



Returns Management Web Service 2.0

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Revision Notes

Revision	Date	Change Description
1.0	04/23/2009	Version 1.0 Created.
1.1	05/25/2009	Enumeration tables for ServiceID and Characteristic names as well as error lists have been updated.
1.1.1	11/27/2009	Description update for StreetNumber field, and StreetName field. URL for endpoints has been modified. Version allowed value has been updated.
1.1.2	02/24/2010	Update to the Introduction. Update to Implementation Considerations. Addition of error # 1001171
1.1.3	10/04/2010	Additional error codes.
1.2.0	07/07/2014	Update to the introduction. Additional Field in the request context.
1.2.1	08/07/2015	APPENDIX A – Complete Field List – Completed the following changes below: <ul style="list-style-type: none"> INPUT: Added a note in the "PhoneNumber" field that Phone number is required for Rural Routes, Suburban Service and General Delivery Addresses. OUTPUT: Added an "ADDITIONAL NOTES (Output)" section that contains additional information for output behavior related to PO BOX Addresses.
1.2.1	08/07/2015	APPENDIX B – Allowed Code List - Updated "Street Type" list to ensure that all valid and active Street Type names are displayed.
1.3.0	12/18/2015	Added the Proactive Notification field in the request context. New error codes and messages are added
1.3.1	12/18/2015	Added Billing Postal Code field to the Credit Card Complex type.
1.3.2	05/01/2017	Appendix B - Product List (ServiceID) - added 4 new Products (Express 12PM)
2.0	07/12/2017	Section 2.6 Error Messages and Codes – Added the following Codes: 3002041 Appendix A - Complete Field List (Input) Field Name "Version" - Updated Version Number to 2.0 Appendix A - Complete Field List (Input) Field Name "PickupType" - Removed note as it was no longer applicable. Appendix B – Allowed Code List - Product List (ServiceID)- Removed "PurolatorGroundDistribution" Appendix B – Piece Level Characteristics – Added Special Handling Type Characteristic and its values. Appendix B – Shipment Level Characteristics – Removed Special Handling Characteristic.

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1 Getting Started

1.1 Introduction

To help you integrate Purolator E-Ship Web Services into your website or application, Purolator provides technical documentation and sample code for each Web Service. The documents include detailed technical information for each Web Service and detail Purolator's service offerings. Additional information and support is available on the Purolator EShip Developer Forum <http://www.purolatorwebservices.com>, on the E-Ship Web Services Wiki <http://www.purolatorwebservices.com/wiki2>, and through the Support section of the E-Ship Resource Centre <http://www.purolator.com/eship>.

The following documents can be downloaded in the Documentation and Sample Code section.

Introduction

Introduction to Purolator E-Ship Web Services

Service Availability Web Service

Validate origin and destination addresses and receive all available Purolator services, products, options and associated rules.

Estimates Web Service

Receive estimates based on origin and destination addresses as well as package and service inputs. Estimates are available as quick estimates using list prices or detailed estimates for customers with negotiated pricing.

Shipping Web Service

Create domestic, U.S. and International shipments. Please note that shipping labels and documents are created using the Get Documents Web Service.

Returns Management Web Service

Create domestic Returns Management shipments. Please note that shipping labels and documents are created using the Get Documents Web Service.

Get Documents Web Service

Retrieve shipment labels and documentation for shipments.

Shipment Tracking Web Service

Get detailed tracking information and shipment details in real-time using a Purolator PIN / tracking number or shipment reference.

Pickup Web Service

Schedule, modify, validate and void pickups. View your pickup history and upcoming pickups.

Locator Web Service

Locate the shipment using Address, Coordinates, City, PointofInterest and Postal code.

Soap UI Project File

Example use cases and sample results for all Purolator E-Ship Web Services.

Certification

Guidelines to help ensure your Purolator E-Ship Web Services integration is ready to promote into Purolator's production environment.

Security Options (if applicable)

Security options available for your Purolator E-Ship Web Services implementation. This document will be provided when you are ready to take your website or application into Purolator's production environment. The availability of this document will depend on the type of web service integration you are executing.

1.2 Document Overview

This document is a technical specification that describes the Purolator Returns Management Web Service. It is geared towards developers who are building applications that require Purolator Returns Management Services. Returns Management allows an application to generate a Return shipment without an outbound shipment - a scenario typically used where customers are requesting a shipping label to return defective products/merchandise. See 'Purolator E-Ship Web Services - Introduction' document in the Documentation and Sample Code section of the E-Ship Resource Centre www.purolator.com/eship for more information. It should be noted that the Returns Management Web Service is used in conjunction with the Get Documents Web Service to obtain shipping labels and other shipping related documentation.

This document uses the following structure to explain our Returns Management Web Service:

Introduction (this chapter)

- Web Services overview
- Specification compliance
- Development platform compatibility
- Related resources
- Web services development process

Web Services

- Explanations of the characteristics of calls, as well as data types used
- Security information
- Service details for the Returns Management service
- Implementation considerations
- Error details and error codes and descriptions

Appendix

- Complete field listing
- Enumeration and expected values

1.3 Specification Compliance

The Web Services are designed to comply with the following specifications:

Specification Name	Website
Simple Object Access Protocol (SOAP) 1.1	http://www.w3.org/TR/2000/NOTE-SOAP-20000508/
Web Service Description Language (WSDL) 1.1	http://www.w3.org/TR/2001/NOTE-wsdl-20010315

Please visit the websites listed above for detailed information regarding SOAP and WSDL technologies.

1.4 Development Platforms

The Web Services work with any current SOAP/XML development environments.

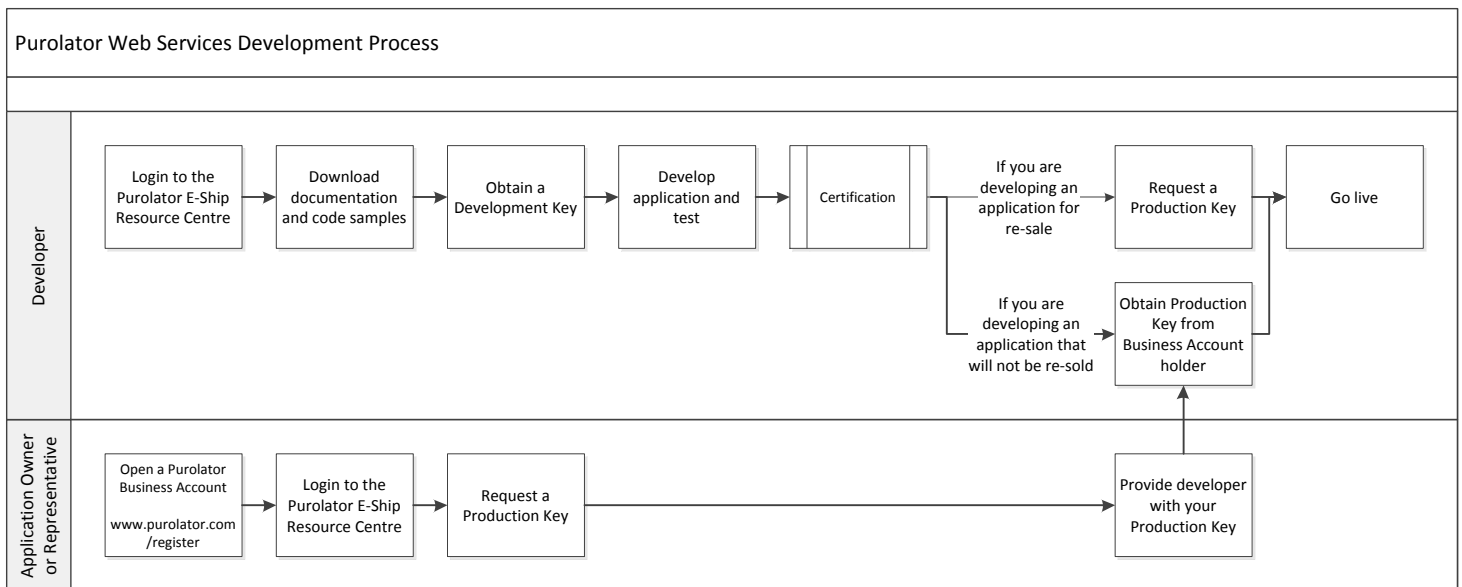
Note: Development platforms vary in their SOAP/XML implementations. Please refer to your platform's documentation for more information.
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1.5 Related Resources

The Purolator E-Ship Resource Centre provides a full suite of documentation, sample code, sample SOAP messages, community-based support, and other resources to help you with your development projects. Be sure to visit www.purolator.com/eship to access all of the resources available to you and get support with your integration.

1.6 Purolator E-Ship Web Services Development Process

To integrate Purolator E-Ship Web Services within your application, follow the steps outlined below.



Web Services Developer Process

Follow these steps if you're a developer that will be integrating Purolator E-Ship Web Services.

Step 1: **Download Documentation and Code Samples**

View code samples and documentation for the Purolator E-Ship Web Service(s) you will be using.

Documentation and sample code, such as WSDL, is available in the Documentation and Sample Code section of the E-Ship Resource Centre at www.purolator.com/eship.

Step 2: **Obtain a Development Key**

Obtain a Development Key. This will allow you to test your code in the Purolator E-Ship Test Environment.

Note: Your Development Key, password, and test account number will be used to access the development environment.

Step 3: **Develop**

Develop your application using the code samples and documentation.

Step 4: **Test**

Test your application in the Purolator E-Ship Test Environment. Data in the Test Environment is sample data and should be used for testing purposes only.

Step 5: **Certification**

Based on qualification criteria, some applications may be required to go through Certification before moving to production. A Purolator representative will inform you of whether your application will be required to complete this step. Certification documentation is available in the Documentation and Sample Code section.

Step 6: Request a Production Key

Request a Production Key once your development and testing are complete. You will receive an inactive Production Key until we review your request.

If you're integrating Purolator E-Ship Web Services into an application that won't be re-sold, the Purolator Business Account holder must request the Production Key.

Replace the Development Key with the Production Key, and replace the development WSDL with the production WSDL. The Production Key will allow you to access account-specific shipping, tracking, estimates and returns information. Once activated, you will then be ready to use Purolator E-Ship Web Services.

Note: Your Production Key, password, and account number will be used to access the production environment.

Application Owner or Representative Process

Follow these steps if you have development resources and want to integrate Purolator E-Ship Web Services into your website or application that won't be re-sold.

Step 1: Open a Purolator Business Account

If you do not already have a Purolator Business Account, please visit www.purolator.com/register to get started.

Step 2: Request a Production Key

Login to the Purolator E-Ship Resource Centre and request a Production Key. The Production Key will allow you to access shipping, tracking, estimates and returns information specific to your Purolator Business Account.

You will receive an inactive Production Key until we review your request. A Purolator representative may contact you for security purposes before your Production Key is activated. Optional security features are available through consultation with Purolator.

Step 3: Provide your developer with the Production Key

Ask your developer to replace their Development Key with your Production Key. You will then be ready to use Purolator E-Ship Web Services.

2 Web Services

Web Services is a collection of programming technologies, including XML, Web Services Description Language (WSDL) and SOAP, which allow you to build programming solutions for specific messaging and application integration.

Web Services are, by definition, platform independent. Purolator Web Services allow developers to build custom applications that are independent of changes to the Purolator interface. This is achieved through backwards compatibility support for all versions of the web services.

2.1 Characteristics of Calls

All Web Service calls are:

- **Service Requests and Responses**—your client application prepares and submits a service request to Purolator E-Ship Web Services, which is processed and a response is returned, and the client application handles the response.
- **Synchronous**—once the API call is invoked, your client application waits until it receives a response from the service. Asynchronous calls are not supported.

2.2 Data Types

Value	Description
String	Character strings. Fields that are of data type string contain text and some have length restrictions. Please see the field reference list for format and restrictions.
Decimal	Decimal represents a subset of the real numbers, which can be represented by decimal numerals. The <u>·value space·</u> of decimal is the set of numbers that can be obtained by dividing an integer by a non-negative power of ten, i.e., expressible as $i / 10^n$ where i and n are integers and $n \geq 0$. Precision is not reflected in this value space; the number 2.0 is not distinct from the number 2.00. (The datatype <u>precisionDecimal</u> may be used for values in which precision is significant.) The order relation on decimal is the order relation on real numbers, restricted to this subset.
Int	The precisionDecimal datatype represents the numeric value and (arithmetic) precision of decimal numbers which retain precision; it also includes values for positive and negative infinity and for "not a number", and it differentiates between "positive zero" and "negative zero". This datatype is introduced to provide a variant of decimal that closely corresponds to the floating-point decimal datatypes described by the expected forthcoming revision of IEEE/ANSI 754. Precision of values is retained and values are included for two zeroes, two infinities, and not-a-number.
Enumeration	Enumeration constrains the <u>·value space·</u> to a specified set of values. Enumeration does not impose an order relation on the <u>·value space·</u> it creates; the value of the <u>·ordered·</u> property of the derived datatype remains that of the datatype from which it is derived.

