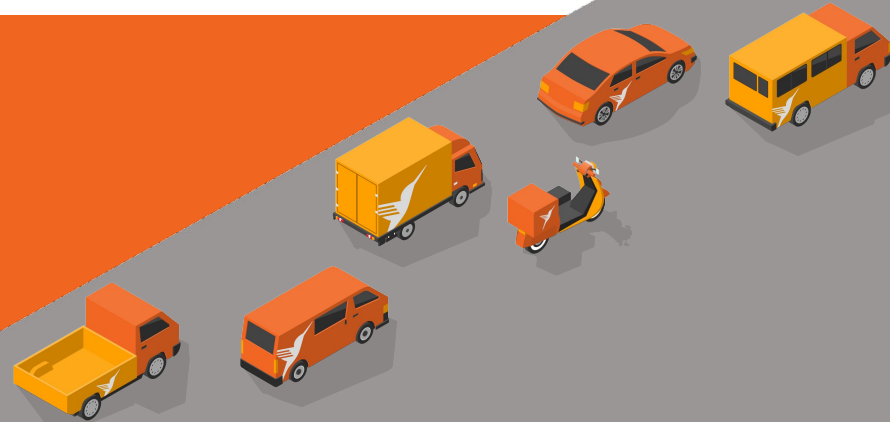


# Tutorial on Lalamove Webhook

Lalamove Developers  
April 2022

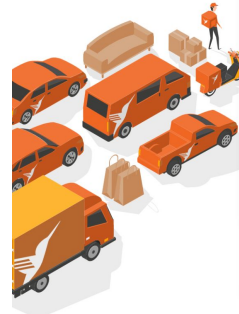


# Objectives

- This deck explains the details of Lalamove's webhook in Sandbox and Production
- We use  **webhook.site** to demonstrate the idea

# Partner Portal

1. Navigate to [partnerportal.lalamove.com](https://partnerportal.lalamove.com)
2. Select the country that you are granted access
3. Login with the provided credentials

A screenshot of the Lalamove Partner Portal login page. The page features the Lalamove logo and the text "PARTNERS Partner Portal Manage your channel orders". It includes a "Market" dropdown menu set to "Hong Kong", an "Email or Mobile" input field, and a "Password" input field with a visibility toggle. A "Log In" button is prominently displayed. Below the button, there is a "Forgot password?" link and a "Create new account" link for new users. At the bottom, there is a contact email address: [partner.support@lalamove.com](mailto:partner.support@lalamove.com).

**PARTNERS**  
Partner Portal  
Manage your channel orders

Market  
Hong Kong

Email or Mobile

Password

[Forgot password?](#)

**Log In**

Login with your Lalamove account.  
New to Lalamove? [Create new account](#)

Contact [partner.support@lalamove.com](mailto:partner.support@lalamove.com) for assistance



# Partner Portal

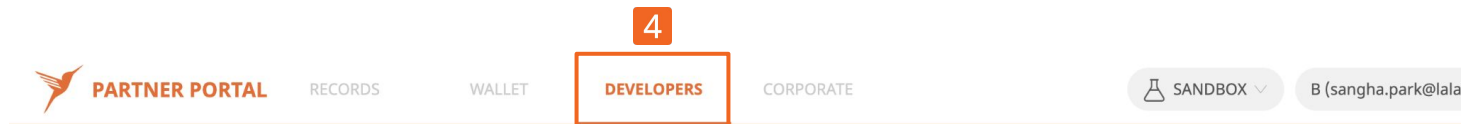
1. API credentials, commonly known as **key** AND **secret**
2. Go to Lalamove' Partner Portal (**partnerportal.lalamove.com**)
  - o Choose either environment (Sandbox or Production)



3. For demonstration, we will use the Sandbox environment

# Partner Portal

- Click “Developers” at the header bar



- Enter the Webhook URL, click “Save”  
(We use webhook.site for the demonstration)
- Adjust the Webhook Version as preferred. For this demonstration, we will use 'Version 3')

**Webhook URL** **5**

<https://webhook.site/e44cc811-f4c2-40cd-8507-20d5eca234db?>

[Change](#)

