

Implementation guide for the  
**PostNord Tracking Widget**

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21 July 2017	1.6	Added troubleshooting section.	André Strindby

## Introduction

To give the user a seamless and similar experiences across all devices the tracking widget was created to mimic the behaviour and style of [tracking.postnord.com](https://tracking.postnord.com) and the PostNord-app.

This document describes how you can add the widget to your site for an integrated experience. However, you can always link the user to [tracking.postnord.com](https://tracking.postnord.com) as well to give the user the latest in PostNord tracking. For mobile users with the app installed on their iPhone or Android device the app will start automatically when visiting this site. Under [Link to tracking.postnord.com](#) you can read more on how to do this.

The tracking widget supports track & trace on the same transport services as the track & trace information available on PostNord's websites (e.g. [postnord.se](https://postnord.se), [postdanmark.dk](https://postdanmark.dk), [postnord.no](https://postnord.no) and [postnord.fi](https://postnord.fi)).

To be able to use the tracking widget (or a link to [tracking.postnord.com](https://tracking.postnord.com)) you will need to sign up for an APIkey at [developer.postnord.com](https://developer.postnord.com). More info under the chapter [Register for API access](#).

## Register for API access

Visit <https://developer.postnord.com> and click the Register to Basic Plan-button on the welcome page.

Fill in the information about your company and select a username and password and press Register. An e-mail with more information will be sent to the e-mail address you provided.

Sign in on the page and under Applications you can Create a new application. All you need to enter is a Name and Description. This will generate a credential (APIkey) for that application.

## Link to tracking.postnord.com

If you instead of adding the widget to your site just want to link the user to [tracking.postnord.com](https://tracking.postnord.com) you can do so by adding a `<a href=""></a>` element with the following link format `https://tracking.postnord.com/?id=06e097dd:6669:4a88:5159:bafa:40abc79c10ab1bf3:070SE`.

## APIkey and Shipment ID obfuscation

On PostNord's web server there are several implementations of the track & trace widget with different layouts and different languages. What they have in common is that none of them contain a APIkey. Instead your APIkey has to be a part of the url.

In order to get a simple implementation but at the same time keep your APIkey and the users shipment id a bit secret we mix the two to create a simple obfuscation.

This is how the obfuscation is done:

1. Lets say your APIkey is 06e097dd4a88bafa40abc79c10ab1bf3 (not a functional key) and the shipment ID is 66695159070SE.
2. Take the first 8 characters from the APIkey and add a : after it.  
06e097dd:
3. Then take the first 4 characters of the shipment id and add it after the colon with another colon after them.  
06e097dd:6669:
4. Then take 4 from APIkey, colon, 4 from shipment id, colon, 4 from APIkey again with another colon after.  
06e097dd:6669:4a88:5159:bafa:
5. Finish off with the rest of the APIkey followed by a colon and then the rest of the shipment id.  
06e097dd:6669:4a88:5159:bafa:40abc79c10ab1bf3:070SE

The obfuscated string is passed in as id to the link, e.g. `https://tracking.postnord.com/?id=06e097dd:6669:4a88:5159:bafa:40abc79c10ab1bf3:070SE`

## Optional parameters

Parameter	Type	Description	Default
lang language	String	The language to be used. The following locales are currently implemented: <ul style="list-style-type: none"><li>• sv (Swedish)</li><li>• en (English)</li><li>• da (Danish)</li><li>• fi (Finnish)</li><li>• no (Norwegian)</li></ul>	Browser default, otherwise "en"
id searchId shipmentId	String	Shipment id to be used when searching. Obfuscated as described above.	-

## Automatically open the app from a link

The app uses iOS Universal Links and Android App Links to enable the operating system to open the app directly when a user taps on a [tracking.postnord.com](https://tracking.postnord.com)-link. To enable this the link needs to contain the following:

1. Country code in the url

Instead of just <https://tracking.postnord.com/?id=...> there needs to be a country code (lower case, two letters) after the main address.

E.g. <https://tracking.postnord.com/se/?id=...> This will determine which app that will open. Today we have four apps Sweden, Denmark, Norway and Finland, so applicable values are se, dk, no, fi.

