

GoKwik RTO Model

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Brief

GoKwik RTO risk intelligence system built using modern AI/ML technologies helps brands detect RTO probable shoppers and provides insights to discourage RTO shoppers to pay via COD thereby increasing Gross Merchandise Value (GMV).

The AI model identifies various factors such as incorrect addresses, purchase intentions, and fraud orders thereby improving the overall order delivery rate, reducing RTO losses for the merchant.

Using GoKwik's RTO risk intelligence, brands will be able to have a dynamic COD capability, The RTO API will be triggered before showing the payment methods on checkout, wherein the risk intelligence will be shared, and you can take an action of intervention the COD payment option based on the risk intelligence.

RTO API Components

The GoKwik RTO API analyzes requests based on 150+ features, all in real-time. The API is powered by three AI-driven components - Address Intelligence AI Model, RTO Intent Prediction AI Model, and RTO-based Information derived from our network of users.

These components are all independent of each other and are combined to populate the final risk flag and risk reason.

The RTO API is called before the user sees the payment methods list in their checkout journey, and it provides a classification in the form of flag- 'high, medium, low risk or Control' along with the risk reason.

RTO API should be integrated in such a way that you get responses **before showing different payment options to the users**. This allows the user (merchant) to decide on the type of payment method to be displayed to the customer.

Overview

GoKwik RTO API is a RESTful API. All requests are made to endpoints beginning: <https://sandbox.gokwik.co/v2/rto/predict>(URL will change for the integration. Sandbox environment is for the purpose of understanding and clarifications.)

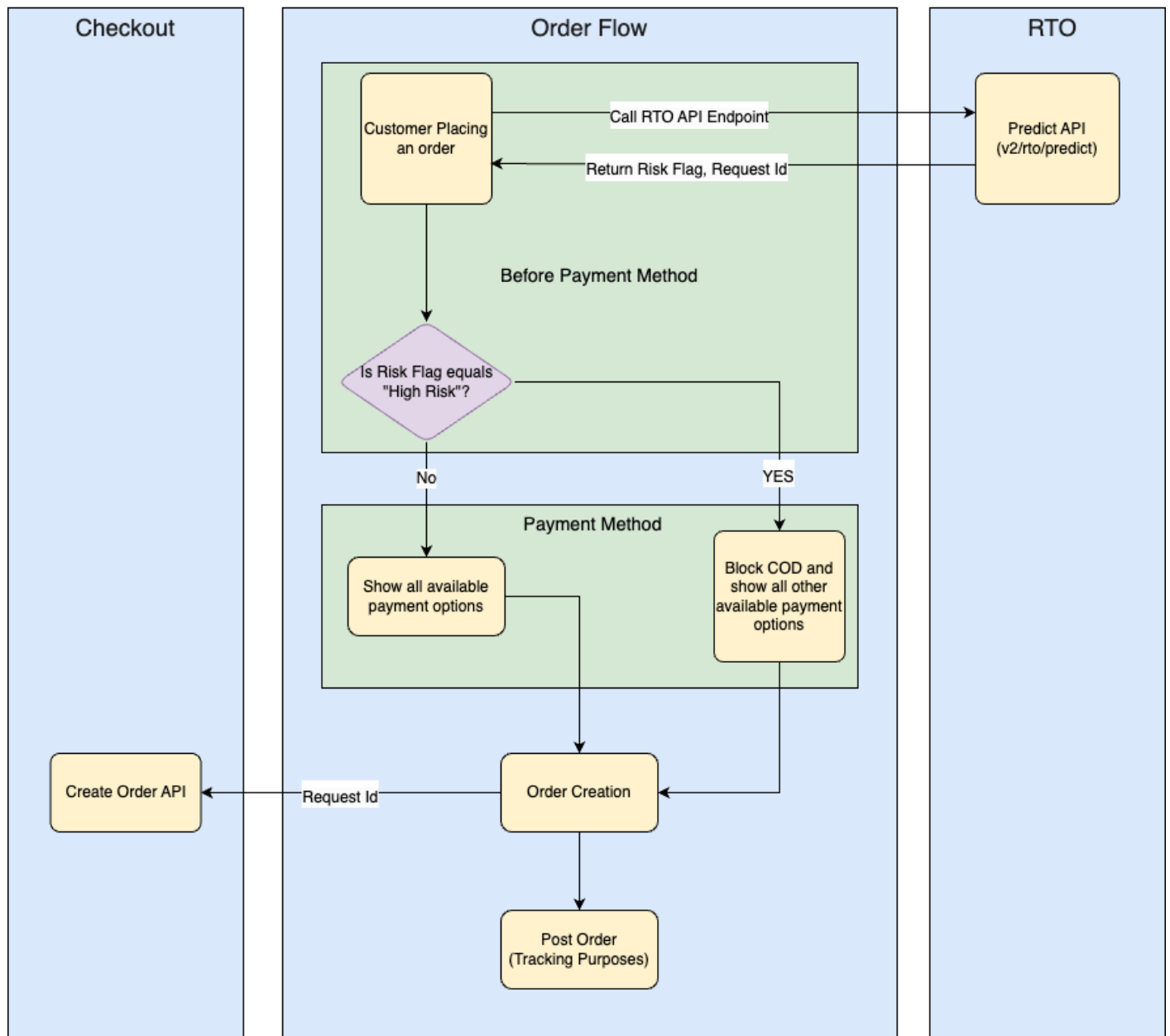
All requests must be secure, i.e., ***requests must be sent with https protocol and not http.***

