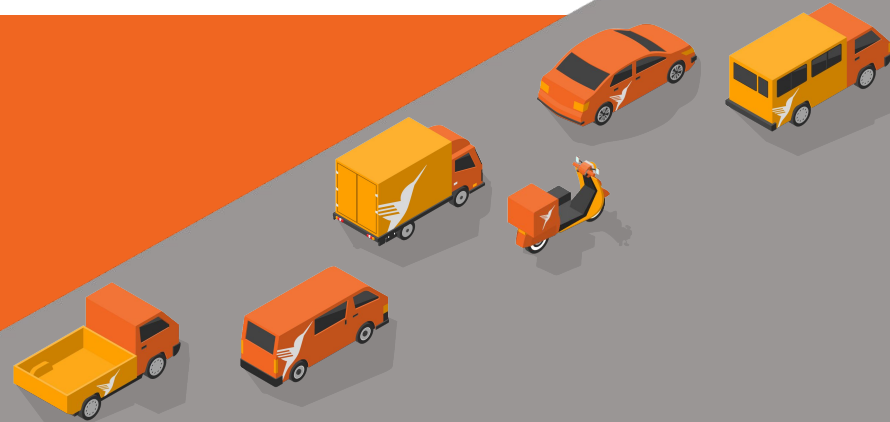



Tutorial on Lalamove Webhook

Lalamove Developers
April 2026



Objectives

- This deck explains the details of Lalamove's webhook in Sandbox and Production
- We use  **webhook.site** to demonstrate the idea
- We will demonstrate 2 ways of setting up the webhook:
 - Through API, OR
 - Through Partner Portal

Setup Option 1: API

- Call PATCH /v3/webhook:
 - Set the URL depending on the environment that you are currently configuring, i.e:
 - Sandbox: <https://rest.sandbox.lalamove.com/v3/webhook>
 - Production: <https://rest.lalamove.com/v3/webhook>
 - Include your Webhook URL in the body:

```
{
  "data": {
    "url": "YOUR_WEBHOOK_URL"
  }
}
```

- Make sure your Webhook URL is sending '200' to our requests

Setup Option 2: Partner Portal

1. Navigate to partnerportal.lalamove.com
2. Select the market 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 dropdown menu for "Market" with "Hong Kong" selected, an "Email or Mobile" input field, and a "Password" input field with a toggle for visibility. A "Forgot password?" link is located below the password field. A prominent orange "Log In" button is centered on the page. Below the button, there is a message: "Login with your Lalamove account. New to Lalamove? Create new account". At the bottom, it says "Contact partner.support@lalamove.com for assistance".

Setup Option 2: Partner Portal

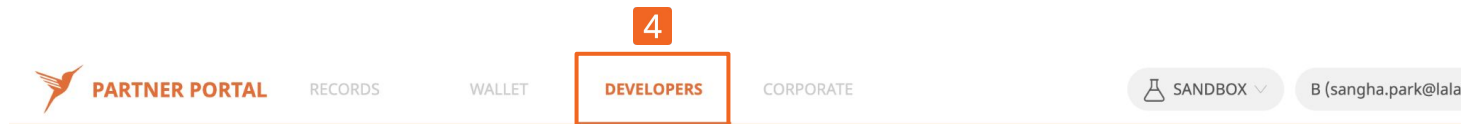
1. API credentials, commonly known as **key** AND **secret**
2. Go to Lalamove' Partner Portal (**partnerportal.lalamove.com**)
 - o Choose either environment (Sandbox or Production)



3. For demonstration, we will use the Sandbox environment

Setup Option 2: 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**

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 following happens to your orders:
 - a. Status Change (`ORDER_STATUS_CHANGED`)
 - Kindly refer to the [Order Status](#) section for the list of applicable order statuses.
 - b. Driver Assigned (`DRIVER_ASSIGNED`)
 - c. Order amount changed when priority fee/tips to driver is added (`ORDER_AMOUNT_CHANGED`)
 - d. Order replaced due to information changes by Lalamove customer service (`ORDER_REPLACED`)
 - e. Wallet balance change for either addition / deduction of balance (`WALLET_BALANCE_CHANGED`)
 - f. For any changes via Order Edit through API (`ORDER_EDITED`)

