Parcel Status web service documentation

v.1.4.1 April, 2021

Content

1. Introduction

Parcel Status is the REST based Web Service, allowing DPD customers to receive information from DPD system about their parcel statuses. There are 2 levels of detail:

- Simple – provides textual status information (basic parcel statuses defined by DPD);
- Advanced – provides DPD status codes that can be used for detailed analysis.

To follow up the changes in the documentation, please be aware, that documentation version number is formed according to the following principles: x1.x2.x3

- x1 – web service version (new endpoint)
- x2 – web service subversion (new methods, new parameters)
- x3 – documentation description or formatting changes

2. Overview of the web service

Parcel Status web service:

- Uses GET method for all methods
- Uses UTF-8 character-encoding
- API authorization key can be retrieved within the system listed below.
  After registering or logging in the system, API key is available in My profile / Client Data / API key. Press "Generate a key" if no key present. Copy if already generated. Or generate new if old one is exposed.

	Endpoint	API key can be retrieved in:
Estonia	https://status.dpd.ee/external/	telli.dpd.ee
Latvia	https://status.dpd.lv/external/	eserviss.dpd.lv
Lithuania	https://status.dpd.lt/external/	esiunta.dpd.lt

Please consider that:

- Currently parcel statuses in/from/to Portugal are not available.
- Data is available for the period of last two months.
- When multiple parcel numbers are returned, results are returned in order passed.
- Statuses for each parcel are returned in descending order (newest first).

3. Input data

This method provides information regarding parcel statuses.

Method: **tracking**

Character-encoding: UTF-8

Type: GET

URL examples:

> EE: https://status.dpd.ee/external/tracking
>
> LV: https://status.dpd.lv/external/tracking
>
> LT: https://status.dpd.lt/external/tracking

M	Mandatory
O	Optional
-	Not providable

Header:

Name	Type	Length	Req.	Description
Authorization	string	34	M	Authorization information, that need to contain string "Bearer" and API key in syntax: Bearer {API_key} Example: Bearer 4533_e5320KQkGYtKFAUv8ibt0I

Input data.

Name	Type	Length	Req.	Description
pknr	string	449	M	Parcel numbers. In case if multiple parcels are provided those have to be separated with "|". Maximum 30 parcels in one request are allowed. Note! Parcel number consists of 14 numeric characters.
detail	char	1	O	Response detail level. Values: • **0** – basic (default, chapter 4.1) • **3** – advanced (chapter 0) Note! detail value "1" and "2" is legacy value that is not supported anymore.
show_all	char	1	O	Amount of statuses for each parcel. Values: • **0** – return only latest parcel status (default) • **1** – return all parcel statuses
lang	varchar	2	O	Language for status in case if *detail* value "0". Values:

				• **en** – English (default) • **lt** – Lithuanian • **lv** – Latvian • **ee** – Estonian

4. Output data (JSON)

Information about every parcel is returned as separate array, that contains:

Name	Type	Length	Description
parcelNumber	varchar	14	Parcel number
details	array		Array of statuses (numerical values) in case of successful request.
error	array		Array of error information

Error array:

Name	Type	Length	Description
code	integer	3	Error identification code
message	string	50	Error message

4.1. Details array for basic data (detail: 0)

Name	Type	Length	Description
status	string	62	Parcel status message (chapter 4.1.1)
dateTime	datetime	19	Event date and time (YYYY-MM-DD HH:mm:ss)

4.1.1. Parcel status messages

These values can be received in status parameter.

English	Latvian	Lithuanian	Estonian
Dropped in Pickup Point	Paka nodota Pickup punktā	Atnešta į siuntų tašką/terminalą	Viidud Pickup punkti
Picked up by Courier	Kurjers paņēmis paku	Kurjeris paėmė siuntą	Kulleri poolt peale korjatud
En route	Paka ir ceļā	Pakeliui	Teel
Delivered to Consignee	Paka piegādāta klientam	Pristatyta gavėjui	Saajale kohale toimetatud
Delivered to Pickup Point	Paka piegādāta Pickup punktā	Pristatyta į siuntų tašką/terminalą	Toimetatud Pickup punkti
Picked up by Consignee from Pickup point	Klients saņēmis paku Pickup punktā	Gavėjas atsiėmė siuntą iš siuntų taško/terminalo	Saaja poolt Pickup punktist välja võetud
Returning to Sender	Paka tiks atgriezta nosūtītājam	Grąžinama siuntėjui	Tagastamisel saatjale
Returned to Sender	Paka ir atgriezta nosūtītājam	Grąžinta siuntėjui	Tagastatud saatjale