Developer agreement: By using GoKwik RTO API, you agree to our [terms of service](#).

Authentication

GoKwik RTO API requires appid and appsecret to be passed in the headers for authentication. Access token(appid and appsecret) is required for using this API. The appid and appsecret will be made available on the Merchant Dashboard. We will explain these APIs in the description individually.

Flow Diagram



API Description

Predict RTO-Risk

Get the rto-risk based on the payload input provided in the body. This API is mainly built to predict the RTO propensity at a given order level. The API is designed to share the risk flag and risk reason in the JSON response.

Method: **POST**

Path: v2/rto/predict

Content Type: application/json

Header

SI No.	Object	Mandatory	Description
1	appid	Yes	String Appid provided by GoKwik. You can get this from Gokwik Dashboard-->Account
2	appsecret	Yes	String appsecret provided by GoKwik. You can get this from Gokwik Dashboard-->Account

Payload Body

Mandatory Parameter Fields:

SI No.	Attribute and element name	Description & Example
1	order_date (order)	Date The current time at which the API is being called in UTC. Ex - "2022-08-24 07:22:01.344000+00:00".
2	subtotal (order)	Float (2 digits after decimal) Total cart value without applying discount. Ex - If a customer A adds the hair gel product for INR 350 and the trimmer for INR 2000, then subtotal will be INR 2350.
3	total_line_items (order)	Integer Number of unique products in the order. Ex - If a customer A adds the products like hair gel and hair cream to the cart then total line items will be "2".
4	total_line_items_quantity (order)	Integer Total quantity of each line item belongs to each order.

SI No.	Attribute and element name	Description & Example
		Ex - If a customer A adds the hair gel product with quantity of 3 to the cart, then total line item quantities will be "3".
5	total_discount (order)	Float (2 digits after decimal) Total discount amount on order value. Ex - If a customer A adds the hair gel product for INR 350 and the trimmer for INR 2000, if there is a discount for the total amount (INR 2350) for the order value, say 5%. So the discount amount will be INR 117.5. Customer will pay INR 2232.5.
6	total (order)	Float (2 digits after decimal) "total": "910", // total = subtotal + total_tax + total_shipping - total_discount (discount due to promocode for cashback discount).
7	promo_code (order)	String(max length: 255) Promo code if applied by the customer. Ex - If a customer A adds the hair gel product for INR 350 and if he applies the promo code like "PROMO2023", then the respective amount mentioned in the promocode will be reduced from the total price.
8	product_id (line_items)	String(max length: 255) Id of the product, which is used to list the product on the store. Ex - "SDL43063".
9	line_item_id (line_items)	String(max length: 255) Id of each line item product. Ex - "SDL4306553".
10	sku (line_items)	String(max length: 255) Stock keeping unit of the product. Ex - "SDL430655863".
11	price (line_items)	Float (2 digits after decimal) Maximum retail price of that product. Ex - If a customer A adds the hair gel product for INR 350 with quantity of 2, Then the line items price is INR 700.
12	quantity (line_items)	Integer Quantity of the product. Ex - If a customer A adds the hair gel product for INR 350 with a quantity of 2, then the line item quantity of hair gel will be 2.
13	total (line_items)	Float (2 digits after decimal) total of all the products in line_item after discount, tax and shipping. Ex - If a customer A adds the camera for INR 5681 to cart, the delivery charges for INR 40, promo applied for INR 41, then the total line item price will be INR 5680.
14	first_name (shipping_address)	String(max length: 255) first name of customer.