**Webhook Version** **6**

Version 3

# Receiving the webhooks

1. **For initial connection, make sure to send status 200 even when Lalamove doesn't send anything in the body. It is recommended that you send 200 before any complex logic.**
2. Once the connection is successful, make sure to validate the receive Webhook update's signature. (Our Webhook fields are subject to change, so please don't hard code any fields)
3. Whenever there is a status update, our Webhook will try to send **the update 10 times within 24 hour day window**. We will try again with exponential delay in between. By the 10th status update, if we still don't receive any, we will disable the URL. At this point, the client is responsible for going back to Partner Portal to update their Webhook URL.
4. **Our Webhooks may not be sent in the right chronological order, so please make sure to sort them in the right order based on the timestamp after you've received them**
5. You can also check the Webhook Attempts through Webhook Tab in Partner Portal

**Webhook attempts**  
Attempts to send an event to your endpoint in the past 7 days All ▾

	EVENT TYPE	EVENT ID	CREATED
– Succeeded ✓	ORDER_STATUS_CHANGED	0E6865B0-D7F2-758B-34FE-F9A54113A062	2022-04-22 10:27:58

HTTP status code 200

Request to your endpoint

```
{  
  "items": [  
    {  
      "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b"  
      "timestamp": 1650594477  
    }  
  ]  
}
```





# When will Lalamove push message to your webhook?

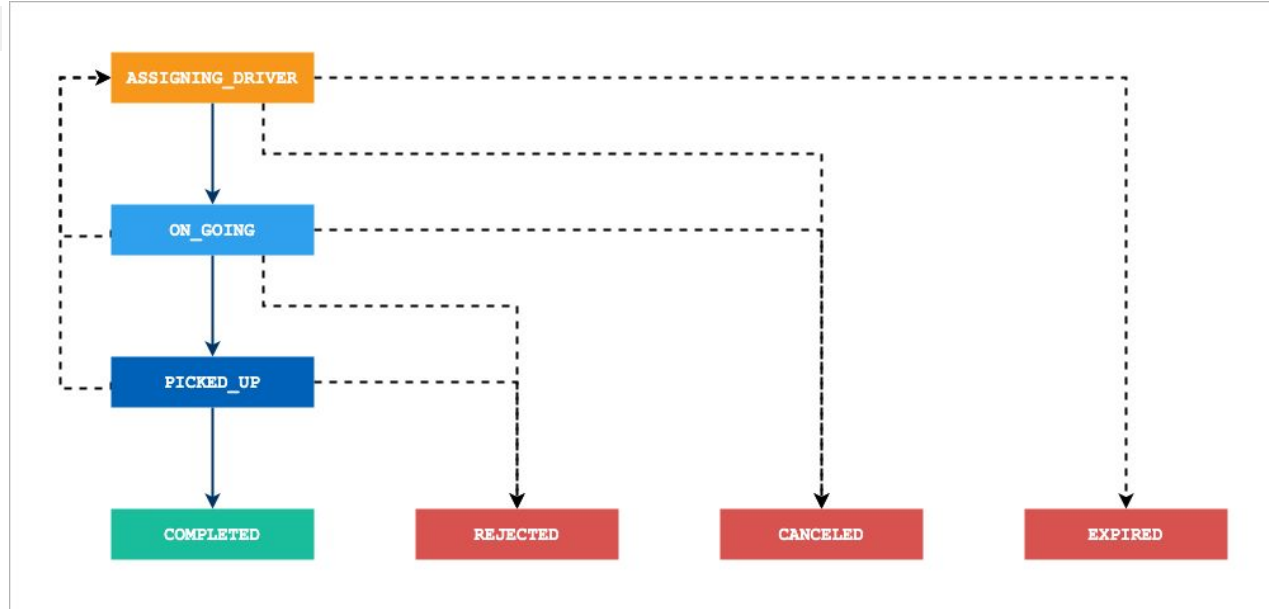
8. You will receive a webhook push if any of the followings happen to your orders:

- a. Status Change (`ORDER_STATUS_CHANGED`)
- b. Driver Assigned (`DRIVER_ASSIGNED`)
- c. Order Amount Changed (`ORDER_AMOUNT_CHANGED`)
  - Priority fee added
  - Add-on fee adjustment
- d. Order Replaced (`ORDER_REPLACED`)
- e. Wallet Balance Changed (`WALLET_BALANCE_CHANGED`)

# Status Change (ORDER\_STATUS\_CHANGED)

ORDER\_STATUS\_CHANGED has 7 different statuses

- ASSIGNING\_DRIVER
- ON\_GOING
- PICKED\_UP
- COMPLETED
- EXPIRED
- CANCELED
- REJECTED



# General Updates in V3

- A new `eventType`: Driver Assigned (`DRIVER_ASSIGNED`) is added
- `eventVersion` field is populated based on the Webhook version in Partner Portal
- `updatedAt` is taken is placed right under `data` section
- For `ORDER_STATUS_CHANGED`
  - `id` is updated to become `orderId` to align with V3 API specification.
  - `city` is updated to become `market` to align with V3 API specification.
  - `createdAt` and `scheduleAt` are added to `order`.

