Setting up Routewren for a new depot

IT and operations staff at a delivery firm who set up a new depot in the Routewren Console

A depot is a place where your vans start and finish the day. Routewren needs one depot for each. This guide sets up the depot, its rules, an API key and a webhook, in that order.

4 parts to set up: the depot, its rules, an API key and a webhook.

1 code that never changes: the depot code, for example `nth-depot-01`.

Test first: make the key and the webhook in Test mode, then repeat them in Live.

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1. Before you start

Console › **Depots**

1.1 What you need

You need	Example	Note
A Console login	your work e-mail, `mei@example.com`	Ask your admin for a login
The depot name	`Northside Depot`	Shown on the map and in reports
The depot code	`nth-depot-01`	The API and the driver login use it
The time zone	`Asia/Kuala_Lumpur`	Picked from a list
The street address	`12 Dock Lane, Northside Industrial Park`	Routewren finds the map pin from it
A server address for webhooks	`https://orders.example.com/hooks/routewren`	Must start with `https`

REQUIRED

The code uses lowercase letters, digits and hyphens, up to 24 characters. Routewren uses it in the API and in the driver login. A wrong code means a new depot, so check it twice.

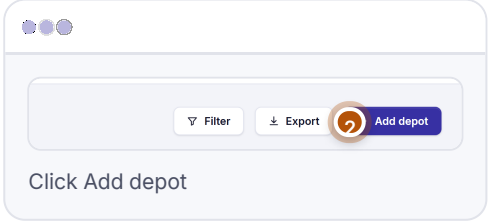
The Console has a **Live** and a **Test** switch at the top right. Test has fake vans and sends nothing real, and an amber strip shows under the top bar. A depot exists in both modes, but the keys are different. Make your keys and webhooks in Test first.

2. Create the depot

Console › Depots › **Add depot**

2.1 Fill in the form

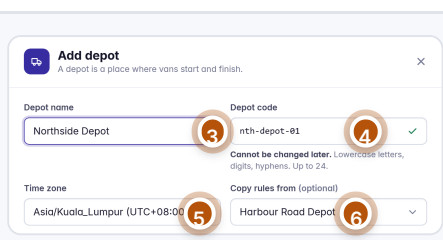
1. Click **Depots** in the left menu.
2. Click **Add depot** at the top right.



Click Add depot

3. Type the depot name, `Northside Depot`.

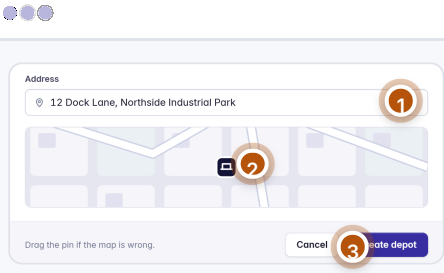
4. Type the depot code, `nth-depot-01`. A green tick means the code is free.
5. Pick the time zone, `Asia/Kuala_Lumpur`.
6. Open **Copy rules from** and pick `Harbour Road Depot`. This is optional. It saves time.



Name, code, time zone and the optional copy

2.2 Set the address and create

1. Type the street address.
2. Look at the map pin. Drag it if it is in the wrong place.
3. Click **Create depot**. The depot opens on its **Rules** page.



Address, map pin and Create depot

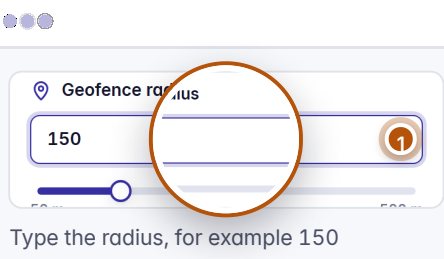
3. Set the depot rules

Depots › Northside Depot › **Rules**

3.1 The geofence radius

The geofence radius decides when a van counts as arrived. The default is 150 m. It suits most depots.

1. Type the radius in the first box. Use a number from 50 to 500.



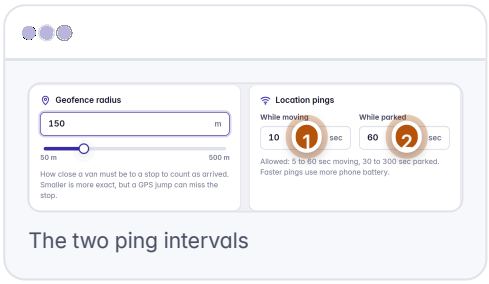
Type the radius, for example 150

A smaller radius is more exact, but in a city street a GPS jump can miss the stop. A larger radius misses less, but a van can count as arrived while it is still a street away.