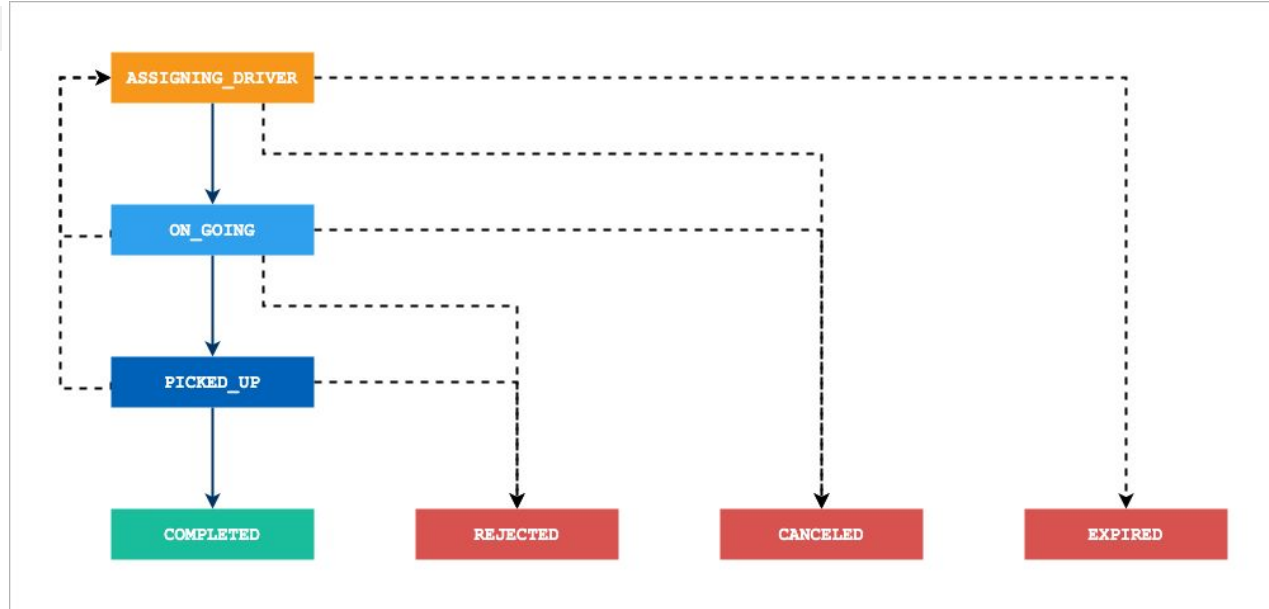
When will Lalamove push message to your webhook?

8. You will receive a webhook push if any of the followings happen to your orders:
 - g. Event that tracks proof-of-delivery status (`POD_STATUS_CHANGED`)
 - Kindly refer to the [Stop Level Status](#) section for the list of applicable POD statuses.
 - h. Event that tracks proof-of-pickup image URL and pickup DateTime (`POP_STATUS_CHANGED`)
 - i. Event for the delivery code value and delivery code status (`DELIVERY_CODE_STATUS_CHANGED`)
 - j. Event tracks orders placed via API (`ORDER_CREATED`)

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

- New `eventType`: Driver Assigned (`DRIVER_ASSIGNED`) and Order Edited (`ORDER_EDITED`) are 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_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775027436,
  "signature": "b75c423e77aa696a4174f288921556c26466262a8075268a0451fdeec3d16e2",
  "eventId": "DFAF4ABA-B8EA-4CD8-9A9E-F0BEDA70C803",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991397204",
      "scheduleAt": "2026-04-01T15:10.00Z",
      "shareLink": "https://share.sandbox.lalamove.com?HK100260401151036148920010088740225&lang=zh_HK&sign=e38899e5940473bf167c6a13c92ef90a&source=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-01T15:10.00Z",
      "driverId": "",
      "previousStatus": "",
      "status": "ASSIGNING_DRIVER"
    },
    "updatedAt": "2026-04-01T15:10.00Z"
  }
}
```

ORDER_STATUS_CHANGED: ON_GOING (V3)

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775027622,
  "signature": "d1af042dae2e5e6ee93930e1f443101b4067ab7ef1d6bc92dff7504436229ca2",
  "eventId": "EFA4A3AA-22DD-4E61-B7C4-459D890BE1E1",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991397204",
      "scheduleAt": "2026-04-01T15:10.00Z",
      "shareLink": "https://share.sandbox.lalamove.com?HK100260401151036148920010088740225&lang=zh_HK&sign=e38899e5940473bf167c6a13c92ef90a&source=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-01T15:10.00Z",
      "driverId": "79973",
      "previousStatus": "ASSIGNING_DRIVER",
      "status": "ON_GOING"
    },
    "updatedAt": "2026-04-01T15:13.00Z"
  }
}
```

ORDER_STATUS_CHANGED: PICKED_UP (v3)

