

Shipday MCP Server — Connector Documentation

1. Overview

The Shipday MCP server lets an AI assistant securely read a Shipday merchant's live delivery operations data — current orders, drivers, customer profiles, and completed/deleted-order reports — on that merchant's behalf.

- **Read-only.** Every tool only reads data. Nothing can be created, changed, assigned, or deleted through this connector.
- **Scoped to one account.** Every call is automatically limited to the company of the signed-in Shipday user. No tool accepts a company or account identifier, so one merchant can never reach another's data.
- **Permission-based.** Each tool needs a specific permission (OAuth scope) that the user approves when connecting.

Server name	shipday-api-mcp-server
MCP endpoint	https://api.shipday.com/v2/mcp
Transport	Streamable HTTP
Authentication	OAuth 2.1 (authorization code + PKCE), dynamic client registration
Tools	7, all read-only

2. Connecting

Add `https://api.shipday.com/v2/mcp` as the server URL in an MCP-compatible client. The client discovers everything else automatically (see Authentication). The user signs in with their normal Shipday account and approves the permissions. No API key, manual client registration, or other setup is needed.

3. Authentication

The MCP server is an OAuth 2.0 protected resource. Authorization is handled by a separate Shipday authorization server.

Protected resource metadata (RFC 9728)	GET <code>https://api.shipday.com/v2/.well-known/oauth-protected-resource</code>
Authorization server (issuer)	<code>https://dispatch-app-api.shipday.com</code>

Client registration	Dynamic Client Registration (RFC 7591); no pre-registered client needed
Grant type	Authorization code with PKCE required
Token delivery	Authorization: Bearer <access_token> header
Access token lifetime	10 minutes
Refresh token lifetime	30 days
Unauthenticated requests	401 with WWW-Authenticate: Bearer resource_metadata="https://api.shipday.com/v2/.well-known/oauth-protected-resource"

Flow

1. The client calls the MCP endpoint without a token and receives 401 pointing at the resource metadata above.
2. The client reads the metadata, finds the authorization server, and registers itself dynamically.
3. The user is redirected to Shipday, signs in, and approves the requested permissions on a consent screen.
4. The client exchanges the authorization code (with PKCE) for tokens and sends the access token on every MCP request. It refreshes silently until the 30-day refresh token expires, after which the user reconnects.

Permissions (scopes)

Scope	Consent-screen text	Tools
orders.read	View your Current Active and Scheduled Orders	get_current_active_orders , get_current_scheduled_orders
carriers.read	View your Drivers and their today's Earnings	get_carriers , get_carrier_earnings
reports.read	View your Shipday Extended Reports for Completed Orders	get_extended_reports , get_deleted_orders
customer_profiles.read	View your Customer Profiles	get_customer_profiles

If a tool is called without its scope granted, it returns a permission error and no data. Scopes are listed in the `scopes_supported` field of the resource metadata.

4. Tools

All tools are annotated `readOnlyHint: true` , `destructiveHint: false` , `idempotentHint: true` , `openWorldHint: false` . Tools operate only on the authenticated user's company.

4.1 `get_current_active_orders` — "Get Active Orders"

Currently active orders: not yet delivered or failed, and already eligible for dispatch. **Scope:** `orders.read`

Parameter	Type	Required	Description
<code>page</code>	integer	No	Page number, starting at 1 (default 1)
<code>limit</code>	integer	No	Orders per page (default 300)

Returns: `{ meta, orders[] }`. `meta` is `{ page, pageSize, total, totalPages, nextPage, prevPage }`. The tool description tells the model to keep calling with `page = meta.nextPage` when the user's request needs every order.

Each order contains: `orderId`, `orderNumber`, `orderStatus`, `orderStatusAdmin`, `isScheduled`, `isCatering`, `distance`, `trackingLink`, `customer` (name, address, phone, emails, coordinates), `restaurant` (name, address, phone, coordinates), `assignedCarrier` (id, name, phone), `activityLog` (placement, expected pickup/delivery, assigned, started, arrived at pickup, picked up, arrived, delivered, failed times), `costInfo` (total, delivery fee, tip, discount, tax, service fee), `feedbackInfo`, `statusFlags` (incomplete, accepted, third-party assigned, out of delivery zone, invalid address), and `thirdPartyInfo` (third-party courier name, reference id, tracking URL, driver, status).

4.2 `get_current_scheduled_orders` — "Get Scheduled Orders"

Currently scheduled orders: not yet dispatch-eligible, i.e. set for a future pickup or delivery. **Scope:** `orders.read` **Parameters and response:** identical to `get_current_active_orders`.

4.3 `get_carriers` — "Get Carriers/Drivers List"

All drivers (carriers) of the company. **Scope:** `carriers.read` **Parameters:** none. **Returns:** array of `{ carrierId, name, email, phoneNumber, vehicleType, locked, onShift, averageRating, totalRatedOrders }`.

4.4 `get_carrier_earnings` — "Get Carriers/Drivers Earnings"

Today's earnings for each driver. **Scope:** `carriers.read` **Parameters:** none. **Returns:** array of `{ carrierId, name, phoneNumber, completedDeliveries, totalEarning, shiftEarning, driverPayment, onlineTips, cashTips, driverPaymentAndOnlineTips, existingAdjustment, onDuty }`.

