

DHL24 WebAPI v2 – IT requirements

1. General information

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2. Version history

Version	Date	Comments	Person
1.0	01-01-2017	First version	Marcin Magiera
1.1	01-01-2018	Add return methods	Marcin Magiera

3. Introduction

This document was drawn up by the IT Customer Integration System (CIS) department in DHL Parcel.

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This document describes the requirements of DHL Parcel for the customers who would like to use the web service solution to send domestic and international shipments based on their own IT systems.

This document presents the basic requirements, any variations have to be agreed with DHL Parcel the IT CIS department.

DHL24 WebAPI is a network service that allows the exchange of information between service DHL24 and external software to our customers. This solution enables the integration of its software with the mechanisms of the service DHL24. Within DHL24 WebAPI we provide a number of methods that correspond to the most important functions of the application DHL24, including the creation of shipments and order a courier.

WebAPI is related to our application DHL24, shipment created through the API are visible on DHL24 account. In order to facilitate the implementation of API, we also have a test environment for developers – SANDBOX. In order to receive access to it - please register the cash account and send email to CIS department to activate the API.

Production environment

WSDL: <https://dhl24.com.pl/webapi2>

DHL24: <https://dhl24.com.pl/>

Test environment (SANDBOX)

WSDL: <https://sandbox.dhl24.com.pl/webapi2>

DHL24: <https://sandbox.dhl24.com.pl/>

4. Structures

4.1. AuthData

DHL24 WebAPI service is a stateless system. This means that it does not have dedicated methods to log on. Instead, most methods (except *getVersion*) must be communicated with the authorization structure.

In order to obtain the key to WebAPI please use the contact form (with the category "WebAPI - access"), on <https://dhl24.com.pl/kontakt.html>.

Field name	Type	Mandatory?	Description
username	string(32)	YES	User key
password	string(32)	YES	User password

Example:

```
<authData>
  <username>TestowaFirma</username>
  <password>s3cre7p4ssw0rd</password>
</authData>
```

4.2. Address

Described structure is a basic object for the transfer of address data. For example it is used, for the transmission of addresses of origin and the delivery method *createShipments*.

Field name	Type	Mandatory?	Description
name	string(60)	YES	Company name or first and last name
postalCode	string(10)	YES	Postal code, without a hyphen
city	string(17)	YES	City
street	string(35)	YES	Street
houseNumber	string(10)	YES	House number
apartmentNumber	string(10)	NO	Apartment number
contactPerson	string(60)	NO	Name of contact person
contactPhone	string(20)	NO	Contact phone number
contactEmail	string(60)	NO	Contact email address

The sum of characters in the "apartmentNumber" and "houseNumber" cannot exceed 15 characters.

Example:

```
<addressData>
  <name>Thomas Test</name>
  <postalCode>02823</postalCode>
  <city>Warszawa</city>
  <street>Osmańska</street>
  <houseNumber>2</houseNumber>
  <contactPerson>Thomas Test</contactPerson>
  <contactEmail>thomas@test.com</contactEmail>
</addressData>
```

4.3. Receiver Address

The structure of the receiver data - from the basic structure of the address is different in that it contains additional fields defined to allow international addresses. Described structure is a basic object for the transfer of address data. It is used, for example, the transmission of addresses of origin and the delivery method *createShipments*.

Field name	Type	Mandatory?	Description
country	string(2)	YES	ISO country code
isPackstation	boolean	NO	Delivery to DHL Parcelstation
isPostfiliale	boolean	NO	Delivery to DHL Parcelshop
postnummer	string(10)	NO	Customer number - required only for delivery to DE Parcelstation
name	string(60)	YES	Company name or first and last name
postalCode	string(10)	YES	Postal code, without a hyphen
city	string(17)	YES	City
street	string(35)	YES	Street
houseNumber	string(10)	YES	House number - in the case of delivery to DHL Parcelstation or DHL Parcelshop - parcelstation or parcelshop number
apartmentNumber	string(10)	NO	Apartment number
contactPerson	string(60)	NO	Name of contact person
contactPhone	string(20)	NO	Contact phone number
contactEmail	string(60)	NO	Contact email address

The sum of characters in the "apartmentNumber" and "houseNumber" cannot exceed 15 characters.

Example:

```
<addressData>
  <country>PL</country>
  <name>Thomas Test</name>
  <postalCode>02823</postalCode>
  <city>Warszawa</city>
  <street>Osmańska</street>
  <houseNumber>2</houseNumber>
  <contactPerson>Thomas Test</contactPerson>
  <contactEmail>thomas@test.com</contactEmail>
</addressData>
```

4.4. PieceDefinition

The structure describes the physical parameters of the packages. It is used in the method *createShipments*.

Field name	Type	Mandatory?	Description
type	string	YES	One of the: "ENVELOPE", "PACKAGE", "PALLET"
width	boolean	NO	Width in centimeters, required when the type other than "ENVELOPE"
height	boolean	NO	Height in centimeters, required when the type other than "ENVELOPE"
length	integer	NO	Length in centimeters, required when the type other than "ENVELOPE"
weigh	integer	NO	Weigh in centimeters, required when the type other than "ENVELOPE"
quantity	integer	YES	Number of packages
nonStandard	integer	NO	Number of nonstandard packages
euroReturn	integer	NO	Number of euro pallets to return (only when "type" is "PALLET")
blpPieceld	string	NO	BLP ID - for customers who run their own numbering of packages and print BLP labels.

Example:

```
<pieceDefinition>
  <type>PACKAGE</type>
  <width>80</width>
  <height>40</height>
  <length>40</length>
  <weight>15</weight>
  <quantity>1</quantity>
  <nonStandard>true</nonStandard>
</pieceDefinition>
```

4.5. ServiceDefinition

In this structure information is transmitted on the selected transport service and additional services.

The possibility of joining together individual products and additional services are limited - WebAPI not allow the establishment of an illegal shipment of a combination of services (returning readable error message). More details are available in the price list of DHL.