3.2 Pings, hours and alerts

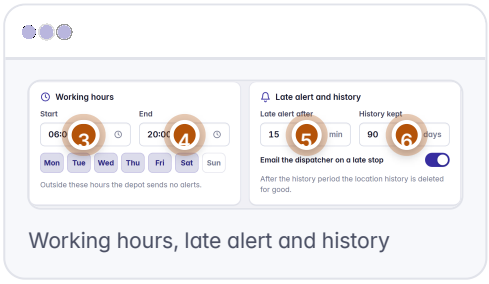
Setting	Default	Allowed	What it does
Geofence radius	150 m	50 to 500 m	How close a van must be to a stop to count as arrived
Ping while moving	10 sec	5 to 60 sec	How often a moving van reports
Ping while parked	60 sec	30 to 300 sec	How often a parked van reports
Working hours	06:00 to 20:00	any	No alerts outside these hours
Late alert after	15 min	any	The dispatcher gets a red flag when a stop is this late
History kept	90 days	30 to 365 days	After this the location history is deleted for good

1. Set **While moving** in the Location pings card.
2. Set **While parked** in the same card.



The two ping intervals

3. Set the working hours **Start**.
4. Set the working hours **End**. Tick the days.
5. Set **Late alert after**.
6. Set **History kept**.



Working hours, late alert and history

3.3 Save the rules

> **Warning**
> Nothing is saved until you click **Save changes**. If you leave the page first, the changes are lost.

1. Click **Save changes** in the bar at the bottom.

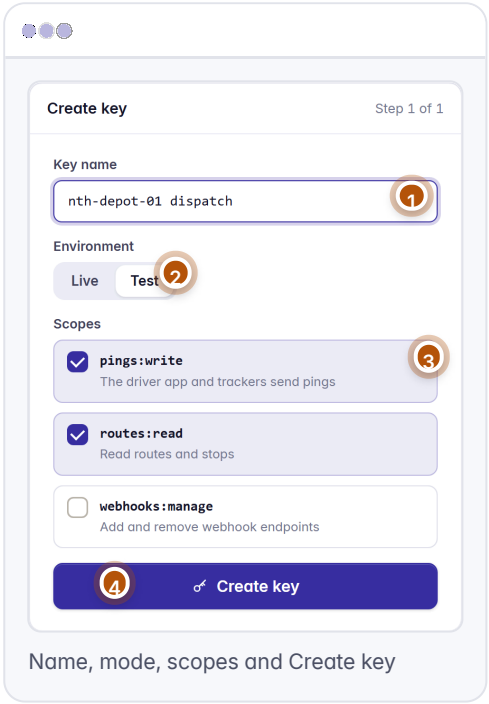
4. Create an API key

Depots › Northside Depot › **API keys**

4.1 Make the key

Make the first key in **Test** mode. A key works for one depot and one mode.

1. Type a name for the key, `nth-depot-01 dispatch`.
2. Choose **Test**.
3. Tick the scopes the key needs. Give a key only what it needs.
4. Click **Create key**.



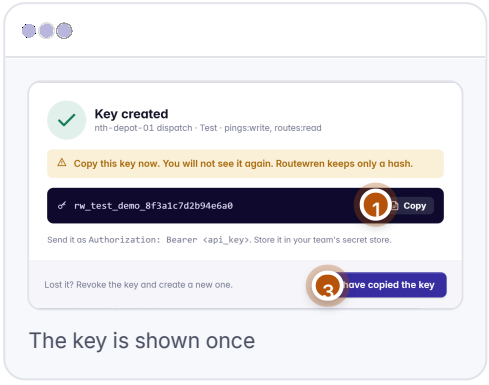
Name, mode, scopes and Create key

Scope	What the key can do	Give it to
`pings:write`	Send location pings	The driver app and GPS trackers
`routes:read`	Read routes and stops	Your dashboards and reports
`webhooks:manage`	Add and remove webhook endpoints	Your own set-up scripts only

1 4.2 Copy the key Only once

> **Stop**
> Routewren shows the key one time. It keeps only a hash. If you lose the key, revoke it and make a new one.