4.5 `get_extended_reports` — "Get Extended Reports for Completed Orders"

Detailed delivery timing and cost data for completed orders in a time range. **Scope:** `reports.read`

Parameter	Type	Required	Description
timeframe	enum	Yes	TODAY , YESTERDAY , THIS_WEEK , LAST_WEEK , THIS_MONTH , LAST_MONTH , RANGE
startDate	ISO-8601 timestamp	Only for RANGE	Range start
endDate	ISO-8601 timestamp	Only for RANGE	Range end

Returns: array of orders. Each has: id , orderNo , driver (driverId , driver), paymentMethod , pickup (pickUpFrom , pickUpAddress), customer (customerName , customerEmail , customerPhone , customerAddress), assignerName , deliveryDistance , a full timeline (placeTime , expectedPickupTime , expectedDeliveryTime , requestedPickup , requestedDelivery , assignTime , acceptTime , readyToPickupTime , pickupTime , outTheDoor , onTheWayTime , atTheCustomer , completionTime , failedDeliveryTime), duration metrics in minutes (placementToOutTheDoor , outTheDoorToAtTheCustomer , placementToAtTheCustomer), cost (total , tax , deliveryFee , cashTip , driverPayment), feedback , delivery instructions/notes , thirdPartyAssigned , isRedrop , failedOrder .

4.6 get_deleted_orders — "Get Deleted Orders"

Orders that were deleted in a time range. **Scope:** reports.read **Parameters:** same as get_extended_reports . **Returns:** array of { orderId , orderNumber , distance , orderStatusAdmin , deleteTime , deletedBy , deleteRemarks , activityLog , costInfo , customer (name , address , phone , email), restaurant (name , address , phone), orderItems[] } .

4.7 get_customer_profiles — "Get Customer Profiles"

Aggregated customer profiles: order history, spending, ratings, and VIP status per customer. **Scope:** customer_profiles.read

Parameter	Type	Required	Description
page	integer	No	Page number, starting at 1 (default 1)
limit	integer	No	Customers per page (default 50)
name	string	No	Free-text search over customer name
sortType	enum	No	AMOUNT_SPENT , ORDER_COUNT (default), LAST_ORDER_DATE , DRIVER_RATING , ORDER_RATING
sortingOrder	enum	No	ASC , DESC (default)
orderType	enum	No	DELIVERY , PICKUP , ALL (default)
customerType	enum	No	ALL (default), VIP , RECENT

Parameter	Type	Required	Description
orderRating	enum	No	Average food/order rating: ALL (default), ONE ... FIVE
driverRating	enum	No	Average driver rating: ALL (default), ONE ... FIVE

Returns: { meta, items[] } with the same meta pagination as the order tools. Each item has: customerName, uniqueCustomerId, customerEmail, customerPhone, totalOrderCount, totalSpending, avgSpending, avgFoodRatings, lastOrderTime, vipCustomer, subscribed, delivery and takeout breakdowns (counts, totals, tips, averages, last order times), review counts and averages, and recent-order counts.

5. Usage examples

User asks	Tool call
"What orders are in progress right now?"	get_current_active_orders()
"Which orders are scheduled for later?"	get_current_scheduled_orders()
"List my drivers and who is on shift."	get_carriers()
"How much has each driver earned today?"	get_carrier_earnings()
"Show delivery times and costs for today's completed orders."	get_extended_reports(timeframe=TODAY)
"Which orders were deleted this week, and by whom?"	get_deleted_orders(timeframe=THIS_WEEK)
"Who are my top 10 VIP customers by spend?"	get_customer_profiles(customerType=VIP, sortType=AMOUNT_SPENT, limit=10)
"Find customers named Smith with 5-star driver ratings."	get_customer_profiles(name="Smith", driverRating=FIVE)

6. Limits and behavior

- **Rate limit:** 5 calls per minute, per tool, per company. Over the limit, the tool returns a rate-limit error naming the tool; retry after the minute rolls over.
- **Pagination:** order and customer tools are paginated. The tool descriptions instruct the model to follow meta.nextPage automatically when it needs the complete set.
- **Timezone:** report time ranges are evaluated in the Shipday account's configured timezone.
- **Report window:** current calendar month only.

7. Data and privacy

- All tools are read-only, and data is returned only to the authenticated user for their own company.
- Responses include business operational data and, where applicable, personal data about the merchant's own customers and drivers (names, phone numbers, emails, addresses). Customer and driver data is the merchant's own, and is returned only to that merchant.
- Shipday does not store the contents of tool responses on the connector side. Each call reads live data from Shipday.
- Access can be revoked at any time by disconnecting the connector in the AI client. Access tokens expire after 10 minutes.
- Privacy policy: <https://www.shipday.com/privacy>
- Terms of Service: <https://www.shipday.com/terms>

8. Troubleshooting

Symptom	Cause and fix
401 Unauthorized or the client asks to reconnect	The access or refresh token expired or was revoked. Reconnect the connector and sign in again.
"This action requires the '...' permission, which wasn't granted."	The account didn't grant that tool's scope. Reconnect and approve all requested permissions.
"This tool only serves data from the current calendar month..."	The requested range starts before the 1st of the current month. Request a range within the current month.
"startDate is required when timeframe is RANGE"	RANGE needs startDate (and normally endDate).
"Rate limit exceeded for tool '...'"	More than 5 calls/min for that tool. Wait a minute and retry.
Empty list	The account has no data matching the request (for example, no active orders right now).

9. Support

- Support contact: support@shipday.com
- Website: <https://www.shipday.com>