Field name	Type	Mandatory?	Description
product	string	YES	One of the: "AH" - standard domestic shipment "09" - domestic 09 "12" - domestic 12 "EK" - Connect shipment (international) "PI" - International shipment (international)
deliveryEvening	boolean	NO	Evening delivery service
deliveryOnSaturday	boolean	NO	Delivery on saturday service
pickupOnSaturday	boolean	NO	Pickup on Saturday service
collectOnDelivery	boolean	NO	Collect on delivery service (COD)

collectOnDeliveryValue	float	NO	The amount of PLN to collect, up to 11,000 PLN. Mandatory if COD service was selected.
collectOnDeliveryForm	string	NO	Form of COD return, valid values: BANK_TRANSFER. Mandatory if COD service was selected.
collectOnDeliveryReference	string	NO	The "COD reference" on the waybill
insurance	boolean	NO	Insurance services
insuranceValue	float	NO	Value of insurance. Mandatory if insurance service was selected.
returnOnDelivery	boolean	NO	Return of document service (ROD)
returnOnDeliveryReference	string	NO	The name of return document (ROD references)
proofOfDelivery	boolean	NO	Proof of delivery service For PI product - utilization service
selfCollect	boolean	NO	Self collect service
deliveryToNeighbour	boolean	NO	Delivery to neighbour service
predeliveryInformation	boolean	NO	Information to receiver before delivery (PDI)
preaviso	boolean	NO	E-mail/SMS notification service

Example:

```
<serviceDefinition>
  <product>AH</product>
  <deliveryEvening>Y</deliveryEvening>
  <insurance>Y</insurance>
  <insuranceValue>600</insuranceValue>
  <selfCollect>Y</selfCollect>
</serviceDefinition>
```

4.6. PaymentData

The structure contains information about the selected payment method and payer.

Available combinations of the payer and payment methods:

Payer	Payment method	Description
USER	BANK_TRANSFER	"Third part" payer form (If assigned SAP number has this option)
SHIPPER	BANK_TRANSFER	Shipper pays in bank transfer form.
RECEIVER	CASH	Receiver pays in cash form, if the recipient has signed an agreement with DHL form of payment will be changed to bank transfer.

Field name	Type	Mandatory?	Description
paymentMethod	string	YES	One of the: "BANK_TRANSFER", "CASH"
payerType	string	YES	One of the: "SHIPPER", "RECEIVER", "USER"
accountNumber	string(7)	NO	Customer Number (SAP) of the payer, required for payerType "SHIPPER" or "USER"
costsCenter	string(20)	NO	MPK field on the waybill, field is transferred to the invoice

Example:

```
<paymentData>
  <paymentMethod>BANK_TRANSFER</paymentMethod>
  <payerType>SHIPPER</payerType>
  <receiverSap>1270000</receiverSap>
  <costsCenter>test</costsCenter>
</paymentData>
```

4.7. ItemToPrint

The structure defines the type of label that you can download using the method *getLabels*.

Field name	Type	Mandatory?	Description
labelType	string	YES	One of the: "LP" - waybill in A4 form "BLP" - BLP label. "LBLP" - BLP label in A4 PDF format, "ZBLP" - BLP label in ZPL language (Zebra printers)
shipmentId	integer	YES	Shipment number, for which waybill should be downloaded

Example:

```
<itemToPrint>
  <labelType>BLP</labelType>
  <shipmentId>11102224567</shipmentId>
</itemToPrint>
```

4.8. ItemToPrintResponse

Structures of this type can be found in the answers *getLabels* methods. Contain binary data returned labels. Waybill and BLP label are returned as PDF documents, ZBLP label is a text file to be read by Zebra printer. Content of the labels/waybills are always encoded in Base64.

Field name	Type	Mandatory?	Description
shipmentId	integer	YES	Shipment number, for which waybill should be downloaded
labelType	string	YES	One of the: "LP" - waybill in A4 form "BLP" - BLP label. "LBLP" - BLP label in A4 PDF format, "ZBLP" - BLP label in ZPL language (Zebra printers)
labelData	string	YES	Binary data of label (encoded in Base64)
labelMimeType	string	YES	Mime type of transmitted label

Example:

```
<item>
  <shipmentId>11102224567</shipmentId>
  <labelType>LP</labelType>
  <labelName>11102224567.pdf</labelName>
  <labelData>JVBERi0xLjQKJeLjz9MKNiAwInZS(...)</labelData>
  <labelMimeType>application/pdf</labelMimeType>
</item>
```

4.9. ShipmentEvent

Structure used in the method *getTrackAndTraceInfo* response. Any such structure corresponds to the passage of shipping through the next stage of delivery.

Field name	Type	Mandatory?	Description
status	string	YES	Stage of delivery
description	string	YES	Description of the status
timestamp	string	YES	Date and time of origin status
terminal	string	YES	The name of the terminal, in which the status occurred

Example:

```
<shipmentEvent>
  <status>LP</status>
  <description>Przesyłka dotarła do terminala DHL</description>
  <timestamp>2012-10-12 07:40:31</timestamp>
  <terminal>WA</terminal>
</shipmentEvent>
```

4.10. ShipmentOrderInfo

The structure defines the basic parameters of the shipments, after which ordered a courier. Required in method *bookCourier*, if the courier is ordered without the transfer of shipments identifiers.

Field name	Type	Mandatory?	Description
shipper	Address structure	YES	Shipper data
numberOfExPieces	integer	YES	Number of shipments to 31,5kg
numberOfDrPieces	integer	YES	Number of shipments above 31,5kg
totalWeight	integer	YES	Total weight
heaviestPieceWeight	integer	YES	Weight of heaviest shipment

Example:

```
<shipmentOrderInfo>
  <shipper>
    <name>Thomas Test</name>
    <postalCode>02823</postalCode>
    <city>Warszawa</city>
    <street>Osmańska</street>
    <houseNumber>2</houseNumber>
    <contactPerson>Thomas Test</contactPerson>
    <contactEmail>Thomas@test.com</contactEmail>
  </shipper>
  <numberOfExPieces>3</numberOfExPieces>
  <numberOfDrPieces>0</numberOfDrPieces>
  <totalWeight>40</totalWeight>
  <heaviestPieceWeight>15</heaviestPieceWeight>
</shipmentOrderInfo>
```


4.11. ShipmentBasicData

In the structure are passed basic data about the shipment. Elements of this type are returned, eg. by method *getMyShipments*.

