INTEGRATION GUIDE

Create and track shipments

Version 2.1 | Updated March 2026

The Parcelpost API lets your store buy shipping labels, book collections and follow parcels without leaving your own system. Every call is plain HTTPS with JSON bodies, and every call can be tried in the sandbox first.

> **Start with a test key**
>
> Test keys create sandbox shipments that never reach a carrier. Switch to a live key only after the checklist on the last page.

Set up

1. Create an account and open the Developers page.
2. Copy your test key. It starts with pk_test_ and works only in the sandbox.
3. Send the request below with your key in the Authorization header.
4. Store the returned id and poll the tracking endpoint, or register a webhook.

Create a shipment

A successful call returns `201` and the new shipment as JSON.

Request

```
curl https://api.example.com/v2/shipments \
  -H "Authorization: Bearer pk_test_51Hx0" \
  -H "Idempotency-Key: order-1042" \
  -d service=standard \
  -d 'parcel[weight_kg]=1.4' \
  -d 'to[zip]=94107'
```

Response: 201 Created

```
{
  "id": "shp_7Q2m9x",
  "status": "label_created",
  "tracking_code": "PP1042883301",
  "price": { "amount": 8.45, "currency": "USD" },
  "label_url": "https://api.example.com/v2/shipments/shp_7Q2m9x/label"
}
```

Endpoint reference

All paths are relative to https://api.example.com. Send the key as a bearer token; limits are per key.

Method	Path	Description	Auth	Rate limit
GET	`/v2/shipments`	List shipments, newest first. Filter by status or date.	Key	600 / min
POST	`/v2/shipments`	Create a shipment and buy its label.	Key	120 / min
GET	`/v2/shipments/{id}`	Fetch one shipment with its current status.	Key	600 / min
DELETE	`/v2/shipments/{id}`	Cancel a shipment that has not been collected.	Key	60 / min
GET	`/v2/shipments/{id}/label`	Download the label as a PDF or PNG.	Key	300 / min
POST	`/v2/pickups`	Book a courier collection for a date and time window.	Key	30 / min
GET	`/v2/tracking/{code}`	Read the tracking events for a parcel.	Public	60 / min
POST	`/v2/webhooks`	Register an endpoint to receive shipment events.	Admin key	10 / min

Errors

Status	Code	Meaning	What to do
400	`invalid_request`	A field is missing or malformed.	Read the field list in the response and resend.
401	`invalid_key`	The key is wrong or revoked.	Check that a test key is not used in live mode.
404	`not_found`	The shipment or pickup does not exist.	Check the id; canceled shipments stay readable.
429	`rate_limited`	Too many requests in the current minute.	Wait for the Retry-After header, then retry.

Webhooks

Parcelpost calls your endpoint when a shipment changes state. Each delivery is signed, so check the signature before you trust the body.

verify.php

```php
<?php

$secret    = getenv('PARCELPOST_WEBHOOK_SECRET');
$timestamp = $_SERVER['HTTP_PARCELPOST_TIMESTAMP'] ?? '';
$signature = $_SERVER['HTTP_PARCELPOST_SIGNATURE'] ?? '';
$payload   = file_get_contents('php://input');

$expected = 'sha256=' . hash_hmac('sha256', $timestamp . '.' . $payload, $secret);

if (!hash_equals($expected, $signature) || abs(time() - (int) $timestamp) > 300) {
    http_response_code(400);
    exit;
}
```

Request headers

Parcelpost-Event	shipment.delivered
Parcelpost-Delivery	dlv_8f2c91
Parcelpost-Timestamp	1772452800
Parcelpost-Signature	sha256=9b1c…e04f
Content-Type	application/json

Webhook docs

Go-live checklist

- [x] Switch from the test key to a live key
- [x] Store the key in server-side configuration, not in code
- [x] Verify the signature on every webhook
- [ ] Return a 2xx within five seconds and do the work afterwards
- [ ] Handle 429 responses by waiting for Retry-After
- [ ] Send a test shipment and cancel it

> *Retries are on our side. Answer quickly and keep your handler boring.*
>
> — Parcelpost support team