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775027832,
  "signature": "bac303f28988edadfb480e6128d8603dfd4decfb53366d8951b4cdc646e1f133",
  "eventId": "63950C12-81B9-446C-968E-38CD62660D21",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991397204",
      "scheduleAt": "2026-04-01T15:10.00Z",
      "shareLink": "https://share.sandbox.lalamove.com?HK100260401151036148920010088740225&lang=zh_HK&sign=e38899e5940473bf167c6a13c92ef90a&source=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-01T15:10.00Z",
      "driverId": "79973",
      "previousStatus": "ON_GOING",
      "status": "PICKED_UP"
    },
    "updatedAt": "2026-04-01T15:17.00Z"
  }
}
```

ORDER_STATUS_CHANGED: COMPLETED (v3)

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775027867,
  "signature": "66ff4fdf0285f7b63b04115b234de33fb1bc09f678eb7fd28e2e94a19e33f50f",
  "eventId": "A784FE12-D336-4776-ABDB-CFEE9A9DB995",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991397204",
      "scheduleAt": "2026-04-01T15:10.00Z",
      "shareLink": "https://share.sandbox.lalamove.com?HK100260401151036148920010088740225&lang=zh_HK&sign=e38899e5940473bf167c6a13c92ef90a&source=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-01T15:10.00Z",
      "driverId": "79973",
      "previousStatus": "PICKED_UP",
      "status": "COMPLETED"
    },
    "updatedAt": "2026-04-01T15:17.00Z"
  }
}
```

ORDER_STATUS_CHANGED: CANCELED (v3)

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775026716,
  "signature": "2adb4410722292968dcc5ecf5c92b43d65ce57b87ea69022a11b760a7687ffb",
  "eventId": "5819E247-0413-4FC0-BB1B-DB242335374B",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991397161",
      "scheduleAt": "2026-04-01T14:56.00Z",
      "shareLink": "https://share.sandbox.lalamove.com?HK100260401145721395920010051709568&lang=zh_HK&sign=ef0834d9442761b0acb23fed0c47ff18&source=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-01T14:57.00Z",
      "driverId": "",
      "cancelParty": "USER",
      "cancelReason": "other",
      "previousStatus": "ASSIGNING_DRIVER",
      "status": "CANCELED"
    },
    "updatedAt": "2026-04-01T14:58.00Z"
  }
}
```

- `cancelParty` & `cancelReason` are added to `order`.

ORDER_STATUS_CHANGED: REJECTED (v3)

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775029298,
  "signature": "5225d4f641131a3f332a32a203108d8ce275fbdd9e7c221e22688da0eacedb8",
  "eventId": "1E760652-1951-4ADE-AA82-291764416B15",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991397328",
      "scheduleAt": "2026-04-01T15:48.00Z",
      "shareLink": "https://share.sandbox.lalamove.com?HK100260401153906731920010016131966&lang=zh_HK&sign=04f8039ddc1e982289c21cdd3c751318&source=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-01T15:39.00Z",
      "driverId": "",
      "previousStatus": "ON_GOING",
      "status": "REJECTED"
    },
    "updatedAt": "2026-04-01T15:41.00Z"
  }
}
```

ORDER_STATUS_CHANGED: EXPIRED (v3)

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775803236,
  "signature": "9df501833048f1b2d854cfddfaec6531809dd0285fad82900ffd42934c346d70",
  "eventId": "C28938C1-F74E-46F1-8389-310636201213",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3469696277875761483",
      "scheduleAt": "2026-04-10T11:20.00Z",
      "shareLink": "https://share.sandbox.lalamove.com?HK100260410112036364920010042654599&lang=zh_HK&sign=a1a976c221114c39413f05180073123a&source=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-10T11:20.00Z",
      "driverId": "",
      "previousStatus": "ASSIGNING_DRIVER",
      "status": "EXPIRED"
    },
    "updatedAt": "2026-04-10T14:40.00Z"
  }
}
```

DRIVER_ASSIGNED

DRIVER_ASSIGNED (v3)

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775027622,
  "signature": "edb202b5470bbf50d70dd617b1ccedc9d29e557e4f81d65d390e78f209195dc1",
  "eventId": "EFA4A3AA-22DD-4E61-B7C4-459D890BE1E1",
  "eventType": "DRIVER_ASSIGNED",
  "eventVersion": "v3",
  "data": {
    "driver": {
      "driverId": "79973",
      "phone": "+85288888888",
      "name": "TestDriver 88888",
      "photo": "",
      "plateNumber": "VP7815702"
    },
    "location": {
      "lng": 114.05575560999996,
      "lat": 22.575277319999994
    },
    "order": {
      "orderId": "3463513590991397204"
    },
    "updatedAt": "2026-04-01T15:13.00Z"
  }
}
```

ORDER_AMOUNT_CHANGED

ORDER_AMOUNT_CHANGED (v3)

