

Intelligent Shipper

Shipping Integration API – Multipiece Shipment Bookings Appendices

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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

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.

Code	Description	Enhancement Group	Comments
1	Consequential Loss £1000	Consequential Loss Insurance	A maximum of 4 enhancements are allowed by RMG.
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	With the exception of Tracking Notifications, there cannot be more than 1 enhancement from each Enhancement Group.
13	SMS Notification	Tracking Notifications	
14	E-Mail Notification	Tracking Notifications	
22	Local Collect	Local Collect	13 & 14 are only available on RMG Tracked services.
24	Saturday Guaranteed	Saturday Guaranteed	
			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.

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

Field	Blank?	Invalid?	Error Code	Error Description
shipperCountryCode	Y	N	E1111	The field shipperCountryCode is required
shipperCountryCode	N	Y(Char)	E1205	The 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
destinationCompanyName	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
destinationCountryCode	Y	N	E1111	The field destinationCountryCode is required
destinationCountryCode	N	Y(Num)	E1437	The Destination country code is invalid.
destinationCountryCode	N	Y	E1205	The field destinationCountryCode exceeds the maximum allowable length of 2

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

Field	Blank?	Invalid?	Error Code	Error Description
itemID	N	Y	E1205	The field itemID exceeds 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

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

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

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

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

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 ' <i>integration name</i> ' 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 ' <i>integration name</i> ' 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
specialistAdvicePhoneNumber	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

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

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 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

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

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 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
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

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

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 combination 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


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 Shipper Contact Name Shipper Company 12 High Street Shipper 2 Shipper 3 Slough SL2 6BJ United Kingdom				VAT/EORI Number ShipperEORI	CUSTOMS DECLARATION CN23
TO	Recipient Customs Ref No: AIRN688974 CONTACT NAME US Company Unit G Kingsway Business Park 64 Red Lion Street Oakura 4314 Switzerland Contact Tel: 07844558963					
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						
		Commercial items only				
Description of content	Qty	Net Kg	Value	HS Tariff No	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					

4.2. Proforma Invoice



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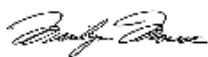
Description	Country of origin	HS Code	Unit Net Weight KG	Unit Value GBP	Quantity	Sub-Total GBP
iPhone X	AU		0.200	500.00	2	1000.00
Totals			0.400			1,000.00

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-7878646546621621
Name : Signature Name	EORI Number : EORI12345
Date : 17 December 2020	

Signature : 	Position : _____
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4.3. Commercial Invoice



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 :
--	--

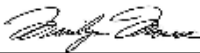
Description	Country of origin	HS Code	Unit Net Weight KG	Unit Value GBP	Quantity	Sub-Total GBP
iPhone X	AU		0.200	500.00	2	1000.00
Totals			0.400			1,000.00

Invoice Number : CI001234567

Waybill Number : 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 :
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5. Appendix 4 – Frequently Asked Questions (FAQ)s

Question	Answer
How do I create shipments to BFPO addresses?	<p>The following steps must be followed in order to create a shipment to a BFPO address:</p> <ol style="list-style-type: none"> 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 2. Countrycode: Enter to GB 3. Destination town: Enter 'BFPO' followed by 'unit number' (eg BFPO 19) 4. Enter the correct service code for the BFPO service you want to use: <ul style="list-style-type: none"> Code Name BF1 HM Forces Mail BF2 HM Forces Signed For BF7 HM Forces Special Delivery BF8 HM Forces Special Delivery (£1000) BF9 HM Forces Special Delivery (£2500)
Why do I not receive CN22 documents for Royal Mail International shipments?	<p>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.</p> <p>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.</p>
I am shipping to Channel Islands via Royal Mail, how can I get customs documentation?	<p>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.</p>
Why isn't my customer receiving SMS/Email notifications for Royal Mail tracked services?	<p>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.</p>

