Takeaway External Order API

Document version 1.0.7

API version 1.0

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Contents

Introduction

Takeaway has made it possible for Point of Sale systems, hereinafter referred to as “clients” to integrate with the Takeaway infrastructure using a public interface. This interface connection system, hereinafter referred to as External Order API, will allow clients to read orders placed on the Takeaway website and update the status of these orders.

Requirements

Contact the Takeaway call center in order to register as a POS vendor with a username and password and registered restaurants.
External Order API orders are in JSON format and are available on a password protected website with SSL encryption. Changing the status of an order should be done with a JSON HTTP POST request.
This can be implemented in a software environment of choice.

Handling errors

External Order API messages error messages are in JSON format. These error messages always contain 2 fields, *code* and *message*. The HTTP status code is included in the body of the message in addition to the response header.

Property	Value type	Description	Mandatory
code	Integer	HTTP code	Yes
message	String	Error description	Yes

Example:

```
{
  "code":400,
  "message":"Request has no content"
}
```

Please interpret HTTP codes correctly, see the table in the Addendum for more information on this.

API Communication

Retrieving orders

Orders of a registered restaurant can be retrieved from the following URL:

```
https://posapi.takeaway.com/1.0/orders/<RestaurantId>
```

The following HTTP header should be included in the HTTP GET request:

```
Apikey: <API Key>
```

This URL is protected by both the API key and *basic access authentication*. The API key, username and password are registered by Takeaway support and will be used for all restaurants of a given POS vendor. At this address a JSON array is found containing all *new* orders of this restaurant. In this context, a new order is an order which is not more than 12 hours old and has not had it’s status changed. This means that when a client sets the status of an order to “arrived”, it will disappear from the array.

Property	Value type	Description	Mandatory
id	UUID String	Unique internal Takeaway order ID	Yes
restaurantId	String	Unique vendor supplied restaurant ID	Yes
orderKey	String	Key used for adjusting order status	Yes
publicReference	String	Easy to use identifier of order (possibly not unique)	Yes
platform	String	Source website	Yes
orderDate	Zulu Time*	Time at which order was placed	Yes
orderType	String	“delivery” or “pickup”	Yes
requestedDeliveryTime	“ASAP” or Zulu Time*	Delivery time requested by customer	Conditional
requestedPickupTime	“ASAP” or Zulu Time*	Customer or courier pickup time	Conditional

courier	String	“restaurant”, or “takeaway” or “external”	Conditional
deliveryCosts	Float	Delivery costs	Conditional
totalPrice	Float	Total price including discounts (stampcards are not included) and delivery costs	Yes
totalDiscount	Float	0.00 or a positive number (stampcards are not included)	Yes
isPaid	Boolean	The order has been paid already	Yes
paymentMethod	String	“cash”, “online”, “creditcard_at_doorstep”, “pin_at_doorstep”, “bancontact”, “meal_voucher”, “cheque” or other	Yes
paysWith	Float	Cash denomination the customer wants to pay with	Conditional
customer	Customer	A Customer JSON object	Yes
products	Array of Products	A list of product JSON objects	Yes
discounts	Array of Discounts	A list of discount JSON objects ("stampcard" is listed as discount but not substracted from totalPrice, therefore not listed in total discount)	Yes
remark	String	Any general remarks about the order	No
version	String	Version of the External Order API format	Yes

* Zulu time as (YYYY-MM-DDThh:mm:ssZ)

Customer

Property	Value type	Description	Mandatory
name	String	Name of customer	Yes
companyName	String	Company name	No
phoneNumber	String	Phone number	Yes
street	String	Street	Yes
streetNumber	String	Street number, may contain additions	Yes
postalCode	String	Postal code	Yes
city	String	City	Yes
extraAddressInfio	String	Additional address (delivery) information	No

Product

Property	Value type	Description	Mandatory
id	String	Product ID	No
name	String	Name of product	Yes
category	String	Category of product	Yes
count	Integer	Number ordered	Yes
price	Float	Individual price, includes side dishes	Yes
remark	String	Product specific remarks	No
sideDishes	Array of Side Dishes	List of side dishes	No

Side Dish

Property	Value type	Description	Mandatory
id	String	Side dish ID	No
name	String	Name of the side dish	Yes
count	Integer	Number ordered	Yes
price	Float	Individual price	Yes

Discounts

Property	Value type	Description	Required
name	String	Name of the discount type	Yes
count	Integer	Number of times the discount was applied	Yes
price	Float	Always a negative number	Yes