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775029438,
  "signature": "053d771a4ca82ec73e97f2edc96b0425e5b218f06e0c57d5e8ba63bb965543cd",
  "eventId": "BF939B65-C690-4789-8551-584E268F3FF6",
  "eventType": "ORDER_AMOUNT_CHANGED",
  "eventVersion": "v3",
  "data": {
    "balance": {
      "amount": "99802",
      "currency": "HKD"
    },
    "order": {
      "orderId": "3463486036435772011",
      "market": "HK_HKG",
      "price": {
        "totalPrice": "104",
        "priorityFee": "10",
        "currency": "HKD",
        "subTotal": "94"
      },
      "status": "ASSIGNING_DRIVER"
    },
    "updatedAt": "2026-04-01T15:43.00Z"
  }
}
```

WALLET_BALANCE_CHANGED

WALLET_BALANCE_CHANGED (v3)

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775026642,
  "signature": "80bbaafdfae1477246eea5a2a9b374108b53fa4fcc73bb7998040895676e9fa4",
  "eventId": "3B2AD676-DD2A-4AA4-8872-48E2293B0CFF",
  "eventType": "WALLET_BALANCE_CHANGED",
  "eventVersion": "v3",
  "data": {
    "balance": {
      "amount": "99858",
      "currency": "HKD"
    },
    "updatedAt": "2026-04-01T14:57.00Z"
  }
}
```

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_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775026716,
  "signature": "2adb4410722292968dcc5ecf5c92b43d65ce57b87ea69022a11b760a7687ffb",
  "eventId": "5819E247-0413-4FC0-BB1B-DB242335374B",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991397161",
      "scheduleAt": "2026-04-01T14:56.00Z",
      "shareLink": "https://share.sandbox.lalamove.com?HK100260401145721395920010051709568&lang=zh_HK&sign=ef0834d9442761b0acb23fed0c47ff18&source=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-01T14:57.00Z",
      "driverId": "",
      "cancelParty": "USER",
      "cancelReason": "other",
      "previousStatus": "ASSIGNING_DRIVER",
      "status": "CANCELED"
    },
    "updatedAt": "2026-04-01T14:58.00Z"
  }
}
```

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

Lalamove CS Cancellation

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775029008,
  "signature": "2284e0fed06c4012f83fd1feffb2a36791b59bfd39cfe09213f93f506255b604",
  "eventId": "4EF8D8A6-FC6E-4F3B-B50C-3B589818ECEE",
  "eventType": "ORDER_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991397305",
      "scheduleAt": "2026-04-01T15:35.00Z",
      "shareLink": "https://share.sandbox.lalamove.com?HK100260401153535041920010059400742&lang=zh_HK&sign=93e644be75aefbe2081cd104adc51220&source=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-01T15:35.00Z",
      "driverId": "",
      "cancelParty": "LALAMOVE_CUSTOMER_SUPPORT",
      "cancelReason": "Driver asked to cancel", 1
      "previousStatus": "ASSIGNING_DRIVER",
      "status": "CANCELED"
    },
    "updatedAt": "2026-04-01T15:36.00Z"
  }
}
```

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

Lalamove CS Clone Order

```
{
  "apiKey": "pk_test_69d70a31a0e00e80d02050750984a7ee",
  "timestamp": 1775029147,
  "signature": "2ac586bf7d858d96fc37df93b6d56798256e233b2b98e74c9cee5a34e7390210",
  "eventId": "A1A3C436-ECD8-4B69-8DAE-0F6A1FA7CD5F",
  "eventType": "ORDER_REPLACED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991397328"
    },
    "prevOrderId": "3463513590991397305",
    "updatedAt": "2026-04-01T15:39.00Z"
  }
}
```

ORDER_EDITED

ORDER_EDITED

- This type of webhook message will be sent once editing has been made to the API order.
- Changes can be made by calling order edit API endpoint or after changes made by our customer representative as requested by the user.
- Aside from the default fields, only the edited objects will be included in the webhook messages. Default fields are:
 - orderID, market, driverId, sharelink, status, previousStatus, createdAt, scheduledAt