2.3 Security

Purolator E-Ship Web Services authentication uses the standard HTTP Basic Authentication method allowing client programs to provide credentials in the form of a user name and password when making an HTTP request. Purolator EShip Web Services uses the standard HTTP protocol and in our case the username corresponds to the Development and Production Key that is issued to you by Purolator when you signed up for Purolator E-Ship Web Services. These credentials are sent from your client programs to our Purolator E-Ship Web Services servers securely using SSL.

2.4 Service Methods and Objects

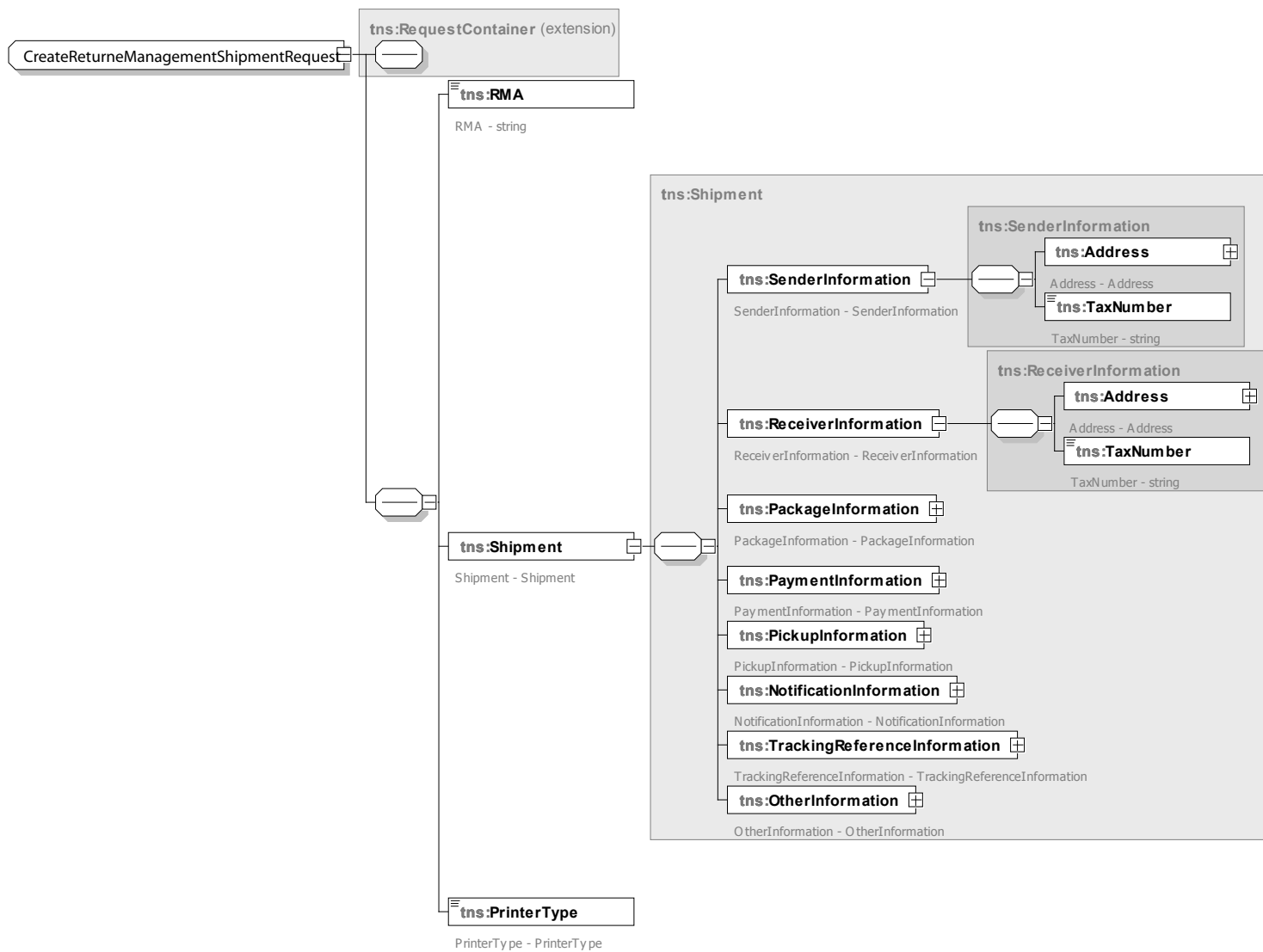
The following section will highlight the various methods associated with the shipment service. As well, visual representations will depict the XML schema of both the requests, and the responses of the service calls.

2.4.1 Create Returns Management Shipment

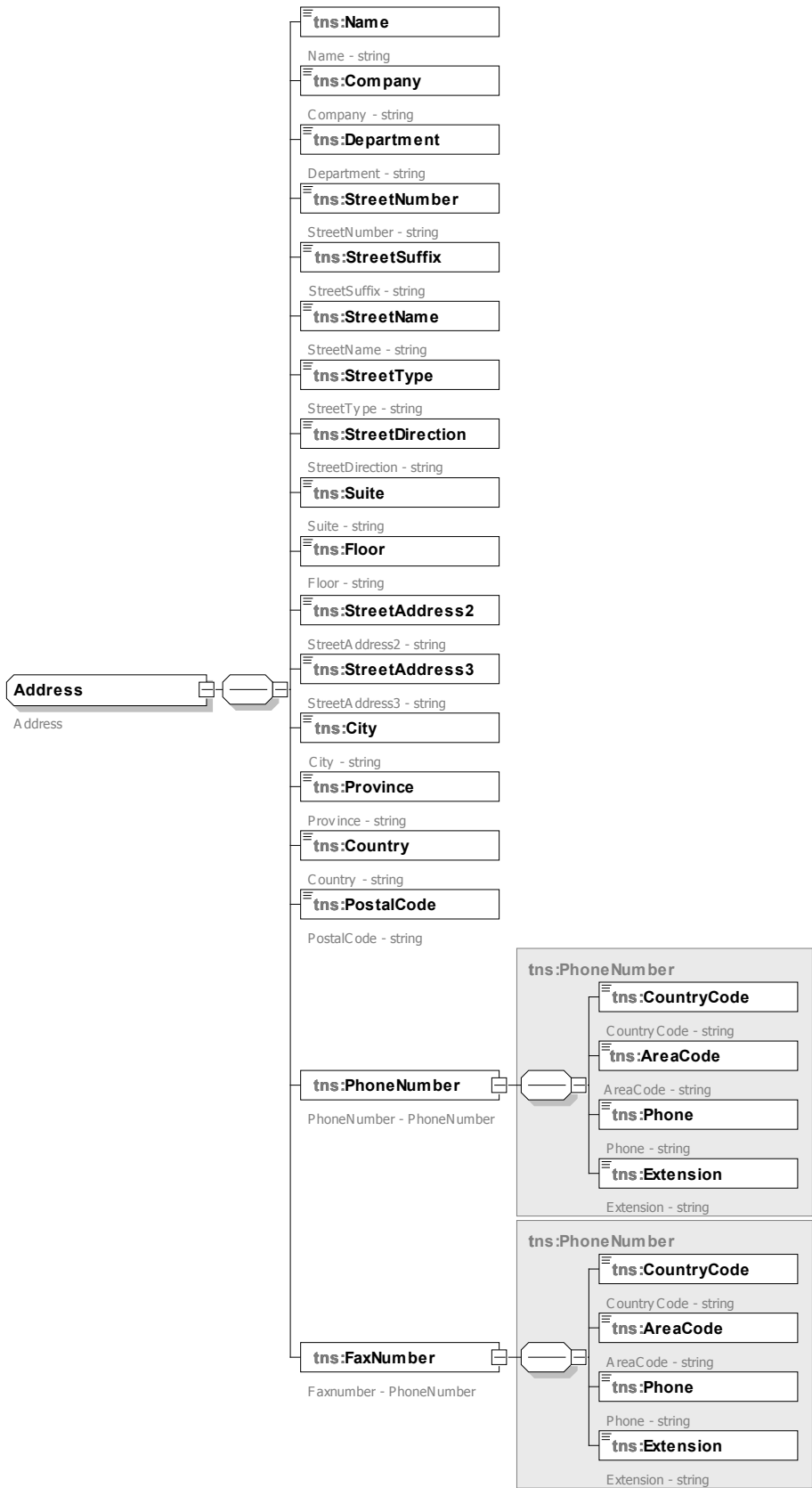
The create returnsManagementshipment method is used to create Returns Management shipments using Purolator EShip Web Services. The diagrams below show the objects contained within the shipment request.

Please note that outbound returns are created using the Shipment web service and shipping labels for Returns Management are created using the Get Documents web service. Both these services are documented in separate technical specifications available at www.purolator.com/eship/documentation.

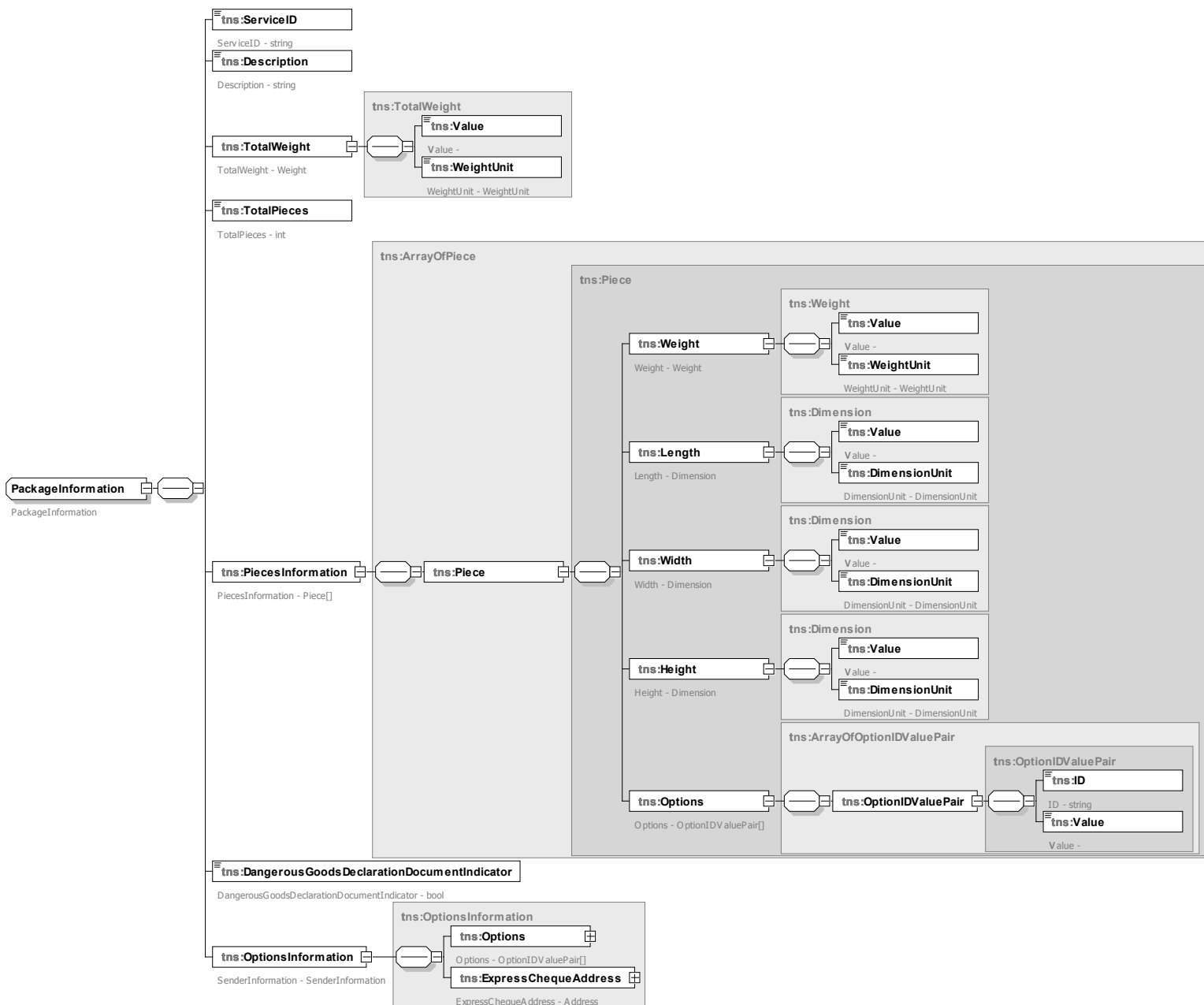
2.4.1.1 Request Diagrams – Create Return Management Shipment Request