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

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

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

9. Appendix 8 – Hazmat Shipments

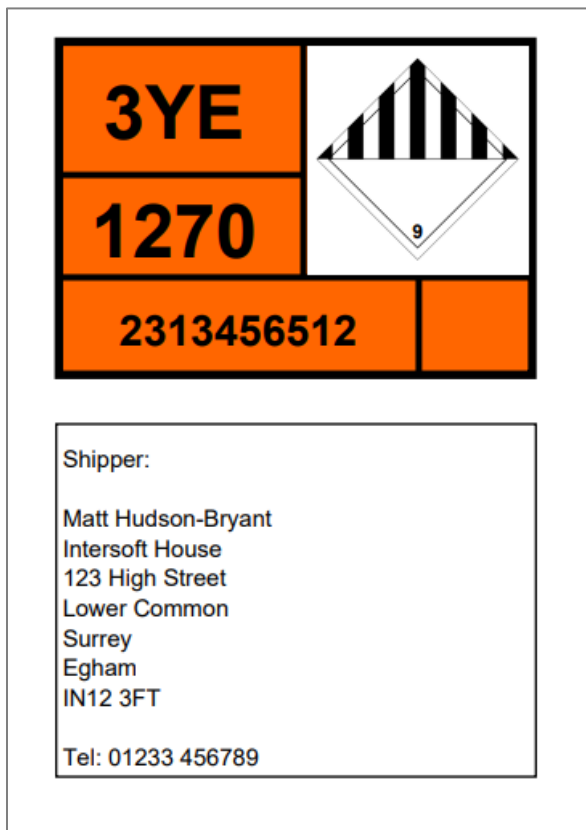
9.1. Hazardous Materials Classification

For more information on shipping hazardous materials and their classification, see the following link:

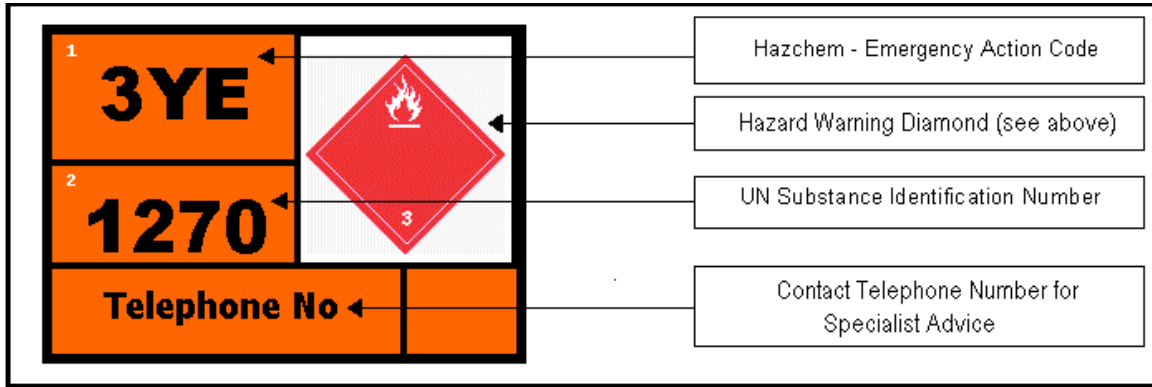
<https://www.gov.uk/shipping-dangerous-goods/what-are-dangerous-goods>

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:

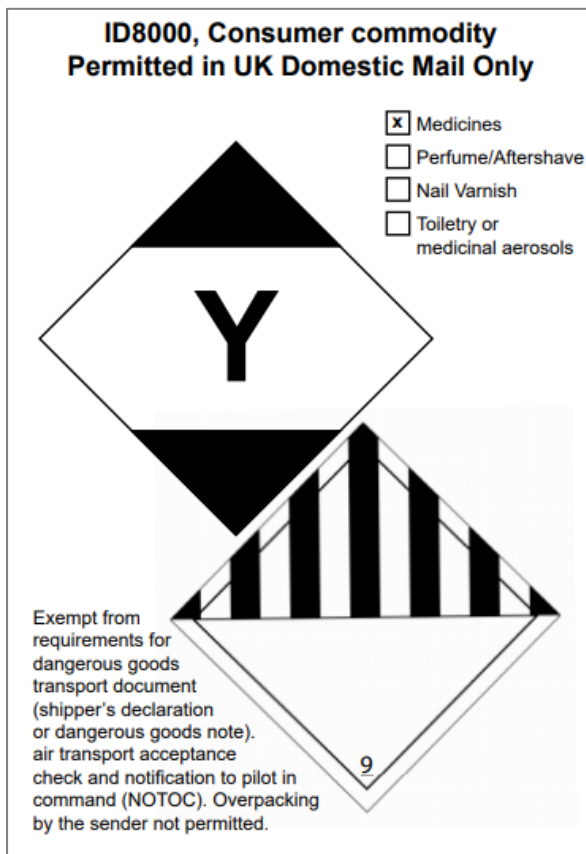


The hazmat label contains the following information:



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:



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.