**ORDER\_STATUS\_CHANGED**

# ORDER\_STATUS\_CHANGED: ASSIGNING\_DRIVER (v3)

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650553157,
  "signature": "571f1aa89dd301c1ab78e2e26aefb3cb4e9767ba0b35c6d31b4704fbb1615f15",
  "eventId": "06F6465C-9E9D-630D-2138-4EDD1174CEAA",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "153590306286",
      "market": "HK_HKG",
      "driverId": "",
      "shareLink": "https://share.sandbox.lalamove.com/?HK100220421225917404910010098642208&lang=zh_HK&source=api_wrapper&sign=d195ceab8afa788ac9d757c4edab22bc",
      "status": "ASSIGNING_DRIVER",
      "previousStatus": "",
      "createdAt": "2022-04-21T22:59.00Z",
      "scheduleAt": "2022-04-21T22:58.00Z"
    },
    "updatedAt": "2022-04-21T22:59.00Z"
  }
}
```

# ORDER\_STATUS\_CHANGED: ON\_GOING (V3)

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650553235,
  "signature": "bae5523bfac2925ca8c02e66a08f9d8b333b5bedd5338479fc118d1e37447d4d",
  "eventId": "9F8CFF06-27D1-F6E8-49CA-8A54E4317EDD",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "153590306286",
      "market": "HK_HKG",
      "driverId": "79973",
      "shareLink": "https://share.sandbox.lalamove.com/?HK100220421225917404910010098642208&lang=zh_HK&source=api_wrapper&sig
n=d195ceab8afa788ac9d757c4edab22bc",
      "status": "ON_GOING",
      "previousStatus": "ASSIGNING_DRIVER",
      "createdAt": "2022-04-21T22:59.00Z",
      "scheduleAt": "2022-04-21T22:58.00Z"
    },
    "updatedAt": "2022-04-21T23:00.00Z"
  }
}
```

# ORDER\_STATUS\_CHANGED: PICKED\_UP (v3)

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650553585,
  "signature": "06accd20a4a37c9de499d5457c426f33e15df5952b0f3b6ecc50df9e924245ca",
  "eventId": "494AC431-23F0-3904-EAD7-7073BF6D5049",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "153590306286",
      "market": "HK_HKG",
      "driverId": "79973",
      "shareLink": "https://share.sandbox.lalamove.com/?HK100220421225917404910010098642208&lang=zh_HK&source=api_wrapper&signature=d195ceab8afa788ac9d757c4edab22bc",
      "status": "PICKED_UP",
      "previousStatus": "ON_GOING",
      "createdAt": "2022-04-21T22:59.00Z",
      "scheduleAt": "2022-04-21T22:58.00Z"
    },
    "updatedAt": "2022-04-21T23:06.00Z"
  }
}
```

# ORDER\_STATUS\_CHANGED: COMPLETED (v3)

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650553589,
  "signature": "2a424fc008c3aad5622b95ae4bceb2e5aeb6e81e6796563a0fc78ef86a4ee611",
  "eventId": "305B2D77-C4EA-FC74-9206-B1C1B5B0C5B8",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "153590306286",
      "market": "HK_HKG",
      "driverId": "79973",
      "shareLink": "https://share.sandbox.lalamove.com/?HK100220421225917404910010098642208&lang=zh_HK&source=api_wrapper&sig=n=d195ceab8afa788ac9d757c4edab22bc",
      "status": "COMPLETED",
      "previousStatus": "PICKED_UP",
      "createdAt": "2022-04-21T22:59.00Z",
      "scheduleAt": "2022-04-21T22:58.00Z"
    },
    "updatedAt": "2022-04-21T23:06.00Z"
  }
}
```