Example: see addendum

Set order status

The change_status endpoint is used by the client to adjust the status of an order. It is mandatory to send a “confirmed_change_delivery_time” status for every order. If an order is not confirmed in a timely manner the Takeaway call center agents will call the restaurant to ask about the problem. The address of this endpoint is:

```
https://posapi.takeaway.com/1.0/status
```

It is highly recommended to frequently update the order to accurately reflect the status at the physical restaurant. Customers appreciate more detailed information so they know when to expect their order. The orderKey is required in order to adjust a status, this key is found in the order JSON the client previously received. The client cannot set orders back to new. Other status changes may be limited as well. See the flowchart in the addendum.

Status code	Description
printed	The order was printed by a restaurant
confirmed_change_delivery_time	The order was confirmed with a change in delivery time
error	There was a general error. This status code will trigger our call center agents to call the specific restaurant. An error will not delete the order.
kitchen	The restaurant started preparing the order
in_delivery	The order is in delivery by a courier
delivered	The order has been delivered by a courier

Property	Value type	Description	Madatory
id	UUID String	Takeaway order Id	Yes
status	String	Status code	Yes
key	String	Order-specific key	Yes
changedDeliveryTime	UTC+offset time* String	Delivery time specified by restaurant	Conditional
text	String	Message intended for call center	No

*UTC + offset as (YYYY-MM-DDThh:mm:ss+hh:mm), See example below

Change delivery time

A restaurant can confirm the order and modify the delivery time by sending a “confirmed_change_delivery_time” message. Only this message has a field to set the new delivery time. This time should always be at least 5 minutes into the future, but not after 7:00 in the morning of the next day.

```
{
        "id": "cae66b7e-791b-11e7-b4d8-3464a91febf3",
        "key": "D41D8CD98F00B204E9800998ECF8427E",
        "status": "confirmed_change_delivery_time",
        "changedDeliveryTime": "2020-02-04T19:45:00+02:00"
}
```

Report error

When a restaurant can’t complete an order, an “error” status can be sent with a custom message. This message will be visible by the Takeaway call center. The standard procedure is to close the restaurant on the Takeaway website until the problem has been addressed.

```
{
        "id": "cae66b7e-791b-11e7-b4d8-3464a91febf3",
        "key": "D41D8CD98F00B204E9800998ECF8427E",
        "status": "error",
        "text": "our terminal is broken"
}
```

Sandbox

To allow you to develop and test without needing a separate registered account, we have created a sandbox environment for you that simulates the behaviour of the External Order API.

Retrieving orders

A dummy order can be retrieved from the sandbox using the following url:

```
https://sandbox-pull-posapi.takeaway.com/1.0/orders/1234567
```

The following HTTP header should be included in the HTTP GET request:

```
Apikey: abc123
```

Additionally, use basic authentication with the following credentials:

```
Username: test-username-123
Password: test-password-123
```

Sending status updates

You can POST status updates for the dummy-order to the following url:

```
https://sandbox-pull-posapi.takeaway.com/1.0/status
```

Note that the status of the dummy order will not be affected by this. The status endpoint will validate your status update requests.

