Requesting Low-Volume Royal Mail Tracking

Overview

If you ship between 25,000 and 300,000 items annually and wish to utilise Royal Mail's parcel tracking application, follow these steps to request Low Volume Royal Mail Tracking:

- **Contact Your Account Manager**
  - Initiate the process by contacting your designated account manager. Inform them of your interest in low-volume Royal Mail Tracking. Your account manager will facilitate the connection with Royal Mail API support.
- **Connect with Royal Mail API Support**
  - Your account manager will put you in contact with Royal Mail API support. This team will guide you through the steps to enable low-volume royal mail tracking for your shipments.
- **Register for an App**
  - Following instructions from Royal Mail API support, register for an application on the Royal Mail Developer Portal at https://developer.royalmail.net/. This registration is crucial for obtaining the required credentials for tracking.
- **Create an Application**
  - Once registered, create a new application on the Royal Mail Developer Portal. This process will generate a unique client key and secret for your application.
- **Obtain Client Key and Client Secret**
  - After creating the application, note the provided client key and secret. These credentials will be used during the authentication process for both Royal Mail and Click and Drop APIs.

- **Configure Authentication**
  - Enter the client key and client secret in the authentication section of your Royal Mail or Click and Drop API settings. This configuration is essential to enable tracking functionality for your shipments.

> **Limitations of Low-Volume Tracking:** Remember that Low-Volume Royal Mail Tracking has limitations. It allows only two daily tracking events spaced 12 hours apart. Be mindful of this restriction when planning and managing your tracking activities.

Following these step-by-step instructions, you'll successfully request and set up low-volume Royal Mail Tracking for your shipping operations. Contact Royal Mail API support for further assistance if you encounter any challenges.

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