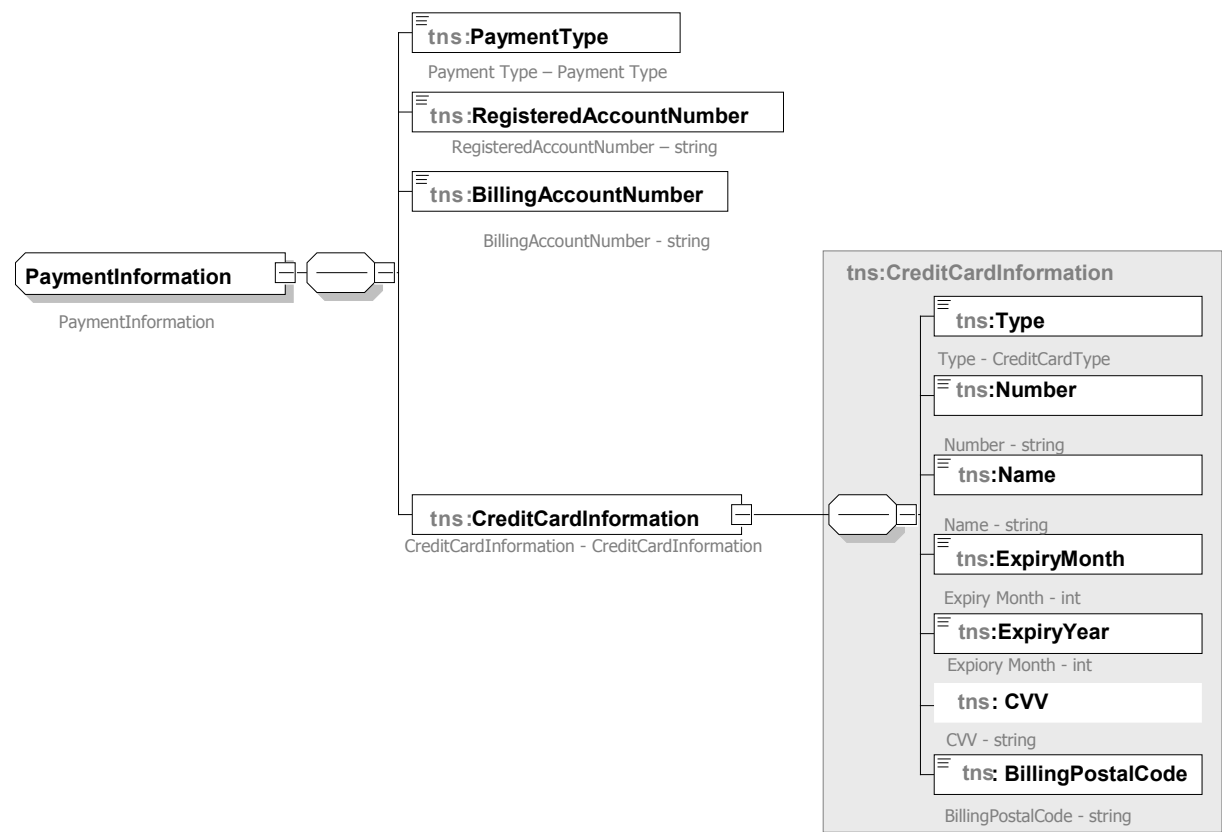
2.4.1.2 Request Diagrams – Shipment – Address



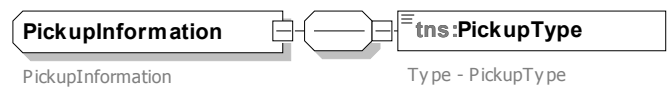
2.4.1.3 Request Diagrams – Shipment – Package Information



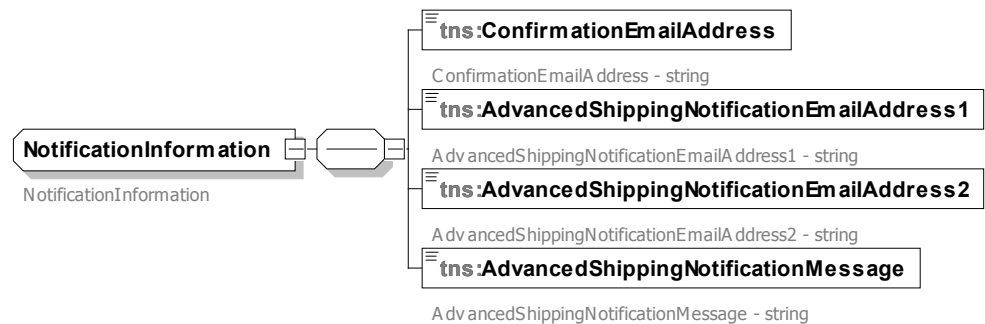
2.4.1.4 Request Diagrams – Shipment – Payment Information



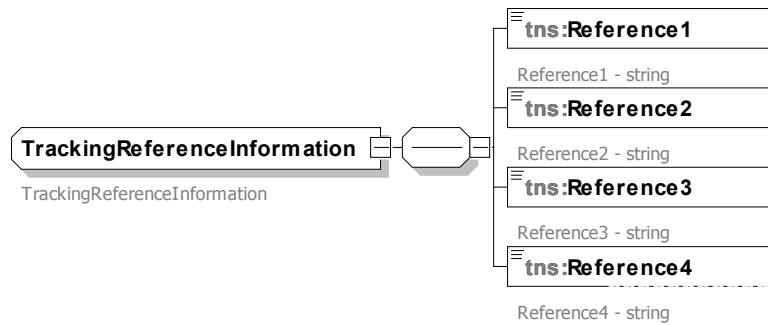
2.4.1.5 Request Diagrams – Shipment – Pickup Information



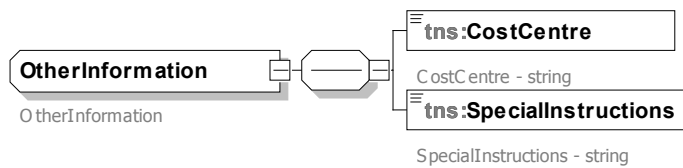
2.4.1.6 Request Diagrams – Shipment - Notification Information



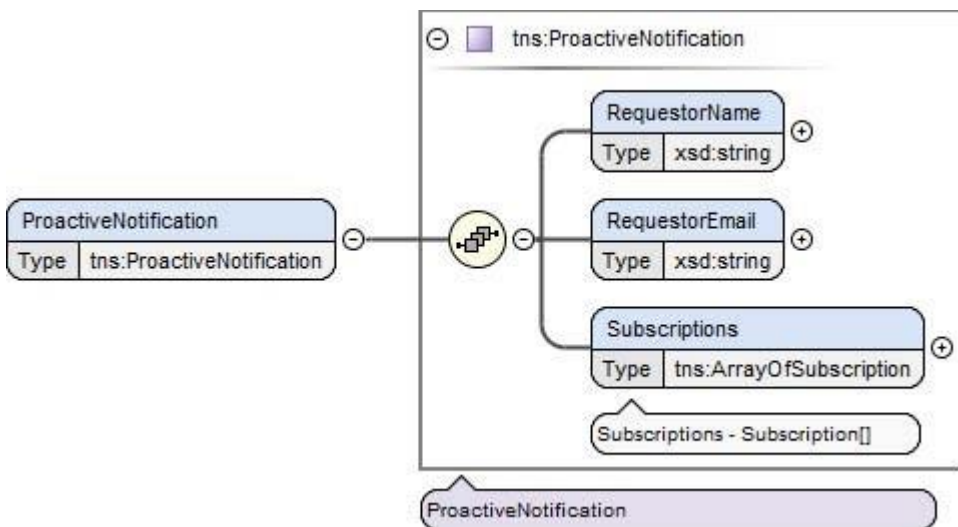
2.4.1.7 Request Diagrams – Shipment – Tracking Reference Information



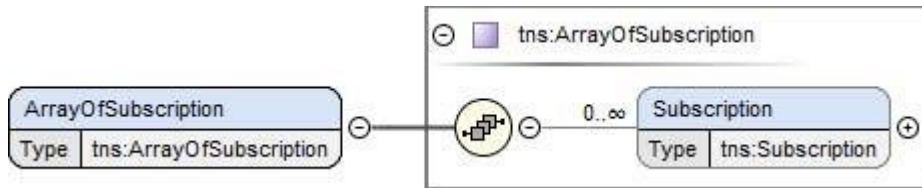
2.4.1.8 Request Diagrams – Shipment – Other Information



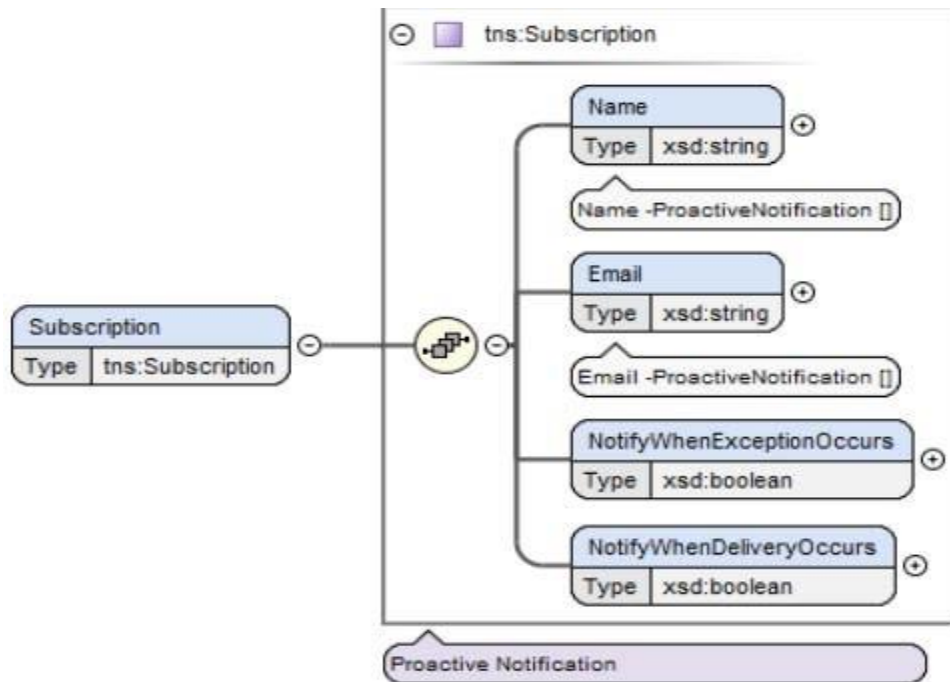
2.4.1.9 Request Diagrams – Shipment – Proactive Notification