ORDER_EDITED

In this example, API user edited the drop-off address.

```
{
  "apiKey": "pk_test_69d78a31a8e0e8082058750984a7ee",
  "lineItem": 177903559,
  "signature": "36668701b52c81c781fd565f1594379a89295f8bdee40cc3b41268324bd43d6",
  "eventId": "C48196F2-FB78-42E3-ACAS-FAFC6D280A5",
  "eventType": "ORDER_EDITED",
  "eventVersion": "v3",
  "data": {
    "editReason": "CLIENT_REQUEST",
    "editParty": "USSD",
    "previousData": {
      "stops": [
        {
          "address": "Innocentre, 72 Tat Chee Ave, Kowloon Tong",
          "phone": "38485765",
          "coordinates": {
            "lon": 114.17615887116502,
            "lat": 22.33547351186244
          },
          "name": "Michal"
        },
        {
          "address": "Canton Rd, Tsim Sha Tsui",
          "phone": "38485765",
          "coordinates": {
            "lon": 114.16885175766998,
            "lat": 22.29553167157697
          },
          "name": "Katrina"
        }
      ]
    },
    "order": {
      "orderId": "3463486836435772811",
      "scheduledAt": "2026-04-04T15:43:00Z",
      "shareLink": "https://share.sandbox.lalamove.com?HK100204011543470449200100661215186?lang=zh_HK&sign=bab93d6d993475fc8fea1dc674f81bd86source=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-04T15:43:00Z",
      "driverId": "79973",
      "stops": [
        {
          "address": "Innocentre, 72 Tat Chee Ave, Kowloon Tong",
          "phone": "38485765",
          "coordinates": {
            "lon": 114.1761581,
            "lat": 22.3354735
          },
          "name": "Michal"
        },
        {
          "address": "Telegraph Bay, Cyberport Rd, 滙訊樓 Cyberport 1",
          "phone": "12345679",
          "coordinates": {
            "lon": 114.1388179,
            "lat": 22.2638804
          },
          "name": "Michal"
        }
      ],
      "previousStatus": "ON_GOING",
      "status": "ON_GOING",
      "updatedAt": "2026-04-04T15:45:00Z"
    }
  }
}
```

1 Note that it will include the **“editParty”**

ORDER_EDITED

In this example, Lalamove CS added a new drop-off address.

```
{
  "apiKey": "pk_test_02478c31a8e088d82958750984a7ee",
  "timestamp": 175520986,
  "signature": "f7624c8f4427c7afab0c55e0edf2774e6a8302905b0ef597eb175c8fb",
  "eventId": "CBA12388-1583-40C8-8198-837FA1CD0F3W",
  "eventType": "ORDER_EDITED",
  "eventVersion": "v3",
  "data": {
    "editReason": "OTHERS",
    "editParty": "LALAMOVE_CUSTOMER_SUPPORT",
    "previousData": {
      "metadata": {},
      "stops": [
        {
          "address": "Innocentre, 72 Tat Chee Ave, Kowloon Tong",
          "phone": "38465705",
          "coordinates": {
            "lon": 114.176181,
            "lat": 22.3354735
          },
          "name": "Michal"
        },
        {
          "address": "Telegraph Bay, Cyberport Rd, 匯訊 Cyberport 1",
          "phone": "12345678",
          "coordinates": {
            "lon": 114.1388179,
            "lat": 22.3038084
          },
          "name": "Michal"
        }
      ]
    },
    "order": {
      "metadata": {},
      "orderId": "46636666435772811",
      "schedule": "2026-04-01T15:43.00Z",
      "shareLink": "https://share.sandbox.lalamove.com/9K10W26048115434784492981806612151861anqz-zh_M6a1sgn-ba93d6e934f5fcd8a3d6374f1d1886ource=api_wrapper",
      "market": "HK_HKG",
      "createdAt": "2026-04-01T15:43.00Z",
      "updatedAt": "2026-04-01T15:43.00Z",
      "stops": [
        {
          "address": "Innocentre, 72 Tat Chee Ave, Kowloon Tong",
          "phone": "38465705",
          "coordinates": {
            "lon": 114.176181,
            "lat": 22.3354735
          },
          "name": "Michal"
        },
        {
          "address": "Telegraph Bay, Cyberport Rd, 匯訊 Cyberport 1",
          "phone": "12345678",
          "coordinates": {
            "lon": 114.1388179,
            "lat": 22.2638084
          },
          "name": "Michal"
        },
        {
          "address": "Kowloon Walled City Park, Kowloon City, Hong Kong",
          "phone": "",
          "coordinates": {
            "lon": 114.1802285,
            "lat": 22.3321296
          },
          "name": ""
        }
      ]
    },
    "previousStatus": "ON_GONING",
    "status": "ON_GONING",
    "updatedAt": "2026-04-01T15:50.00Z"
  }
}
```