11. Document Controls

Version History

Version	Amendments	Date	Author
1.7.0	Initial version created for API v1.7. No change to this document from version 1.6.17 – API v1.7 changes are documented in “Intelligent Shipper API – Multipiece Shipment Bookings with Datastream”.	17/03/2020	Laura Lyonette
1.7.1	Added section 3.7 manifestHistory Error Codes and section 3.8 printManifest Error Codes.	14/05/2020	Laura Price
1.7.2	No changes to this document; changes in version 1.7.2 are in the document “Intelligent Shipper API – Multipiece Shipment Bookings”	19/06/2020	Laura Price
1.7.3	createShipment error codes list updated with errors for <shipperReference2> field.	09/09/2020	Laura Price
1.7.4	createShipment error codes list updated with errors for new offLineShipment section and 30eclaredvalue for DHL eCommerce shipments	23/10/2020	Laura Price
1.7.5	createShipment error codes list updated with errors for new customsInformation section Royal Mail service enhancement code 16 removed Customs Document examples updated	21/12/2020	Laura Price
1.7.6	Service format code H added to Appendix 1 Royal Mail Shipments. createShipment error codes list updated with new item and package validation error codes.	03/02/2021	Laura Price
1.7.7	createShipment error codes list update with error for new invoiceNumber conditional logic for Royal Mail shipments.	27/04/21	Laura Price
1.7.8	Updated ShippersVATNumber Error Field Length from 17 to 15 characters createShipment error codes list updated with errors for new hazmat fields in itemInformation section	27/07/21	Mujeeb Mohamad
1.7.9	No changes to this document; changes in version 1.7.9 are in the document “Intelligent Shipper API – Multipiece Shipment Bookings” and “Intelligent Shipper API - Multipiece Shipment Bookings”	11/04/2022	Winnifred Okalla
1.7.10	createShipmentRequest – shipperEORI – field length extended to 18 length	16/05/2022	Joey Chatterjee
1.7.11	Appendix 1 – Royal Mail Consequential Loss service enhancement codes removed, as these are no longer supported by Royal Mail	15/07/2022	Mohamed Bashir
1.7.12	Updated Section 3.1 createShipment Error codes and itemValue field errors with new maximum field length	11/01/2023	Pia Mukherjee
1.7.13	Updated Section 3.1 createShipment Error codes and itemHsCode field errors with new maximum field length	13/02/2023	Laura Price
1.7.14	Section 3.5 updated to include new error code for Evri returns shipments	20/03/2023	Laura Price
1.7.15	Added the details for Royal Mail consequential loss enhancements, which were previously part of the Royal Mail integration and were removed in error last year.	16/06/2023	Pia Mukherjee

Version	Amendments	Date	Author
	Added a new section called 'Special Characters' to highlight the special characters not accepted by Intelligent Shipper API and the alternatives to be replaced by.		
1.7.16	Update for getPreallocatedRMTrackingNumberRequest Error Codes	14/07/2023	Joey Chatterjee
1.7.17	Appendix 3.8 updated to include new error codes for serviceEnhancementCode field	15/09/2023	Laura Price
1.7.18	Section 3.1 CreateShipment error codes – error codes added for new field businessTransactionType	19/08/2024	Laura Price
1.7.19	Section 3.1 CreateShipment error codes – error messages for businessTransactionType field updated to include new accepted value C2C.	17/02/2025	Laura Price

Review

Name	Title	Date Reviewed	Version Reviewed
N/A	N/A	N/A	N/A

Referenced Documents

Document Name	Version
Intelligent Shipper API – Multipiece Shipment Bookings	1.7.19