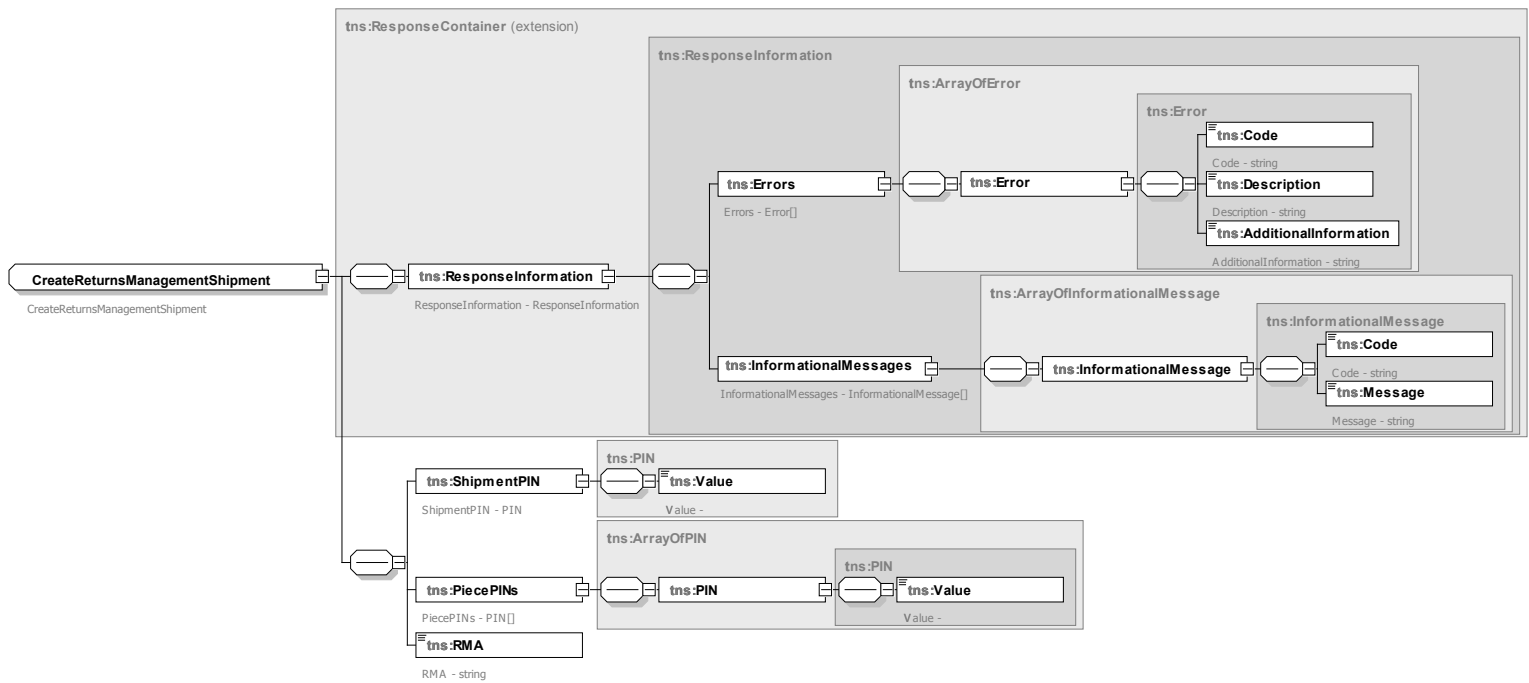
2.4.1.10 Request Diagrams – Shipment – Proactive Notification – ArrayOfSubscription



2.4.1.11 Request Diagrams – Shipment – Proactive Notification - Subscription



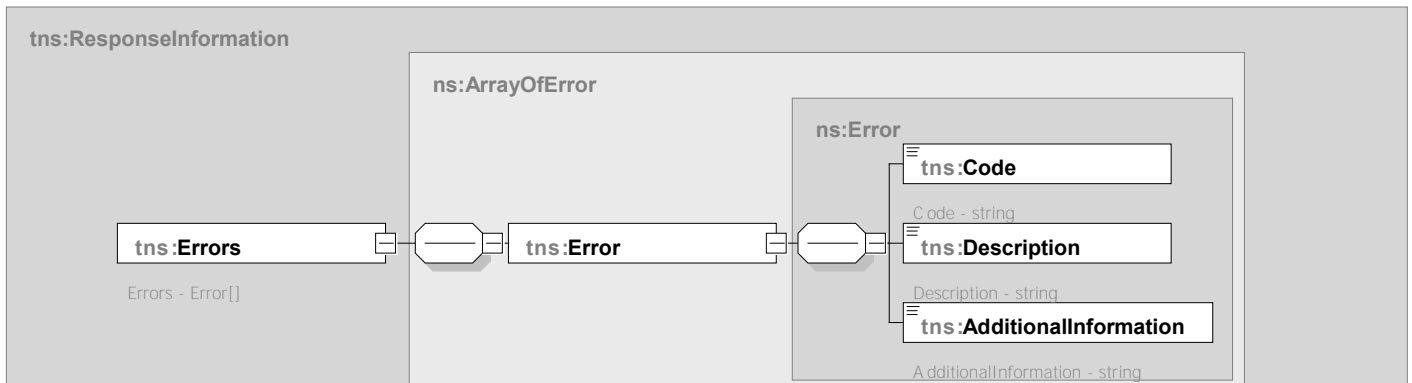
2.4.1.12 Response Diagrams – Create Returns Management Shipment



2.5 Error Handling

The Web Service calls return error data that your client application can use to identify and resolve runtime errors. If an error occurs during the invocation of most Web Services calls, then the API provides the following types of error handling:

- For errors resulting from badly formed messages, failed authentication, or similar problems, the Web Services returns a SOAP fault message.
- For errors resulting from a problem with the information sent to Purolator's systems, error codes and error descriptions are returned to the client application.



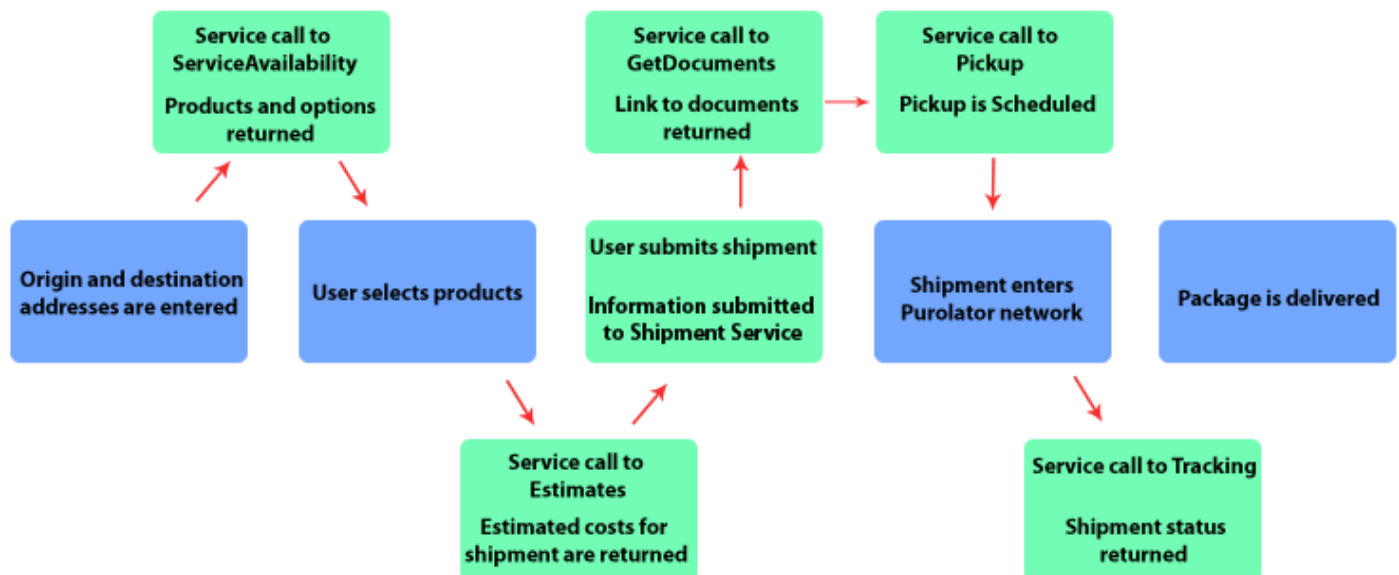
2.6 Implementation Considerations

As Purolator's business changes to meet the on-going needs of its customer, the business rules for certain products may change from time to time. As our business changes, your application doesn't have to. Purolator E-Ship Web Services offers customers an advanced Service Availability service that, when called, will return available products and services for a given origin and destination address. In addition to the available products and services, all business rules as well as product rules, product inclusions and exclusions, and products min/max dimensions and weights.

This can be used to offer your customers a greater experience, and offer all of Purolator's products and services, without needing to submit a request, only to discover that a particular product is not available for a particular address.

As well, additional Purolator E-Ship Web Services can be consumed to offer a richer customer experience. From estimates to tracking to retrieving necessary documentation, Purolator's E-Ship Web Services are designed to offer you the flexibility to consume the services required for your business.

Below is an example of how the all Purolator E-Ship Web Services may be utilized. (Green boxes denote service calls)



2.7 Error Messages / codes

Below is a list of all the error codes and descriptions.

Web Service Error

Code	Message
9001	Authorization failed -- Service Operation is inactive.
9000-1	Authorization failed -- Daily Threshold limit reached.
9000-2	Authorization failed -- Hourly Threshold limit reached.
9000-3	Authorization failed -- Minute Threshold limit reached.
1000100	System exception occurs.
1001171	Service Id is a Mandatory Field.
1100000	One or more errors have occurred.
1100100	Field is missing.
1100101	The Account Number is a mandatory field.
1100102	The Account Name is a mandatory field.
1100103	The Account Number is a mandatory field.
1100104	The City Name is a mandatory field.
1100105	The Close Time is a mandatory field.
1100106	The Contact Name is a mandatory field.
1100107	The Country is a mandatory field.
1100108	The Email Address is a mandatory field.

1100109	The Fax Number is a mandatory field.
1100110	The Package Type is a mandatory field.
1100111	The Telephone Extension is a mandatory field.
1100112	The Telephone Number is a mandatory field.
1100113	The Pickup Location is a mandatory field.

Code	Message
1100114	The Pickup Method is a mandatory field.
1100115	The Postal Code is a mandatory field.
1100116	The Province is a mandatory field.
1100117	The Ready Time is a mandatory field.
1100119	The Service Mode is a mandatory field.
1100120	The Share ID is a mandatory field.
1100121	The Share Type is a mandatory field.
1100122	The Site ID is a mandatory field.
1100123	The State is a mandatory field.
1100124	The Street Direction is a mandatory field.
1100125	The Street Number is a mandatory field.
1100126	The Street Type is a mandatory field.
1100127	The Unit Number is a mandatory field.
1100128	The User Type is a mandatory field.
1100129	The Dangerous Goods is a mandatory field.

1100130	The Receiver Name is a mandatory field.
1100131	The Receiver Address is a mandatory field.
1100132	The Receiver City is a mandatory field.
1100133	The Receiver Country is a mandatory field.
1100134	The International Documents Only is a mandatory field.
1100135	The Buyer Name is a mandatory field.

Code	Message
1100136	The Buyer Street Address is a mandatory field.
1100137	The Buyer City is a mandatory field.
1100138	The Buyer Country Code is a mandatory field.
1100139	The Unit of Measurement is a mandatory field.
1100140	The Bill To is a mandatory field.
1100141	The International Bill Duty To is a mandatory field when creating nondocument shipments.
1100142	The Credit Card Type is a mandatory field.
1100143	The Credit Card Number is a mandatory field.
1100144	The Credit Card Bill To is a mandatory field.
1100145	The Credit Card Expiry Year is a mandatory field.
1100146	The Credit Card Expiry Month is a mandatory field.
1100147	The Zip Code is a mandatory field.
1100148	The Phone Area Code is a mandatory field.
1100149	The Origin Address ID is a mandatory field.

1100150	The Address Book Name is a mandatory field.
1100200	Field is invalid.
1100201	Account Number is invalid.
1100202	City is invalid.
1100203	Close time is invalid.
1100204	Country is invalid.
1100205	Email is invalid.

Code	Message
1100206	Fax Number is invalid.
1100207	Package is invalid.
1100208	Phone Country Code is invalid.
1100209	Phone Extension is invalid.
1100210	Phone Number is invalid.
1100211	Pickup Location is invalid.
1100212	Pickup Method is invalid.
1100213	Postal Code is invalid.
1100214	Province is invalid.
1100215	Ready Time is invalid.
1100216	Service Mode is invalid.
1100217	State is invalid.
1100218	Street Direction is invalid.

1100219	Street Number is invalid.
1100220	Street Type is invalid.
1100221	Unit Number is invalid.
1100222	User Type is invalid.
1100223	Origin Address ID is invalid.
1100224	Special Instructions is invalid.
1100225	Dangerous Goods is invalid.
1100226	Country Code is invalid.

Code	Message
1100227	Premium Service Code is invalid.
1100228	Declared Value is invalid.
1100229	Unit of Measurement is invalid.
1100230	Description of Goods is invalid.
1100231	Sender Name is invalid.
1100232	Sender Company is invalid.
1100233	Sender Department is invalid.
1100234	Tax Number is invalid.
1100235	Sender Memo is invalid.
1100236	Receiver Name is invalid.
1100237	Receiver Company is invalid.
1100238	Receiver Address1 is invalid.

1100239	Receiver Address2 is invalid.
1100240	Receiver Suite is invalid.
1100241	Zip Code is invalid.
1100242	Receiver City is invalid.
1100243	Receiver Country is invalid.
1100244	International Phone Number is invalid.
1100245	Telephone Number Extension is invalid.
1100246	Buyer Name is invalid.
1100247	Buyer Company is invalid.