SI No.	Attribute and element name	Description & Example
		Ex - If username is arawinth raja, then his first name is "arawinth".
15	address_1 (shipping_address)	String(max length: 255) address line 1 of the customer. Ex - "1234 abcd".
16	address_2 (shipping_address)	String(max length: 255) address line 2 of the customer. Ex - "1234 abcd".
17	city (shipping_address)	String(max length: 255) delivery city of the customer. Ex - "Delhi".
18	state (shipping_address)	String(max length: 255) delivery state of the customer. Ex - "Delhi".
19	postcode (shipping_address)	Integer delivery postcode of the customer. Ex - "123456".
20	email (shipping_address)	String(max length: 255) email ID of customer. Ex - "abcdxxxx@xxxx.com".
21	phone (shipping_address)	String(max length: 255) phone number of customer. Ex - "9876543210".
22	source (session)	String(max length: 255) the standard source url. Ex - "utm_source=Admitad&utm_medium=586854_&utm_campaign=AffiliateCPS".
23	customer_user_agent (session)	String(max length: 255) user-agent of the user from which the user is accessing the website. Ex - "Mozilla/5.0 (Linux; Android 12; CPH2219 Build/RKQ1.211119.001; wv) AppleWebKit/537.36 (KHTML, like Gecko) Version/4.0 Chrome/99.0.4844.88 Mobile Safari/537.36 WapAppInfo:AndroidNew redesign appVersion: 7.6.7".
24	user_type (order)	String(max length: 255) whether the customer is a new or existing user. Ex - If a customer visits your website or apps for the first time, then he will create a username and password then it will be "new".
25	platform_type (order)	String(max length: 255) Ecommerce platform being used. Ex - shopify, woocommerce, custom etc.

Non-mandatory Parameter Fields:

SI No.	Parameter (Object)	Description & Example
1	request_id	String(max length: 255) Unique identification number created during the request with alphanumeric sequence. Request id will be created when the customer calls the RTO API and it will be updated for a second time. Ex - "abcx34yzp1q2r"
2	age (customer)	Integer Age of the customer. Ex - 45
3	gender (customer)	String(max length: 255) Gender of the customer. Ex - "Male", "Female"
4	wallet_balance (customer)	Float (2 digits after decimal) Remaining amount available in customer's wallet after purchase. Ex - If a customer A purchased a gel for INR 350 and he has an amount of INR 400 in wallet. After payment using the wallet amount, the wallet balance will be INR 50.
5	customer_since (customer)	Integer Number of days until a user makes their first purchase on your website. Ex - If a customer A was registered on your website or app on 1-Sep-2022, then the number of days will be 90.
6	platform_type (customer)	String(max length: 255) Ecommerce platform being used by the customer. Ex - shopify, woocommerce, custom etc.
7	past_del (customer)	String(max length: 255) Number of orders delivered in the past to the customer. Ex - If a customer A purchased on your website or app on 1-Sep-2022 for INR 150. Again he purchased it on 8- Sep-2022 for INR 250. Both the products have been delivered. Now, the number of orders delivered previously is "2".
8	past_shipped (customer)	String(max length: 255) Number of orders shipped in the past to the customer. Ex - If a customer A was purchased on your website or app on 1-Sep-2022 for INR 150. Again he purchased it on 8- Sep-2022 for INR 250. Both the products have been shipped. Now, the number of orders shipped in previously is "2".
9	total_tax (order)	Float (2 digits after decimal) Total tax incurred in the purchase. Ex - If a customer A adds the hair gel product

