

# Meet updated tracking success expectations with API and EDI

C.H. Robinson contract carriers are expected to provide digital track and trace updates at the following times throughout the life of a load.

Proactive notifications (pick-up and delivery)	In-transit notifications	Arrival notifications
4 hours before appointment close	Every 4 hours	30 minutes after driver arrival
2 hours before appointment close		30 minutes after driver departure

For EDI and API connected carriers to meet these automated tracking success expectations, they must have their integration with C.H. Robinson set up to provide the following updates on all shipments.

A carrier's technology team should confirm the existing EDI or API integration is set up to deliver these required automated tracking updates.

<b>Before pickup</b>	Provide X6 update between 2-4 hours from pickup appointment*
	Provide X6 update between 0-2 hours from pickup appointment*
<b>Arrive at shipper</b>	Supply X3 update within 30 minutes of arrival at shipper
<b>Depart shipper</b>	Supply AF update within 30 minutes of departure from shipper
<b>In-transit</b>	Supply X6 update every 4 hours—at minimum**
<b>Before delivery</b>	Provide X6 update between 2-4 hours from arrival at delivery location
	Provide X6 update between 0-2 hours from arrival at delivery location
<b>Arrive at delivery</b>	Supply X1 update within 30 minutes of arrival at delivery location
<b>Depart delivery</b>	Supply D1 or CD update within 30 minutes of departure from delivery location

\* If pickup appointment contains a window of time, requirements are based off of close time. For example, if the pickup time is between 9-11 a.m., the close time would be 11 a.m.

\*\* It is highly recommended that carriers sending X6 updates at a higher frequency maintain that level to ensure they can book all available shipments

## Additional Resources

- [EDI Specs](#)
- [API Specs](#)
- [Support](#)