

SST Warehouse Guide



SINERLOG

CROSS COMMERCE AS A SERVICE



Contents

INTRODUCTION	2
1. TECHNICAL DOCUMENTATION	2
2. AUTHENTICATION	2
WAREHOUSE OPERATIONS FLOW	3
3. ORDERS	3
4. CONFIRM PACKAGE RECEIPT (TBD)	4
5. WEIGHT, MEASURE AND PACKAGE UPDATE	4
6. GET ORDER INFO FOR CUSTOMS EXPORT	4
7. CONSOLIDATION IN BAG	5
8. CONSOLIDATE IN FLIGHT	5
9. PRE-ALERT FLIGHT	5
10. UPDATE FLIGHT	6
11. HAWB AND MAWB UPLOAD	6
ADDITIONAL RESOURCES	7
12. DELETE BAG?	7
13. CHANGELOG	9

INTRODUCTION

This guide aims to present and instruct new Sinerlog shipping warehouse partners on our SST platform and workflow. By following this guide the warehouse will be able to receive packages, create bags, create flights and pre-alert flights.

The integration takes place using REST API to the Sinerlog SST system, through which the warehouse application (HWM) will send and receive information related to the provided services, while recording important information for the fulfillment of the contract between the companies according to their processes.

1. TECHNICAL DOCUMENTATION

Sinerlog uses Apiary API documentation, to dynamically present to developers all mandatory fields, data types, field sizes and request examples. All methods have an **Example Value** section, which will allow sending a test request, and a **Schema** section, which will provide a detailed description of all parameters of the request.

<https://sstpreclearancerestapi.docs.apiary.io/#>

Base URL for testing (HML): <https://api-sst.hml.sinerlog.log.br>

Base URL for production (PROD): <https://sst-api.prd.sinerlog.log.br>

2. AUTHENTICATION

Authentication on our APIs is done via user credentials. To obtain credentials, contact our sales representatives or email our customer service at <https://support.sinerlog.global>. These credentials must be exchanged, using this method, for the bearer_token required on the header of every subsequent request.

IMPORTANT: Access will be granted to the TEST (HML) environment and only after the technical approval process is completed will the Token and links for access to the PRODUCTION environment be granted. Contact our technical team at integration-support@sinerlog.global.

Request type: POST

Endpoint: /oauth/token

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/oauth-token-exchange/exchange-credentials-for-token>

WAREHOUSE OPERATIONS FLOW

The warehouse flow contains all the necessary steps for crosscommerce operation.