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

POD_STATUS_CHANGED

POD_STATUS_CHANGED: DELIVERED

```
{
  "apiKey": "pk_test_69d79a31a8e08e882059759084a7ee",
  "timestamp": 1775831561,
  "signature": "97fc43207b8dc11ac3388b0285574d9db7a35a046cf1374ff4664f907a5d8c23",
  "eventId": "89277632-7138-466e-80a2-852a38277ef1",
  "eventType": "POD_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513598991397508",
      "quotationId": "3463828432965846874",
      "priceBreakdown": {
        "base": "88",
        "surcharge": "0",
        "specialRequest": "ng",
        "totalExcludePriorityFee": "94",
        "total": "94",
        "currency": "USD"
      },
      "driverId": "79973",
      "shareLink": "https://share.sandbox.lalamove.com/7NK1802684011618112389290180213241456?lang=zh_HK&igma=79e149773Bb11f6b7640b0d8ead7b6source=api_wrapper",
      "status": "PICKED_UP",
      "distance": {
        "value": "5838",
        "unit": "m"
      },
      "stops": [
        {
          "coordinates": {
            "lat": "22.354735",
            "lng": "114.3761591"
          },
          "address": "Innocent, 72 Tat Chee Ave, Kowloon Tong",
          "name": "Michael",
          "phone": "38485785",
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        },
        {
          "coordinates": {
            "lat": "22.295317",
            "lng": "114.368518"
          },
          "address": "Canton Rd, Tsim Sha Tsui",
          "name": "Katrina",
          "phone": "38485785",
          "POD": {
            "status": "DELIVERED",
            "image": "https://sg-03g-pre.lalamove.com/appdriver/pre/appdriver/2021/07/05/162547964634738192598.png",
            "deliveredAt": "2026-04-01T16:19.00Z"
          },
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        }
      ],
      "item": {
        "categories": [
          "OTHERS"
        ]
      },
      "remarks": [
        "handle with care"
      ]
    },
    "updatedAt": "2026-04-01T16:19.00Z"
  }
}
```



POD_STATUS_CHANGED: SIGNED

```
{
  "apiKey": "pk_test_69d7ba31a8e0808082059750904a7ee",
  "timestamp": 1775027807,
  "signature": "1862d680e6bd934790b62f6dec7db2ca522e7b4593e7f231accf9c771afbe62",
  "eventId": "7731208-8785-4701-0100-007319299C04",
  "eventType": "POD_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991397204",
      "quotationId": "3463866569061002307",
      "priceBreakdown": {
        "base": "80",
        "surcharge": "0",
        "specialRequest": "ng",
        "totalExcludePriorityFee": "94",
        "total": "94",
        "currency": "USD"
      },
      "driverId": "79973",
      "shareLink": "https://share.sandbox.lalamove.com/7HK3002604011510361489200100887402256langzh_JK6sIgmE38899e5940473bf167c6a13c92ef90a6source=api_wrapper",
      "status": "PIKCED_UP",
      "distance": {
        "value": "5838",
        "unit": "m"
      },
      "stops": [
        {
          "coordinates": {
            "lat": "22.354735",
            "lng": "114.376198"
          },
          "address": "Innocentre, 72 Tat Chee Ave, Kowloon Tong",
          "name": "Michael",
          "phone": "38485765",
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        },
        {
          "coordinates": {
            "lat": "22.295317",
            "lng": "114.368931"
          },
          "address": "Canton Rd, Tsim Sha Tsui",
          "name": "Matrina",
          "phone": "38485765",
          "POD": {
            "status": "SIGNED",
            "image": "https://sig-01ng-pre.lalamove.com/appdriver/pre/appdriver/2021/07/05/162547964634738192598.png",
            "deliveredAt": "2026-04-01T15:17.00Z"
          },
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        }
      ]
    },
    "categories": [
      "OTHERS"
    ],
    "remarks": [
      "handle with care"
    ],
    "updatedAt": "2026-04-01T15:17.00Z"
  }
}
```



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POD_STATUS_CHANGED: FAILED

```
{
  "apiKey": "pk_test_69d78a31a8e0e08692858759584a7ee",
  "timestamp": 1775831178,
  "signature": "225477a0118888e384e923becab2d207c525eb1510a9874829c2b3a621d499",
  "eventId": "4607860-633c-431a-829b-5c9cf3fa6a87",
  "eventType": "POD_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463488836435772144",
      "quotationId": "3463866509183741894",
      "priceBreakdown": {
        "base": "88",
        "surcharge": "8",
        "specialRequests": "g",
        "totalExcludePriorityFee": "94",
        "total": "94",
        "currency": "HKD"
      },
      "driverId": "79973",
      "shareLink": "https://share.sandbox.lalamove.com/HK1007644011611301009200100673778896?lang=zh_HK&sign=694c34805fb118e4923a54a711c456&source=api_wrapper",
      "status": "PICKED_UP",
      "distance": {
        "value": "5838",
        "unit": "m"
      },
      "stops": [
        {
          "coordinates": {
            "lat": "22.3354735",
            "lng": "114.1761581"
          },
          "address": "Innocentre, 72 Tat Chee Ave, Kowloon Tong",
          "name": "Michal",
          "phone": "38485765",
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        },
        {
          "coordinates": {
            "lat": "22.2855317",
            "lng": "114.1688518"
          },
          "address": "Canton Rd, Tsim Sha Tsui",
          "name": "Katrina",
          "phone": "38485765",
          "POD": {
            "status": "FAILED",
            "failedAt": "2026-04-01T16:12.00Z"
          },
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        }
      ],
      "item": {
        "categories": [
          "OTHERS"
        ]
      },
      "remarks": [
        "handle with care"
      ]
    },
    "updatedAt": "2026-04-01T16:12.00Z"
  }
}
```



