# Intelligent Shipper

## Shipping Integration API – Multipiece Shipment Bookings Appendices

*Version 1.7.22*

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# 1. Document Control

| | |
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## Document release:

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# 2. Appendix 1 – Royal Mail Shipments

The sections below provide further details on how to populate the createShipmentRequest for Royal Mail shipments.

## 2.1. Service Options

The following fields in the createShipmentRequest must be populated for Royal Mail shipments:

- Posting Location – this should be populated with the posting location linked to your Royal Mail account.
- Service Level – this should be populated with the service level linked to the Royal Mail contract you want to use.
- Safe Place - available on Royal Mail Tracked, Tracked High Volume and 24/48 non-signature services. Cannot be used in conjunction with services which require a signature.

## 2.2. Service Format

The table below lists the Royal Mail service formats. The formats available will depend on the service being used.

| Service Format code | Description |
|---|---|
| L | Inland Letter |
| F | Inland Large Letter |
| P | Inland Parcel |
| P | International Letter |
| G | International Flat |
| E | International Parcel |
| N | Inland Format Not Applicable |
| N | International Format Not Applicable |
| H | International Printed Papers |
| M | Medium Parcel |
| X | Large Parcel |
| T | Tube |
| B | Boxable |

## 2.3. Enhancement Codes

The table below lists the service enhancements available for use with Royal Mail shipments and enhancement code that must be provided in the createShipmentRequest to use each enhancement.

**NOTE:** Royal Mail allow a maximum of 4 enhancement codes to be used per shipment.

**NOTE 2:** A maximum of one enhancement from each Enhancement Group can be used per shipment.



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| Code | Description | Enhancement Group | Comments |
|---|---|---|---|
| 1 | Consequential Loss £1000 | Consequential Loss Insurance | A maximum of 4 enhancements are allowed by RMG.<br><br>With the exception of Tracking Notifications, there cannot be more than 1 enhancement from each Enhancement Group.<br><br>13 &14 are only available on RMG Tracked services.<br><br>To use both email and SMS Notifications for a shipment, provide enhancement codes 13 and 14. Royal Mail can provide information on which notifications are available as both SMS and email. |
| 2 | Consequential Loss £2500 | Consequential Loss Insurance | |
| 3 | Consequential Loss £5000 | Consequential Loss Insurance | |
| 4 | Consequential Loss £7500 | Consequential Loss Insurance | |
| 5 | Consequential Loss £10000 | Consequential Loss Insurance | |
| 6 | Recorded | Recorded Signed for Mail | |
| 13 | SMS Notification | Tracking Notifications | |
| 14 | E-Mail Notification | Tracking Notifications | |
| 22 | Local Collect | Local Collect | |
| 24 | Saturday Guaranteed | Saturday Guaranteed | |



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# 3. Appendix 2 – Error Codes List

The sections below list the error codes that could potentially be returned in an unsuccessful response for each service.