1. Click **Copy**.
2. Paste the key into your team's secret store.
3. Click **I have copied the key**.



The key is shown once

A Test key starts with `rw_test_` and a Live key starts with `rw_live_`.

4.3 Use the key

Send the key in the `Authorization` header. The API address is `https://api.example.com/v1`.

```bash
curl https://api.example.com/v1/routes \
  -H "Authorization: Bearer <api_key>"
```

Answer	Meaning	What to do
`401`	The key is wrong or revoked	Check the key and the mode
`403`	The key has no scope for this call	Make a key with the scope
`422`	A ping is not valid	Check the fields of the ping
`429`	More than 600 requests a minute for this key	Wait for the time in the `Retry-After` header

> To replace a key: make the new one, switch your system to it, wait 24 hours, then click **Revoke** on the old key.

5. Connect a webhook

Depots › Northside Depot › **Webhooks**

5.1 Add the endpoint

1. Click **Add endpoint**.
2. Type the address of your server. It must start with `https`. For example `https://orders.example.com/hooks/routewren`.
3. Tick the events you want, then click **Save**. Routewren shows the signing secret one time. Copy it into your secret store.

Event	When it is sent
`stop.arrived`	A van is inside the geofence of its next stop
`stop.delivered`	The driver taps **Delivered**
`route.completed`	The last stop of a route is done
`driver.offline`	A driver has sent no pings for a while

5.2 Check the signature

Every call has a `Routewren-Signature` header. Your server checks it before it trusts the call.

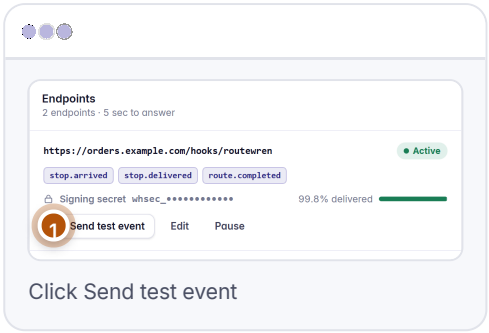
```text
Routewren-Signature: t=<timestamp>,v1=<signature>

signed    = "<timestamp>.<body>"
expected  = HMAC-SHA256(<signing_secret>, signed)
accept    = expected equals <signature>, and <timestamp> is under 5 minutes old
```

> **Warning**
> Answer with a 2xx code within 5 seconds. A slow answer counts as a failure.

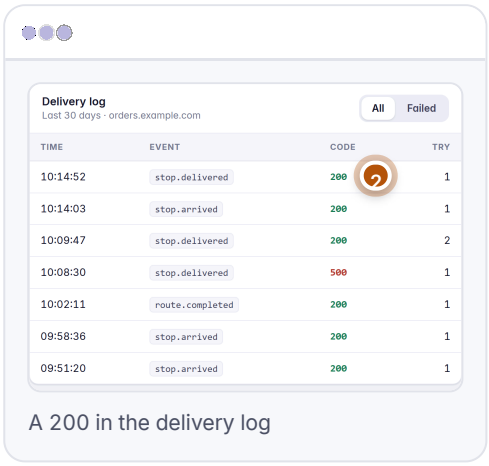
5.3 Send a test event

1. Click **Send test event** on the endpoint. Routewren sends a fake `stop.arrived`.



Click Send test event

2. Open the delivery log and look for the code `200`.



A 200 in the delivery log

If your server fails, Routewren tries again 6 times and then marks the endpoint **Failing**. The same event can arrive twice: use its `id` to ignore a copy.

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6. Check the setup

Depots › Northside Depot

- [ ] The depot code is right, and the pin is on the depot.
- [ ] The rules are saved. Reload the page and look.
- [ ] A Test key exists with only the scopes it needs, and it is in your secret store.
- [ ] Your server answers the test event with a `200`.
- [ ] The same steps are done again for Live keys and Live webhooks.

Change log

Version	Date	Change	By
1.0	2026-11-06	First version	Routewren Docs