

Integrating parcel pickup OnTime services into an e-commerce Online services

One of the service offerings in the CCE Canada Courier Express Ltd.

You can integrate the customers web portal services into your e-commerce solution to enable easy requests for online pickups. Pickup web services are particularly ideal for Services Shipping from Store. Our API allows you have access to our integrated Service of the online pickup functionality found in our [OnTime Services](#) (Customer Web Portal).

You can request a pickup at your business location or a third-party location. To request a pickup, you must be a CCE customer with ID Account. ([Create your Account](#))

Follow these steps to request a pickup:

1. Determine if pickup is available at your location. Use our online web portal for your solutions. You can also use it to find cut-off times.
2. Request a pickup using our Pickup Request web portal service. Among other elements, your request will include the following:
 - Pickup location – specify whether the pickup is at the business address we have on file for you or at an alternate/third-party location (third-party pickups are still billed to you).
 - Pickup date – Request a pickup up the day you need it or up to 30 days in advance if you have a parcel agreement, or up to 5 days in advance if you don't.
 - OnTime Same-day pickup and Delivery – Please note the following:
 - For same-day Delivery, you must submit the request before the zone cut-off time.
 - For next-day Delivery, your closing time must be at least two hours after the preferred time.

- See the full list of request elements in the customer Pickup web service.
3. The reply to a successful pickup request will provide you with a request ID number and a status of pending. If you request a same-day delivery after the cut-off times for that day, you'll receive a message with the option for next day delivery, however you can still [contact us](#) for more options.
 4. Please fill out the [Customer Application](#) in order to get the customer ID