SI No.	Parameter (Object)	Description & Example
		for INR 350, the tax incurred for the product will be INR 35 and trimmer for INR 2000, the tax incurred for the product will be INR 50. Now total tax will be INR 85.
10	total_shipping (order)	Float (2 digits after decimal) Total shipping charges for the order. Ex - If a customer A adds the hair gel product for INR 350, the shipping charge for the product will be INR 25, then shipping charges will be INR 25.
11	variant_id (line_items)	String(max length: 255) Variation if for the product. Ex - "SDL430655863"
12	item_brand (line_items)	String(max length: 255) Brand name of the product. Ex - "max" or "trends"
13	item_rating (line_items)	Float (2 digits after decimal) Rating of the product as shown on the website or app at the time of order placed. Ex - "4.5" or "4"
14	item_size (line_items)	String(max length: 255) Size of the product. Ex - S, M, L, 100ml, 8,10, 36.
15	item_color (line_items)	String(max length: 255) Colour of the product. Ex - Red or Blue or Green.
16	is_exclusive (line_items)	bool boolean - whether the product is exclusive to the merchant.
17	item_weight (line_items)	Float (2 digits after decimal) weight of the product in gm. Ex - "3.45"
18	item_length (line_items)	Float (2 digits after decimal) length of the product in cm. Ex - "332.45"
19	item_breadth (line_items)	Float (2 digits after decimal) breadth of the product in cm. Ex - "45"
20	item_height (line_items)	Float (2 digits after decimal) height of the product in cm. Ex - "345"
21	item_discount (line_items)	Float (2 digits after decimal) Discount amount applicable on particular line item. Ex - If a customer A adds the hair gel product for INR 350 with quantity of 2, if there is a discount of 25 and, then the line item discount will be 50.
22	name (line_items)	String(max length: 255) Name of the product. Ex - "Vitaan - Navy Blue Lycra Men's Track Pants (Pack of 1)"

SI No.	Parameter (Object)	Description & Example
23	subtotal (line_items)	Float (2 digits after decimal) Sale price of the products in this line item. Ex - If a customer A adds the hair gel product for INR 350 with a quantity of 2, then the line item subtotal will be INR 700.
24	tax (line_items)	Float (2 digits after decimal) Calculated value for tax. Ex - If a customer A adds the camera for INR 5681 to cart, tax for that product is INR 25, then the line item tax will be INR 25.
25	product_url (line_items)	String(max length: 255) url of the product page. Ex - "product/track-pant/67759627156"
26	product_thumbnail_url (line_items)	String(max length: 255) url of the thumbnail image of the product. Ex - "product/track-pant/677959625236"
27	article_price (line_items)	Float (2 digits after decimal) article price of product. Ex - "787.34"
28	target_group (line_items)	String(max length: 255) target group of a particular product. Ex - If a customer A is purchasing for father, then he will select the filter with "MALE".
29	sub_category (line_items)	String(max length: 255) subcategory of a particular product. Ex - If a customer A is purchasing a T-shirt for father, then he will select the filter with "T-shirt".
30	major_category (line_items)	String(max length: 255) major category of a particular product. Ex - If a customer A is purchasing clothes for father, then he will select the filter with "clothing".
31	item_shipping (line_items)	String(max length: 255) Shipping charge associated with the product. Ex - If a customer A purchased a T-shirt for 150, the shipping charge for the product will be INR 25, then item shipping amount will be INR 25.
32	item_edd (line_items)	String(max length: 255) Item's expected delivery date. Ex - If a customer A ordered a T-shirt for 150, after payment he will receive the expected delivery date like "2022-09-02 12:51:57".
33	item_cashback (line_items)	String(max length: 255) cashback applicable on the particular item.

