

Enables retailers to access their data with ease, integrate faster and see results quicker, while maximizing their technology investments, ensuring smooth movement of data between systems, and future-proofing their technology stack.

Standard Features

> **API – Tracking**

On-demand (API) access to all tracking information, statuses, and communication triggers, for use in internal systems, or to power mobile app use cases, chatbot, and alternative messaging channels.

> **Standard Webhooks – Tracking**

Event-based (webhook) access to all tracking information, statuses, and communication triggers, for use in internal systems, or to power mobile app use cases, chatbot, and alternative messaging channels.

> **Standard Webhooks – RMA**

Event-based (webhook) access to all registered returns records, detailing original order number, returns tracking number, returns reasons and other provided data.

> **3rd Party Integrations**

Standard 3rd party integrations with key systems including Shopify, Salesforce Commerce Cloud, Magento 2 and Trustpilot.

Add-ons

> **Click & Collect Store Connection**

Connect store system with parcelLab to share information when orders are ready-to-collect, and have been successfully collected.

> **WMS or Warehouse Connection**

Connect warehouse updates to parcelLab to provide event-based messaging or update statuses on the Order Status Page.

Carrier Connections

> **Parcel Carrier**

Standard parcel carrier connection, using carrier’s established tracking interface. Typically connections are handled via API or file (SFTP).

> **Two-Man Handling / Truck**

Connection with a Two-Man Handling provider or Truck, using carrier’s established tracking interface (if available). Connections are typically via webhook, API or file (SFTP), and may include data extensions (subject to availability) such as routing information and geolocation.

> **Freight**

Freight carrier connection, using carrier’s established tracking interface. Typically connections are handled via API or file (SFTP). May require ID matching of individual shipment ID to a larger consignment ID or “delivery number” for bulk transport.

> **Own-Fleet**

Connect to a Retailer owned delivery fleet using parcelLab’s API or existing data transfer mechanisms (webhook or file).

3rd Party Apps

> **parcelLab for Customer Service Apps**

Display order, tracking, status, and communication details inside helpdesk tools like Zendesk and others to reduce call handling times without requirement for agents to switch systems.