Field name	Type	Mandatory?	Description
shipmentId	integer	YES	Shipment identifier
created	string	YES	Creation date, in format YYYY-MM-DD
shipper	<i>Address</i> structure	YES	Shipper data
receiver	<i>Address</i> structure	YES	Receiver data
orderStatus	string	YES	Information that this package is ordered courier

Example:

```
<ShipmentBasic>
  <shipmentId>11102224567</shipmentId>
  <created>2012-11-15</created>
  <shipper>
    <name>Thomas Test</name>
    <postalCode>02823</postalCode>
    <city>Warszawa</city>
    <street>Osmańska</street>
    <houseNumber>2</houseNumber>
    <contactPerson>Thomas Test</contactPerson>
    <contactEmail>Thomas@test.com</contactEmail>
  </shipper>
  <receiver>
    <name>Receiver</name>
    <postalCode>02822</postalCode>
    <city>Warszawa</city>
    <street>Poleczki</street>
    <houseNumber>2</houseNumber>
    <contactPerson>Receiver</contactPerson>
    <contactEmail>receiver@dhl.com</contactEmail>
  </receiver>
  <orderStatus/>
</ShipmentBasic>
```

4.12. ShipmentFullData

In the structure there are passed full of data about each shipment. Filled structures of this type are used to define shipments by *createShipments*.

Field name	Type	Mandatory?	Description
shipper	<i>Address</i> structure	YES	Shipper data
receiver	<i>ReceiverAddress</i> structure	YES	Receiver data
pieceList	array	YES	Shipment data, list-type elements <i>PieceDefinition</i>
payment	<i>PaymentData</i> structure	YES	Data on the payer and the payment
service	<i>ServiceDefinition</i> structure	YES	The data on the selected transport service and additional

			services
shipmentDate	string	YES	Shipping date, in format YYYY-MM-DD
skipRestrictionCheck	boolean	NO	Skip restrictions check
comment	string(100)	NO	Comments
content	string(30)	YES	Content of the shipment
reference	string(20)	NO	Reference number
shipmentId	integer	-	ANSWER ONLY Shipment ID (if the shipment is created, otherwise blank)
created	string	-	ANSWER ONLY Shipping date, in format YYYY-MM-DD (if the shipment is created, otherwise blank)
orderStatus	string	-	ANSWER ONLY Information that this package is ordered courier

Example:

```

<ShipmentFullData>
  <shipper>
    (Shipper structure)
  </shipper>
  <receiver>
    (Receiver structure)
  </receiver>
  <pieceList>
    <item>
      (PieceDefinition structure)
    </item>
    <item>
      (PieceDefinition structure)
    </item>
  </pieceList>
  <payment>
    (PaymentData structure)
  </payment>
  <service>
    (ServiceDefinition structure)
  </service>
  <shipmentDate>2012-05-15</shipmentDate>
  <content>Biżuteria</content>
</ShipmentFullData>

```

5. Basic methods

5.1. getVersion

Checking version of webapi.

No input parameters

Output parameters

Field name	Type	Mandatory?	Description
version	string	-	The current version of the webapi

5.2. createShipments

This method lets you create shipments in the system DHL24. They apply all the rules of validation, which are used on the Web sites. If you do not pass the validation process, it will be returned error structure with an appropriate message, describing the cause of the problem.

To shipment was created correctly, they must be met the following conditions:

- selected shipping service must be available for select time and selected postal code, helpful in this may be to check the postcode using *getPostalCodeServices method*.
- shipments must fulfill the general criteria listed in the price list.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
shipments	<i>ShipmentFullData</i> structure	YES	Table with the minimum one structure defining the shipment (maximum three)

Output parameters

Field name	Type	Mandatory?	Description
Shipments	<i>ShipmentBasicData</i> structure	YES	Table of <i>ShipmentBasicData</i> structures or structures of the error

Example:

```
<createShipments>
  <authData>
    <username>DHL</username>
    <password>123456789</password>
  </authData>
  <shipments>
```

```
<item>
  <shipper>
    <name>Thomas Test</name>
    <postalCode>02823</postalCode>
    <city>Warszawa</city>
    <street>Osmańska</street>
    <houseNumber>2</houseNumber>
    <contactPhone>123456789</contactPhone>
  </shipper>
  <receiver>
    <country>PL</country>
    <name>Receiver</name>
    <postalCode>24100</postalCode>
    <city>Puławy</city>
    <street>Wróblewskiego</street>
    <houseNumber>7</houseNumber>
    <contactPerson>Jan JakoTaki</contactPerson>
    <contactPhone>818765432</contactPhone>
    <contactEmail>receiver@dhl.com</contactEmail>
  </receiver>
  <pieceList>
    <item>
      <type>PALLET</type>
      <width>40</width>
      <height>100</height>
      <length>60</length>
      <weight>250</weight>
      <quantity>1</quantity>
      <nonStandard>true</nonStandard>
      <blpPieceId></blpPieceId>
    </item>
    <item>
      <type>ENVELOPE</type>
      <quantity>1</quantity>
    </item>
  </pieceList>
  <payment>
    <paymentMethod>BANK_TRANSFER</paymentMethod>
    <payerType>SHIPPER</payerType>
    <accountNumber>1234567</accountNumber>
    <costsCenter>501502</costsCenter>
  </payment>
  <service>
    <product>AH</product>
    <collectOnDelivery>true</collectOnDelivery>
    <collectOnDeliveryValue>2199.99</collectOnDeliveryValue>
    <collectOnDeliveryForm>BANK_TRANSFER</collectOnDeliveryForm>
    <insurance>true</insurance>
    <insuranceValue>2500</insuranceValue>
  </service>
  <shipmentDate>2012-12-24</shipmentDate>
  <content>sprzęt AGD</content>
</item>
</shipments>
</createShipments>
```

5.3. bookCourier

The method allows order courier to the predefined items, on a specific day within the specified time. After receiving a request the method is checking the input: whether the arrival of the courier is possible at the appointed time and whether all shown shipments can be get back in one place. If an error occurs, the return message will indicate the cause of the problem.

You can order a courier:

- for a list of previously prepared shipments (by specifying the IDs of items in the parameter *shipmentIdList*).
- without prepared shipments – in this case there is required structure *shipmentOrderInfo* with the basic data on order.

Attention - in case of order the courier without giving the list of shipments, such order will be invisible on the list of shipments in the www service.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
pickupDate	string	YES	Date in format YYYY-MM-DD
pickupTimeFrom	string	YES	Hour, from which the shipment is ready to collect (in format GG:MM)
pickupTimeTo	string	YES	Hour, to which the shipment is ready to collect (in format GG:MM)
additionalInfo	string(50)	YES	Additional information for the courier
shipmentIdList	string	YES(*)	An array of string elements containing shipments numbers
shipmentOrderInfo	<i>shipmentOrderInfo</i> structure	YES(*)	Data on the sender, the amount and weight of the shipments
courierWithLabel	boolean	No	Information on whether the courier is to arrive with the prepared label

(*) - only one of these elements (the list of defined shipments, or primary data about shipments) is required. If both are given, the *shipmentOrderInfo* structure is being ignored.

