
	EventTimestamp	DateTime	19	M
	EventCountry	Alphanum.	2	M
	EventPostalCode	Alphanum.	10	M
	EventCity	Alphanum.	40	O
	BranchKey	Alphanum.	20	O
	ParcelEventTypeCode	Alphanum.	3	M
	ParcelEventReasonCode	Alphanum.	3	M
	ShipmentState	Alphanum.	3	O
	Weight	Decimal	7,3	O
	ConsigneeName	Alphanum.	60	O
	Remark	Alphanum.	255	O
	SAPOrderNr	Alphanum.	10	O
	SAPInvoiceNr	Alphanum.	10	O

Each event information is transmitted as level 2 information and can be transferred several times within the file. Some of the individual parameters are mandatory.

In the case the tracking file is empty (if there is no new data available for a report), the tracking file only consists of the header (only with XML).

Example of XML tracking information

The structure of a XML tracking file with dummy data is shown exemplarily. Attention should be paid to the proper processing of Namespaces.

```
<ns0:TrackingData xmlns:ns0="http://Post.at/Pis/TrackingProcessor/Default/TrackingEvent_V2.0.0">
	<TrackingEvents>
		<Header>
			<DebitorPayer>0021170758</DebitorPayer>
			<Customer>Hermes Logistik GmbH &amp;amp; Co KG</Customer>
			<CreationDate>2017-02-28T11:08:01.000</CreationDate>
			<EventCount>2174</EventCount>
			<TrackingVersion>2</TrackingVersion>
		</Header>
		<Event>
			<ParcelEventId>2341782350</ParcelEventId>
			<IdentCode>01366189830128</IdentCode>
			<ReferenceIdentCode>01366189830128</ReferenceIdentCode>
			<ColliRefNr/>
			<CustomerNumber>13033</CustomerNumber>
			<CustomerShipmentNr>000046366017882</CustomerShipmentNr>
			<EventTimestamp>2017-01-01T20:50:38.000</EventTimestamp>
			<EventPostalCode/>
			<ParcelEventTypeCode>AVI</ParcelEventTypeCode>
			<ParcelEventReasonCode>SE</ParcelEventReasonCode>
			<ShipmentState>AV</ShipmentState>
		</Event>
		<Event>
			<ParcelEventId>2146689521</ParcelEventId>
			<IdentCode>61037185701447</IdentCode>
			<ReferenceIdentCode>61037185701447</ReferenceIdentCode>
			<ColliRefNr>1040980038784460</ColliRefNr>
			<CustomerNumber>13033</CustomerNumber>
			<EventTimestamp>2017-02-06T12:31:03.000</EventTimestamp>
			<EventPostalCode/>
			<ParcelEventTypeCode>AVI</ParcelEventTypeCode>
			<ParcelEventReasonCode>SE</ParcelEventReasonCode>
			<ShipmentState>ZU</ShipmentState>
			<Weight>2.050</Weight>
		</Event>
	</TrackingEvents>
</ns0:TrackingData>
```

3.2 ASCII-flat file

As an alternative to the XML file, an ASCII flat file (CSV, separated by semicolons, CR+LF) can be used.

The data structure of the flat corresponds to the structure of the XML file but does not contain a header.

Blank fields are ignored (aaaa;;bbbb). Do not fill in blank spaces with spaces or zeroes.

Structure of event data in flat file

The data is structured analog to the XML-file as follows:

„IdentCode“;“ReferenceIdentcode“;“ColliRefNr“;“CustomerNumber“;…;“InsertDate“ (CR+LF)

Example of CSV tracking information

The structure of an ASCII flat file with dummy data is shown exemplary. Attention should be paid to the correct use of the record type.