Code	Message
1100248	Buyer Address1 is invalid.
1100249	Buyer Address2 is invalid.
1100250	Buyer Company is invalid.
1100251	Buyer City is invalid.
1100252	Buyer Country is invalid.
1100253	International Bill Duty To is invalid.
1100254	International Documents Only is invalid.
1100255	International Business Relationship is invalid.
1100256	International Valuation Currency is invalid.
1100257	International Product Code is invalid.
1100257	Import/Export Type is invalid.

1100258	International Source IATA Code is invalid.
1100259	International Destination IATA Code is invalid.
1100260	Number of FAA Reports is invalid.
1100261	Number of FCC Reports is invalid.
1100262	Number of NAFTA Reports is invalid.
1100263	Number of Textile Reports is invalid.
1100264	Number of Proforma Reports is invalid.
1100265	Number of Dangerous Goods Reports is invalid.
1100266	Piece Weight is invalid.
1100268	Receiver Department is invalid.

Code	Message
1100269	Receiver Address3 is invalid.
1100270	Receiver Street Number is invalid.
1100271	Receiver Floor Number is invalid.
1100272	Reference Number is invalid.
1100273	Notification Indicator is invalid.
1100274	Tracking Indicator is invalid.
1100275	Product Number is invalid.
1100276	Credit Card Type is invalid.
1100277	Credit Card Number is invalid.
1100278	Credit Card Name is invalid.

1100279	Credit Card Expiry Year is invalid.
1100280	Credit Card Expiry Month is invalid.
1100281	Batch Name is a required field.
1100282	Buyer Address3 is invalid.
1100283	Buyer Floor Number is invalid.
1100284	Buyer Street Number is invalid.
1100285	Number of Shipments is Invalid.
1100400	Account object not initialized.
1100401	Account number is invalid.
1100402	Values for length, width and height for a piece should all be entered or should all be null.
1100403	Billing to Receiver is not available for US and International shipments.

Code	Message
1100404	Shipping by ground to US with billing to receiver is not allowed
1100405	Your primary account cannot be deleted.
1100406	Dangerous Goods is not available for the destination, service and/or package type selected.
1100407	Either both service point hierarchies are provided or none.
1100408	When Billing Duty To Buyer, either Buyer Company or Buyer Name must be supplied.
1100409	International Detail line %detailNo% at Element %element% has an invalid Value %value%.
1100410	The US/International Details List cannot be blank when creating non-document shipments.
1100411	Account Status is invalid.

1100412	Invalid first PIN when generating a list of PINs.
1100413	Overall shipment weight must be between 0 and %maxShipmentWeight%.
1100414	Total number of pieces must be between 1 and %maxPiecesAllowed%.
1100415	Invalid number of PINs to be generated.
1100416	Overall dimensions must be greater than 0 and less than or equal to %maxDimension%.
1100417	Piece %pieceNo% and Dimension %dimension% have an invalid Value %value%.
1100418	Piece Weight for Piece %pieceNo% must be greater than 0 and less than or equal to %weight%.
1100419	Postal Code is invalid.
1100420	You can only cancel shipments created today.
1100421	Legacy OLS did not respond.
1100422	OriginAddress ID %value% not found.
1100423	Piece List is empty.
1100424	PIN %pin% is invalid.

Code	Message
1100425	The length of the piece has exceeded the maximum length allowed.
1100426	Country Code is invalid.
1100427	City is invalid.
1100428	PIN Number is mandatory.
1100429	You can only cancel shipments created today.
1100430	Cannot void this pickup. Shipment has already been picked up.

1100431	The Shipment has already been cancelled.
1100432	Failed to void the shipment.
1100433	Account is invalid.
1100434	Pickup already exists.
1100435	Shipment Documents must be printed before a Pickup can be scheduled.
1100436	Shipments to be included in a Pickup must originate from the same location.
1100437	Ready Time is too late.
1100438	City not found.
1100439	Service Point is invalid.
1100440	Invalid Void Pickup request.
1100441	The Account Number does not exist.
1100442	Product is restricted.
1100443	Payment Type is invalid.
1100454	Premium Services are only valid for Domestic shipments.
1100455	The specified Postal Code is valid for the City, Province: %city%, %province%.

Code	Message
1100456	Fail to get a PIN.
1100457	The Activity Status failed to update.
1100457	Queue waybill request failed for shipid: %shipid%
1100458	A Preferred Broker is not permitted for Puroletter shipments to the US.
1100459	Routing code lookup failed, errorCode = %errorCode%, errorMessage = %errorMessage%.

1100460	Invalid Address.
1100461	Share Type %ShareType% is not valid.
1100462	Grantor is not the owner.
1100463	Shipment not found.
1100464	Unable to find original Ship From Address.
1100465	Unable to retrieve Account information for Account %accountNo%.
1100466	Weekend Service is not available.
1100467	The maximum weight per piece for this Product/Postal Code combination is %limit% %units%.
1100468	Failed to find City Name.
1100468	Credit card authorization denied
1100469	Credit card expiry date is invalid
1100469	Failed to retrieve sender account list for site: %siteId%
1100470	Failed to retrieve primary account status.
1100471	Failed to retrieve preferences for site: %siteId%
1100472	Failed to retrieve profile for site: %siteId%
1100473	Failed to retrieve 3rd party accounts for site: %siteId%

Code	Message
1100474	Failed to retrieve list of current pickups for site: %siteId%
1100475	Failed to retrieve shipment for shipId: %shipId%
1100476	Failed to retrieve origin address for shipId: %shipId%
1100477	Failed to retrieve legacy error for error code: %errorCode%

1100478	Error in sending confirmation Email to %senderName% with the Email address: %emailAddress%.
1100479	Error in sending advanced shipment notification.
1100480	Error in sending void confirmation Email to %senderName% with the Email address: %emailAddress%.
1100481	Error in sending advanced shipment notification.
1100482	Estimates are not available when Billing to Receiver.
1100484	The account you are trying to add already exists.
1100485	NAFTA report request failed for shipid: %shipid%
1100486	FCC report request failed for shipid: %shipid%
1100487	Customs Invoice report request failed for shipid: %shipid%
1100488	Dangerous goods report request failed for shipid: %shipid%
1100489	Textile declaration report request failed for shipid: %shipid%
1100490	The group did not have any addresses in it. Please use a group that is not empty.
1100491	Product is invalid.
1100492	Error in sending third party notification to %senderName% AccountId = %accountId%
1100493	Legacy system error: %error%
1100494	A Preferred Broker is only permitted for Extended Customer Packaging service.
1100495	The maximum number of shipments in a batch has been exceeded. You must delete a shipment from your batch before adding a new shipment.

Code	Message
1100496	The Batch Name must be unique. Try another Batch Name.
1100497	An error occurred with your request. Please try again later.
1100498	Please call 1-888-SHIP-123 or 1-888-744-7123 to arrange a pickup.
1100499	Please call 1-888-SHIP-123 or 1-888-744-7123 for information on this shipment.
1100500	Your request failed. Please call 1-888-SHIP-123 or 1-888-744-7123 for assistance.
1100501	Your Shipment was successful, but your Pickup could not be created.
1100502	Unable to retrieve status information for this batch.
1100503	This Address Group already exists in your Address Book. Please enter a different name.
1100504	Invalid payment type %paytype% (batchid = %batchid%, itemid = %itemid%)
1100505	Undefined Account Type for Account %account%.
1100506	%characteristicName% must be numeric.
1100507	%characteristicName% must be one of %validTypes%
1100508	%characteristicName%%characteristicValue% is not valid with %characteristicName2%%characteristicValue2%
1100509	The maximum piece length for this shipment is %limit% %units%
1100510	%characteristicName%%characteristicValue% is not valid for this shipment.
1100511	%characteristicName% must be specified for this shipment
1100512	The overall dimensions of a piece: length + (2 x width) + (2 x height), may not exceed %limit% %units%.

1100513	The total weight of the shipment may not exceed %limit% %units%
1100514	The weight of an individual piece cannot exceed %limit% %units%
1100515	The declared value may not exceed \$%limit%
1100516	The total number of pieces may not exceed %limit%.

Code	Message
1100517	At least one of the following options must be specified when %characteristicName%%characteristicValue% is selected: %characteristicNames%
1100518	Shipment must be at least %limit% %units%
1100519	The total declared value %decval% exceeded the maximum allowed %maxdecval%.
1100520	When shipping dangerous goods to the United States, the Dangerous Goods Mode must be Air.
1100521	%characteristicName% must be %characteristicValue% for this shipment.
1100522	PIN list is empty when attempting to print report!
1100523	Report requester's email and shipment sender's email mismatch
1100524	PIN %pin% has already been voided, no report will be generated
1100525	Shipment PIN %pin% belongs to another user, report on this shipment is not allowed
1100526	Number of shipids and PINs mismatch, no report will be generated
1100527	Number of addresses in group exceeded maximum allowed (%maxAddresses%)
1100528	%pinType% is not a valid PIN type
1100529	Routing information is not available for the destination
1100530	Archive file does not exist

1100531	Invalid dangerous goods selection.
1100532	Invalid credit card number
1100533	In order to complete your Tracking Request, please re-submit your request at http://www.purolator.com/track.html to proceed directly to Purolator's Tracking page.
1100534	Dangerous Goods to this destination will be carried en route by ferry and must be sent Fully Regulated.
1100535	Regrettably we are experiencing technical difficulties and unable to provide all the available statuses on your U.S. shipment. We hope to have the problem rectified ASAP.
1100536	Number of Shipments is Invalid.

Code	Message
1100537	An error occurred with your request. Please try again later. %ccd%
1100538	The product is not available for the specified origin and destination
1100539	Invalid ExpressCheque data. For ExpressCheque you must specify a valid ExpressCheque Payment Amount.
1100540	Outbound Returns/Returns Management Shipments must be billed To a Converted Account.
1100540	ExpressCheque shipments must be billed to a Converted Account.
1100541	Outbound Returns/Returns Management Shipments are only available for Canadian shipments.
1100542	Bill To Must Be Bill To Sender.
1100543	Queue ExpressCheque Return Waybill request failed for shipid: %shipid%
1100544	Queue ExpressCheque Receipt request failed for shipid: %shipid%
1100545	Queue Return Waybill request failed for shipid: %shipid%
1100546	Shipments containing Chain of Signature must be Outbound, Domestic and prepaid.
1100547	Shipment must have at least %limit% piece(s).

1100548	The weight of an individual piece must be at least %limit% %units%.
1100549	Receipt report request failed for shipid: %shipid%
1100550	FDA report request failed for shipid: %shipid%
1100551	Shipment must be paid by credit card
1100552	All Shipments must originate in Canada.
1100553	International Business Relationship is a mandatory field when creating nondocument shipments.
1100554	International Valuation Currency is a mandatory field when creating nondocument shipments.
1100555	The International Import/Export Type is a mandatory field when creating nondocument shipments.
1100555	International Detail line %detailNo% at Element %element% is a required field.

Code	Message
1100556	Billing to Legacy Account numbers is not allowed.
1100557	International Shipments are not allowed.
1100558	Shipments with DangerousGoods selected are not allowed.
1100559	Shipments with Chain Of Signature selected are not allowed.
1100560	Shipments with Express Cheque selected are not allowed.
1100561	Shipments with Return Shipment selected are not allowed.
1100562	Billing shipments to Unsecured Third Party are not allowed.
1100563	Billing Shipments to Credit Card is not allowed.
1100564	Billing Shipments to Secured Third Party is not allowed.
1100565	Billing Shipments to Receiver is not allowed.

1100566	Shipments with pickup set to Dropoff are not allowed.
1100567	Shipments with pickup set to Prescheduled are not allowed.
1100568	Shipments with pickup set to Schedule are not allowed.
1100569	Shipments with the pickup set to Add To Existing Pickup are not allowed.
1100570	ExpressCheque option is only available for Canadian shipments.
1100571	Cost Centre has an invalid value.
1100572	Invalid value null%characteristicValue%null for %characteristicDescription%. The maximum length is %characteristicMaxLength% characters.
1100573	Invalid number of decimal places found in null%characteristicValue%null for %characteristicDescription%. The maximum is %characteristicMaxDecimals% decimal places.
1100574	Outbound Returns/Returns Management Shipments cannot be billed to a Credit card.
1100575	Invalid Dangerous Goods option data. You must include Dangerous Goods Mode and the Dangerous Goods Classification.
1100576	Street Name is a mandatory field.

Code	Message
1100577	Street Name is invalid.
1100578	Suffix is a mandatory field.
1100579	Suffix is invalid.
1100580	Floor No is a mandatory field.
1100581	Floor No is invalid.
1100582	Suite is a mandatory field.
1100583	Suite is invalid.
1100584	Address Line 2 is a mandatory field.
1100585	Address Line 2 is invalid.