## 3.1. createShipment Error Codes

| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| transactionId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| transactionId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| userId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| userId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| password | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| password | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| shipperCompanyName | Y | N | **E1111** | The field shipperCompanyName is required |
| shipperCompanyName | N | Y | **E1205** | The field shipperCompanyName exceeds the maximum allowable length of 35 |
| shipperAddressLine1 | Y | N | **E1111** | The field shipperAddressLine1 is required |
| shipperAddressLine1 | N | Y | **E1205** | The field shipperAddressLine1 exceeds the maximum allowable length of 35 |
| shipperAddressLine2 | N | Y | **E1205** | The field shipperAddressLine2 exceeds the maximum allowable length of 35 |
| shipperAddressLine3 | N | Y | **E1205** | The field shipperAddressLine3 exceeds the maximum allowable length of 35 |
| shipperCity | Y | N | **E1111** | The field shipperCity is required |
| shipperCity | N | Y | **E1205** | The field shipperCity exceeds the maximum allowable length of 20 |
| shipperCounty | N | Y | **E1205** | The field shipperCounty exceeds the maximum allowable length of 35 |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| shipperCountryCode | Y | N | **E1111** | The field shipperCountryCode is required |
| shipperCountryCode | N | Y(Char) | **E1205** | he field shipperCountryCode exceeds the maximum allowable length of 2 |
| shipperCountryCode | N | Y(Num) | **E1437** | The Shipper country code is invalid. |
| shipperPostCode | Y | N | **E1111** | The field shipperPostcode is required |
| shipperPostCode | N | Y | **E1205** | The field shipperPostcode exceeds the maximum allowable length of 10 |
| shipperPostCode | N | Y(Num/Char) | **E1437** | The Postcode is not a valid UK Postcode |
| shipperContactName | N | Y | **E1205** | The field shipperContactName exceeds the maximum allowable length of 40 |
| shipperPhoneNumber | N | Y | **E1205** | The field shipperPhoneNumber exceeds the maximum allowable length of 20 |
| shipperPhoneNumber | N | Y(Char) | **E1437** | The contact phone number is invalid |
| shipperVatNumber | N | Y | **E1205** | The field shipperVatNumber exceeds the maximum allowable length of 15 |
| shipperEmailAddress | N | Y | **E1437** | The contact email address is not a valid email address |
| shipperReference | Y | N | **E1111** | The field shipperReference is required |
| shipperReference | N | Y | **E1205** | The field shipperReference2 exceeds the maximum allowable length of 20 |
| shipperReference2 | N | Y | **E1205** | The field shipperReference exceeds the maximum allowable length of 20 |
| shipperDeptCode | N | Y | **E1205** | The field shipperDeptCode exceeds the maximum allowable length of 17 |
| destinationCompany Name | N | Y | **E1205** | The field destinationCompanyName exceeds the maximum allowable length of 35 |
| destinationAddressLine1 | Y | N | **E1111** | The field destinationAddressLine1 is required |
| destinationAddressLine1 | N | Y | **E1205** | The field destinationAddressLine1 exceeds the maximum allowable length of 35 |
| destinationAddressLine2 | N | Y | **E1205** | The field destinationAddressLine2 exceeds the maximum allowable length of 35 |
| destinationAddressLine3 | N | Y | **E1205** | The field destinationAddressLine3 exceeds the maximum allowable length of 35 |
| destinationCity | Y | N | **E1111** | The field destinationCity is required |
| destinationCity | N | Y | **E1205** | The field destinationCity exceeds the maximum allowable length of 30 |
| destinationCounty | N | Y | **E1205** | The field destinationCounty exceeds the maximum allowable length of 35 |
| destinationCountry Code | Y | N | **E1111** | The field destinationCountryCode is required |
| destinationCountry Code | N | Y(Num) | **E1437** | The Destination country code is invalid. |
| destinationCountry Code | N | Y | **E1205** | The field destinationCountryCode exceeds the maximum allowable length of 2 |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| destinationPostcode | Y | N | **E1437** | The Destination Postcode is required. |
| destinationPostcode | N | Y | **E1205** | The field destinationPostcode exceeds the maximum allowable length of 10 |
| destinationPostcode | N | Y(Num/Char) | **E1437** | The Postcode is not a valid UK Postcode |
| destinationContact Name | Y | N | **E1111** | The field destinationContactName is required |
| destinationContact Name | Y | N | **E1205** | The field destinationContactName exceeds the maximum allowable length of 40 |
| destinationPhone Number | N | Y(Char) | **E1437** | The contact phone number is invalid |
| destinationPhone Number | N | Y | **E1205** | The field destinationPhoneNumber exceeds the maximum allowable length of 20 |
| destinationVatNumber | N | Y | **E1205** | The field destinationVatNumber exceeds the maximum allowable length of 17 |
| destinationEmail Address | Y(En-22&14) | N | **E1000** | Unable to create the Royal Mail Label. |
| destinationEmail Address | N | Y | **E1437** | The contact email address is not a valid email address |
| deliveryInstructions | N | Y | **E1205** | The field deliveryInstructions exceeds the maximum allowable length of 50 |
| shipmentDate | Y | N | **E1111** | The field shipmentDate is required |
| shipmentDate | N | Y(05/06/2018) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| shipmentDate | N | Y(Past date) | **E1437** | The dispatch date must be today's date or later. |
| serviceCode | Y | N | **E1111** | The field serviceCode is required |
| serviceCode | N | Y(Num) | **E1437** | The service code provided does not exist. |
| serviceCode | N | Y | **E1205** | The field serviceCode exceeds the maximum allowable length of 4 |
| serviceCode | N | N (Royal Mail account disabled) | **E1000** | Unable to generate Royal Mail Label. Your account is currently unavailable. Please contact Royal Mail Finance. |
| serviceCode | N | N (OBA Access Code pending) | **E1000** | Unable to generate Royal Mail label. OBA Access Code for Posting Location (posting location number) is currently pending. |
| serviceCode (service not available to destination or for customer account) | N | Y | **E5000** | The service is not a valid service for these shipment contents to this destination |
| trackingNumber | Y | N | **E1111** | The field trackingNumber is required (required for offline shipments) |
| trackingNumber | N | Y | **E1205** | The field trackingNumber exceeds the maximum allowable length of 30 |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| itemID | N | Y | **E1205** | The field itemId exsceeds the maximum allowable length of 8 |
| carrierCode | Y | N | **E1111** | The field carrierCode is required (required for offline shipments) |
| carrierCode | N | Y | **E1205** | The field carrierCode exceeds the maximum allowable length of 4 |
| carrierCode | N | Y | **E5000** | Carrier code and service code combination is invalid |
| Status | N | Y | **E1205** | The field status exceeds the maximum allowable length of 30 |
| postingLocation | N | Y | **E1205** | The field postingLocation exceeds the maximum allowable length of 10 |
| postingLocation | Y | N | **E1000** | The Royal Mail Account 'RM acc number' has more than one possible posting location. Please provide the posting location for this shipment. |
| serviceLevel | N | Y | **E1205** | The field serviceLevel exceeds the maximum allowable length of 2 |
| serviceFormat | N | Y | **E1205** | The field serviceFormat exceeds the maximum allowable length of 1 |
| serviceFormat (maximum weight allowed for service format exceeded) | N | Y | **E5000** | The service is not a valid service for these shipment contents to this destination |
| safePlace | N | Y | **E1205** | The field safePlace exceeds the maximum allowable length of 30 |
| serviceEnhancement Code | N | Y | **E1205** | The field serviceEnhancementCode exceeds the maximum allowable length of 10 |
| serviceEnhancement Code | N | Y | **E1437** | The enhancement code (service enhancement code) does not exist |
| serviceEnhancement Code | N | Y | **E1437** | There are 2 or more enhancement codes requested from the same group of Enhanced Compensation. You can only have 1 enhancement code per group. |
| serviceEnhancement Code | N | Y(Char/Num) | **E1000** | Unable to create the Royal Mail Label. 'Char/Num' is not a valid enhancement code for the (Service Code) service. |
| serviceEnhancement Code | N | Y(Invalid Com) | **E1000** | Unable to create the Royal Mail Label. When using LocalCollect, a tracking notification enhancement is also required. '99' is not a valid enhancement code for the (Service Code) service. |
| serviceEnhancement Code | N | Y | **E1000** | Unable to create the Royal Mail Label. Can only add one enhancement from each enhancement type. The enhancement type |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| | | | | of (enhancement group) has already been added. |
| totalPackages | Y | N | **E1300** | TotalPackages must have a value, and the value must be between 1 and 99 |
| totalPackages | N | Y | **E1300** | The total number of packages provided does not match the 'TotalPackages' value |
| totalPackages | N | Y(Char/Num) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| totalWeight | Y | N | **E1890** | The field TotalWeight must be between 0.001 and 9999.999. |