POP_STATUS_CHANGED

POP_STATUS_CHANGED

```
{
  "apiKey": "pk_test_69d78a31a8e88082958758984a7ee",
  "timestamp": "1776847732",
  "signature": "9ebab89f9bab42a75728c280ca8af6a338f4f3318cc461316862c938ec06a",
  "eventId": "98313274-6480-47c3-8658-1955ED99843F",
  "eventType": "POP_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3471419725359900979",
      "quantityId": "347233136663282746",
      "priceBreakdown": {
        "base": "4.8",
        "extraCharge": "8.8",
        "specialRequests": "1.5",
        "totalExcludePriorityFee": "6.3",
        "total": "6.3",
        "currency": "MYR"
      },
      "driverId": "88839",
      "shareLink": "https://share.sandbox.lalamove.com/MY180268413184433814208100336595846Langren_MY64ignc3d6789b7b2539481ca70876a5b33e986sourceapi_wrapper",
      "status": "PICKED_UP",
      "distance": {
        "value": "6552",
        "unit": "m"
      },
      "stops": [
        {
          "coordinates": {
            "lat": "3.0537282",
            "lng": "101.7826188"
          },
          "address": "1st Flr, No. 47, 49, 51, 53 (Grd & 1st Flr) & No. 55, Jalan 1/125d, Taman Desa Petaling, 57100 Kuala Lumpur, Malaysia",
          "name": "Michal",
          "phone": "010018023",
          "pop": {
            "imageUrls": [
              "http://sg-sig-pre.lalamove.com/appdriver/pre/appdriver/2024/01/30/1786603253952617888686.jpg"
            ],
            "pickedUpAt": "2026-04-13T10:35.00Z"
          },
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        },
        {
          "coordinates": {
            "lat": "3.0531176",
            "lng": "101.6669494"
          },
          "address": "58200 Kuala Lumpur, Selangor, Malaysia",
          "name": "Katrina",
          "phone": "010001234",
          "pop": {
            "status": "PENDING"
          },
          "deliveryCode": {
            "value": "6571",
            "status": "Pending"
          }
        }
      ],
      "item": {
        "categories": [
          "OTHERS"
        ]
      },
      "remarks": [
        "handle with care"
      ]
    },
    "updatedAt": "2026-04-13T10:35.00Z"
  }
}
```



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Tutorial on Lalamove Webhook (April 2026)

DELIVERY_CODE_STATUS_CHANGED

DELIVERY_CODE_STATUS_CHANGED: PENDING

```
{
  "apiKey": "pk_test_99d78a31a0e8e808289758984a7ee",
  "timestamp": 177582254,
  "signature": "d88bc9a62d6f46c5d8322805128a2766559a34c1cc2d93bb9cd7b44e3bb687c9",
  "eventId": "30f359f9-b864-4c68-a413-ecd89c71473f",
  "eventType": "DELIVERY_CODE_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "34634840816435772223",
      "quotationId": "3463866569183741461",
      "priceBreakdown": {
        "base": "80",
        "surcharge": "8",
        "specialRequests": "6",
        "totalExcludePriorityFee": "94",
        "total": "94",
        "currency": "HKD"
      },
      "driverId": "",
      "shareLink": "https://share.sandbox.lalamove.com?HK1002604011632219669200100110318316lang=zh_HK&sign=b55b531a8645183a5dfb85580a7c5f&source=api_wrapper",
      "status": "ASSIGNING_DRIVER",
      "distance": {
        "value": "5838",
        "unit": "m"
      },
      "stops": [
        {
          "coordinates": {
            "lat": 22.2934735,
            "lng": "114.1761581"
          },
          "address": "Innocentre, 72 Tat Chee Ave, Kowloon Tong",
          "name": "Michal",
          "phone": "38485765",
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        },
        {
          "coordinates": {
            "lat": 22.2955317,
            "lng": "114.1688518"
          },
          "address": "Canton Rd, Tsim Sha Tsui",
          "name": "Katrina",
          "phone": "38485765",
          "HKD": {
            "status": "PENDING"
          },
          "deliveryCode": {
            "value": "6472",
            "status": "Pending"
          }
        }
      ],
      "item": {
        "categories": [
          "general"
        ]
      },
      "remarks": [
        "handle with care"
      ]
    },
    "updatedAt": "2026-04-01T16:32.00Z"
  }
}
```