4.2. Details array for advanced data (detail: 3)

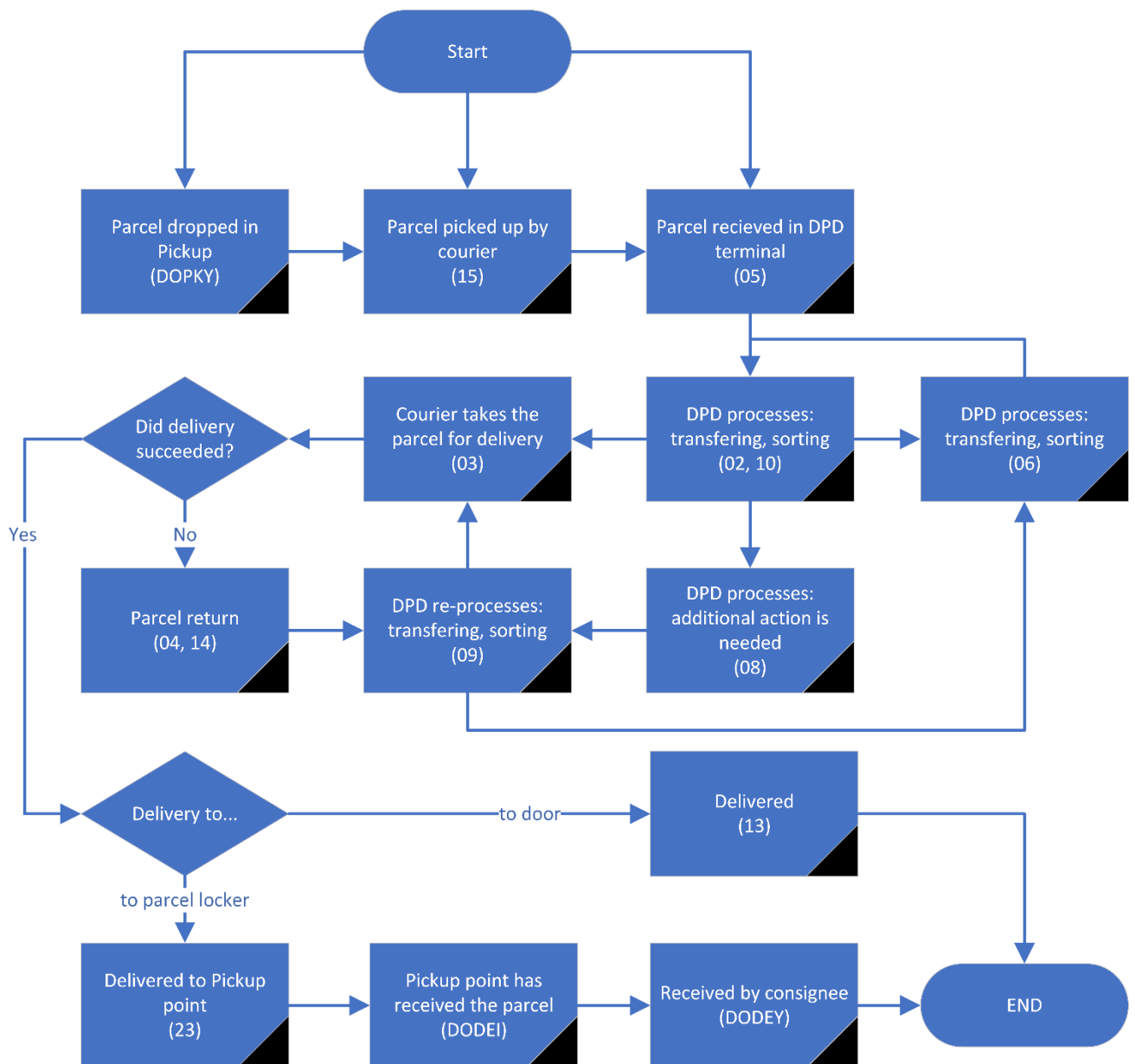| Name	Type	Length	Description
serviceCode	var	3	Parcel service identifier, that can be used for tracking parcel (chapter 0). Service code can change in case of wrong service code or if parcel is returned to sender.
statusCode	var	2	Parcel status identifier, that can be used for tracking parcel (chapter 0).
dateTime	datetime	19	Event date and time (YYYY-MM-DD HH:mm:ss)
Tour	varchar	3	DPD tour identifier
GpsLat	float	(8,5)	GPS Latitude of the place where event was made. Value might be provided in case it event was made by courier.
GpsLon	float	(8,5)	GPS Longitude of the place where event was made. Value might be provided in case it event was made by courier.
TimeFrame	string	9	Aproximate delivery time (HHmm-HHmm) Value might be provided for events where *statusCode* is 03 and it indicates approximate delivery time. Example: 1127-1257
AddCode	string	Up to 11	Additional information about the event (chapter 0) Multiple additional codes are separated by comma.
Weight	Float	(6,2)	Parcel weight fixed by DPD (kilograms). Value might be provided for events where *statusCode* is 05 or 10.
Depot	Varchar	4	DPD identifier of depot where scan was made.
City	String	30	City where DPD depot is located.
CountryCode	Varchar	3	ISO-3166 code of country where scan was made. Examples: 440, 428, 233
CountryIsoName	Varchar	2	ISO-3166-2 name of country where scan was made. Examples: LT, LV, EE
prevStatusCode	Varchar	2	Previous event's status code or "Multiple" if there are more than one event with same time.