Output parameters

Field name	Type	Mandatory?	Description
orderId	array	YES	An array of string elements with the numbers of orders

Example (Order a courier for three previously created shipments):

```
<authData>
  <username>test</username>
  <password>123456789</password>
</authData>
<pickupDate>2012-10-23</pickupDate>
<pickupTimeFrom>10:00</pickupTimeFrom>
<pickupTimeTo>14:00</pickupTimeTo>
<additionalInfo>Uwaga, paczki zawierają szkło</additionalInfo>
<shipmentIdList>
  <item>1234567</item>
  <item>1234568</item>
  <item>1234569</item>
</shipmentIdList>
```

Example (Order a courier without defining packages):

```
<authData>
  <username>test</username>
  <password>123456789</password>
</authData>
<pickupDate>2012-10-23</pickupDate>
<pickupTimeFrom>10:00</pickupTimeFrom>
<pickupTimeTo>14:00</pickupTimeTo>
<additionalInfo>Uwaga, paczki zawierają szkło</additionalInfo>
<shipmentOrderInfo>
  <shipper>
    <name>Thomas Test</name>
    <postalCode>02823</postalCode>
    <city>Warszawa</city>
    <street>Osmańska</street>
    <houseNumber>2</houseNumber>
    <contactPerson>Thomas Test</contactPerson>
    <contactEmail>thomas@test.com</contactEmail>
  </shipper>
  <numberOfExPieces>3</numberOfExPieces>
  <numberOfDrPieces>0</numberOfDrPieces>
  <totalWeight>40</totalWeight>
  <heaviestPieceWeight>15</heaviestPieceWeight>
</shipmentOrderInfo>
```

5.4. deleteShipments

The method enables to remove shipments created by the user in the DHL24 system or through webapi. He is giving the possibility of deleting any of one's shipments, unless you have ordered for it a courier (in this case you need to first cancel the courier order).

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
shipments	array	YES	Table of shipments identifiers

Output parameters

Field name	Type	Mandatory?	Description
shipments	array	YES	Table containing the delete confirmation or error structure

Example:

```
<deleteShipments>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
  <shipments>
    <item>11122233333</item>
    <item>11122233334</item>
  </shipments>
</deleteShipments>
```

5.5. cancelCourierBooking

The method allows for cancelling an order of ordered courier.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
orderId	string	YES	Order number of contract courier, obtained by the method of <i>bookCourier</i>

Output parameters

Field name	Type	Mandatory?	Description
shipments	array	YES	Table containing the delete confirmation or error structure

Example:

```
<cancelCourierBooking>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
  <orders>
    <item>12345WWW</item>
  </orders>
</cancelCourierBooking>
```

5.6. getMyShipments

Possibility to download the list of shipments of the DHL24 customer. Also ID of shipments are being returned. They are needed in order to take advantage of other methods (*bookCourier*, *deleteShipments*, *getLabels*, *getShipmentScan*, *getTrackAndTraceInfo*).

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
createdFrom	string	YES	The beginning of the time range, the date in format YYYY-MM-DD
createdTo	string	YES	The ending of the time range, the date in format YYYY-MM-DD
offset	integer	NO	Service returns up to 100 records - in case that in the given time period is them more, should use the offset.

Output parameters

Field name	Type	Mandatory?	Description
shipments	array	YES	Table of structures of the type <i>ShipmentBasicData</i>

Example:

```
<getMyShipments>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
  <createdFrom>2012-09-11</createdFrom>
  <createdTo>2012-11-22</createdTo>
  <offset>100</offset>
</getMyShipments>
```

5.7. getMyShipmentsCount

The method returns the number of shipments the user created in a given period of time. Its use allows a more convenient way to use the parameter offset in method *getMyShipments*.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
createdFrom	string	YES	The beginning of the time range, the date in format YYYY-MM-DD
createdTo	string	YES	The ending of the time range, the date in format YYYY-MM-DD

Output parameters

Field name	Type	Mandatory?	Description
shipmentsCount	integer	YES	Number of items created in a given period of time

Example:

```
<getMyShipmentsCount>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
  <createdFrom>2012-09-11</createdFrom>
  <createdTo>2012-11-22</createdTo>
</getMyShipmentsCount>
```

5.8. getLabels

The ability to download labels used in the process of ordering a courier in DHL24. It is possible to download the labels: the waybill and BLP labels (PDF and ZPL).

If you use a laser printer - label created in PDF file - parameter LBLP or LP.

If you use a thermal printer zebra - label created in ZPL file - parameter BLP or ZBLP.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
itemsToPrint	Array	YES	Table of structures of the type <i>ItemToPrint</i> (maximum three structures)

Output parameters

Field name	Type	Mandatory?	Description
itemsToPrintResponse	array	YES	Table of structures of the type <i>ItemToPrintResponse</i>

Example:

```
<getLabels>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
  <itemsToPrint>
    <item>
      <labelType>BLP</labelType>
      <shipmentId>11122221111</shipmentId>
    </item>
    <item>
      <labelType>ZBLP</labelType>
    </item>
  </itemsToPrint>
</getLabels>
```

```

        <shipmentId>11122221111</shipmentId>
    </item>
    <item>
        <labelType>LP</labelType>
        <shipmentId>11122223333</shipmentId>
    </item>
</itemsToPrint>
</getLabels>

```

5.9. getPnp

Possibility of generating the so-called PNP report (confirmation of giving shipments). The report of this type is being used by customers printing labels (BLP, LBLP or ZBLP).

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
date	string	YES	Date, in the format YYYY-MM-DD, which the report is being generated for (in the report are compiled shipments sent on a specific date)
type	string	YES	For which shipments report is to be generated, one of the: EX - shipments to 31,5kg DR - shipments above 31,5kg ALL - all kinds of shipments 2EUROPE - international shipments

Output parameters

Field name	Type	Mandatory?	Description
fileName	array	-	The name of the generated file report
fileData	string	-	Binary data labels (encoded in Base64)
fileMimeType	string	-	The mime type of the transmitted label (currently only application/pdf)

Example:

```

<getPnp>
  <pnpRequest>
    <authData>
      <username>test</username>
      <password>123456789</password>
    </authData>
    <date>2012-12-03</date>
    <type>ALL</type>
  </pnpRequest>
</getPnp>

```

5.10. getShipmentScan

This method allows you to download scan of waybill for the realized shipment.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
shipmentId	string	YES	Identity number of the shipment

Output parameters

Field name	Type	Mandatory?	Description
scanData	string	YES	Binary data of the image - of scan
scanMimeType	string	YES	The mime type of image

Example:

```
<getShipmentScan>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
  <shipmentId>11122223333</shipmentId>
</getShipmentScan>
```

5.11. getPostalCodeServices

This method allows to verify postal code and download available DHL services for this code. The result of the method may depend on the hours of the method call (service availability of Domestic 9 and Domestic 12).