| totalWeight (Less than Package Weight) | N | Y | **E1300** | The total weight cannot be lower than the combined total weight of all packages. |
| totalWeight | N | Y(Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| totalWeight (exceeds maximum weight allowed for service) | N | Y | **E5000** | The service is not a valid service for these shipment contents to this destination |
| weightId | N | Y | **E1205** | The field weightId exceeds the maximum allowable length of 1 |
| weightId | N | Y(Char/Num) | **E1300** | Invalid weightId |
| unitOfMeasurement | N | Y(Char) | | No Error |
| unitOfMeasurement | N | Y(Limit) | | No Error |
| product | Y | N | **E1111** | The field product is required |
| product | N | Y | **E1205** | The field product exceeds the maximum allowable length of 3 |
| product | N | Y(Char/Num) | | No Error (Note: Doesn't create a shipment) |
| descriptionOfGoods | Y | N | **E1111** | The field itemDescription is required |
| descriptionOfGoods | N | Y | **E1205** | The field descriptionOfGoods exceeds the maximum allowable length of 70 |
| declaredValue | Y | N | **E1890** | The field DeclaredValue must be between 0.01 and 9999999999.99. |
| declaredvalue (Less than Item Value) | N | Y | **E1437** | The sum of the total item values cannot be more than the total shipment value. |
| declaredValue | N | Y | **E1111** | Shipment value cannot Exceed $800. (Only applicable for DHL eCommerce integration) |
| declaredCurrencyCode | Y | N | **E1111** | The field declaredCurrencyCode is required |
| declaredCurrencyCode | N | Y | **E1205** | The field declaredCurrencyCode exceeds the maximum allowable length of 3 |
| declaredCurrencyCode | N | Y(Num/Char) | **E1437** | The shipment currency code provided does not exist. |
| Terms | N | Y | **E1205** | The field terms exceeds the maximum allowable length of 3 |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| Terms | N | Y | **E1000** | Terms DDP is currently not supported on the *<integration name>* integration. |
| Terms | N | Y | **E1205** | The field terms exceeds the maximum allowable length of 3 |
| businessTransactionType | N | Y | **E1300** | The Business Transaction Type must be either B2C, B2B or C2C |
| businessTransactionType | N | Y | **E1205** | The field businessTransactionType exceeds the maximum allowable length of 3 |
| preRegistrationNumber | N | Y | **E1437** | The Pre-registration Number must be 50 characters or less |
| preRegistrationType | N | Y | **E1437** | The Pre-registration Type must be 18 characters or less |
| preRegistrationType (when preRegistrationNumber provided) | Y | N | **E1437** | When a pre-registration number is provided, the pre-registration type must also be provided. Please enter the pre-registration type, for the pre-registration number provided. |
| shippingCharges | N | Y | **E1437** | The Shipping Charges must be less than 100,000 |
| shippingCharges | N | Y (Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| otherCharges | N | Y | **E1437** | The Other Charges must be less than 100,000 |
| otherCharges | N | Y (Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| quotedLandedCost | N | Y | **E1437** | The Quoted Landed Cost must be less than 100,000 |
| quotedLandedCost | N | Y (Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| invoiceNumber | N | Y | **E1437** | The Invoice Number must be 35 characters or less |
| invoiceNumber (when invoiceDate provided, for Royal Mail shipment) | Y | N | **E1437** | When an invoice date is provided, the invoice number must also be provided. Please include the invoice number. |
| invoiceDate | N | Y | **E1300** | The Customs Invoice Date must be in the format YYYY-MM-DD. |
| invoiceDate (when invoiceNumber provided) | Y | N | **E1437** | When an invoice number is provided, the invoice date must also be provided. Please include the invoice date. |
| exportLicence | N | Y (not Boolean) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| addresseeIdentificationReferenceNumber | N | Y | **E1437** | The Addressee Identification Reference Number must be 20 characters or less |
| labelImageFormat | N | Y | **E1300** | Invalid label image format |
| labelImageFormat | N | Y | **E1205** | The field labelImageFormat exceeds the maximum allowable length of 10 |
| silentPrintProfile | N | Y | **E522** | Invalid Silent Print Profile (Profile ID). Your shipment has not been created. |
| silentPrintProfile | N | Y | **E1205** | The field silentPrintProfile exceeds the maximum allowable length of 36 |
| shipmentAction | N | Y | **E1205** | The field shipmentAction exceeds the maximum allowable length of 10 |
| shipmentAction | N | Y (not a specified allowed value) | **E1300** | Invalid Shipment Action |
| Package element | Y | N | **E1300** | The total number of packages provided does not match the 'TotalPackages' value |
| packageID | N | Y | **E1205** | The field packageId exceeds the maximum allowable length of 15 |
| (Package) weight | Y | N | **E1434** | Package weights must be provided for every package. |
| (Package ) weight (More than Total Weight) | N | Y | **E1437** | The sum of the total package weight does not equal the total shipment weight. |
| (Package) weight | N | Y(Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| (Package) length | N | Y | **E1437** | A package length must be between 0.01cm and 250cm |
| (Package) length | N | Y(Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| (Package) width | N | Y | **E1437** | A package width must be between 0.01cm and 250cm |
| (Package) width | N | Y(Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| (Package) height | N | Y | **E1437** | A package height must be between 0.01cm and 250cm |
| (Package) height | N | Y(Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| itemInformation element | Y | N | **E1437** | At least one shipment item is required |
| packageID | Y | N | **E1434** | Package Id is required for all items |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| itemHsCode | N | Y | **E1205** | The field itemHsCode exceeds the maximum allowable length of 13 |
| itemHsCode | N | Y(Char) | **E1437** | The shipment item HS Code must be 6 – 13 alphanumeric characters only |
| itemDescription | Y | N | **E1111** | The field itemDescription is required |
| itemDescription | N | Y | **E1205** | The field itemDescription exceeds the maximum allowable length of 255 |
| itemQuantity | Y | N | **E1890** | The field ItemQuantity must be between 1 and 99999. |
| itemQuantity | N | Y | **E1890** | The field ItemQuantity must be between 1 and 99999. |
| itemQuantity | N | Y(Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| itemValue | Y | N | **E1890** | The field ItemValue must be between 0.01 and 999999.99. |
| itemValue | N | Y | **E1890** | The field ItemValue must be between 0.01 and 999999.99. |
| itemValue | N | Y(Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| itemValue (Quantity + Value combined Less than declaredValue) | N | Y | **E1437** | The sum of the total item values cannot be more than the total shipment value. |
| itemCOO | N | Y | **E1205** | The field itemCOO exceeds the maximum allowable length of 2 |
| itemSku | N | Y | **E1205** | The field itemSku exceeds the maximum allowable length of 30 |
| itemNetWeight | Y | N | **E1890** | The field ItemNetWeight must be between 0.001 and 9999.999. |
| itemNetWeight | N | Y | **E1890** | The field ItemNetWeight must be between 0.001 and 9999.999. |
| itemNetWeight | N | Y(Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| itemNetWeight | N | Y | **E1437** | The total item weight must not exceed the shipment weight. |
| itemNetWeight | N | Y | **E1437** | The total item weight must not exceed the package weight. |
| properShippingName | N | Y | **E1205** | The field properShippingName exceeds the maximum allowable length of 100 |
| properShippingName | N | Y(Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| unIdNumber | N | Y | **E1205** | The field unIdNumber exceeds the maximum allowable length of 4 |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| class | Y | N | **E1111** | The field class is required |
| class | N | Y | **E1205** | The field class exceeds the maximum allowable length of 3 |
| class | N | Y(Invalid Class) | **E5021** | The *'integration name'* integration only supports class 9 hazardous items. |
| Class | N | Y(Char) | **E1300** | The hazmat class supplied was not recognised. |
| Class | N | Y(Hazardous Un-Support) | **E5021** | The *'integration name'* integration does not support hazardous items. |
| Id8000Category | N | Y | **E1205** | The field id8000Category exceeds the maximum allowable length of 100 |
| id8000Category | N | Y(Char) | **E1300** | The hazmat id8000Category supplied was not recognised. |
| hazchemNumber | N | Y | **E1205** | The field hazchemNumber exceeds the maximum allowable length of 3 |
| hazchemNumber | N | Y(Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| emergencyActionCode | N | Y | **E1205** | The field emergencyActionCode exceeds the maximum allowable length of 4 |
| specialistAdvicePhone Number | N | Y | **E1205** | The field specialistAdvicePhoneNumber exceeds the maximum allowable length of 50 |
| shipmentValue | N | Y | **E1111** | Shipment Value cannot exceed $800 for DHL eCommerce shipments |
| Hazmat Items | N | Y | **E1300** | The Hazmat Information can not be added to both Item Information and Shipment Information. Please add to Item Information only |