01366189830128;01366189830128;;13033;000046366017882;;2017-01-01T20:50:38.000;;AVI;SE;;2346782950;;;;2017-02-21T15:38:25.000
61037185701447;61037185701447;1040980038784460;13033;;;2017-02-06T12:31:03.000;;AVI;SE;2.050;2346639521;;;;2017-02-10T14:12:45.000
99990000157690;99990000157690;;13033;;;2017-02-06T16:54:53.000;;AZT;AT;;2346631116;;;;2017-02-09T16:25:32.000
99990000157691;99990000157691;;13033;;;2017-02-06T16:55:04.000;;AZT;AT;;2346631118;;;;2017-02-09T16:25:32.000

4. Data protocols

The data transfer is supported by (S)FTP and/or E-Mail.

4.1 (S)FTP

Transmission via (S)FTP is done as follows:

- Transmission in binary mode
- Unique file names of the tracking files
- Transmission via SFTP Austrian Post server (files are provided on Post server for clients)
- Transmission to a client-server (only FTP)

4.2 E-Mail

Transmission via e-mail is done as follows:

- Transmission to one or several e-mail addresses
- Unique file names of the tracking files
- One tracking file as attachment per e-mail

In the subject line contains the following default sentence:

Tracking data of <DebitorNumber> from <ShipmentDate and ShipmentTime>

Date and time are given in the format <YYYYMMTThhmmss>.

Example

Tracking data of 0012345678 from 20071020110854

5. File names

For the transmission the name structure is used as follows:

POSTAG_<DebitorNumber>_<Date and Time>_TE.XML/CSV

Date and time are given in the format <YYYYMMTThhmmss>.

Example

POSTAG_0012345678_20071020110854_TE.xml

POSTAG_0012345678_20071020173121_TE.csv

6. Time frame

Tracking data is transmitted to the customer at a defined time frame. Two varieties are possible:

6.1 Periodical

Tracking data is transmitted in a pre-defined interval, e.g. hourly or four-hourly.

6.2 Fixed time frames

Tracking data is transmitted in pre-defined time frames, e.g. every day at 3:00 a.m., or every day at 4:00 a.m., 11:00 a.m. and 10:00 p.m.

7. Required information

To enable the report of the tracking data to the customers, the customers need to provide the following information:

- Client's debitor number (**customer ID**)
- **Company name**
- **Contact person**
- Contact person's **phone number**
- Contact person's **e-mail address**
- The desired data format (**XML or CSV**)
- The desired transfer protocol (**(S)FTP) or e-mail**)
- The desired **time frame** in which tracking data is transmitted

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Appendix 1: XML structure of Tracking Events

Tracking: XML-Structure - E

Root	Level1	Level2	Type	Length	Example	Occurence	MaxOccurs	Restrictions	Dependencies	Description
TrackingEvents			Parent			M	1			
	Header		Parent			M	1			
		DebitorPayer	Alphanum.	10	0012345678	M	1			Number of the DebitorPayer
		Customer	Alphanum.	80	Merck	O	1			Name of the customer
		CreationDate	DateTime	19	2013-07-03T11:45:00	M	1			YYYY-MM-DDTHH:MM:SS
		EventCount	Alphanum.	10	4	M	1			Count of TrackingEvents included in this File
		TrackingVersion	Alphanum.	2	2	M	1			Version of the tracking event structure used
	Event					M	unbounded			
		ParcelEventId	Numeric			M	1			unique tracking event identifier
		IdentCode	Alphanum.	40	123456789	M	1			Unique actual parcel-identifier
		ReferenceIdentCode	Alphanum.	40		O				Unique original parcel-identifier
		ReferencedParcelIdentCode	Alphanum.	40	123546789	O				reference to another parcel
		ColliRefNr	Alphanum.	40	987654321	O	1			ParcelReference-Number used by the customer, minimum 3 digits
		CustomerNumber	Numeric	7	11234	O				Customer.CustomerIdentCodeNumber
		CustomerShipmentNr	Alphanum.	40	987654321	O				Shipment.CustomerShipmentNr
		ShpRefNr	Alphanum.	40	987654321	O				Shipment.ShpRefNr
		CostCenterRefNr	Alphanum.	40	987654321	O				Shipment.CostCenterRefNr
		AlternativeRefNr	Alphanum.	40	987654321	O				Shipment.AlternativeRefNr
		EventTimestamp	DateTime	19	2013-07-03T11:45:00	M				EventTimestamp
		EventCountry	Alphanum.	2	AT	M				EventCountry
		EventPostalCode	Alphanum.	10	1230	M				EventPostalCode
		EventCity	Alphanum.	40	WIEN	O				City from EventPostalCode
		BranchKey	Alphanum.	20	123546789	O				ID of (post office) branch
		ParcelEventTypeCode	Alphanum.	3	ZUS	M				EventType
		ParcelEventReasonCode	Alphanum.	3	ZU	M				EventReason
		ShipmentState	Alphanum.	3	ZU	O				TrackingIconTrackingStateCode
		Weight	Decimal	7,3	7,240	O				ParcelEvent.Weight
		ConsigneeName	Alphanum.	60	Müller	O				ParcelEvent.ConsigneeName
		Remark	Alphanum.	255		O				ParcelEvent.Remark
		SAPOrderNr	Alphanum.	10	123546789	O				Billing Post Order Number
		SAPInvoiceNr	Alphanum.	10	123546789	O				Billing Post Invoice Number