1100586	Address Line 3 is a mandatory field.
1100587	Address Line 3 is invalid.
1100588	Length Dimension cannot be specified for this Product.
1100589	Width Dimension cannot be specified for this Product.
1100590	Height Dimension cannot be specified for this Product.
1100591	Weight Dimension cannot be specified for this Product.
1100592	Receiver Province is invalid.
1100593	Receiver Province is a mandatory field.
1100594	Receiver Postal Code is invalid.
1100595	Receiver Postal Code is a mandatory field.
1100596	Receiver Phone Country Code is invalid.
1100597	Receiver Phone Country Code is a mandatory field.

Code	Message
1100598	Receiver Phone Area Code is invalid.
1100599	Receiver Phone Area Code is a mandatory field.
1100600	Receiver Phone Number is invalid.
1100601	Receiver Phone Number is a mandatory field.
1100602	Receiver Extension is invalid.
1100603	Receiver Extension is a mandatory field.
1100604	Receiver State is invalid.
1100605	Receiver State is a mandatory field.
1100606	Receiver Zip Code is invalid.

1100607	Receiver Zip Code is a mandatory field.
1100608	Receiver Street Suffix is invalid.
1100609	Receiver Street Suffix is a mandatory field.
1100610	Receiver Street Direction is invalid.
1100611	Receiver Street Direction is a mandatory field.
1100612	Receiver Street Type is invalid.
1100613	Receiver Street Type is a mandatory field.
1100614	Receiver Email is invalid.
1100615	Receiver Email is a mandatory field.
1100616	Receiver Fax Country Code is invalid.
1100617	Receiver Fax Country Code is a mandatory field.
1100618	Receiver Fax Area Code is invalid.

Code	Message
1100619	Receiver Fax Area Code is a mandatory field.
1100620	Receiver Fax Number is invalid.
1100621	Receiver Fax Number is a mandatory field.
1100622	Total Weight is invalid.
1100623	Total Weight is a mandatory field.
1100624	PIN is invalid.
1100625	PIN is a mandatory field.
1100626	Estimates are not available when Billing to Unsecured Third Party.

1100627	Estimates are not available when Billing to Secured Third Party.
1100628	Invalid declared value. The maximum declared value for this product is %maxDeclaredValue%.
1100629	The Phone Country Code is a mandatory field.
1100630	Account is not valid for 7X24 Estimate.
1100631	No Delivery is available at Destination Point.
1100632	No Pickup is available at Origin Point.
1100633	Membership Creation Failure.
1100634	Notification Message is a mandatory field.
1100635	Notification Message has an invalid value.
1100636	Saturday Delivery is not available. Only available Fridays on Domestic Outbound Shipments.
1100637	Saturday Pickup is not available. Only available Saturdays on Domestic/US Outbound Shipments.
1100638	Returns Management Shipments not allowed for this user.
1100639	Returns Management Shipments cannot contain related Shipments like ExpressCheque/Outbound Returns.

Code	Message
1100640	Returns Management Shipments cannot associated with an Outbound Shipment.
1100641	Invalid Shipment Type.
1100642	%characteristicName%%characteristicValue% option is not available for shipment piece %pieceNumber%.
1100643	RMA Number is a mandatory field.
1100644	RMA Number is invalid.
1100645	Special Handling is not available for the destination, service and/or package type selected.

1100646	Originator Signature is not available for the destination, service and/or package type selected.
1100647	Product you have selected is not available for this type of Shipment.
1100648	Dangerous Goods Declaration Report can only be selected for Domestic Ground Shipments.
1100649	Dangerous Goods must also be selected to generate the Dangerous Good Declaration Report.
1100650	Buyer Telephone Ext is a mandatory field.
1100651	Buyer Telephone Ext is invalid.
1100652	Buyer Postal Code is a mandatory field.
1100653	Buyer Postal Code is invalid.
1100654	Buyer Zip Code is a mandatory field.
1100655	Buyer Zip Code is invalid.
1100656	Buyer Province Code is a mandatory field.
1100657	Buyer Province Code is invalid.
1100658	Buyer Department is a mandatory field.
1100659	Buyer Department is invalid.
1100660	Buyer Street Type is a mandatory field.

Code	Message
1100661	Buyer Street Type is invalid.
1100662	Buyer Street Suffix is a mandatory field.
1100663	Buyer Street Suffix is invalid.

1100664	Buyer Street Direction is a mandatory field.
1100665	Buyer Street Direction is invalid.
1100666	Buyer Phone Country Code is a mandatory field.
1100667	Buyer Phone Country Code is invalid.
1100668	Buyer Telephone Area Code is a mandatory field.
1100669	Buyer Telephone Area Code is invalid.
1100670	Buyer Phone Number is a mandatory field.
1100671	Buyer Phone Number is invalid.
1100672	Buyer Phone Area Code is a mandatory field.
1100673	Buyer Phone Area Code is invalid.
1100674	Postal Code %postalCode% is only valid for %city%, %province%.
1100675	Zip Code %zipCode% is only valid for %city%, %state%.
1100676	Invalid Printer Type.
1100677	Phone Area Code is invalid.
1100678	Dangerous Goods is not available when shipping Documents Only.
1100679	Number of FDA Reports is a mandatory field.

	Number of FDA Reports is invalid.
1100680	Number of NAFTA Reports is a mandatory field.
1100681	

Code	Message
	Number of FCC Reports is a mandatory field.
1100682	
	International Information cannot be specified for Domestic Shipments.
1100683	
	NAFTA Reports can only be generated when shipping to NAFTA Countries (Mexico & USA).
1100684	
	FCC Reports can only be generated when shipping to the United States.
1100685	
	FDA Reports can only be generated when shipping to the United States.
1100686	
	Chain OF Signature requires Thermal Printer to be selected.
1100687	
	The maximum of %maxAddressCount% addresses for validation was reached.
1100688	
	Sender Name is a mandatory field
1100689	
100693	Residential Signature or Originator Signature Not Required must be selected
3001092	Invalid BillDutiesToParty Code: {0}. Valid values are: {1}.
3001093	Invalid BusinessRelationship Code: {0}. Valid values are: {1}.
3001094	Invalid DutyCurrency Code: {0}. Valid values are: {1}.
3001095	Invalid ImportExportType Code: {0}. Valid values are: {1}.
3001096	Invalid PaymentType Code: {0}. Valid values are: {1}.
3001097	Invalid PickupType Code: {0}. Valid values are: {1}.
3001098	Invalid SurchargeType Code: {0}. Valid values are: {1}.

3001099	Invalid PackageType Code: {0}. Valid values are: {1}.
3001100	Invalid TaxType Code: {0}. Valid values are: {1}.
3001101	Invalid DataType Code: {0}. Valid values are: {1}.
3001102	Invalid ScanType Code: {0}. Valid values are: {1}.
3001103	Invalid SignatureImageFormat Code: {0}. Valid values are: {1}.

Code	Message
3001104	Invalid ILLanguage Code: {0}. Valid values are: {1}.
3001105	Invalid ESOLanguage Code: {0}. Valid values are: {1}.
3001106	Invalid ESOWYesNo Code: {0}. Valid values are: {1}.
3001107	Invalid Option Code: {0}. Valid values are: {1}.
3001108	Invalid Product Code: {0}. Valid values are: {1}.
3001109	Invalid StreetType Code: {0}. Valid values are: {1}.
3001110	Invalid StreetDir Code: {0}. Valid values are: {1}.
3001111	Invalid StreetSuffix Code: {0}. Valid values are: {1}.
3001112	Invalid Country Code: {0}. Valid values are: {1}.
3001113	Invalid Province/State Code: {0}. Valid values are: {1}.
3001114	Translation Failed.
3001115	Service Call Failed.
3001116	Service Failed
3001117	A Web Service Error has occurred.
3001122	Invalid ChainOfSignature Code: {0}. Valid values are: {1}.

3001123	Invalid DangerousGoods Code: {0}. Valid values are: {1}.
3001124	Invalid DangerousGoodsClassification Code: {0}. Valid values are: {1}.
3001125	Invalid DangerousGoodsMode Code: {0}. Valid values are: {1}.
3001126	Invalid ExpressCheque Code: {0}. Valid values are: {1}.
3001127	Invalid ExpressChequeMethodOfPayment Code: {0}. Valid values are: {1}.
3001128	Invalid HoldForPickup Code: {0}. Valid values are: {1}.

Code**Message**

3001129	Invalid SaturdayDelivery Code: {0}. Valid values are: {1}.
3001130	Invalid SaturdayPickup Code: {0}. Valid values are: {1}.
3001131	Invalid SpecialHandling Code: {0}. Valid values are: {1}.
3001132	Invalid TypesOfSpecialHandling Code: {0}. Valid values are: {1}.
3001133	Invalid DocumentType Code: {0}. Valid values are: {1}.
3001134	Invalid ExpressChequeAmount Code: {0}. Valid values are: {1}.
3001136	Service version is invalid
3001137	Invalid Declared Value Code: {0}. Valid values are: {1}.
3001138	Invalid OSNR Value Code: {0}. Valid values are: {1}.
3001139	Invalid registered shipping account specified in shipment
3001140	Invalid registered shipping account specified in return shipment
3001141	Postal / Zip code {0} code is not valid for Canada or U.S.
3001142	Country is not found
3001143	Suggested address is supplied
3001144	One or more addresses are invalid or suggestions are supplied

3001145	Invalid Piece Option Code: {0}. Valid values are: {1}.
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3001146	Invalid Printer Type Option Code: {0}. Valid values are: {1}.
3001147	Invalid Address.
3001148	Postal / Zip Code is required to validate a Canadian / U.S. Address.
3001153	Service Error Cannot proceed. Purolator has suspended services to this shipping account. You must contact the Purolator Service Desk at 1-800-459-5599 to resume service.
100902	Residential Signature Required is not valid with OSNR - Signature Not Required
100904	
3002041	Special Handling not allowed in shipment level

APPENDIX A – Complete Field List

Elements

[Address](#) | [ArrayOfContentDetail](#) | [ArrayOfError](#) | [ArrayOfInformationalMessage](#) | [ArrayOfOptionIDValuePair](#) | [ArrayOfPiece](#) | [ArrayOfPIN](#) | [BillDutiesToParty](#) | [BusinessRelationship](#) | [BuyerInformation](#) | [ContentDetail](#) | [CreateShipmentRequestContainer](#) | [CreateShipmentResponse](#) | [CreditCardInformation](#) | [CreditCardType](#) | [Dimension](#) | [DimensionUnit](#) | [DutyCurrency](#) | [DutyInformation](#) | [Error](#) | [ImportExportType](#) | [InformationalMessage](#) | [NotificationInformation](#) | [OptionIDValuePair](#) | [OptionsInformation](#) | [OtherInformation](#) | [PackageInformation](#) | [PaymentInformation](#) | [PaymentType](#) | [PhoneNumber](#) | [PickupInformation](#) | [PickupType](#) | [PiecesInformation](#) | [Piece](#) | [PIN](#) | [ProofOfPickUpScanDetails](#) | [ReceiverInformation](#) | [RequestContext](#) | [ResponseInformation](#) | [ReturnShipmentInformation](#) | [SenderInformation](#) | [Shipment](#) | [ValidateShipmentRequest](#) | [ValidateShipmentResponse](#) | [VoidShipmentRequest](#) | [VoidShipmentResponse](#) | [Weight](#) | [WeightUnit](#) | [ProactiveNotification](#) | [ArrayOfSubscription](#) | [Subscription](#)

Input

Field Name	Description	Allowed Value
ComplexType RequestContext	Used by: RequestContext	
Version	Version Number of the Web Service Request.	2.0
Language	Used to define the Language of the Response text.	Enumeration. en fr
GroupID	For Future Use	

RequestReference	Reference Identifier for the Service Request. Used to aid in Customer Support.	String
UserToken	Activation Key belonging to a Purolator account and customer. The Activation Key is associated with the application that it will be used on and is only required for applications intended for resale.	String
ComplexType CreateReturnsManagementShipmentRequestContainer	Used by: ReturnsManagementShipmentInformation/ReturnsManagementShipment, CreateShipmentRequest/Shipment, ValidateShipmentRequest/Shipment	
Shipment	Address information for the shipment sender	Complex Type : Shipment
ComplexType Shipment	Used by: ReturnsManagementShipmentInformation/ReturnsManagementShipment, CreateShipmentRequest/Shipment, ValidateShipmentRequest/Shipment	
SenderInformation	Address information for the shipment sender	Complex Type SenderInformation
ReceiverInformation	Address information for the shipment receiver	Complex Type ReceiverInformation
PackageInformation	Package Details	Complex Type PackageInformation
PaymentInformation	Payment Information	Complex Type PaymentInformation
PickupInformation	Pickup Information	Complex Type PickupInformation
ProactiveNotification	ProactiveNotification	Complex Type ProactiveNotification