SI No.	Parameter (Object)	Description & Example
		Ex - If a customer A purchased a T-shirt for 150 which is applicable to cashback of 25, then after payment he will receive the cashback amount of 25.
34	seller_registration_date (line_items)	String(max length: 255) date when the seller was registered. Ex - "26/06/2020"
35	seller_origin_pincode (line_items)	String(max length: 255) seller's pincode. Ex - "123456"
36	seller_origin_city (line_items)	String(max length: 255) seller's city. Ex - "Delhi"
37	seller_code (line_items)	String(max length: 255) seller's code. Ex - "abcdef"
38	seller_rating (line_items)	String(max length: 255) seller's rating. Ex - "4.5"
39	last_name (shipping_address)	String(max length: 255) last name of customer. Ex - If username is arawinth raja, then his first name is "raja".
40	company (shipping_address)	String(max length: 255) company name of user. Ex - "abcd"
41	type (shipping_address)	String(max length: 255) type of address. Ex - "home, office, hotel etc"
42	first_name (billing_address)	String(max length: 255) first name of customer. Ex - If username is arawinth raja, then his first name is "arawinth".
43	last_name (billing_address)	String(max length: 255) last name of customer. Ex - If username is arawinth raja, then his first name is "raja".
44	company (billing_address)	String(max length: 255) company name of customer. Ex - "abcd"
45	address_1 (billing_address)	String(max length: 255) address line 1 of the customer. Ex - "1234 abcd"
46	address_2 (billing_address)	String(max length: 255) address line 2 of the customer. Ex - "1234 abcd"
47	city (billing_address)	String(max length: 255) address city of the customer. Ex - "Delhi"
48	state (billing_address)	String(max length: 255) address state of the

SI No.	Parameter (Object)	Description & Example
		customer. Ex - "Delhi"
49	postcode (billing_address)	String(max length: 255) address postcode of the customer. Ex - "123456"
50	email (billing_address)	String(max length: 255) email ID of the customer. Ex - "abcdxxxx@xxxx.xx"
51	type (billing_address)	String(max length: 255) type of address. Ex - "home, office, hotel etc"
52	phone (billing_address)	String(max length: 255) phone number of the customer. Ex - "9876543210"
53	source (utm)	String(max length: 255) from where the traffic has come. Ex - "instagram", "organic", "facebook"
54	medium (utm)	String(max length: 255) medium used. Ex - website,ad campaign etc
55	campaign (utm)	String(max length: 255) Name of the actual campaign. Ex - Google_campaign, fb_campaign etc
56	pages_viewed (session)	Array[String(max length: 255)] pages viewed by the customer. Ex - ["about","home"]
57	total_pages_viewed (session)	Integer number of pages viewed by customers on merchant websites. Ex - If a customer A purchased any product, then he will visit the Home page, add any product or cart page, payment pay and thank you page. Now the total pages viewed will be 4.
58	session_length (session)	Integer total duration in seconds for which the session was active. Ex - 250 seconds
59	customer_ip (session)	String(max length: 255) ip address of the user from which the customer is accessing the website. Ex - 1.00.01.01
60	cashback (order)	Float (2 digits after decimal) total cashback received by the user. Ex - If a customer A has purchased two products on your website or app, which has cashback of 25 each. Now total cashback will be 50.

SI No.	Parameter (Object)	Description & Example
61	past_del (order)	Integer number of orders delivered in previous to the customer. Ex - If a customer A was purchased on your website or app on 1-Sep-2022 for 150. Again he purchased on 8- Sep-2022 for 250. Both the products have been delivered. Now, the number of orders delivered previously is "2".
62	past_shipped (order)	Integer number of orders shipped in previous to the customer. Ex - If a customer A was purchased on your website or app on 1-Sep-2022 for 150. Again he purchased on 8- Sep-2022 for 250. Both the products have been shipped. Now, the number of orders shipped in previously is "2".

