

# MetaAPI Tracking Push – Customer Integration

Guide v1.1

# What is Tracking Push?

Tracking Push delivers every new parcelstatus event (picked up, in transit, delivered, exception, etc.) straight to an HTTPS endpoint that you host. Your database is updated the moment an event occurs—no polling required.

## 1. What we need from you

Item	Details we need
Callback URLs	Two publicly reachable HTTPS endpoints: <ul style="list-style-type: none"><li>• Preproduction (testing)</li><li>• Production (live)</li></ul>
Authentication choice	Pick one method in § 3.
Technical contact (optional)	Name / email for rapid coordination during tests and go-live.

## 2. Authentication methods (Please choose one)

### 2.1 Static API Key

Aspect	Details
Header used	X-API-KEY
Credential	Any UTF8 string (8–128 chars) you generate
Server logic	Compare the header value to the key you issued; respond 401 if it is different

### 2.2 HMAC-SHA256 Signature

Aspect	Details
Headers used	X-SIGNATURE and X-TIMESTAMP
Credential	A shared secret (UTF-8 string) you provide.
How MetaAPI signs	signature = HMAC_SHA256 (X-TIMESTAMP + "." + requestBody, sharedSecret ) (hex).

Aspect	Details
Allowed time drift	The X-TIMESTAMP must be a valid UNIX timestamp in seconds and must be within $\pm 60$ seconds of the server time, or the request fails

### 3. Request specification

Property	Value
Method	POST
Path	/metaapi-tracking-push/v1/events
Content-Type	application/json

#### 3.1 ParcelEvent (top-level fields)

Field	Type	Description
parcelNumber	string	DPD parcel number
service.code	string	Service code, e.g. 101 (standard)
WeightAndDimension.weight	string	Weight in grams units without decimal delimiter (e.g. 3000 equals 3kg), weight of the parcel
WeightAndDimension.length/width/height	integer	Measured 3D dimensions of the individual parcel / whole shipment in centimeters
Event.eventDateTime	string	timestamp of the EVENT
event.country	string(3)	Alpha2 ISO code of the event's country
Event.city	string	city of the event
Event.statusId	string	event type (e.g., DEY = delivered), using DPD internal codekeys
Event.translation	string	

Field	Type	Description
Event.pudold	string	if the parcel is left in a pudo, DPD sends the DPD internal PUDO ID

## 4. Sample push request

POST https://your-prod-endpoint.example.com/tracking/metaapi HTTP/1.1

Content-Type: application/json

X-API-KEY: abcd1234 # if using API Key

#---or---

X-SIGNATURE: 1a2b3c... # if using HMAC

X-TIMESTAMP: 1704067200 # if using HMAC

```
[
{
// ===== Parcel-level data =====
"parcelNumber": "111111111111", // DPD parcel number
"service": {
"code": "101" // 101 = DPD Classic (example)
},
"weight": "3000", // grams → 3 kg
"dimensions": { // centimetres (each ≤ 999)
"length": 40,
"width": 30,
"height": 20
},
// ===== Last event on this parcel =====
}
```

```

"event": {
  "eventDateTime": "2025-07-18T10:00:00Z", // ISO 8601 (UTC or with offset)
  "country": "FR", // ISO 3166 country where scan occurred
  "city": "Paris",
  "statusId": "DEY", // internal code (DEY = Delivered)
  "statusFamilyLabel": "Delivered", // broad category
  "statusLabel": "Parcel delivered", // human-readable label
  "translation": "Livré", // local language translation (optional)
  "pudold": "FRPUDO12345" // Pickup-point ID when relevant (optional)
}
}
]

```

## 5. Expected responses

HTTP code	Meaning to MetaAPI	Retry behaviour
200 OK	Events accepted.	No retry
400 Bad Request	Invalid JSON or required field missing.	No retry
401 Unauthorized	Credential check failed.	No retry
5xx	Temporary server error – MetaAPI retries automatically.	Exponential back-off: 10 s → 20 s → 40 s → 80 s → 160 s, continuing up to 24 h total

### 5.1 Downtime allowance

Your endpoint may be unavailable for up to 24 hours. During that period, MetaAPI will keep retrying 5xx responses following the exponential schedule above. After 24 hours, undelivered events are discarded. 4xx responses are treated as permanent failures and will not be retried.

Return 200 OK within 2000 ms and process the payload asynchronously to avoid unnecessary retries.

## 6. Integration checklist

1. Send your pre-prod & prod callback URLs and kindly share the accounts for the migration or parcels numbers of those accounts.
2. Choose API Key *or* HMAC and share the credentials.
3. Implement your receiver: parse JSON → validate auth → reply 200.
4. Test in pre-prod; confirm reception and correct status codes.
5. Go live once both sides validate the flow.

## 7. Support & resources

- Tech support: [metaapi@geopost.com](mailto:metaapi@geopost.com)

Please share your callback endpoints and preferred authentication method at your convenience, and we'll gladly set up and activate the push service for you. Rest assured, we're here to assist with anything you need.