Input

Field Name	Description	Allowed Value
NotificationInformation	Notification details	Complex Type NotificationInformation
TrackingReferenceInformation	Reference Fields for tracking reference	Complex Type TrackingReferenceInformation
OtherInformation	Special Instructions for delivery, and centre	Complex Type OtherInformation cost

RMA	Optional. RMA number. If not supplied, the system will auto-generate an RMA number.	String Alpha numeric
PrinterType	Required. Sets the document type flag for either documents to be printed on a thermal printer, or documents to be printed on a laser printer.	Enumeration: Thermal Regular
ComplexType SenderInformation	Used by: Shipment/SenderInformation, SenderInformation	
Address	Address details	ComplexType Address
TaxNumber	Optional. Number for tax purposes	String Alpha numeric Maximum character length 11
ComplexType ReceiverInformation	Used by: Shipment/ReceiverInformation, ReceiverInformation	
Address	Address details	ComplexType Address
TaxNumber	Optional. Number for tax purposes	Alpha numeric
ComplexType Address	Used by: Address SenderInformation, Address ReceiverInformation, Address, BuyerInformation, Address OptionsInformation, ExpressChequeAddress	
Name	Required. Name Information	String Alpha Numeric Maximum character length: 30
Company	Optional. Company Information	String Alpha Numeric Maximum character length: 30
Department	Optional. Department Information	String Alpha Numeric Maximum character length: 20
StreetNumber	Required*. Street address number * Optional for ReceiverInformation	String Alpha Numeric Maximum character length: 6
StreetSuffix	Optional. Street Address Suffix	Enumeration See Street Suffix list

Input

Field Name	Description	Allowed Value
StreetName	Required. Street Name	String Alpha Numeric Maximum character length: Variable* * The Maximum character length varies when used in conjunction with different Complex Types. The maximum character lengths for the different Complex Types are as follows : SenderInformation : 30 ReceiverInformation : 35 BuyerInformation : 25
StreetType	Optional. Street Type	Enumeration. See Street Type list
StreetDirection	Optional. Street Direction	Enumeration: See Street Direction list
Suite	Optional. Suite Number	String Alpha Numeric Maximum character length 6
Floor	Optional. Floor Number	String Alpha Numeric Maximum character length 3
StreetAddress2	Optional. Address information line 2	String Alpha Numeric Maximum character length 25
StreetAddress3	Optional. Address information line 3	String Alpha Numeric Maximum character length 25
City	Required. City	String Alpha Numeric Maximum character length 30
Province	Required. Province/State	String Enumeration See Province/State list
Country	Required. Country name	String Enumeration See Country List
PostalCode	Required. Postal/Zip Code	
PhoneNumber	Phone number	Complex Type PhoneNumber
FaxNumber	Fax Number	Complex Type PhoneNumber
ComplexType PhoneNumber	Used by: Address/FaxNumber, Address/PhoneN PhoneNumber	
CountryCode	Country Code	String. Numeric

		Numeric
		String.
Extension	Extension	Numeric
ComplexType PackageInformation	Used by: Shipment/PackageInformation, PackageInformation	
AreaCode	Area Code	String.
		Numeric
Phone	Phone Number	String.

Input

Field Name	Description	Allowed Value
ServiceID	Required. Purolator Service selector.	Enumeration; See the Product List
Description	Required. Description of contents	String
TotalWeight		
TotalPieces	Required.	Complex Type TotalWeight
PiecesInformation	Required. Total number of Pieces Pieces information	Complex Type PiecesInformation
DangerousGoodsDeclaration	Optional. Generate declaration for Dangerous Goods	Enumeration : True False
OptionsInformation		
ComplexType TotalWeight	Used by: PackageInformation/TotalWeight, Piece/Weight, Weight	
Value	Required. Weight	Numeric
WeightUnit	Required. Unit of measurement	"lb" for pounds or "kg" for kilogram
ComplexType PiecesInformation	Used by: Shipment/PackageInformation	
ArrayOfPiece	Optional. Array used for single or multiple piece	Complex Type ArrayOfPiece information.
ComplexType ArrayOfPiece	Used by: ArrayOfPiece, PackageInformation/PiecesInformation	

Piece	Optional. (Required if submitting individual piece information) Piece information including weight and dimensions.	Complex Type Piece
ComplexType Piece	Used by: ArrayOfPiece/Piece, Piece	
Weight	Package weight.	Complex Type Weight
Length	Package length.	Complex Type Length
Width	Package width	Complex Type Width
Height	Package Height	Complex Type Height
Options		Complex Type Options
ComplexType Weight	Used by: ArrayOfPiece/Piece	
Value	Required. Weight Value	Decimal. Numeric.
WeightUnit	Required. Unit of measure	Enumeration. lb kg
ComplexType Dimension	Used by: Dimension, Piece/Height, Piece/Length, Piece/Width	
Value	Required if entering Dimensional information.	Decimal. Numeric

Input

Field Name	Description	Allowed Value
DimensionUnit	Required. Unit of measure for dimensional information	Enumeration: "in" for inch "cm" for centimetres
ComplexType Width	Used by: ArrayOfPiece/Piece	
Value	Required if entering Dimensional information.	Decimal. Numeric.
DimensionUnit	Required. Unit of measure for dimensional information	Enumeration: "in" for inch "cm" for centimetres
ComplexType Height	Used by: ArrayOfPiece/Piece	
Value	Required if entering Dimensional information.	Decimal. Numeric.
DimensionUnit	Required. Unit of measure for dimensional information	Enumeration: "in" for inch "cm" for centimetres

ComplexType Options	Used by: ArrayOfPiece/Piece, Piece	
ArrayOfOptionIDValuePair	The ArrayOfOptionIDValuePair field is used by both the shipment element, and the piece element. This array is used to input a single or multiple characteristics to the piece and/or shipment level.	Complex Type ArrayOfOptionIDValuePair
ComplexType ArrayOfOptionIDValuePair	Used by: Piece/Options, OptionsInformation/Options	
OptionIDValuePair	The OptionIDValuePair field is used by both the shipment element, and the piece element. These fields are used to input piece/shipment characteristics such as but not limited to Special Handling and Dangerous Goods	Complex Type OptionIDValuePair
ComplexType OptionIDValuePair	Used by: ArrayOfOptionIDValuePair/OptionIDValuePair, OptionIDValuePair	
ID	Required. (optional if at Piece level) Characteristic name	For a list of allowed values, as well as the rules surrounding the option pairings, please refer to the following: Piece level Characteristics Shipment Level Characteristics
Value	Required when sending OptionIDValuePair. Allowed value for Characteristic ID.	For a list of allowed values, as well as the rules surrounding the option pairings, please refer to Piece level Characteristics Shipment Level Characteristics
ComplexType OptionsInformation	Used by: PackageInformation/OptionsInformation, OptionsInformation	
Options	Complex Type OptionIDValuePair	

Input

Field Name	Description	Allowed Value
ExpressChequeAddress	Required if sending ExpressCheque. Address for ExpressCheque return	Complex Type Address shipment.

ComplexType PaymentInformation		Used by: Shipment/PaymentInformation, PaymentInformation
PaymentType	Required. Specifies where shipping charges should be billed to.	Enumeration: Sender Receiver ThirdParty CreditCard
SenderAccountNumber	Required. Sender's account number	String. Numeric
BillingAccountNumber	Required. Account number of type specified in PaymentType field.	String. Numeric
CreditCardInformation		Complex Type CreditCardInformation
ComplexType CreditCardInformation		Used by: PaymentInformation
CreditCardType	Required if paying by Credit Card. Credit Card Type	Enumeration: Visa Mastercard AmericanExpress
Number	Required if paying by Credit Card. Credit Card Number	String. Numeric
Name	Required if paying by Credit Card. Name on Credit Card	String. Alpha Numeric
ExpiryMonth	Required if paying by Credit Card. Expiry month of Credit Card	String. Numeric MM
ExpiryYear	Required if paying by Credit Card. Expiry Year of Credit Card	String. Numeric YYYY
CVV		String. Numeric
BillingPostalCode	Billing Postal Code of the credit card	String.

ComplexType PickupInformation	Used by: Shipment Shipment/PickupInformation, PickupInformation	
PickupType	Required. Pickup options.	Enumeration: DropOff PreScheduled
ComplexType NotificationInformation	Used by: NotificationInformation, Shipment/NotificationInformation	
ConfirmationEmailAddress	Required. Email address which will receive the shipment confirmation email.	String Valid email address format. xxx@xxxx.xxx
AdvancedShippingNotificationEmailAddress 1	Optional. Email address which will receive the advanced shipment notification.	String Valid email address format. xxx@xxxx.xxx
AdvancedShippingNotificationEmailAddress 2	Optional. Additional email address which will receive the advanced shipment notification.	String Valid email address format. xxx@xxxx.xxx

Input

Field Name	Description	Allowed Value
AdvancedShippingNotificationMessage	Optional. Additional email address which will receive the advanced shipment notification.	

ComplexType TrackingReferenceInformation		Used by: Shipment
ProofOfPickUpScanDetails		
ComplexType ProofOfPickUpScanDetails		Used by: Shipment/TrackingInformation, ProofOfPickUpScanDetails
Input		
Field Name	Description	Allowed Value
Reference1	Optional.	String. Alpha Numeric.
Reference2	Optional.	String. Alpha Numeric.
Reference3	Optional.	String. Alpha Numeric.
Reference4	Optional.	String. Alpha Numeric.
ComplexType OtherInformation		Used by: Shipment/OtherInformation, OtherInformation
CostCentre	Optional. Cost Centre (invoice reference)	String. Alpha Numeric. Maximum character length: 15
SpecialInstructions	Optional. Special Instructions for delivery.	String. Alpha Numeric. Maximum character length: 30
Element Type VoidShipmentRequest		
PIN	Required. PIN of shipment to be voided.	String. Alpha Numeric.
Element Type ValidateShipmentRequest		
Shipment	Required. Sends a shipment request, but only validates the information without committing the shipment.	Complex Type Shipment
ComplexType ProactiveNotification		Used by: Shipment

RequestorName	Optional. Name of the requestor	String.
RequestorEmail	Optional. Email id of the requestor	String.
Subscriptions	Optional	Array ArrayOfSubscription

Element Type ArrayOfSubscription		
Subscription	Contains various subscription	Complex Type Subscription

ComplexType Subscription		
Name	Optional. Name of the requestor	String.
Email	Optional. Email id of the requestor	String.
NotifyWhenExceptionOccurs	Optional	boolean
NotifyWhenDeliveryOccurs	Optional	boolean

Output		
Field Name	Description	Output Values
Element CreateReturnsManagementShipmentResponse		
ShipmentPIN	Shipment PIN	String. Alpha Numeric.
PiecePINs	Array of Pins	Array of Alpha Numeric Strings
ReturnShipmentPINs	Array of Returns PINs	Array of Alpha Numeric Strings
Element ResponseInformation	Used by: ResponseInformation	

ResponseReference Errors	Array of errors	Complex Type ArrayOfError
InformationalMessages	Additional Information Messages regarding the response.	Complex Type ArrayOfInformationalMessages
ComplexType ArrayOfError	Used by: ArrayOfError, ResponseInformation/Errors	
Error	Error information returned by the service call.	
ComplexType Error	Used by: Error, ArrayOfError/Error	
Code	Error Code	
Description	Error Description	String. Alpha Numeric.
AdditionalInformation	Additional error information	String. Alpha Numeric.
ComplexType ArrayOfInformationalMessage	Used by: ArrayOfInformationalMessage, ResponseInformation/Informational Messages	
InformationalMessage	An array of Informational Messages as part of a response to a service request.	
Element ArrayOfPIN	Used by: ArrayOfInformationalMessage, ResponseInformation/Informational Messages	
PIN	Shipment PIN	
Element VoidShipmentResponse		
ShipmentVoided	A Boolean value indicating the status of the Void Shipment Request	
Output		
Field Name	Description	Output Values

ValidateShipmentResponse

ValidShipment	A Boolean value indicating the status of the Shipment for a Validation Request.		
ShipmentPIN	Shipment PIN	String. Alpha Numeric.	

ADDITIONAL NOTES (Output):

- Purolator will add HFPU characteristic to the shipment when the ReceiverInformation is determined by the Address Validation Service to be a PO Box Address.