## 3.2. cancelShipment Error Codes

| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| transactionId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| transactionId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| applicationId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| userId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| userId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| password | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| password | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| trackingNumber | Y | N | **E1111** | The field trackingNumber is required |
| trackingNumber | N | Y | **E1205** | The field trackingNumber exceeds the maximum allowable length of 70 |
| trackingNumber | N | Y | **E1232** | Shipment not found |

## 3.3. confirmShipment Error Codes

| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| transactionId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| transactionId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| userId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| userId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| password | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| password | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| manifestImageType | N | Y | **E5000** | manifestImageType contains an invalid value |
| tracking/ConsignmentNumber | Y | N | **E7010** | trackingNumber is required |
| tracking/ConsignmentNumber | N | Y | **E1205** | trackingNumber has a maximum length of 50 |
| tracking/ConsignmentNumber | N | Y | **E1323** | No valid shipments found<br>One or more shipments are not in a valid state for confirming |
| serviceCode | Y | N | **E7010** | serviceCode is required |
| serviceCode | N | Y | **E1205** | serviceCode has a maximum length of 4 |
| serviceCode | N | Y(Num/ Char) | **E1323** | No valid shipments found |
| carrierCode | Y | N | **E7010** | carrierCode is required |
| carrierCode | N | Y | **E1205** | carrierCode has a maximum length of 4 |
| carrierCode | N | Y(Num/ Char) | **E1323** | No valid shipments found |