EXAMPLE CURL

```
'https://sandbox.gokwik.co/v2/rto/predict' \
--header 'accept: application/json' \
--header 'Content-Type: application/json' \
--header 'appid: test' \
--header 'appsecret: test' \
--data-raw '{
  "request_id": "abc xyz pqr",
  "order": {
    "total": "618.75",
    "session": {
      "source": "",
      "utm": {
        "source": "",
        "medium": "",
        "campaign": ""
      },
      "customer_ip": "2401:4900:22c8:85e7:729:c0e2:de3:3389",
      "pages_viewed": null,
      "session_length": null,
      "total_pages_viewed": null,
      "customer_user_agent": "Mozilla/5.0 (Linux; Android 12; CPH2219 Build/RKQ1.211119.001; wv) AppleWebKit/537.36 (KHTML, like Gecko) Version/4.0 Chrome/99.0.4844.88 Mobile Safari/537.36 WapAppInfo:AndroidNew redesign appVersion: 7.6.7"
    },
    "cashback": "124.45",
    "past_del": null,
    "subtotal": "742.77",
```

```

"total_tax": "0",
"user_type": "new",
"total_line_items": 2,
"total_line_items_quantity": 6,
"line_items": [
  {
    "sku": "sdl087821371",
    "tax": "0",
    "name": " - Navy Blue Lycra Men's Track Pants ( Pack of 1 )",
    "price": "371.0",
    "total": "309.77",
    "item_edd": "2022-09-02 12:51:57",
    "quantity": 1,
    "subtotal": "371.0",
    "item_size": null,
    "item_brand": "",
    "item_color": null,
    "product_id": "SDL430655863",
    "variant_id": "SDL430655863",
    "item_height": "0",
    "item_length": "0",
    "item_rating": "4.1",
    "item_weight": "0",
    "product_url": "product/track-pant/677959627156",
    "seller_code": "S2bb",
    "is_exclusive": false,
    "item_breadth": "0",
    "line_item_id": "SDL430655863",
    "sub_category": "Sports Wear",
    "target_group": null,
    "article_price": "371",
    "item_cashback": "62",
    "item_discount": "62.0",
    "item_shipping": "0",
    "seller_rating": "4.0",
    "major_category": "Clothing",
    "seller_origin_city": "New Delhi",
    "product_thumbnail_url": "",
    "seller_origin_pincode": "110094",
    "seller_registration_date": null
  },
  {
    "sku": "SDL430655863",
    "tax": "0",
    "name": "Vitaan - Navy Blue Lycra Mens Track Pants ( Pack of 1 )",
    "price": "371.77",
    "total": "309.77",
    "item_shipping": null,
    "item_edd": "2022-09-02 12:51:57",
    "quantity": 4,
    "subtotal": "371.77",
    "item_size": null,

```

```

    "item_brand": "",
    "item_color": null,
    "product_id": "SDL430655863",
    "variant_id": "SDL430655863",
    "item_height": "0",
    "item_length": "0",
    "item_rating": "4.1",
    "item_weight": "0",
    "product_url": "product/track-pant/677959627156",
    "seller_code": "S2bb",
    "is_exclusive": false,
    "item_breadth": "0",
    "line_item_id": "SDL430655863",
    "sub_category": "Sports Wear",
    "target_group": null,
    "article_price": "371.0",
    "item_cashback": "62",
    "item_discount": "62",
    "item_shipping": "0",
    "seller_rating": "4.0",
    "major_category": "Men's Clothing",
    "seller_origin_city": "New Delhi",
    "product_thumbnail_url": "",
    "seller_origin_pincode": "110094",
    "seller_registration_date": null
  }
],
"order_date": "2022-08-24 07:22:01.344000+00:00",
"promo_code": "",
"past_shipped": null,
"platform_type": null,
"total_discount": "124.77",
"total_shipping": "0",
"billing_address": {
  "city": "Indore",
  "type": null,
  "email": "",
  "phone": "9876543210",
  "state": "Tamil Nadu",
  "company": "",
  "postcode": "123456",
  "address_1": "123 pq",
  "address_2": "xyz",
  "last_name": "abcd",
  "first_name": "pqr"
},
"shipping_address": {
  "city": "pune",
  "type": null,
  "email": "abcxyzxxxx@gmail.com",
  "phone": "9876543210",
  "state": "Tamil Nadu",

```

```

    "company": "",
    "postcode": 123456,
    "address_1": "123 pq",
    "address_2": "xyz",
    "last_name": "abcd",
    "first_name": "xyz"
  }
},
"customer": {
  "age": null,
  "gender": null,
  "past_del": "1",
  "past_shipped": "1",
  "platform_type": "",
  "customer_since": null,
  "wallet_balance": null
}
}'

```

Response

In the response, the API will give the risk flag, and request_id.