APPENDIX B – Allowed Code List

Province/State

Province/ State Code	Description	Province/ State Code	Description
AB	Alberta	NL	Newfoundland
AK	Alaska	NM	New Mexico
AL	Alabama	NS	Nova Scotia
AR	Arkansas	NT	Northwest Territories
AZ	Arizona	NU	Nunavut
BC	British Columbia	NV	Nevada
CA	California	NY	New York
CO	Colorado	OH	Ohio
CT	Connecticut	OK	Oklahoma
DC	District of Columbia	ON	Ontario
DE	Delaware	OR	Oregon
FL	Florida	PA	Pennsylvania
GA	Georgia	PE	Prince Edward Island
HI	Hawaii	QC	Quebec
IA	Iowa	RI	Rhode Island
ID	Idaho	SC	South Carolina
IL	Illinois	SD	South Dakota
IN	Indiana	SK	Saskatchewan
KS	Kansas	TN	Tennessee
KY	Kentucky	TX	Texas
LA	Louisiana	UT	Utah
MA	Massachusetts	VA	Virginia
MB	Manitoba	VT	Vermont
MD	Maryland	WA	Washington
ME	Maine	WI	Wisconsin

MI	Michigan	WV	West Virginia
MN	Minnesota	WY	Wyoming
MO	Missouri	YT	Yukon
MS	Mississippi		
MT	Montana		
NB	New Brunswick		
NC	North Carolina		
ND	North Dakota		
NE	Nebraska		
NH	New Hampshire		
NJ	New Jersey		

Piece level Characteristics

Characteristic Value (ID field)	Allowed Value (Value field)
SpecialHandling	Enumeration: true false
SpecialHandlingType	Enumeration: AdditionalHandling FlatPackage LargePackage Oversized ResidentialAreaHeavyweight

Shipment level Characteristic

Characteristic Value (ID field)	Allowed Value (Value field)
DangerousGoods	Enumeration: TRUE FALSE
DangerousGoodsClass (required if sending Dangerous Goods)	Enumeration: FullyRegulated UN3373 UN1845 LessThan500kgExempt LimitedQuantities
DangerousGoodsMode (required if sending Dangerous Goods)	Enumeration: Air Ground
DeclaredValue	String Numeric xxxxx.xx
ChainOfSignature	Enumeration: TRUE FALSE
SaturdayPickup	Enumeration: TRUE FALSE
SaturdayDelivery	Enumeration: TRUE FALSE
ExpressCheque	Enumeration: TRUE FALSE
HoldForPickup	Enumeration: TRUE FALSE

ExpressChequeMethodOfPayment	Enumeration: Cheque PostDatedCheque CertifiedCheque MoneyOrder BankDraft
ExpressChequeAmount	String Numeric xxxxx.xx
OriginSignatureNotRequired	Enumeration: TRUE FALSE
ResidentialSignatureDomestic	Enumeration: TRUE FALSE
ResidentialSignatureIntl	Enumeration: TRUE FALSE

Product List (ServiceID)

PurolatorExpress9AM	PurolatorExpressPackU.S.
PurolatorExpress10:30AM	PurolatorExpressU.S.Pack9AM
PurolatorExpress	PurolatorExpressU.S.Pack10:30AM
PurolatorExpressEvening	PurolatorExpressU.S.Pack12:00
PurolatorExpressEnvelope9AM	PurolatorExpressBoxU.S.
PurolatorExpressEnvelope10:30AM	PurolatorExpressU.S.Box9AM
PurolatorExpressEnvelope	PurolatorExpressU.S.Box10:30AM
PurolatorExpressEnvelopeEvening	PurolatorExpressU.S.Box12:00
PurolatorExpressPack9AM	PurolatorGroundU.S.
PurolatorExpressPack10:30AM	PurolatorExpressInternational
PurolatorExpressPack	PurolatorExpressInternational9AM
PurolatorExpressPackEvening	PurolatorExpressInternational10:30AM
PurolatorExpressBox9AM	PurolatorExpressInternational12:00
PurolatorExpressBox10:30AM	PurolatorExpressEnvelopeInternational
PurolatorExpressBox	PurolatorExpressInternationalEnvelope9AM
PurolatorExpressBoxEvening	PurolatorExpressInternationalEnvelope10:30AM
PurolatorGround	PurolatorExpressInternationalEnvelope12:00
PurolatorGround9AM	PurolatorExpressPackInternational
PurolatorGround10:30AM	PurolatorExpressInternationalPack9AM
PurolatorGroundEvening	PurolatorExpressInternationalPack10:30AM

PurolatorExpressU.S.	PurolatorExpressInternationalPack12:00
PurolatorExpressU.S.9AM	PurolatorExpressBoxInternational
PurolatorExpressU.S.10:30AM	PurolatorExpressInternationalBox9AM
PurolatorExpressU.S.12:00	PurolatorExpressInternationalBox10:30AM
PurolatorExpressEnvelopeU.S.	PurolatorExpressInternationalBox12:00
PurolatorExpressU.S.Envelope9AM	New Products Added:
PurolatorExpressU.S.Envelope10:30AM	PurolatorExpress12PM
PurolatorExpressU.S.Envelope12:00	PurolatorExpressEnvelope12PM
	PurolatorExpressPack12PM
	PurolatorExpressBox12PM

Street Suffix

A	P
B	Q
C	R
D	S
E	T
F	U
G	V
H	W
I	X
J	Y
K	Z
L	¼
M	½
N	¾
O	

Street Type

Abbey	End	Montée	Village
Acres	Esplanade	Mount	Villas
Allée	Estates	Mountain	Vista
Alley	Expressway	Parade	Voie
Autoroute	Extension	Parc	Walk
avenue	Field	Park	Way
Avenue	Forest	Parkway	Wharf
Bay	Freeway	Passage	Wood
Beach	Front	Path	Wynd

Bend Carré	Gardens Grove	Pathway Pointe
Carrefour	Harbour	Port
Centre	Heath	Private
Cercle	Height	Promenade
Chase	Heights	Quai
Chemin	Highlands	Quay
Circle	Highway	Ramp
Circuit	Hill	Rang
Close	Hollow	Ridge
Common	Île	Rise
Concession	Impasse	Road
Corners	Inlet	Route
Côte	Island	Row
Cour	Key	Rue
Cours	Knoll	Ruelle
Court	Landing	Run
Cove	Lane	Sentier
Crest	Limits	Square
Crescent	Line	Street
Croissant	Link	Subdivision
Crossing	Lookout	Terrace
Cul-de-sac	Loop	Terrasse
Dale	Mall	Townline

Dell	Manor	Trail
Diversion	Maze	Turnabout
Downs	Meadow	Vale
Drive	Mews	View

Country

Country Code	Country Description	Country Code	Country Description	Country Code	Country Description
AD	Andorra	GN	Guinea	OM	Oman
AE	Utd.Arab Emir.	GP	Guadeloupe	OR	Orange
AF	Afghanistan	GQ	Equatorial Guin	PA	Panama
AG	Antigua/Barbuda	GR	Greece	PE	Peru
AI	Anguilla	GS	S. Sandwich Ins	PF	Frenc.Polynesia
AL	Albania	GT	Guatemala	PG	Pap. New Guinea
AM	Armenia	GU	Guam	PH	Philippines
AN	Dutch Antilles	GW	Guinea-Bissau	PK	Pakistan
AO	Angola	GY	Guyana	PL	Poland
AQ	Antarctica	HK	Hong Kong	PM	St.Pier,Miquel.
AR	Argentina	HM	Heard/McDon.Isl	PN	Pitcairn Islnds
AS	Samoa, America	HN	Honduras	PR	Puerto Rico
AT	Austria	HR	Croatia	PS	Palestine
AU	Australia	HU	Hungary	PT	Portugal
AW	Aruba	IC	Canary Islands	PW	Palau
AX	Aland Islands	ID	Indonesia	PY	Paraguay
AZ	Azerbaijan	IE	Ireland	QA	Qatar
BA	Bosnia-Herz.	IL	Israel	RE	Reunion
BB	Barbados	IM	Isle of Man	RO	Romania
BD	Bangladesh	IN	India	RS	Serbia
BE	Belgium	IO	Brit.Ind.Oc.Ter	RU	Russian Fed.

BF	Burkina Faso	IQ	Iraq	RW	Rwanda
BG	Bulgaria	IR	Iran	SA	Saudi Arabia
BH	Bahrain	IS	Iceland	SB	Solomon Islands
BI	Burundi	IT	Italy	SC	Seychelles
BJ	Benin	JE	Jersey	SD	Sudan
BL	Blue	JM	Jamaica	SG	Singapore
BM	Bermuda	JO	Jordan	SH	Saint Helena
BN	Brunei Daruss.	JP	Japan	SI	Slovenia
BO	Bolivia	KE	Kenya	SJ	Svalbard
BR	Brazil	KG	Kyrgyzstan	SK	Slovakia
BS	Bahamas	KH	Cambodia	SL	Sierra Leone
BT	Bhutan	KI	Kiribati	SM	San Marino
BV	Bouvet Islands	KM	Comoros	SN	Senegal
BW	Botswana	KN	St Kitts&Nevis	SO	Somalia
BY	Belarus	KP	North Korea	SR	Suriname

BZ	Belize	KR	South Korea	ST	S.Tome,Principe
CA	Canada	KW	Kuwait	SV	El Salvador
CC	Coconut Islands	KY	Cayman Islands	SY	Syria
CD	Dem. Rep. Congo	KZ	Kazakhstan	SZ	Swaziland
CF	Central African Republic	LA	Laos	TC	Turksh Caicosin
CG	Rep.of Congo	LB	Lebanon	TD	Chad
CH	Switzerland	LC	St. Lucia	TF	French S.Territ
CI	Cote d'Ivoire	LI	Liechtenstein	TG	Togo
CK	Cook Islands	LK	Sri Lanka	TH	Thailand
Country Code	Country Description	Country Code	Country Description	Country Code	Country Description
CL	Chile	LR	Liberia	TJ	Tajikistan

CM	Cameroon	LS	Lesotho	TK	Tokelau Islands
CN	China	LT	Lithuania	TL	Timor Leste
CO	Colombia	LU	Luxembourg	TM	Turkmenistan
CR	Costa Rica	LV	Latvia	TN	Tunisia
CU	Cuba	LY	Libya	TO	Tonga
CV	Cape Verde	MA	Morocco	TP	East Timor
CX	Christmas Islnd	MC	Monaco	TR	Turkey
CY	Cyprus	MD	Moldova	TT	Trinidad,Tobago
CZ	Czech Republic	ME	Montenegro	TV	Tuvalu
DE	Germany	MG	Madagascar	TW	Taiwan
DJ	Djibouti	MH	Marshall Islnds	TZ	Tanzania
DK	Denmark	MK	Macedonia	UA	Ukraine
DM	Dominica	ML	Mali	UG	Uganda
DO	Dominican Rep.	MM	Burma	UM	Minor Outl.Isl.
DZ	Algeria	MN	Mongolia	UN	United Nations
EC	Ecuador	MO	Macau	US	USA
EE	Estonia	MQ	Martinique	UY	Uruguay
EG	Egypt	MR	Mauretania	UZ	Uzbekistan
EH	West Sahara	MS	Montserrat	VA	Vatican City
ER	Eritrea	MT	Malta	VC	St. Vincent
ES	Spain	MU	Mauritius	VE	Venezuela
ET	Ethiopia	MV	Maldives	VG	Brit.Virgin Is.
EU	European Union	MW	Malawi	VI	Amer.Virgin Is.
FI	Finland	MX	Mexico	VN	Vietnam
FJ	Fiji	MY	Malaysia	VU	Vanuatu
FK	Falkland Islnds	MZ	Mozambique	WF	Wallis,Futuna

FM	Micronesia	NA	Namibia	WS	Samoa
FO	Faroe Islands	NC	New Caledonia	XB	Bonaire
FR	France	NE	Niger	XC	Curacao
GA	Gabon	NF	Norfolk Islands	XM	St. Maarten
GB	United Kingdom	NG	Nigeria	XN	Nevis
GD	Grenada	NI	Nicaragua	XS	Somaliland Republic
GE	Georgia	NL	Netherlands	XY	St. Barthelemy
GF	French Guayana	NO	Norway	YE	Yemen
GG	Guernsey	NP	Nepal	YT	Mayotte
GH	Ghana	NR	Nauru	ZA	South Africa
GI	Gibraltar	NT	Nato	ZM	Zambia
GL	Greenland	NU	Niue	ZW	Zimbabwe
GM	Gambia	NZ	New Zealand	ZZ	Dummy Country

Street Direction

E	S
N	SE
NE	SO
NO	SW
NW	W
O	