If the postal code is not supported by DHL (or incorrect) method returns information about the lack of services available for this postal code. When checking restrictions on the day, the current method returns possible time slot only if the pickup is still possible on a given day.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
postalCode	string	YES	Postal code in the format of 5 digits (no dashes)
pickupDate	string	YES	Date, for which the availability of services is being checked (in the RRRR-MM-DD format)

Output parameters

Field name	Type	Mandatory?	Description
domesticExpress9	boolean	-	Availability of Domestic 09 service
domesticExpress12	boolean	-	Availability of Domestic 12 service
deliveryEvening	boolean	-	Availability of evening delivery service
pickupOnSaturday	boolean	-	Availability of pickup on Saturday service
deliverySaturday	boolean	-	Availability of saturday delivery service
exPickupFrom	string	-	The time from which it is possible to receive shipments to 31,5 kg
exPickupTo	string	-	The time to which it is possible to receive shipments to 31,5 kg
drPickupFrom	string	-	The time from which it is possible to receive shipments above 31,5 kg
drPickupTo	string	-	The time to which it is possible to receive shipments above 31,5 kg

Example:

```
<getPostalCodeServices>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
  <postCode>00909</postCode>
  <pickupDate>2012-11-23</pickupDate>
</getPostalCodeServices>
```

5.12. getTrackAndTraceInfo

Possibility of downloading the history of the shipments delivery process and their current status.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
shipmentId	string	YES	Identity number of the shipment

Output parameters

Field name	Type	Mandatory?	Description
shipmentId	string	YES	Identity number of the shipment
receivedBy	string	YES	Information about who received the shipment (if it has already been delivered)
events	array	YES	Table of <i>ShipmentEvent</i> structures

Example:

```
<getTrackAndTraceInfo>
  <authData>
```

```

<username>test</username>
<password>123456789</password>
</authData>
<shipmentId>11122223333</shipmentId>
</getTrackAndTraceInfo>

```

5.13. getNearestServicepoints

With this method it is possible to find the nearest service points.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
country	string	YES	ISO country code
postcode	string	YES	Postal code, without a hyphen
city	string	NO	City
radius	integer	YES	Radius in km

Output parameters

Field name	Type	Mandatory?	Description
points	<i>PointStructure</i> structure	-	List of service points

Example:

```

<getNearestServicepoints>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
  <structure>
    <country>DE</country>
    <postcode>00000</postcode>
    <city>Berlin</city>
    <radius>10</radius>
  </structure>
</getNearestServicepoints>

```

5.14. getInternationalParams

With this method it is possible to download the parameters for international shipments.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure

Output parameters

Field name	Type	Mandatory?	Description
params	<i>InternationalParam</i> structure	-	List of parameters

Example:

```
<getInternationalParams>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
</getInternationalParams>
```

5.15. getReturnParams

With this method it is possible to download the parameters for international shipments.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure

Output parameters

Field name	Type	Mandatory?	Description
params	<i>InternationalParam</i> structure	-	List of parameters

Example:

```
<getInternationalParams>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
</getInternationalParams>
```

6. Grouping methods

6.1. createShipment

Using this method, it is possible - in one request - to create shipment and pickup courier.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
dropOffType	string	YES	The type of request, one of the: "REGULAR_PICKUP" - creating the shipment without the restriction "REQUEST_COURIER" - creating the shipment and ordering the courier "COURIER_ONLY" - ordering the courier
serviceType	string	YES	One of the: "AH" - standard domestic shipment "09" - domestic 09 "12" - domestic 12 "EK" - Connect shipment (international) "PI" - International shipment (international)
labelType	string	YES	One of the: "LP" - waybill in A4 form "BLP" - BLP label. "LBLP" - BLP label in A4 PDF format, "ZBLP" - BLP label in ZPL language (Zebra printers)
content	string(30)	YES	Content of the shipment
comment	string(100)	NO	Comments
reference	string(20)	NO	Reference number
billing - information about payments			
shippingPaymentType	string	YES	One of the: "SHIPPER", "RECEIVER", "USER"
billingAccountNumber	integer	YES	Customer Number (SAP) of the payer
paymentType	string	YES	One of the: "BANK_TRANSFER", "CASH"
costsCenter	string(20)	NO	MPK field on the waybill, field is transferred to the invoice
specialServices - ordering additional services			
serviceType	string	YES	Type of the additional service,

			possible values: "1722" - Delivery in 18-22 hours "SATURDAY" - Delivery on saturday "NAD_SOBOTA" - Pickup on Saturday "INS" - Insurance "COD" - Collect on delivery service (COD) "PDI" - Information to receiver before delivery "ROD" - Return of document (ROD) "POD" - Proof of delivery, for PI product - utilization service "SAS" - Delivery to neighbour "ODB" - Self collect
serviceValue	float	NO	Declared value, required while ordering services: insurance or collect on delivery
textInstruction	string(32)	NO	The name of return document (ROD references)
collectOnDeliveryForm	string	NO	"BANK_TRANSFER" - collect on delivery form (only for customers with the contract and the number of SAP)
shipmentTime - information about the time of sending the shipment			
shipmentDate	string	YES	Shipping date, in format YYYY-MM-DD
shipmentStartHour	string(32)	YES	Hour, from which the shipment is ready to collect (in format GG:MM)
shipmentEndHour	string(32)	YES	Hour, to which the shipment is ready to collect (in format GG:MM)
shipper and receiver - address data of the sender and recipients			
country	string(2)	YES	ISO country code
isPackstation	boolean	NO	Delivery to DHL Parcelstation
isPostfiliale	boolean	NO	Delivery to DHL Parcelshop
postnummer	string(10)	NO	Customer number - required only for delivery to DE Parcelstation
name	string(60)	YES	Company name or first and last name
postalCode	string	YES	Postal code, without a hyphen
city	string(17)	YES	City
street	string(35)	YES	Street
houseNumber	string(10)	YES	House number
apartmentNumber	string(10)	NO	Apartment number