2. An obfuscated shipment ID

The ?id= must be a obfuscated ID so that the app can interpret it and search for it automatically.

On Android the user will get a question on whether she wants to open the app. On iOS this won't happen instead there is a link in the upper right corner going back to the tracking-page.

# Adding the widget to your site

## Step 1

Add the following code to your page where you want the widget to appear:

```
<div id="postnord-widget-container"></div>
```

If no encoding is set on the page make sure to add the following tag to the head of the page: `<meta charset="utf-8" />`

## Step 2

Add the loading of the javascript file for the widget at the bottom of your page, preferably right before the closing body tag.

```
<script src="https://tracking.postnord.com/js/postnord-widget-loader.min.js">
</script>
```

## Step 3

After the script tag above add the initialisation of the widget with the following code:

```
<script>
  PostnordWidget.init({options});
</script>
```

Where the {options} is a Javascript object that can contain the following properties:

Option	Required	Type	Description	Default
element	true	String	id attribute of the html tag where to embed the widget	-
apiKey	true	String	Api key to use for requests to the Postnord API. See section "Register for API access" for information about how to obtain a key.	-
country	true	String	This changes links to the correct app, if none is set default is taken from the shipments receiving country. These countries are supported: <ul style="list-style-type: none"><li>• se (Sweden)</li><li>• dk (Denmark)</li><li>• fi (Finland)</li><li>• no (Norway)</li></ul>	-

continued on next page

Option	Required	Type	Description	Default
shipmentId	false	String	Shipment id to be used when searching. <b>Note: if this is set, the user cannot do manual search</b>	-
width	false	Integer	Width of the widget in pixels.	-
height	false	Integer	Height of the widget in pixels.	-
locale	false	String	The locale (e.g. language) to be used. The following locales are currently implemented: <ul style="list-style-type: none"> <li>• sv (Swedish)</li> <li>• en (English)</li> <li>• da (Danish)</li> <li>• fi (Finnish)</li> <li>• no (Norwegian)</li> </ul>	Browser default, otherwise "en"

## Example

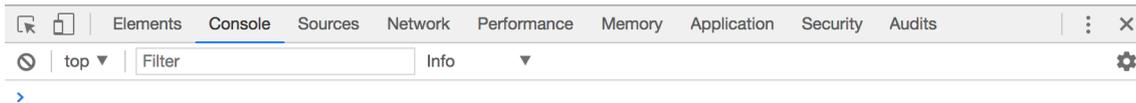
```
<html>
  <head>
    <title>PostNord Tracking</title>
  </head>
  <body>
    <div id="postnord-widget-container"></div>

    <script src="https://tracking.postnord.com/js/postnord-widget-loader.min.js">
    </script>

    <script>
      PostnordWidget.init({
        element: '#postnord-widget-container',
        apiKey: '06e097dd4a88bafa40abc79c10ab1bf3',
        shipmentId: '66695159070SE',
        locale: 'sv'
      });
    </script>
  </body>
</html>
```

## Troubleshooting

Show the inspector in the browser (you can do this by right clicking anywhere on the webpage and selecting Inspect in most browsers) and open the Console-tab. See example in Chrome below.



### Console says “Failed to load resource: 404”

Or exactly “Failed to load resource: the server responded with a status of 404 (Not Found)”, then you probably have the incorrect url specified for the `postnord-widget-loader.min.js`. It should be `https://tracking.postnord.com/js/postnord-widget-loader.min.js`

### Console is empty but no widget is displayed

Is the value of “element” in the initialisation call “`PostnordWidget.init`” the same as the “id” of the div on the page where you want it? The “element”-parameter should have a # in the beginning as well. So for instance in the example:

```
<div id="postnord-widget-container"></div>
```

and

```
PostnordWidget.init({  
  element: '#postnord-widget-container',
```

### Weird characters instead of åäöæø

If some strings look like this “fÃ¶rsÃ¶ndelse-ld” you are missing the tag

```
<meta charset="utf-8" />
```

in the head of the page or you have another meta charset tag later with another setting.

### Other problems

If you still have problems, contact [APISupport@postnord.com](mailto:APISupport@postnord.com) for support.