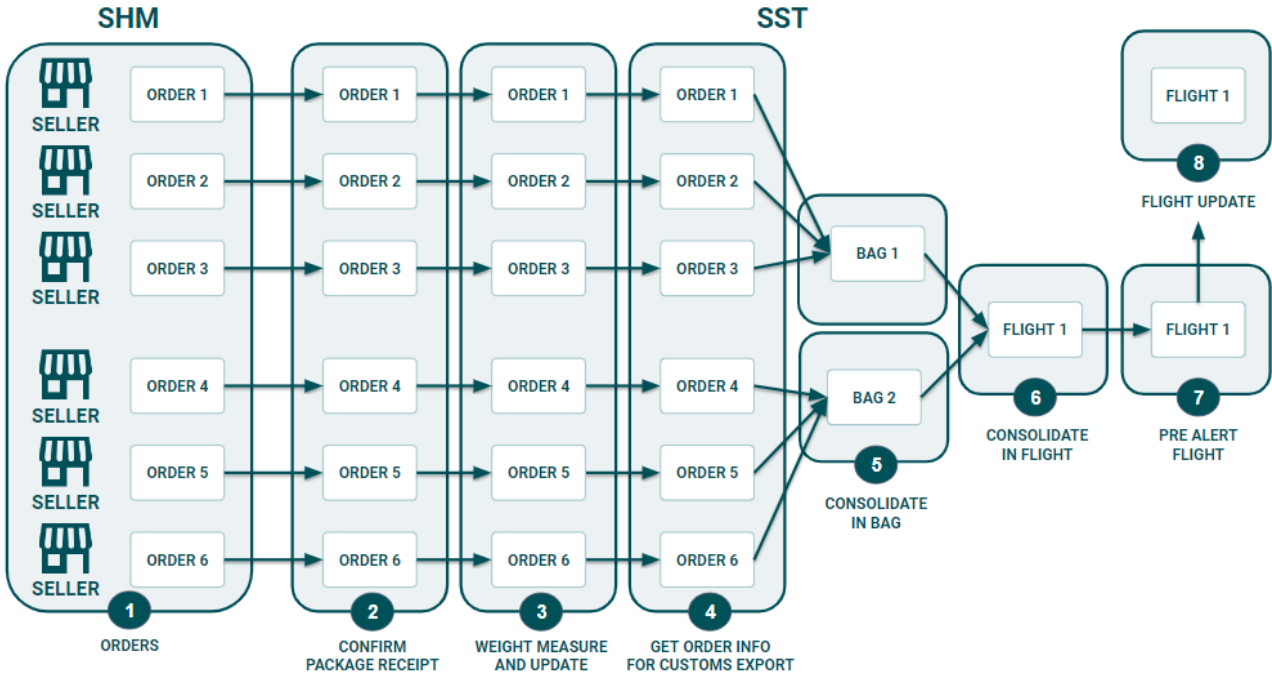


Figure 1: CrossCommerce Warehouse Flow

3. ORDERS

The warehouse partner will receive orders directly from the seller already packaged. The seller will use the Sinerlog SHM order to generate the label and the invoice. The warehouse will only collect the packages or indicate the address for package delivery and no additional action will be necessary.

IMPORTANT: Sinerlog offers 2 customs modalities to its sellers: COURIER and POSTAL. The order will be able to identify them by label, and by API (Get Order Info). These modalities have key differences in their operational flow:

- **COURIER**
 - It is a modular operation, in the destination all handling, customs brokering, and last mile delivery is performed by Sinerlog private partners. The partners are select based on cost, operational SLA and seller preference.
 - It is mandatory for the shipping warehouse to be able to provide HAWB (House Airway Bill) documentation for each order, and the documents must be provided to Sinerlog electronically. Also, the MAWB (Master Airway Bill) is required in the last step of the process.
- **POSTAL**
 - In Brazil, all handling, customs brokering, and last mile delivery is performed by the Brazilian Post Office, while supervised and tracked by Sinerlog.

- While the HAWB documentation is not necessary (considering that Sinerlog provides the CN23, CN35 and CN38 required documentation via SST system), the MAWB is still necessary.

4. CONFIRM PACKAGE RECEIPT

Once the packaged order is received by the warehouse, it must be confirmed in Sinerlog SST. This event will be registered on the Sinerlog Tracking history. This step is mandatory and necessary to avoid the problem of lost packages and give visibility to the sellers.

Request type: PUT

Endpoint: <https://sst-api.prд.sinerlog.log.br/api/shipment/receipt>

Details available at:

<https://sstpreclearancerestapi.docs.apiary.io/#reference/0/order/shipment>

5. WEIGHT, MEASURE AND PACKAGE UPDATE

Weight and dimensions impact service cost and price. To guarantee that the vendor will be charged correctly for the logistic service, the warehouse must weigh and measure packages to successfully update this information. The updated data will be transferred to Sinerlog via API using the following endpoint:

Request type: PUT

Endpoint: [/api/orders/<tracking_code>/updateMeasures](#)

Details available at:

<https://sstpreclearancerestapi.docs.apiary.io/#reference/0/order/update-order-measurements>

ATTRIBUTE	DATA TYPE	DESCRIPTION	EXPECTED VALUES	EXAMPLE	REQUIRED
weight	integer	Package weight	gr (min: 1 max: 30000)	700	YES
height	integer	Package height	cm (min: 1 max: 105)	15	YES
width	integer	Package width	cm (min: 9 max: 105)	15	YES
length	integer	Package length	cm (min: 14 max: 105)	20	YES

6. GET ORDER INFO FOR CUSTOMS EXPORT

The warehouse partner will be responsible for outbound customs clearance. This method is used to retrieve all the information related to one order. The URL used to call the method must contain the <tracking_code> as the parameter. Alternatively, all order data will also be available in the return of the UPDATE MEASUREMENTS endpoint.