preaviso and contact - given to the preadvice / contact (free of charge)			
personName	string(50)	NO	Name of contact person
phoneNumber	string(9)	NO	Phone number
emailAddress	string(100)	NO	Email address
neighbour - data of the neighbour (only, when chosen service SAS)			
name	string(60)	YES	Company name or first and last name
postalCode	string	YES	Postal code, without a hyphen
city	string(17)	YES	City
street	string(35)	YES	Street
houseNumber	string(10)	YES	House number
apartmentNumber	string(10)	NO	Apartment number
contactPhone	string(9)	NO	Contact phone number
contactEmail	string(100)	NO	Contact email address
pieceList – data given about parcels in the shipment			
type	string	YES	One of the: "ENVELOPE", "PACKAGE", "PALLET"
weight	integer	YES	Weigh in kg
width	integer	YES	Width in centimeters, required when the type other than "ENVELOPE"
height	integer	YES	Height in centimeters, required when the type other than "ENVELOPE"
length	integer	YES	Length in centimeters, required when the type other than "ENVELOPE"
quantity	integer	YES	Number of packages
nonStandard	boolean	NO	Number of nonstandard packages
euroReturn	boolean	NO	Number of euro pallets to return (only when "type" is "PALLET")
blpPieceld	string(32)	NO	BLP ID - for customers who run their own numbering of packages and print BLP labels.

The sum of characters in the "apartmentNumber" and "houseNumber" cannot exceed 15 characters.

Output parameters

Field name	Type	Mandatory?	Description
shipmentNotificationNumber	string	-	Identity number of the shipment
dispatchNotificationNumber	string	-	Numbers of courier order (if ordered courier)
labelType	string	-	Type of the returned label

labelFormat	string	-	Mime type of returned label
labelContent	string	-	Binary data of label (encoded in Base64)

Example:

```

<authData>
  <username>test</username>
  <password>123456789</password>
</authData>
<shipment>
  <shipmentInfo>
    <dropOffType>REQUEST_COURIER</dropOffType>
    <serviceType>AH</serviceType>
    <billing>
      <shippingPaymentType>SHIPPER</shippingPaymentType>
      <billingAccountNumber>1204663</billingAccountNumber>
      <paymentType>BANK_TRANSFER</paymentType>
      <costsCenter>ABC1235</costsCenter>
    </billing>
    <specialServices>
      <item>
        <serviceType>ODB</serviceType>
      </item>
      <item>
        <serviceType>UBEZP</serviceType>
        <serviceValue>20000</serviceValue>
      </item>
    </specialServices>
    <shipmentTime>
      <shipmentDate>2012-10-23</shipmentDate>
      <shipmentStartHour>12:00</shipmentStartHour>
      <shipmentEndHour>15:00</shipmentEndHour>
    </shipmentTime>
    <labelType>BLP</labelType>
  </shipmentInfo>
  <content>Gra komputerowa</content>
  <comment>ostrożnie</comment>
</ship>
  <shipper>
    <preaviso>
      <personName>Thomas Test</personName>
      <phoneNumber>123456789</phoneNumber>
      <emailAddress>thomas@test.com</emailAddress>
    </preaviso>
    <contact>
      <personName>Thomas Test</personName>
      <phoneNumber>123456789</phoneNumber>
      <emailAddress>thomas@test.com</emailAddress>
    </contact>
    <address>
      <name>Thomas Test</name>
      <postalCode>02823</postalCode>
      <city>Warszawa</city>
      <street>Osmańska</street>
      <houseNumber>2</houseNumber>
      <apartmentNumber></apartmentNumber>
    </address>
  </shipper>
  <receiver>

```

```

<preaviso>
  <personName>Receiver</personName>
  <phoneNumber>123456789</phoneNumber>
  <emailAddress>receiver@gmail.com</emailAddress>
</preaviso>
<contact>
  <personName>Receiver</personName>
  <phoneNumber>123456789</phoneNumber>
  <emailAddress>receiver@gmail.com</emailAddress>
</contact>
<address>
  <country>PL</country>
  <name>Receiver</name>
  <postalCode>30001</postalCode>
  <city>Kraków</city>
  <street>Jasnogórska</street>
  <houseNumber>44</houseNumber>
  <apartmentNumber>55</apartmentNumber>
</address>
</receiver>
</ship>
<pieceList>
  <item>
    <type>ENVELOPE</type>
    <quantity>1</quantity>
  </item>
  <item>
    <type>PACKAGE</type>
    <weight>20</weight>
    <width>60</width>
    <height>40</height>
    <length>40</length>
    <quantity>1</quantity>
  </item>
</pieceList>
</shipment>

```

6.2. deleteShipment

Using this method, it is possible - in one request - to delete shipment and cancel courier order.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
shipmentIdentificationNumber	string	YES	Shipment number which is supposed to be removed
dispatchIdentificationNumber	string	YES	Number of courier order which is supposed to be removed

Output parameters

Field name	Type	Mandatory?	Description
id	string	-	Shipment identifier

result		-	Result: "true" - shipment removed successfully, "false" - the shipment is not removed
error	string	-	The error message, filled only if the result = false

Example (remove shipment number: 11102224567):

```
<authData>
  <username>test</username>
  <password>123456789</password>
</authData>
<shipment>
  <shipmentIdentificationNumber>11102224567</shipmentIdentificationNumber>
</shipment>
```

If for the above shipment is ordered courier, its removal will not be possible (which will inform error message). In this case, please send a request passing the courier order number also.

Example:

```
<authData>
  <username>test</username>
  <password>123456789</password>
</authData>
<shipment>
  <shipmentIdentificationNumber>11102224567</shipmentIdentificationNumber>
  <dispatchIdentificationNumber>91012WWW</dispatchIdentificationNumber>
</shipment>
```

6.3. getReturnByWaybill

The method allows you to create a return shipment after submitting the consignment note.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
itemsToPrint	array	YES	Table of structures of the <i>ItemToPrint</i> type (maximum three structures)

Output parameters

Field name	Type	Mandatory?	Description
shipmentNotificationNumber	string	-	Shipment identifier
shipmentTrackingNumber	string	-	Shipment identifier
dispatchNotificationNumber	string	-	Numbers of courier order (if ordered courier)
labelType	string	-	Type of the returned label

labelFormat	string	-	Mime type of returned label
labelContent	string	-	Binary data of label (encoded in Base64)

Example:

```
<getReturnByWaybill>
  <authData>
    <username>test</username>
    <password>123456789</password>
  </authData>
  <itemsToPrint>
    <item>
      <labelType>BLP</labelType>
      <shipmentId>11122221111</shipmentId>
    </item>
    <item>
      <labelType>ZBLP</labelType>
      <shipmentId>11122221111</shipmentId>
    </item>
    <item>
      <labelType>LP</labelType>
      <shipmentId>11122223333</shipmentId>
    </item>
  </itemsToPrint>
</getReturnByWaybill>
```

6.4. createShipmentReturn

A method allowing to create a return shipment with or without the primary shipment.