## 3.4. printDocument Error Codes

| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| transactionId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| transactionId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | N | Y | **E6001** | Access Denied |
| userId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| userId | N | Y | **E6001** | Access Denied |
| password | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| password | N | Y | **E6001** | Access Denied |
| trackingNumber | Y | N | **E1111** | The field trackingNumber is required |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| trackingNumber | N | Y(Num/ Char) | **E1125** | The shipment was not found |
| trackingNumber | N | Y | **E1205** | The field trackingNumber exceeds the maximum allowable length of 70 |
| documentType | Y | N | **E1111** | The field documentType is required |
| documentType | N | Y(Num/ Char) | **E1890** | Invalid documentType provided. Valid document types are CI, CN and PI |
| documentType | N | Y | **E1205** | The field documentType exceeds the maximum allowable length of 2 |
| EORI number | N | Y(Num/ Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| EORI number | N | Y | **E1205** | The field EORI number exceeds the maximum allowable length of 18 |
| VAT number | N | Y(Num/ Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| VAT number | N | Y | **E1205** | The field VAT number exceeds the maximum allowable length of 15 |
| Reason for Export | Y | N | **E1111** | The field reasonForExport is required |
| Reason for Export | N | Y(Num/ Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| Reason for Export | N | Y | **E1205** | The field reasonForExport exceeds the maximum allowable length of 30 |
| Name | N | Y(Num/ Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| Name | N | Y | **E1205** | The field name exceeds the maximum allowable length of 40 |
| Position | N | Y(Num/ Char) | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| Position | N | Y | **E1205** | The field position exceeds the maximum allowable length of 50 |
| Signature Image Format | N | Y(Num/ Char) | **E1890** | Invalid Signature format provided, valid types are PNG or JPEG |
| Signature Image Format | N | Y | **E1205** | The field signatureImageFormat exceeds the maximum allowable length of 4 |
| Company Image Format | N | Y(Num/ Char) | **E1890** | Invalid company stamp image format. Valid company stamp image formats are PNG or JPEG |
| Company Image Format | N | Y | **E1205** | The field companyStampImageFormat exceeds the maximum allowable length of 4 |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| Silent Print | N | Y(Num/ Char) | **E1890** | Invalid Silent Print Profile “abcd”. Your document has not been created |
| Silent Print | N | Y | **E1205** | The field silentPrintProfile exceeds the maximum allowable length of 36 |

## 3.5. generateQRCode Error Codes

| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| transactionId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| transactionId | N | Y | **E3333** | Error deserializing XML message. Check your XML cmplies with the API documentation |
| applicationId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | N | Y | **E6001** | Access Denied |
| userId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| userId | N | Y | **E6001** | Access Denied |
| password | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| password | N | Y | **E6001** | Access Denied |
| trackingNumber | Y | N | **E1111** | The field trackingNumber is required |
| trackingNumber | N | Y | **E1205** | The field trackingNumber exceeds the maximum allowable length of 70 |
| trackingNumber | N | Y | **E1125** | The shipment was not found |
| trackingNumber | N | Y | **5018** | Evri print in store API status <will contain error message returned by Evri’s Print In Store API> |

## 3.6.manifestHistory Error Codes

| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| transactionId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| transactionId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| applicationId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | N | Y | **E6001** | Access Denied |
| userId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| userId | N | Y | **E6001** | Access Denied |
| password | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| password | N | Y | **E6001** | Access Denied |
| manifestDate | Y | N | **E1111** | The field manifestDate is required |
| manifestDate | N | Y | **E1300** | Invalid manifestDate format |

## 3.7. printManifest Error Codes

| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| transactionId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| transactionId | N | Y | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| applicationId | N | Y | **E6001** | Access Denied |
| userId | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| userId | N | Y | **E6001** | Access Denied |
| password | Y | N | **E3333** | Error deserializing XML message. Check your XML complies with the API documentation |
| password | N | Y | **E6001** | Access Denied |
| manifestNumber | Y | N | **E1111** | The field manifestNumber is required |
| manifestNumber | N | Y | **E3123** | Manifest Number (manifest number) not found |