Request type: GET





Endpoint: [/api/orders/< tracking_code >](#)

Details available at:

<https://sstpreclearancerestapi.docs.apiary.io/#reference/0/order/consult-order>

7. CONSOLIDATION IN BAG

- COURIER
 - There is no specific consolidation labels for courier shipments bags:
- POSTAL
 - The packages must be consolidated in bags or boxes. The packages will be separated by bag type, and they cannot be mixed in the same bag.

BAG SYMBOL	BAG TYPE
A 	Standard Packages 3 kg = or -
B 	Express Packages 3 kg = or -
C 	Standard Packages 3 kg +
D 	Express Packages 3 kg +

After physical consolidation, the warehouse must send an API request to the following endpoint:

Request type: POST

Endpoint: /api/bags/sync

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/bag/create-bag-sync>

8. CREATE A FLIGHT

The bags must then be consolidated on a flight, which will be booked by the warehouse. After having booking information, the warehouse must send an API request to the following endpoint.

IMPORTANT: In this stage the warehouse will have to provide the HAWB document for each individual order.

Request type: POST

Endpoint: /api/flights

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/flights-resources/create-flight>

9. PRE-ALERT FLIGHT

After the flight has been confirmed and it is on route, the warehouse must send a API request to the following endpoint.

Request type: POST

Endpoint: /api/flights/pre-alert

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/flights-resources/pre-alert>

10. UPDATE FLIGHT

This method is posterior to the pre-alert and required to flights with postal bags and parcels. It will also allow updating flight information, that will reflect on the tracking events of the order.

IMPORTANT: This method is not necessary for Courier flights and bags.

Request type: POST

Endpoint: /api/flights/updateFlight/{flight_id}

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/flights-resources/update-flight>

11. HAWB AND MAWB UPLOAD

The Shipping Warehouse must send Sinerlog the HAWBs and MAWB documentation in PDF format via API. At this moment only HAWB documentation can be sent via API, but the MAWBs can be sent to the email address prealert@sinerlog.global.

Request type: POST

Endpoint: /api/flights/files

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/flights-resources/attach-flight-awb-file>

ADDITIONAL RESOURCES

12. DOWNLOAD PACKAGE LABEL

This method is called to receive the download link for the ".pdf" file of the CN23 order label, as generated by Sinerlog, that needs to be attached on each order package at the partner's warehouse.

Request type: GET

Endpoint: /api/orders/cn23/<tracking_code>

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/order/get-cn23>

13. DOWNLOAD BAG LABEL

This method is called to receive the download link for the ".pdf" file of the CN35 label, as generated by SST System, that needs to be attached on bag at the partner's warehouse. The URL used to call the method must contain the <bag_id> as the parameter.

Request type: GET

Endpoint: /api/bags/cn35/<bag_id>

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/bag/get-cn35>

14. CREATE BAG ASYNC

This method is offered as an alternative to the CREATE BAG SYNC method.

Request type: POST

Endpoint: /api/bags

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/bag/create-bag-async>

15. DELETE BAG

This method is called to delete created bags. A bag can only be deleted if it is not contained within a flight. The URL used to call the method must contain the <bag_id> as the parameter.

Request type: DELETE

Endpoint: /api/bags/<bag_id>

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/bag/delete-bag>

16. DELETE FLIGHT

This method is called to delete a created flight. A flight can only be deleted if the PRE-ALERT method call has not been made for that flight. The URL used to call the method must contain the <flight_id> as the parameter.

Request type: DELETE

Endpoint: /api/flights/<flight_id>

Details available at: <https://sstpreclearancerestapi.docs.apiary.io/#reference/0/flights-resources/delete-flight>

17. CHANGELOG

- 25/11/2022 – Ver.1.0 – Document creation – CS
- 09/02/2022 – Ver.1.1 – Courier information, additional resources, endpoints and parameters – CS