Parcel DE Returns (Post & Parcel Germany)

v 1.0.1

Division: Post & Parcel Germany, Parcel

Best for:

- **Creation of return labels** to be used by end customers
- Returns sender countries: bgr, dnk, deu, est, fin, fra, grc, gbr, irl, ita, hrv, lva, ltu, lux, mlt, nld, aut, pol, prt, rou, swe, che, svk, svn, esp, cze, hun, cyp
- **Determination of receiver configuration**for your account

Region: Germany
Used for: Shipping

Overview

You are on the documentation page of the Parcel DE Returns API of Post & Paket Deutschland. In the following chapters we offer you:

- An Overview of the **business functions** covered via the API
- The **technical documentation** of the API
  - The User Guide contains topics of **connection and authentication**
  - **Open API Specification** and code examples in Reference Docs
- Find further Use Cases, FAQ, Support Contact and a **Postman Testsuite** in section Additional Information
- Latest Release Notes

Scope

The API Returns allows you to use the following products of DHL Paket:

- DHL Retoure Online
- DHL Retoure International

Exemptions

The following DHL Paket products and services can <u>not</u> be used via the API Returns:

- DHL Paket with enclosed return label:
- DHL Paket International
- DHL Paket Europaket
- DHL Connect

Prerequisites

To create return labels using the API Returns, the following prerequisites must be fulfilled:

- A valid business customer contract with DHL Paket GmbH for the products *DHL Retoure Online* and/or *DHL Retoure International*
- Access to the Post & DHL Business Customer Portal with the authorization for the function "Returns"

Using the API

The API Returns allows to order return labels for planned return shipments from your customers.

It thereby enables business customers of DHL to seamlessly implement the label creation process for return labels into their own workflows, for example integrated into their own website.

You receive individual return labels via the API Retoure, which you can make available to your customers.

User Guide

The following provides an overview on how to get access to the API.

- Technical Details on the API calls can be found here: "API Specification".
- Further hints on API usage are given in the sections "Support" and "FAQ".

If you implemented the previous parcel returns API, please notice the changes under Release Notes.

Get Access

How to register your Parcel DE Returns API and get your API subscription keys:

1. Click Get Access Button on top of this page and the create App form will open with the sandbox environment of the API being pre-selected.
2. If required, change selection to "Parcel DE Returns API"
3. When you have completed the form, click the **Create App** button.
4. You will now find your App under My Apps.
5. From the My Apps screen, click on the name of your app.
   The Details screen appears.
6. If you have access to more than one API, click the name of the relevant API.
   Note: The APIs are listed under the "Credentials" section.
7. Click the **Show** link below the asterisks that are hiding the *Consumer Key*.
   The *Consumer Key* appears.

Every call to the API requires a consumer key. This key needs to be specified in the request header (DHL-API-Key).

Please note that different keys are required for sandbox respectively production environment. Both can be requested via above procedure and copied from API credentials section.

Alternatively to "get access" you can go to My Apps on the portal website and click the **+ Create App** button:

- The "Create App" form appears.
- Complete the Create App form and select the "Parcel DE Returns API".
  - You will find two entries of the API in the list: one for Sandbox, one for Production use.

Authentication

Sandbox

To create return labels in the sandbox, you have the option of using our testsuite with the following user data:

- Username: "2222222222_customer"
- Password: "uBQbZ62!ZiBiVVbhc"
- Above given **username** and **password** must be provided via basic authentication (**Basic Auth**).

A detailed description of the Retoure API can be found in the "Open API Specification".

You can download the "Open API Specification" here.

Please use the following receivernames (Retourenempfänger / "receiverId") for testrequests:

Absendeland	Retourenempfängername (receiverID)
Belgien	bel
Bulgarien	bgr
Dänemark	dnk
Deutschland	deu
Estland	est
Finnland	fin

Frankreich	fra
Griechenland	grc
Großbritannien und Nordirland	gbr
Irland	irl
Italien	ita
Kroatien	hrv
Lettland	lva
Litauen	ltu
Luxemburg	lux

Malta	mlt
Niederlande	nld
Österreich	aut
Polen	pol
Portugal	prt
Rumänien	rou
Schweden	swe
Schweiz	che
Slowakei	svk
Slowenien	svn
Spanien	esp
Tschechien	cze

Ungarn	hun
Zypern	cyp

Production

To use the "Parcel DE Returns API", you will first need an application created including the API in production mode.

In addition, the following access data for the webservice (API) must be specified:

- User: "User from Post & DHL Business Customer Portal".
  (User must be authorized for returns!)
- Password: "Password of above user".
- Your active business customers **user** and **password** values must be provided via basic authentication (**Basic Auth**).

When selecting the respective user, please also consider the duration of the validity of passwords:

- the password validity of a "user" is" 90 days
- the password validity of a "system user" is" 365 days

It is not possible to log on to the Post & DHL Business Customer Portal with a "system user".

Important: DHL contract customers receive the access data for access to production from the Post & DHL Business Customer Portal via DHL Paket sales.