# ORDER\_STATUS\_CHANGED: EXPIRED (v3)

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650530949,
  "signature": "c7da879be1144055ad87d5f2598b1a919d48cab43d4a3cccefd9ad421fac61b6",
  "eventId": "ECB1D9E7-EAAF-925E-0757-748B0A14EDC1",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "155490308236",
      "market": "HK_HKG",
      "driverId": "",
      "shareLink": "https://share.sandbox.lalamove.com/?HK100220421161458370910010087364673&lang=zh_HK&source=api_wrapper&signature=fbc49601a3bef89c7a50792adb772bc4",
      "status": "EXPIRED",
      "previousStatus": "ON_GOING",
      "createdAt": "1970-01-01T08:00.00Z",
      "scheduleAt": "2022-04-21T16:14.00Z"
    },
    "updatedAt": "2022-04-21T16:49.00Z"
  }
}
```

# ORDER\_STATUS\_CHANGED: CANCELED (v3)

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650560644,
  "signature": "12a65bc5232550213f824986ade7e537c7cc1e1c77f72e3767ff93001108f81d",
  "eventId": "B7C0FFBC-4AF0-2595-4564-F7AE0228AAE1",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "159690308216",
      "market": "HK_HKG",
      "driverId": "",
      "shareLink": "https://share.sandbox.lalamove.com/?HK100220422010355309910010073062883&lang=zh_HK&source=api_wrapper&sig
n=2060f8858ff2665c829c842b0f820da7",
      "status": "CANCELED",
      "previousStatus": "ASSIGNING_DRIVER",
      "createdAt": "2022-04-22T01:03.00Z",
      "scheduleAt": "2022-04-22T01:03.00Z",
      "cancelParty": "USER",
      "cancelReason": "other"
    },
    "updatedAt": "2022-04-22T01:04.00Z"
  }
}
```

- `cancelParty` are added to `order`.

# ORDER\_STATUS\_CHANGED: REJECTED (v3)

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650560079,
  "signature": "286cf3aaeaa89b7d11937d338ec98691cbbd9e4850ddeabcd57fc763ab766bd7",
  "eventId": "DB13842C-A769-9835-7D1B-AB13BCCA0538",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "157690302216",
      "market": "HK_HKG",
      "driverId": "",
      "shareLink": "https://share.sandbox.lalamove.com/?HK100220422004154925910010088503903&lang=zh_HK&source=api_wrapper&signature=08d542efd02c5dcb4d2cfb272f4776c7",
      "status": "REJECTED",
      "previousStatus": "ON_GOING",
      "createdAt": "2022-04-22T00:41.00Z",
      "scheduleAt": "2022-04-22T00:41.00Z"
    },
    "updatedAt": "2022-04-22T00:54.00Z"
  }
}
```

**DRIVER\_ASSIGNED**

# DRIVER\_ASSIGNED (v3)

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650553235,
  "signature": "e649f6f1a14084f7ac764fb7e916b9557bd31531dbf6721baf912b702defcc25",
  "eventId": "9F8CFF06-27D1-F6E8-49CA-8A54E4317EDD",
  "eventType": "DRIVER_ASSIGNED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "153590306286"
    },
    "driver": {
      "driverId": "79973",
      "name": "TestDriver 88888",
      "phone": "+85288888888",
      "plateNumber": "VP7815702",
      "photo": ""
    },
    "location": {
      "lat": 22.5758304,
      "lng": 114.0551593
    },
    "updatedAt": "2022-04-21T23:00.00Z"
  }
}
```

- This is a new `updatedAt` introduced in Webhook Version 3
- `updatedAt` is taken out from `order` object to be right under `data` section

**ORDER\_AMOUNT\_CHANGED**

# ORDER\_AMOUNT\_CHANGED (v3)

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650559334,
  "signature": "3a046d7d7ef8bb6dd8e335f7d554580c3152ee8a400990ab563445ff3167f3e3",
  "eventId": "CE12C111-FA53-3258-14D7-EAABC0DC4028",
  "eventType": "ORDER_AMOUNT_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "157690302216",
      "market": "HK_HKG",
      "status": "ASSIGNING_DRIVER",
      "price": {
        "currency": "HKD",
        "subTotal": "103",
        "priorityFee": "20",
        "totalPrice": "123"
      }
    },
    "balance": {
      "currency": "HKD",
      "amount": "721"
    },
    "updatedAt": "2022-04-22T00:42.00Z"
  }
}
```

**WALLET\_BALANCE\_CHANGED**

# WALLET\_BALANCE\_CHANGED (v3)

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650550936,
  "signature": "4bfa237c9cb7818b107cae9643ffd4f112555aeaa6ca4313d7277ae765705cf1",
  "eventId": "F938A456-83B2-7804-EB14-4B9DBB9E99D6",
  "eventType": "WALLET_BALANCE_CHANGED",
  "eventVersion": "v3",
  "data": {
    "balance": {
      "currency": "HKD",
      "amount": "844"
    },
    "updatedAt": "2022-04-21T22:22.00Z"
  }
}
```