Addendum

Changelog

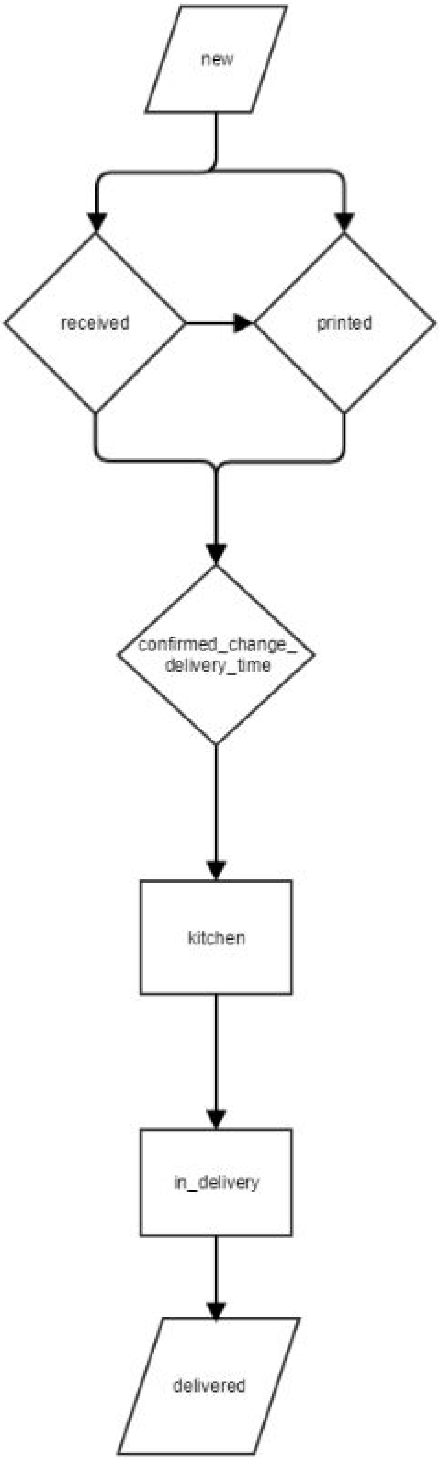
Documentation

1.0.7	Clarified time formats and total discount
1.0.6	Added information about sandbox for testing
1.0.5	Added clarification of stampcard discounts
1.0.4	Added the Apikey header
1.0.3	Restored missing order status URL
1.0.2	Changed wording in “Set order status” chapter, updated flowchart. Expanded list of payment methods in order JSON
1.0.1	Clarified authentication system
1.0.0	First release

API

1.0	First release

Status flowchart



Order example

```
{
  "id": "cae66b7e-791b-11e7-b4d8-3464a91febf3",
  "orderKey": "D41D8CD98F00B204E9800998ECF8427E",
  "publicReference": "JK4H8D",
  "platform": "Thuisbezorgd.nl",
  "restaurantId": "1234",
  "orderDate": "2020-02-04T19:15:00Z",
  "requestedDeliveryTime": "2020-02-04T19:45:00Z",
  "orderType": "delivery",
  "courier": "restaurant",
  "deliveryCosts": 1.0,
  "totalPrice": 4.0,
  "totalDiscount": 0.5,
  "isPaid": true,
  "paymentMethod": "online",
  "customer": {
    "name": "Pieter Post",
    "companyName": "PostNL",
    "phoneNumber": "061234568",
    "street": "Brouwerijstraat",
    "streetNumber": "10",
    "postalCode": "7523XD",
    "city": "Enschede",
    "extraAddressInfo": "floor:2"
  },
  "products": [
    {
      "id": "1",
      "name": "Dikke frieten",
      "category": "Patatten",
      "count": 1,
      "price": 2.0,
      "remark": "Extra knapperig aub",
      "sideDishes": [
        {
          "id": "2",
          "name": "Joppiesaus",
          "count": 1,
          "price": 0.0
        }
      ]
    },
    {
      "id": "3",
      "name": "Pikanto",
      "category": "Vleisch",
      "count": 1,
      "price": 1.5
    }
  ],
  "discounts": [
    {
      "name": "Weekendactie dikke frieten",
      "count": 1,
      "price": -0.5
    }
  ],
  "remark": "Nicht klingeln bitte",
  "version": "v2",
  "clientKey": "foo123"
}
```