DELIVERY_CODE_STATUS_CHANGED: VERIFIED

```
{
  "apiKey": "pk_test_6947b31a0e0e8d02656759984a7ee",
  "timestamp": 177983579,
  "signature": "39f453a1217a15994d93908868c15834ab2e31e62c79ab00f82270a750386",
  "eventId": "27AE09A-8230-4c96-b071-977311c1904E",
  "eventType": "DELIVERY_CODE_STATUS_CHANGED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "346348603643577223",
      "quotationId": "3463866569103741461",
      "priceBreakdown": {
        "base": "80",
        "surcharge": "8",
        "specialRequests": "6",
        "totalExcludePriorityFee": "94",
        "total": "94",
        "currency": "HKD"
      },
      "driverId": "79973",
      "shareLink": "https://share.sandbox.lalamove.com/9K100280401163219669280100118318316Lang=zh_HK&sign=b55531a8645183a5dfb85580a75c5fe6source=api_wrapper",
      "status": "PICKED_UP",
      "distance": {
        "value": "5830",
        "unit": "m"
      },
      "stops": [
        {
          "coordinates": {
            "lat": "22.3354735",
            "lng": "114.1761581"
          },
          "address": "Innocent, 72 Tat Chee Ave, Kowloon Tong",
          "name": "Michal",
          "phone": "38485765",
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        },
        {
          "coordinates": {
            "lat": "22.295317",
            "lng": "114.1688518"
          },
          "address": "Canton Rd, Tsim Sha Tsui",
          "name": "Katrina",
          "phone": "38485765",
          "pdp": {
            "status": "SIGNED",
            "image": "https://img-simg-pre.lalamove.com/appdriver/pre/appdriver/2021/07/05/1625479646347738102598.png",
            "deliveryDate": "2026-04-01T16:36.00Z"
          },
          "deliveryCode": {
            "value": "6472",
            "status": "Verified"
          }
        }
      ],
      "item": {
        "categories": [
          "OTHERS"
        ]
      },
      "remarks": [
        "handle with care"
      ]
    },
    "updatedAt": "2026-04-01T16:36.00Z"
  }
}
```



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Tutorial on Lalamove Webhook (April 2026)

ORDER_CREATED

ORDER_CREATED

```
{
  "apiKey": "pk_test_50d7ba31a0e0e0d02050750984a7ee",
  "timestamp": 1775027437,
  "signature": "b9ed938cb091ca0451e16a59a719734ed31cda1cfd77d20d9482ec1b45205",
  "eventId": "A60C8C86-B1F3-4081-9B10-DE87BACCA9D1",
  "eventType": "ORDER_CREATED",
  "eventVersion": "v3",
  "data": {
    "order": {
      "orderId": "3463513590991307204",
      "quotationId": "3463866569061002307",
      "priceBreakdown": {
        "base": "0",
        "surcharge": "0",
        "specialRequests": "0",
        "totalExcludePriorityFee": "94",
        "total": "94",
        "currency": "HKD"
      },
      "driverId": "",
      "shareLink": "https://share.sandbox.lalamove.com?HK1002604911510361409200100887402256lang=zh_HK&sign=e3889e5940473b1f67c6a13c92ef90a6&source=api_wrapper",
      "status": "ASSIGNING_DRIVER",
      "distance": {
        "value": "5838",
        "unit": "m"
      },
      "stops": [
        {
          "coordinates": {
            "lat": "22.3354735",
            "lng": "114.1761581"
          },
          "address": "Innocentre, 72 Tat Chee Ave, Kowloon Tong",
          "name": "Michal",
          "phone": "38485765",
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        },
        {
          "coordinates": {
            "lat": "22.2955317",
            "lng": "114.1688510"
          },
          "address": "Canton Rd, Tsim Sha Tsui",
          "name": "Katrina",
          "phone": "38485765",
          "POB": {
            "status": "PENDING"
          },
          "deliveryCode": {
            "value": "",
            "status": "Not Applicable"
          }
        }
      ],
      "item": {
        "categories": [
          "OTHERS"
        ]
      },
      "remarks": [
        "handle with care"
      ]
    },
    "updatedAt": "2026-04-01T15:10.00Z"
  }
}
```



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Tutorial on Lalamove Webhook (April 2026)

Thank you!

Documentation: developers.lalamove.com

Questions? Contact partner.support@lalamove.com