Appendix 2: XML Schema Definition (XSD) Tracking Events

```
<?xml version="1.0" encoding="utf-16"?>
<xs:schema xmlns:b="http://schemas.microsoft.com/BizTalk/2003" xmlns="http://Post.at/Pis/TrackingProcessor/Default/TrackingEvent_V1.0.0"
targetNamespace="http://Post.at/Pis/TrackingProcessor/Default/TrackingEvent_V1.0.0" xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:element name="TrackingEvent">
    <xs:complexType>
      <xs:sequence>
        <xs:element minOccurs="1" maxOccurs="1" name="Header">
          <xs:complexType>
            <xs:sequence>
              <xs:element name="DebitorPayer" type="xs:string" />
              <xs:element minOccurs="0" name="Customer" type="xs:string" />
              <xs:element name="CreationDate" type="xs:dateTime" />
              <xs:element name="EventCount" type="xs:string" />
            </xs:sequence>
          </xs:complexType>
        </xs:element>
        <xs:element minOccurs="0" maxOccurs="unbounded" name="Event">
          <xs:complexType>
            <xs:sequence>
              <xs:element name="IdentCode" type="xs:string" />
              <xs:element minOccurs="0" name="ReferenceIdentcode" type="xs:string" />
              <xs:element minOccurs="0" name="ColliRefNr" type="xs:string" />
              <xs:element minOccurs="0" name="CustomerNumber" type="xs:string" />
              <xs:element minOccurs="0" name="CustomerShipmentNr" type="xs:string" />
              <xs:element minOccurs="0" name="ShpRefNr" type="xs:string" />
              <xs:element name="EventTimestamp" type="xs:dateTime" />
              <xs:element name="EventPostalCode" type="xs:string" />
              <xs:element name="ParcelEventTypeCode" type="xs:string" />
              <xs:element name="ParcelEventReasonCode" type="xs:string" />
              <xs:element minOccurs="0" name="Weight" type="xs:decimal" />
              <xs:element minOccurs="0" name="ParcelEventId" type="xs:long" />
              <xs:element minOccurs="0" name="OriginCustomerNumber" type="xs:string" />
              <xs:element minOccurs="0" name="ConsigneeName" type="xs:string" />
              <xs:element minOccurs="0" name="Remark" type="xs:string" />
              <xs:element minOccurs="0" name="InsertDate" type="xs:dateTime" />
            </xs:sequence>
          </xs:complexType>
        </xs:element>      </xs:sequence>
    </xs:complexType>
  </xs:element>
</xs:schema>
```

Österreichische Post AG

Parcel Logistics Austria

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www.post.at | www.post.at/sendungsverfolgung

Legal Structure: Aktiengesellschaft (joint stock corporation under Austrian law)

Registered seat in the City of Vienna

Company Register No 180219d Vienna Commercial Court

State March 2017.