## 3.8 getPreallocatedRMTrackingNumber Error Codes



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| Field | Blank? | Invalid? | Error Code | Error Description |
|---|---|---|---|---|
| shipperReference | N | Y | E1205 | The field shipperReference exceeds the maximum allowable length of 50 |
| destinationCountryCode | Y | N | E1111 | The field destinationCountryCode is required |
| destinationCountryCode | N | Y | E1205 | The field destinationCountryCode exceeds the maximum allowable length of 2 |
| destinationCountryCode | N | Y | E1437 | Destination Country Code provided is not a valid country code |
| destinationPostCode | Y | N | E1111 | PostCode is required |
| destinationPostCode | N | Y | E1205 | The field destinationPostCode exceeds the maximum allowable length of 10 |
| serviceCode | Y | N | E1111 | The field serviceCode is required |
| serviceCode | N | Y | E1205 | The field serviceCode exceeds the maximum allowable length of 4 |
| serviceCode | N | Y | E1437 | Service Code provided is not a valid service code |
| serviceCode | N | Y | E5000 | The service is not a valid service for this destination. |
| postingLocation | Y | N | E1437 | The Royal Mail Account '0069786000' has more than one possible posting location. Please provide a valid posting location |
| postingLocation | N | Y | E1205 | The field postingLocation exceeds the maximum allowable length of 10 |
| postingLocation | N | Y | E1437 | Posting Location provided is not valid |
| serviceLevel | N | Y | E1205 | The field serviceLevel exceeds the maximum allowable length of 2 |
| serviceLevel | N | Y | E1890 | Valid values are 01 - 99 |
| serviceLevel | N | Y | E1437 | The Service Level / Service Code c ombination of 'CRL/99' does not exist as a service contract for the Royal Mail Account '##########'. |
| serviceEnhancementCode | Y | N | E1437 | Service enhancement code is required for an untracked service |
| serviceEnhancementCode | N | Y | E1437 | Service Enhancement Code provided is not a valid enhancement code for the service used |



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# 4. Appendix 3 – Customs Documentation Examples

The sections below contain examples of the customs document types that can be returned via the printDocument service.

## 4.1. CN23

**TT000010970GB**

| FROM | Sender's Customs Ref No: PRN12344556<br>Shipper Contact Name<br>Shipper Company<br>12 High Street<br>Shipper 2<br>Shipper 3<br>Slough SL2 6BJ<br>United Kingdom | VAT/EORI Number | ShipperEORI |
|---|---|---|---|
| TO | Recipient Customs Ref No: AIRN688974<br>CONTACT NAME<br>US Company<br>Unit G Kingsway Business Park<br>64 Red Lion Street<br>Oakura<br>4314<br>Switzerland<br>Contact Tel: 07844558963 | | |

**CUSTOMS DECLARATION CN23**

**May be opened officially**
**Customs documents to be validated for export: Yes**
**Sender's Instructions in case of non-delivery**

RETURN TO SENDER

**Category of Items:** **SKIN CARE**

| Description of content | Qty | Net Kg | Value | Commercial items only: HS Tariff No | Commercial items only: Country of Manufacture |
|---|---|---|---|---|---|
| FOREO LUNA MINI1 | 1 | 0.010 | 51.85 | 9999999999 | IT |
| FOREO LUNA MINI2 | 1 | 0.010 | 51.85 | 9999999999 | IT |
| FOREO LUNA MINI3 | 1 | 0.010 | 51.85 | 9999999999 | IT |

| | | | |
|---|---|---|---|
| Postage Fee | | Total Gross Weight | 0.500 Kg(s) |
| License | | Total Value | 10,000.00 GBP |
| Certificate | | Comments | |
| Invoice | | | |

Office & Date of Posting

I certify that the particulars given in this customs declaration are correct and this item does not contain any dangerous articles prohibited by legislation or by postal or customs regulations.

**Date and sender's name:**

*26/11/2020* *Shipper Contact Name*

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## 4.2. Proforma Invoice

INTERSOFT

# Proforma Invoice

**Shipper :**
testingcustomer
Intersoft Test Account
Blays House
Wick Road
Egham
Surrey
TW20 0HJ
United Kingdom

**Phone :** 07677445896
**Email :** testingcustomer@intersoft.co.uk

**Recipient :**
Receiver name
Receiver company
1 The Street
New York
NY
50120
United States of America

**Phone :** 01234567890
**Email :**

| Description | Country of origin | HS Code | Unit Net Weight KG | Unit Value GBP | Quantity | Sub-Total GBP |
|---|---|---|---|---|---|---|
| iPhone X | AU | | 0.200 | 500.00 | 2 | 1000.00 |
| | Totals | | 0.400 | | | 1,000.00 |

**Invoice Number :** CI001234567

**Waybill Number :** EK999381457GB

**Terms Of Trade :** DDU (Delivery Duty Unpaid)

**Total Pieces :** 1

**Hazardous :** NO

**Total Weight :** 0.400 KG(s)

**Reason For Export :** Sale of goods

*I/We declare that the information of this invoice is true and correct to the best of my/our knowledge and that the contents of this shipment are as stated above.*

**For and on behalf of :** Intersoft Test Account

**VAT Number :** VAT-7878645645621621

**Name :** Signature Name

**EORI Number :** EORI12345

**Date :** 17 December 2020

**Signature :**

**Position :**

1 of 1

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## 4.3. Commercial Invoice

INTERSOFT

# Commercial Invoice

**Shipper :**
testingcustomer
Intersoft Test Account
Blays House
Wick Road
Egham
Surrey
TW20 0HJ
United Kingdom

**Phone :** 07577445896
**Email :** testingcustomer@intersoft.co.uk

**Recipient :**
Receiver name
Receiver company
1 The Street
New York
NY
50120
United States of America

**Phone :** 01234567890
**Email :**

| Description | Country of origin | HS Code | Unit Net Weight KG | Unit Value GBP | Quantity | Sub-Total GBP |
|---|---|---|---|---|---|---|
| iPhone X | AU | | 0.200 | 500.00 | 2 | 1000.00 |
| | **Totals** | | **0.400** | | | **1,000.00** |