Successful Response

Status Code:200

```

{
  "status_code": 200,
  "msg": "Success",
  "data": {
    "request_id": "877c98a5-46b2-4ae3-a140-c769258c8af1",
    "risk_flag": "Low Risk",
    "reason": ""
  },
  "error": null
}

```

In the above response, the status code shows **200** and we get **request_id** and **risk_flag** (low, medium or high risk) as output upon getting the successful response.

Unsuccessful Responses

Status Code : 403

```

{
  "status_code": 403,
  "msg": "Missing required header: appsecret",
  "data": null,
}

```

```

    "error": [
      {
        "msg": "Missing required header: appsecret",
        "type": "value_error"
      }
    ]
  }
}

```

In the above response, the status code shows **403** and we get this type of error **when the header (either appid or the appsecret) are not provided** while sending the request. Please have a look at the header for the error with this status code.

Status Code : 422

```

{
  "status_code": 422,
  "msg": "Validation Error",
  "data": null,
  "error": [
    {
      "loc": [
        "body",
        "order",
        "shipping_address",
        "phone"
      ],
      "msg": "Not a valid number : ",
      "type": "value_error"
    }
  ]
}

```

In the above response, the status code shows **422** and then this error occurs when a **mandatory field required in the payload is either missing or it is invalid**. The parameters marked as mandatory in the request body are mandatory and can't be skipped.

Status Code : 404

```

{
  "status_code": 404,
  "msg": "Not Found",
  "data": null,
  "error": [
    {
      "msg": "Not Found",
      "type": "value_error"
    }
  ]
}

```

In the above response, the status code shows **404** and then the status message “**Not Found**”. This case occurs when the entered URL is wrong or when the server cannot find the API being requested. To resolve this error, we need to follow below steps:

1. Check and Correct the URL if it entered wrongly.
2. Retry hitting the API with a valid URL along with head and body.

Status Code : 500

```
{
  "status_code": 500,
  "msg": "Score Calculation Failure",
  "data": null,
  "error": [
    {
      "msg": "Score Calculation Failure",
      "type": "value_error"
    }
  ]
}
```

In the above response, the status code shows **500** when there's “**score calculation failure**” on the server side. To resolve this please contact GoKwik.

Status Code : 504

504 Gateway Time-out

nginx/1.14.0 (Ubuntu)

When the status code shows **504**, then the status message “**Time-out**”. It occurs when the API takes more time to respond within the respective time limit. To resolve this error by reconnecting and refreshing the page again.

Note: RTO API TP99 SLA - 200 ms. And in case of RTO API failure or becoming latent, the system should not wait for more than 500 ms in any case. (i.e API Timeout: 500 ms)

Swagger UI

Swagger UI is a tool that can be extremely helpful for testing APIs. It provides a graphical interface for interacting with an API, making it easy to test and explore API endpoints without having to use external tools. Attaching the swagger link for sandbox: <https://sandbox-rto-api.dev.gokwik.in/docs>

The payload can be tested here before going live to ensure error-free integration.

Meta-Data

Meta Data	Type
status	success / Failure
system_status_code	integer
message	string
result	JSON
file_name	string
file_type	string
service	string
api_version	string
response_time	string

SYSTEM STATUS CODE MASTER 2XX		
Status Code	Type	Message
200	SUCCESS	Message with request_id, risk_flag, reason and RTO

SYSTEM STATUS CODE MASTER 4XX			
Status Code	Type	Message	Resolution
403	value_error	Missing required header: appsecret	Check the header whether appid or appsecret are missing.
404	value_error	Not Found	Check the parameters marked as mandatory in the request body are correctly filled.
422	value_error	Validation Error	Check and correct the URL if it entered wrongly and Retry

			hitting the API with a valid URL along with head and body.
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SYSTEM STATUS CODE MASTER 5XX			
Status Code	Type	Message	Resolution
500	value_error	Score Calculation Failure	To resolve this please contact GoKwik.
504	value_error	Time-out	To resolve this error by reconnecting and refreshing the page again.