Input parameters

Field name	Type	Mandatory?	Description
authData	<i>AuthData</i> structure	YES	Authorization structure
serviceType	string	YES	One of the: "ZK" - domestic return product "ZC" - international return product
bookCourier	string	YES	Information on whether the courier is to arrive with the prepared label
labelType	string	YES	One of the: "BLP" - BLP label. "LBLP" - BLP label in A4 PDF format, "ZBLP" - BLP label in ZPL language (Zebra printers)
content	string(30)	YES	Content of the shipment
comment	string(100)	NO	Comments
reference	string(20)	NO	Reference number
billing - information about payments			
shippingPaymentType	string	YES	One of the:

			"SHIPPER", "RECEIVER", "USER"
billingAccountNumber	integer	YES	Customer Number (SAP) of the payer
paymentType	string	YES	One of the: "BANK_TRANSFER", "CASH"
costsCenter	string(20)	NO	MPK field on the waybill, field is transferred to the invoice
specialServices - ordering additional services			
serviceType	string	NO	Type of the additional service, possible values: UBEZP
serviceValue	float	NO	Declared value, required while ordering insurance
shipmentTime - information about the time of sending the shipment			
shipmentDate	string	YES	Shipping date, in format YYYY-MM-DD
shipper and receiver - address data of the sender and recipients			
country	string(2)	YES	ISO country code
name	string(60)	YES	Company name or first and last name
postalCode	string	YES	Postal code, without a hyphen
city	string(17)	YES	City
street	string(35)	YES	Street
houseNumber	string(10)	YES	House number
apartmentNumber	string(10)	NO	Apartment number
preaviso and contact - given to the preadvice / contact (free of charge)			
personName	string(50)	NO	Name of contact person
phoneNumber	string(9)	NO	Phone number
emailAddress	string(100)	NO	Email address
pieceList – data given about parcels in the shipment			
type	string	YES	One of the: "ENVELOPE", "PACKAGE"
weight	integer	YES	Weigh in kg
width	integer	YES	Width in centimeters, required when the type other than "ENVELOPE"
height	integer	YES	Height in centimeters, required when the type other than "ENVELOPE"
length	integer	YES	Length in centimeters, required when the type other than "ENVELOPE"
quantity	integer	YES	Number of packages
nonStandard	boolean	NO	Number of nonstandard packages

blpPieceld	string(32)	NO	BLP ID - for customers who run their own numbering of packages and print BLP labels.
------------	------------	----	--

Output parameters

Field name	Type	Mandatory?	Description
shipmentNotificationNumber	string	-	Identity number of the shipment
dispatchNotificationNumber	string	-	Numbers of courier order (if ordered courier)
labelType	string	-	Type of the returned label
labelFormat	string	-	Mime type of returned label
labelContent	string	-	Binary data of label (encoded in Base64)

Example:

```

<authData>
  <username>test</username>
  <password>123456</password>
</authData>
<shipment>
  <shipmentInfo>
    <serviceType>ZC</serviceType>
    <bookCourier>>true</bookCourier>
    <billing>
      <shippingPaymentType>SHIPPER</shippingPaymentType>
      <billingAccountNumber>1204663</billingAccountNumber>
      <paymentType>BANK_TRANSFER</paymentType>
      <costsCenter>ABC1235</costsCenter>
    </billing>
    <specialServices>
      <item>
        <serviceType>UBEZP</serviceType>
        <serviceValue>20000</serviceValue>
      </item>
    </specialServices>
    <shipmentTime>
      <labelExpDate>2017-07-31</labelExpDate>
    </shipmentTime>
    <labelType>BLP</labelType>
  </shipmentInfo>
  <content>Gra komputerowa</content>
  <comment>ostrożnie</comment>
  <reference>REF TESTREF TESTSTOP</reference>
  <ship>
    <shipper>
      <preaviso>
        <personName>3e Spółka Jawna</personName>
        <phoneNumber>123456789</phoneNumber>
        <emailAddress>testomir@gmail.pl</emailAddress>
      </preaviso>
      <contact>
        <personName>3e Spółka Jawna</personName>
        <phoneNumber>123456789</phoneNumber>
        <emailAddress>testomir@gmail.pl</emailAddress>
      </contact>
    </shipper>
  </ship>
</shipment>

```

```
</contact>
  <address>
    <country>CZ</country>
    <name>Janek</name>
    <postalCode>50011</postalCode>
    <city>Test</city>
    <street>Test</street>
    <houseNumber>9</houseNumber>
    <apartmentNumber>59</apartmentNumber>
  </address>
</shipper>
<receiver>
  <preaviso>
    <personName>3e Spółka Jawna</personName>
    <phoneNumber>123456789</phoneNumber>
    <emailAddress>testomir@gmail.pl</emailAddress>
  </preaviso>
  <contact>
    <personName>3e Spółka Jawna</personName>
    <phoneNumber>123456789</phoneNumber>
    <emailAddress>testomir@gmail.pl</emailAddress>
  </contact>
  <address>
    <country>PL</country>
    <name>Ja</name>
    <postalCode>00001</postalCode>
    <city>Wawa</city>
    <street>Leśna</street>
    <houseNumber>9</houseNumber>
    <apartmentNumber>59</apartmentNumber>
  </address>
</receiver>
</ship>
<pieceList>
  <item>
    <type>ENVELOPE</type>
    <quantity>1</quantity>
  </item>
  <item>
    <type>PACKAGE</type>
    <weight>20</weight>
    <width>60</width>
    <height>40</height>
    <length>40</length>
    <quantity>1</quantity>
  </item>
</pieceList>
</shipment>
```


7. Advice / Relations

7.1. Collect on delivery

If there is chosen collect on delivery service in the shipment, it is required insurance of the shipment. Insurance value must be at least same like collect on delivery.

7.2. Skip restrictions

When creating a shipment there can be verified area restrictions. When you want to create shipment without ordering the courier, you need to use *skipRestrictionCheck* method or put `REGULAR_PICKUP` value in *dropOffType* method (depends on used method).