**Invoice Number :** CI001234567

**Waybill Number :** EK999381467GB

**Terms Of Trade :** DDU (Delivery Duty Unpaid)

**Total Pieces :** 1

**Hazardous :** NO

**Total Weight :** 0.400 KG(s)

**Reason For Export :** Sale of goods

*I/We declare that the information of this invoice is true and correct to the best of my/our knowledge and that the contents of this shipment are as stated above.*

**For and on behalf of :** Intersoft Test Account

**VAT Number :** VAT-7878645645621621

**Name :** Signature Name

**EORI Number :** EORI12345

**Date :** 17 December 2020

**Signature :**

**Position :**

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# 5. Appendix 4 – Frequently Asked Questions (FAQ)s

| Question | Answer |
|---|---|
| How do I create shipments to BFPO addresses? | The following steps must be followed in order to create a shipment to a BFPO address:<br>1. destinationPostcode: You will need to enter a BFPO postcode in the field for destination postcode. A list of valid BFPO post codes can be found on https://www.gov.uk/government/publications/british-forces-post-office-locations<br>2. Countrycode: Enter to GB<br>3. Destination town: Enter 'BFPO' followed by 'unit number' (eg BFPO 19)<br>4. Enter the correct service code for the BFPO service you want to use:<br>Code Name<br>BF1 HM Forces Mail<br>BF2 HM Forces Signed For<br>BF7 HM Forces Special Delivery<br>BF8 HM Forces Special Delivery (£1000)<br>BF9 HM Forces Special Delivery (£2500) |
| Why do I not receive CN22 documents for Royal Mail International shipments? | If Intelligent Shipper has been configured to return a CN23 via the API, then the createShipmentResponse will return a CN23 along with the shipment label for international shipments. A CN23 can also be produced by using the printDocumentRequest – setting <documentType> in the request to "CN" will produce a CN23 document.<br><br>Intelligent Shipper will not return the CN22 document, as the CN23 provides all the information needed to satisfy the requirements of a CN22. Providing the required Customs Documentation and information required to populate these documents is ultimately the responsibility of the posting customer. |
| I am shipping to Channel Islands via Royal Mail, how can I get customs documentation? | Channel Islands are treated as domestic shipments by Royal Mail. If the destination country code for shipments to Isle of Man, Guernsey and Jersey is GB Intelligent Shipper will create the outbound label only; customs documentation will not be included with the label. If you need customs documentation, you can either request it by calling our printDocuments service or change the country code to IM for Isle of Man, GG for Guernsey and JE for Jersey, and CN documentation will be printed with the label. |
| Why isn't my customer receiving SMS/Email notifications for Royal Mail tracked services? | Please make sure you are using one of the email and SMS enhancement codes listed in Appendix 1 in the createShipmentRequest, and that you are using Royal Mail Tracked or Special Delivery services. |



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# 6. Appendix 5 – ISO Code Links

The table below contains links to the latest ISO country and currency code lists, for use when creating shipments.

| Data | ISO Standard # | Link |
|---|---|---|
| Alpha-2, Alpha-3 and Numeric country codes | ISO 3166 | https://www.iso.org/obp/ui/#search |
| Alphabetic and Numeric currency codes | ISO 4127 | https://www.currency-iso.org/en/home/tables/table-a1.html |



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# 7. Appendix 6 – Parcelforce Safe Places List

If the createShipmentRequest <safePlace> element is used with a Parcelforce service enhancement, a valid Parcelforce safe place from the list in the table below must be used. If a valid Parcelforce safe place is not provided, then the safe place will default to Driver Choice.

| Safe Place Name |
|---|
| Porch |
| Shed |
| Garage |
| Greenhouse |
| Conservatory |
| Driver Choice |



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# 8. Appendix 7 – Carrier Package Types

Intelligent Shipper allows carrier packaging to be used for FedEx and UPS shipments. If the package type name provided in a createShipmentRequest does not exactly match a carrier package type name listed below, then the carrier will be informed that customer own packaging is being used for the shipment.

## 8.1. FedEx Package Type Names

The following carrier package type names can be used with FedEx shipments:

- FEDEX_10KG_BOX
- FEDEX_25KG_BOX
- FEDEX_BOX
- FEDEX_ENVELOPE
- FEDEX_PAK
- FEDEX_TUBE
- YOUR_PACKAGING

## 8.2. UPS Package Type Names

The following carrier package type names can be used with UPS shipments:

- UPS Letter
- Customer Supplied Package
- Tube
- PAK
- UPS Express Box
- UPS 25KG Box
- UPS 10KG Box
- Pallet
- Small Express Box
- Medium Express Box
- Large Express Box
- Flats
- Parcels
- BPM
- First Class
- Priority
- Machinables
- Irregulars
- Parcel Post
- BPM Parcel
- Media Mail
- BPM Flat
- Standard Flat