API Errors

Successful responses are returned with HTTP Status code 200. Failure returns a JSON error response with the parameters that detail the reason for the failure. The errors are classified into following categories:

Gateway Errors:

Reason	Status	Status Code
Missing appid or appsecret	Unauthorised	403

Consumption Errors:

Reason	Status	Status Code
Value Error	Unauthorised	404
Validation Error	Unauthorised	422
Inputs are not valid	Unauthorised	422
Score Calculation Failure	Unauthorised	500
Time-out	Unauthorised	504

Risk reasons that are populated in the JSON response

Condition	Source	Risk Reason
Klotho Rule A is breached	Klotho Rule A	Customer's historical behaviour indicates high RTO intent
Klotho Rule B is breached	Klotho Rule B	Serviceability at this pincode indicates high rto intent
Both klotho Rule A and Rule B breached simultaneously	Klotho Rule A & B	Customer and pincode both seem too risky
Klotho Rule F breached	Klotho Rule F	Address or customer seems fake
Product ID Blacklisted	Custom Blocking	Product ID was blacklisted
Pincode Blacklisted	Custom Blocking	Pincode was blacklisted
UTM Blacklisted	Custom Blocking	UTM was blacklisted
RTO Model Breached	Model	High RTO Intent
Refers to the case when a particular customer is trying to place more COD orders than the cutoff decided for the particular merchant in between a decided time-interval.	Klotho Rule C	Duplicate Order
Refers to the case when a customer's shipping address is shorter than the pre decided minimum shipping address length.	Klotho Rule G	Address too short
Refers to the case when a customer's shipping address address score is less implying the address is missing important information in it.	Klotho Rule D/Model	Address Incomplete
Refers to the case when the customer is identified as blacklisted based on the phone number.	Custom Blocking	Blacklisted
Refers to the case when a customer has been noticed doing RTO in the past.	Custom Blocking	Known RTOer
the cases of high risk , product blocked or customer blacklisted	Model/custom	High RTO Intent

Risk Flags

We send risk flags associated with the particular request considering the various factors affecting the chances of risk for that order. We send 3 types of risk flags in response and encourage merchants to make the decision based on the risk flags received. Listing the risk flags below:

- 1. High Risk:** High risk is given to the order which is highly likely to RTO.
- 2. Medium Risk:** Medium risk is given to the orders which have a relatively lesser risk of being RTO and more likely to be purchased.
- 3. Low Risk:** Low risk is given to the orders which have little risk of being RTO and most likely to go through.

AWB Service

To track the status of orders being shipped by merchants, we require the merchant to provide us with the AWB (Airway Bill) numbers and their latest statuses. This information allows us to monitor the progress of shipments, which enables the model to improve precision/accuracy and helps in precise billings.

Request Parameters

We will need to provide the following information:

- **AWB Number** - A unique identifier assigned to each shipment that enables tracking of the order.
- **AWB Status** - The latest status of the shipment, indicating whether it is in transit, out for delivery, delivered, delayed or RTO.

Status States

End State

These are the terminating states beyond which the status against any AWB Number will not change further.

Possible End States

1. Delivered/Completed
2. Cancelled
3. RTO, rto initiated, rto in transit, rto undelivered, rto out for delivery, rto delivered
4. Lost
5. Damaged
6. Returned

Transition States

Transition states are the non-terminating states which are expected to change into some other state with time.

Possible Transition States

1. order placed
2. order manifested
3. pending pickup
4. pickup cancelled
5. pickup failed
6. pickup done
7. shipped
8. in transit
9. out for delivery
10. undelivered