# Cancel-and-Clone

# Cancel-and-Clone

- Currently, Lalamove cancels an old order and creates a new order by cloning when **post-match adjustments** (ex: driver waiting fees) need to be made for API orders.
- Previously clients didn't have an effective way of tracking which new orders were cloned from what.
- To solve this, we have also created Webhook updates for Cancel-and-Clone orders. We will sequentially send updates of two order statuses (Canceled & Assigning) and `ORDER_REPLACED` event to indicate the replacement

# Normal Cancellation

This is what clients would see when they cancel the order themselves

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650560644,
  "signature": "12a65bc5232550213f824986ade7e537c7cc1e1c77f72e3767ff93001108f81d",
  "eventId": "B7C0FFBC-4AF0-2595-4564-F7AE0228AAE1",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "159690308216",
      "market": "HK_HKG",
      "driverId": "",
      "shareLink": "https://share.sandbox.lalamove.com/?HK100220422010355309910010073062883&lang=zh_HK&source=api_wrapper&sig
n=2060f8858ff2665c829c842b0f820da7",
      "status": "CANCELED",
      "previousStatus": "ASSIGNING_DRIVER",
      "createdAt": "2022-04-22T01:03.00Z",
      "scheduleAt": "2022-04-22T01:03.00Z",
      "cancelParty": "USER",
      "cancelReason": "other" 1
    },
    "updatedAt": "2022-04-22T01:04.00Z"
  }
}
```

1 Note that the "cancelReason" is "other" (and **doesn't have "remark"** field)

# Step 1: Cancel existing order

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650609923,
  "signature": "8f247e5ed1d8adde1e36d52ea4add0cfa3097bdad407862a96c3caab9d3e8428",
  "eventId": "989D7353-1E18-7D01-D2EA-4492335FB083",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "151890303296",
      "market": "HK_HKG",
      "driverId": "",
      "shareLink": "https://share.sandbox.lalamove.com/?HK100220422144418750910010058995474&lang=zh_HK&source=api_wrapper&sign=4d0fc6ec06602a1b4e7e2216b1b3cb5b",
      "status": "CANCELED",
      "previousStatus": "ON_GOING",
      "createdAt": "2022-04-22T14:44.00Z",
      "scheduleAt": "2022-04-22T14:45.00Z",
      "cancelParty": "LALAMOVE_CUSTOMER_SUPPORT",
      "cancelReason": "Driver was too far away" 1
    },
    "updatedAt": "2022-04-22T14:45.00Z"
  }
}
```

1 Note that it will include the **"cancelledReason"**

## Step 2: Create (Clone) new order

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650609968,
  "signature": "933e8aab70325f7117032ffccb57a6dfc0bf2cbab95a2ccc8ddc312eb6634b5b",
  "eventId": "A228619B-4A23-3BA1-E178-D3CD4B68219B",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "154890304296",
      "market": "HK_HKG",
      "driverId": "",
      "shareLink": "https://share.sandbox.lalamove.com/?HK100220422144607920910010069479855&lang=zh_HK&source=api_wrapper&sign=50940f2a65d07967e96590a1bcbf8374",
      "status": "ASSIGNING_DRIVER",
      "previousStatus": "",
      "createdAt": "2022-04-22T14:46.00Z",
      "scheduleAt": "2022-04-22T14:55.00Z"
    },
    "updatedAt": "2022-04-22T14:46.00Z"
  }
}
```

- 1 Note that there may be several status updates of new order to match the previous order status (ASSINGING\_DRIVER, ON\_GOING, and etc.)

# Step 3: Replacement

```
{
  "apiKey": "pk_test_c98241026e7b9a0b14ca5d6c8c7b4b9b",
  "timestamp": 1650610078,
  "signature": "0165f4a507eca3370582da4c237a506dd14d831c915b9a42a7195e8cd66f7f93",
  "eventId": "A5BFA90E-4578-5028-CD33-28D5315885E0",
  "eventType": "ORDER_REPLACED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "154890304296"
    },
    "prevOrderId": "151890303296",
    "updatedAt": "2022-04-22T14:47.00Z"
  }
}
```

# Thank you!

Documentation: [developers.lalamove.com](https://developers.lalamove.com)

Questions? Contact [partner.support@lalamove.com](mailto:partner.support@lalamove.com)