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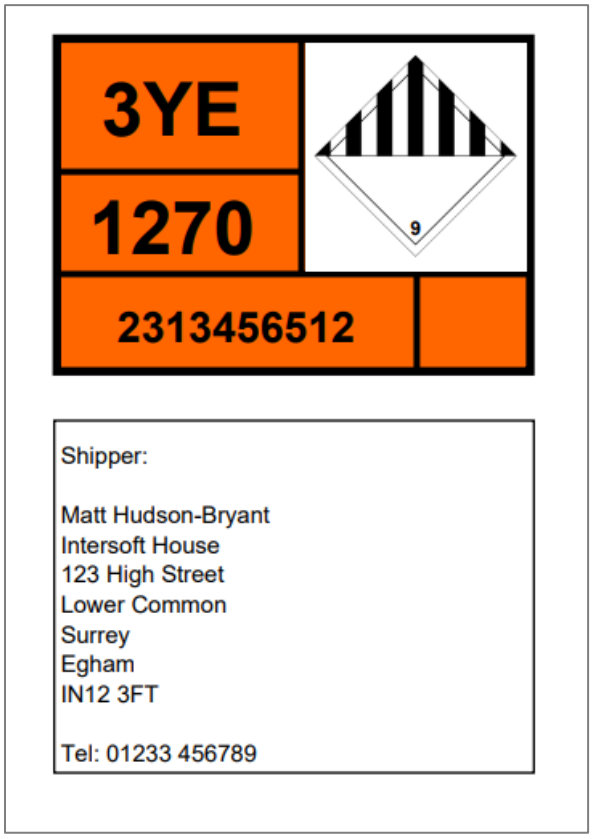
# 9. Appendix 8 – Hazmat Shipments

## 9.1. Hazardous Materials Classification

For more information on shipping hazardous materials and their classification, see the following link:
https://www.gov.uk/shipping-dangerous-goods/what-are-dangerous-goods

## 9.2. Example Hazmat Label

For shipments containing hazardous items, a hazmat label in the following format will be included with the label image returned in the createShipment response:



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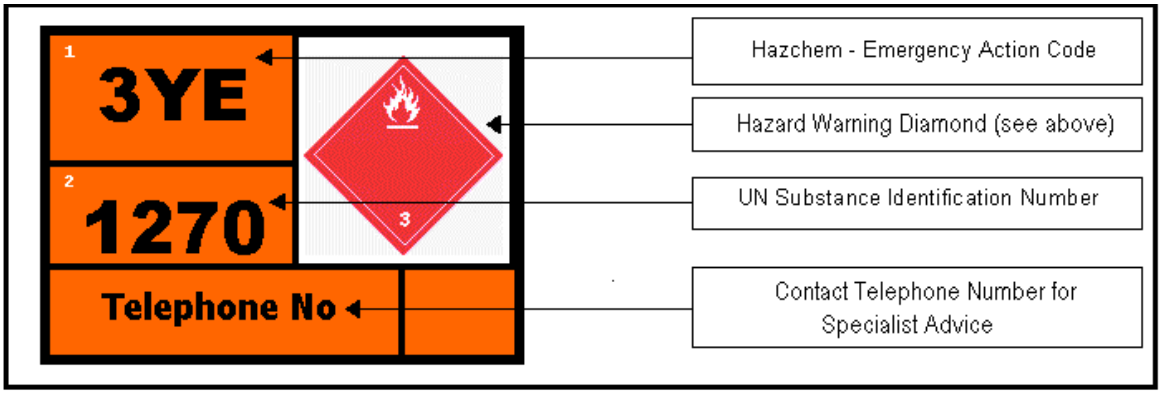
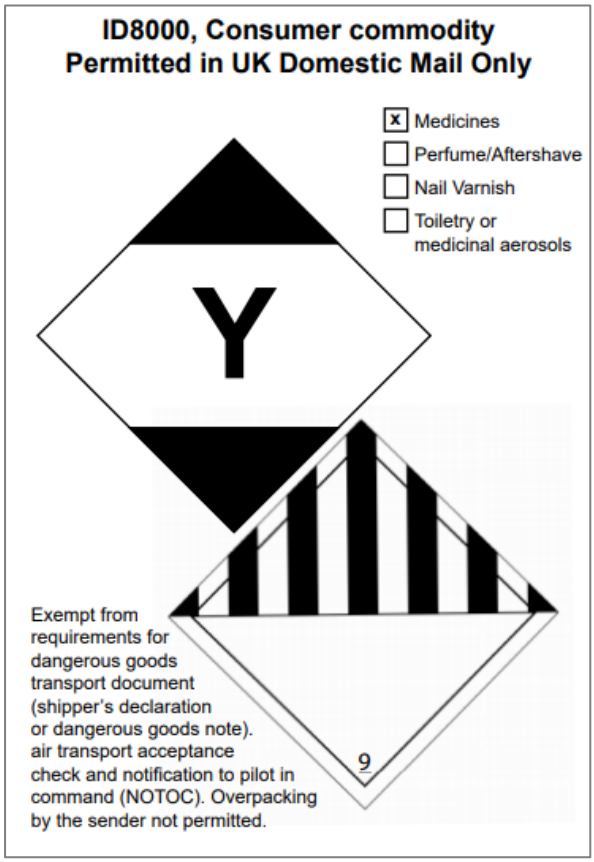
The hazmat label contains the following information:




## 9.3. Example ID8000 Label

For shipments containing class 9 hazardous goods, an ID8000 label in the following format will be included with the label image returned in the createShipment response:



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## 10. Special Characters

There are some special characters which are not accepted by the Intelligent Shipper API and so need to be replaced by other characters if used in an Intelligent Shipper API request. The special characters that are not accepted and characters they must be replaced with are as per the below table:

| Special Character | To Be Replaced By |
|---|---|
| & | & |
| < | < |
| > | > |
| “ | " |
| ‘ | ' |

Note: Royal Mail do not accept any special characters, carriage returns or line breaks, so none of these characters should be provided for Royal Mail shipment requests.



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