Order format schema

```
{
    "$schema": "http://json-schema.org/draft-04/schema#",
    "definitions": {},
    "id": "http://example.com/example.json",
    "properties": {
        "courier": {
            "id": "/properties/courier",
            "type": "string",
            "enum": [
                "restaurant",
                "takeaway",
                "external"
            ]
        },
        "customer": {
            "id": "/properties/customer",
            "properties": {
                "city": {
                    "id": "/properties/customer/properties/city",
                    "type": "string"
                },
                "companyName": {
                    "id": "/properties/customer/properties/companyName",
                    "type": "string"
                },
                "extraAddressInfo": {
                    "id": "/properties/customer/properties/extraAddressInfo",
                    "type": "string"
                },
                "name": {
                    "id": "/properties/customer/properties/name",
                    "type": "string"
                },
                "phoneNumber": {
                    "id": "/properties/customer/properties/phoneNumber",
                    "type": "string"
                },
                "postalCode": {
                    "id": "/properties/customer/properties/postalCode",
                    "type": "string"
                },
                "street": {
                    "id": "/properties/customer/properties/street",
                    "type": "string"
                },
                "streetNumber": {
                    "id": "/properties/customer/properties/streetNumber",
                    "type": "string"
                }
            },
            "type": "object",
            "required": [
                "city",
                "name",
                "phoneNumber",
                "postalCode",
                "street",
                "streetNumber"
            ]
```

```
},
"deliveryCosts": {
   "id": "/properties/deliveryCosts",
   "type": "number"
},
"discounts": {
   "id": "/properties/discounts",
   "items": {
      "id": "/properties/discounts/items",
      "properties": {
         "count": {
            "id": "/properties/discounts/items/properties/count",
            "type": "integer"
         },
         "name": {
            "id": "/properties/discounts/items/properties/name",
            "type": "string"
         },
         "price": {
            "id": "/properties/discounts/items/properties/price",
            "type": "number"
         }
      },
      "type": "object",
      "required": [
         "count",
         "name",
         "price"
      ]
   },
   "type": "array"
},
"id": {
   "id": "/properties/id",
   "type": "string"
},
"isPaid": {
   "id": "/properties/isPaid",
   "type": "boolean"
},
"orderDate": {
   "id": "/properties/orderDate",
   "type": "string"
},
"orderKey": {
   "id": "/properties/orderKey",
   "type": "string"
},
"orderType": {
   "id": "/properties/orderType",
   "type": "string",
   "enum": [
      "delivery",
      "pickup"
   ]
},
"paymentMethod": {
   "id": "/properties/paymentMethod",
   "type": "string"
},
"paysWith": {
   "id": "/properties/paysWith",
   "type": "number"
},
"platform": {
      "id": "/properties/platform",
      "type": "string"
    },
    "products": {
      "id": "/properties/products",
      "items": {
        "id": "/properties/products/items",
        "properties": {
          "category": {
            "id": "/properties/products/items/properties/category",
            "type": "string"
          },
          "count": {
            "id": "/properties/products/items/properties/count",
            "type": "integer"
          },
          "id": {
            "id": "/properties/products/items/properties/id",
            "type": "string"
          },
          "name": {
            "id": "/properties/products/items/properties/name",
            "type": "string"
          },
          "price": {
            "id": "/properties/products/items/properties/price",
            "type": "number"
          },
          "remark": {
            "id": "/properties/products/items/properties/remark",
            "type": "string"
          },
          "sideDishes": {
            "id": "/properties/products/items/properties/sideDishes",
            "items": {
              "id": "/properties/products/items/properties/sideDishes/items",
              "properties": {
                "count": {
                  "id": "/properties/products/items/properties/sideDishes/items/properties/count",
                  "type": "integer"
                },
                "id": {
                  "id": "/properties/products/items/properties/sideDishes/items/properties/id",
                  "type": "string"
                },
                "name": {
                  "id": "/properties/products/items/properties/sideDishes/items/properties/name",
                  "type": "string"
                },
                "price": {
                  "id": "/properties/products/items/properties/sideDishes/items/properties/price",
                  "type": "number"
                }
              },
              "type": "object",
              "required": [
                "count",
                "name",
                "price"
              ]
            },
            "type": "array"
          }
        },
        "type": "object",
                "required": [
                    "category",
                    "count",
                    "name",
                    "price"
                ]
            },
            "type": "array"
        },
        "publicReference": {
            "id": "/properties/publicReference",
            "type": "string"
        },
        "remark": {
            "id": "/properties/remark",
            "type": "string"
        },
        "requestedDeliveryTime": {
            "id": "/properties/requestedDeliveryTime",
            "type": "string"
        },
        "requestedPickupTime": {
            "id": "/properties/requestedPickupTime",
            "type": "string"
        },
        "restaurantId": {
            "id": "/properties/restaurantId",
            "type": "string"
        },
        "totalDiscount": {
            "id": "/properties/totalDiscount",
            "type": "number"
        },
        "totalPrice": {
            "id": "/properties/totalPrice",
            "type": "number"
        },
        "version": {
            "id": "/properties/version",
            "type": "string"
        }
    },
    "type": "object",
    "required": [
        "customer",
        "discounts",
        "id",
        "isPaid",
        "orderDate",
        "orderKey",
        "orderType",
        "paymentMethod",
        "platform",
        "products",
        "publicReference",
        "restaurantId",
        "totalDiscount",
        "totalPrice",
        "version"
    ]
}
```

HTTP codes

HTTP code	Name	POSAPI Server
200	OK	Operation succeeded, there are no warnings
400	Bad Request	The request contained some sort of user error
401	Unauthorized	The request was not authenticated
403	Forbidden	The (authenticated) request has no permission to complete this action
404	Not Found	The requested resource was not found
500	Internal Server Error	Something is wrong with the Takeaway External Order API server
503	Service Unavailable	The External Order API server is temporarily unavailable