4.2.1. Status codes / service codes

StatusCode is used for internal DPD processes to identify parcel life cycle status. As from parcel life cycle perspective delivery event finalizes parcel life cycle, there is identical status code for cases when parcel was delivered to consignee or when it was delivered back to sender. Therefore, to understand the correct status of the parcel, there is a need to use multiple parameters - combinations of *statusCode* and *serviceCode* allows You to get correct information:

statusCode	*serviceCode* (at least one)	*prevStatusCode*	Parcel location	Description
01			In terminal	Parcel is processed (consolidated) in DPD terminal.
02			In terminal	Parcel was accepted in terminal.
03			At the courier	Parcel was scanned by courier before going out of terminal for delivery to consignee.
03	298, 299, 300, 301, 332		At the courier	Parcel was scanned by courier before going out of terminal for delivery to sender
04			In terminal	Delivery failed. Parcel was returned to terminal.
05			In terminal	Parcel was picked up in DPD terminal This will be primary event in case if parcel won't be scanned by courier on pickup.
06			In terminal	Parcel is processed in DPD terminal. Return to sender or redirection to other address.
08			In terminal	Parcel was stopped in terminal. Additional action/information is needed.
09			In terminal	Parcel was processed for re-delivery, returning to sender or transferring to another terminal.
10			In terminal	Parcel is in sorting process for delivery to next DPD terminal.
13			**Delivered** At the consignee	Parcel is delivered to consignee.
13	298, 299, 300, 301, 332		**Delivered** At the sender	Parcel is returned to sender.
14			At the courier	Parcel was not delivered, and it was scanned by courier before returning to terminal.
15			At the courier	Parcel was picked up from consignee and it was scanned by courier on pickup. This can be primary event. Based on delivery specifics this event can be missed out.
20			In line-haul	Parcel has been loaded in truck on the way to the next DPD terminal.

23			In pickup point	Parcel was delivered by courier to pickup point.
DODEI			In pickup point	Parcel was inserted in Parcel locker or parcel was collected from courier by Parcel shop.
DODEY			**Delivered** At the consignee	Parcel was picked up by consignee from Pickup point.
DOPKY			In pickup point	Parcel was inserted in parcel locker by sender This can be primary event. It can be followed by 05 or 15 status codes.
DEYY		13, 03	**Delivered** At the consignee	Parcel is delivered to consignee.
DEYY		04	In terminal	Delivery failed. Parcel was returned to terminal.
DEYY			-	Info event, internal status

This is how approximately delivery process looks like:

4.2.2 Additional codes

Additional codes can be used to get more information about the specific event – for example – reason why parcel was not delivered to consignee. We have tried to describe some of additional codes and:

AddCode (at least one)	Description
12, 16, 22	Parcel damages were discovered
14, 15, 16	Parcel was refused by consignee
80	Delivery date/time was changed by consignee.
11, 12, 14, 15, 16, 22, 24, 25, 29, 30, 32, 33, 37, 41, 42, 46, 47, 49, 50, 61, 62, 66, 72, 73, 84, 85, 94, 95, 96	Additional information is needed from sender to proceed with delivery.

There can be combinations of these events – for example: in case of value 12, DPD could contact sender to recheck if the damaged parcel should be delivered to consignee.

The rest of codes are used for DPD internal processes and there's no need to process those.

5. Response error code table

Code	Message	Description
200	No statuses found for your shipment.	Check if there is a status for parcel in DPD web site. If there is, please contact DPD regarding technical issue. If not - parcel has not been scanned or data has not been transmitted yet.
300	Too many parcels requested. Max allowed: 30.	Check the amount of parcel numbers within the request.
400	Invalid parcel number. Allowed: 14 chars, numeric.	Check if DPD every parcel number provided in request consists of 14 numeric characters (including space in the beginning or in the end of *pknr* parameter)
401	These credentials do not match our records.	Check if API key is correct! If not generate a new key (chapter 2)
500	Internal Service Error.	Inform DPD technical support that the service is down.

6. Tips

- In case if you have more than 30 parcels to check, please split the request in multiple requests where none of those contains more than 30 parcels.
- Usually there's no need to request all events (*show_all*) every time. Scheduled task (CRON) can request only the latest event, but in case if You want to use the data for internal reports, You can request all events only once at the end of the life cycle (when parcel is delivered).

7. Contact information

If you have any technical issues with Parcel Status web service, contact us at:

Lithuania	Latvia	Estonia
e-mail: helpdesk@dpd.lt	e-mail: support@dpd.lv	e-mail: ic@dpd.ee

In case if You have questions about parcel statuses, please contact our client support:

Lithuania	Latvia	Estonia
phone: +370 52106777 e-mail: kas@dpd.lt	phone: +371 67387284 e-mail: info@dpd.lv	phone: +372 613 0012 e-mail: teenindus@dpd.ee