7.3. Services availability

The availability of services for postal code, you can check in method *getPostalCodeServices*. Also in this method it is possible to check courier restriction (time in which the courier supports specified area).

7.4. Package type

All packages above 50 kg must be on the palette, therefore in case of the packet above 31.5 kg still it is possible to use the `PACKAGE` value in package type method.

7.5. Report for the sender

Report for the courier and the sender can be generate at any time, even after removing the package from the server. The report includes all prepared shipments during the period. Sender should prepare this report before courier collect all shipments.

7.6. Track & Trace

Below are listed all statuses used in Track & Trace.

Status	Description
AN	Shipment addressed incorrectly. Please contact with the DHL customer service department at number 42 6 345 345.
AN_BO	Shipment addressed incorrectly - incorrect receiver address.
AN_RA	Shipment addressed incorrectly or incomplete address.
AN_SAS	Address of the alternative receiver (neighbor) has been incorrectly determined. It is incomplete or is not in the immediate vicinity of the receiver.
AWI	Delivery attempt is unsuccessful. The recipient was not at home at the moment of

	delivery.
AWI_CZAS	Return shipment to the sender - waiting time for delivery.
AWI_DP2	DHL courier did not found receiver at the indicated address. Delivery of shipment will happen as agreed time with receiver.
AWI_ONU	Authorized receiver was absent at home at the time of shipment delivery.
AWI_OZ	DHL courier don't have access to delivery address.
AWI_ROD	Lack of the required additional document for ROD.
AWI_SAS	DHL courier didn't find the alternative receiver (neighbor), at the time of shipment delivery.
BRG	Delivery suspended until the addressee settles the payments.
BRG_SAS	Alternative receiver (neighbor) didn't pay for transport.
CC	Delivery delay. For more information please contact with the DHL customer service department at number 42 6 345 345.
DOR	Shipment delivered.
DOR_LOK	Shipment delivered to the agreed address.
DOR_OTH	Shipment delivered to the other person.
DOR_OWL	Shipment delivered - self collection at DHL terminal.
DOR_POC	Shipment delivered to Postfiliale.
DOR_RDZ	Shipment delivered to family member.
DOR_SAS	Shipment delivered to alternative receiver (neighbor).
DWP	Shipment picked up from the sender.
EDWP	DHL received electronic data of shipment.
WEJPL	Shipment has arrived to Poland (only Connect and International product).
WYJPL	Shipment has left Poland (only Connect and International product)
LK	Shipment handed over to a courier to delivery.
LP	Shipment reached a DHL terminal.
OP	Receiver refused to accept the shipment.
OP_BWER	Receiver refused to accept the shipment. Failure to verify the content before delivering or collecting COD.
OP_COD	Receiver refused to accept the shipment. Incorrect COD value.
OP_DO	Shipment return to sender – id document not valid.
OP_DOK	Shipment return to sender – no additional document to collect.
OP_DUB	Receiver refused to accept the shipment – duplicated order
OP_OTH	Receiver refused to accept the shipment.
OP_PLA	Receiver refused to accept the shipment – wrong payer.
OP_PNK	Receiver refused to accept the shipment.
OP_REZ	Receiver refused to accept the shipment – resignation.
OP_ROD	Receiver refused to accept the shipment – incomplete ROD document.
OP_SAS	Alternative receiver (neighbor) refused to accept the shipment.
OP_TNZ	Receiver refused to accept the shipment – not ordered or incorrect content.
OP_UMO	Receiver refused to accept the shipment.
OP_USP	Receiver refused to accept the shipment.
OWL	Shipment is waiting for collection by a customer in a DHL terminal.

OWL_KP	Receiver has been notified about time and place of collection.
OWL_ONO	Shipment is waiting for collection by a customer.
OWL_PS_KP	Receiver has been notified about time and place of collection.
OWL_PS_ONO	Shipment is waiting for collection by a customer in a Packstation.
OWL_SP_KP	Receiver has been notified about time and place of collection. Parcelstation or Parcelshop is full.
OWL_SP_ONO	Shipment is waiting for collection by a customer in a Parcelshop.
PNK	Incomplete shipment.
PNPT	Decision of receiver – new date of shipment delivery.
PO18	Decision of receiver – new time of shipment delivery.
PPDOR	Shipment was collected by a customer in a DHL terminal.
PSHOP	Decision of receiver – shipment will be delivery to the Parcelshop.
REZ	Decision of receiver – shipment will be returned to sender.
SAS	Decision of receiver – shipment will be delivery to neighbor.
SOB	Decision of receiver – new date of shipment delivery.
SORT	Shipment in a DHL sorting station.
SP_CN	Sending of shipment from Parcelshop has been canceled. Please contact with sender.
SP_DOR	Shipment delivered – receiver collect shipment from Parcelshop.
SP_DSP	Shipment is waiting for collect by receiver in Parcelshop.
SP_DW	Shipment delivery is paused. Please contact with the DHL customer service department at number 42 6 345 345.
SP_DWP	Shipment sent in Parcelshop is waiting for collect by courier.
SP_KP	Receiver has been notified about time and place of collection in Parcelshop.
SP_KZW	Shipment will be returned to sender – time to collect shipment from Parcelshop has passed.
SP_OP	Receiver refused to collect the shipment from Parcelshop.
SP_PU	Courier picked up shipment from DHL Parcelshop.
SP_TO	Receiver refused to accept the shipment – time to picked up shipment from Parcelshop has passed.
SP_ZAM	Shipment delivery to Parcelshop is paused. Please contact with the DHL customer service department at number 42 6 345 345.
SP_ZWR	Shipment will return to sender - receiver refused to accept the shipment.
TRM	Shipment is waiting for a next delivery cycle.
TRM2	Shipment reached a DHL terminal – delivery to the receiver is planned today or in arranged with receiver time.
ZA	Decision of receiver – new delivery address.
ZAIT	Decision of receiver – new delivery address.
ZWN	Shipment returned to sender.
ZWR	Shipment returned to sender.
ZWR_AN	Shipment returned to sender – shipment wrongly addressed.
ZWR_OP	Shipment returned to sender – receiver refused to accept the shipment.
ZWR_ZB	Shipment returned to sender after two attempts of delivery and passed time of

	waiting for shipment to collect from terminal.
ZWR_ZT	Shipment returned to sender after two attempts of delivery and passed time of waiting for shipment to collect from terminal. Return of shipment after the prior telephone confirmation.
ZWW	Delivery attempt is unsuccessful, shipment is waiting for a next delivery cycle.