To determine the return recipients, please use the /locations function via API call. The response includes all "ReveiverIDs" that you can use to create a return label.

Alternativley: You will find the respective names of the return recipients (receiverID) listed in the

Post & DHL Business Customer Portal (https://geschaeftskunden.dhl.de/) under the menu item "Returns" > "Settings" under the entry "Receiver ID".

Environments

The addressable API base URL/URI environments are:

Environment	Description	Comment
https://api-eu.dhl.com/parcel/de/shipping/returns/v1/	Production environment	Production usage will be approved after successful sandbox usage has been certified by DHL.
https://api-sandbox.dhl.com/parcel/de/shipping/returns/v1/	Sandbox environment	Sandbox usage is possible even if you are not yet an DHL Paket Business Customer.

Error codes

Error Code	Description	Troubleshooting/Action
201	Validation failed	Please note the additional status message(s).
400	Bad Request	Please check the syntax of the call.
401	Authentication failed	Please check the access data.
403	Authorization failed	Please check your authorizations.
500	Internal error	An unexpected internal error has occurred.

Reference Docs

Download API Spec

Note: This is the specification of the DP-DHL Group Parcel DE Returns API. This web service allows business customers to create return labels on demand.

Servers
https://api-sandbox.dhl.com/parcel/de/shipping/returns/v1 - Sandbox Environment (Customer Testing)https://api-eu.dhl.com/parcel/de/shipping/returns/v1 - Production Environment

Orders

Endpoints

```
POST
```

```
/orders
```

Create a return label.

Locations

```
GET
```

```
/locations
```

Get available return locations

Use Cases

Use Case Overview

In order to further test our API you can download our test suite here

The test suite can be used as a collection on the software postman: Postman API Platform | Sign Up for Free

Following steps have to be taken in order to use it:

- request access to Sandbox environment and receive an API-key (see Get Access for further details)
- import collection into postman (see official documentation from postman learning platform)
- replace value of the variable "*dhl-api-key*" by your personal API-key

Example Requests

Order returns

Simple request for German returns label (PDF label and QR code)

```
POST /parcel/de/shipping/returns/v1/orders?labelType=BOTH
Host: https://api-sandbox.dhl.com
Content-Type: application/json

{
    "receiverId": "deu",
    "shipper": {
        "name1": "Max Mustermann",
        "addressStreet": "Kurfürstendamm",
        "addressHouse": "1",
        "postalCode": "10719",
        "city": "Berlin"
    }
}
```

Simple request for German returns label (PDF label only)

```
POST
/parcel/de/shipping/returns/v1/orders?labelType=SHIPMENT_LABEL
Host: https://api-sandbox.dhl.com
Content-Type: application/json

{
    "receiverId": "deu",
    "shipper": {
        "name1": "Max Mustermann",
        "addressStreet": "Kurfürstendamm",
        "addressHouse": "1",
        "postalCode": "10719",
        "city": "Berlin"
    }
}
```

Simple request for German returns label (QR code only)

```
POST /parcel/de/shipping/returns/v1/orders?labelType=QR_LABEL
```

```
Host: https://api-sandbox.dhl.com
Content-Type: application/json

{
    "receiverId": "deu",
    "shipper": {
        "name1": "Max Mustermann",
        "addressStreet": "Kurfürstendamm",
        "addressHouse": "1",
        "postalCode": "10719",
        "city": "Berlin"
    }
}
```

Elaborate request for German returns label

```
POST /parcel/de/shipping/returns/v1/orders?labelType=BOTH
Host: https://api-sandbox.dhl.com
Content-Type: application/json

{
    "receiverId": "deu",
    "shipper": {
        "name1": "Max Mustermann",
        "name2": "Zentraler Einkauf",
        "name3": "Beispiel Firma GmbH",
        "addressStreet": "Kurfürstendamm",
        "addressHouse": "1",
        "postalCode": "10719",
        "city": "Berlin",
        "state": "Nordrhein-Westfalen",
        "email": "max.mustermann@mail.com",
        "phone": "+49 170 123456789"
    },
    "customerReference": "Order Nr. 1234/2022",
    "shipmentReference": "Account AB34-88",
    "itemWeight": {
        "uom": "kg",
        "value": 1.5
    },
    "itemValue": {
```

```
        "currency": "EUR",
        "value": 99.99
    }
}
```

Request for international returns label without customs declaration (shipper country inside the EEC)

```
POST
/parcel/de/shipping/returns/v1/orders?labelType=SHIPMENT_LABEL
Host: https://api-sandbox.dhl.com
Content-Type: application/json

{
  "receiverId": "fra",
  "shipper": {
    "name1": "Jean Doe",
    "addressStreet": "Rue de Thorigny",
    "addressHouse": "5",
    "city": "Paris",
    "postalCode": "75003"
  }
}
```

Request for international returns label with customs declaration (only required if shipper country is outside the EEC (e.g. Switzerland))

```
POST
/parcel/de/shipping/returns/v1/orders?labelType=SHIPMENT_LABEL
Host: https://api-sandbox.dhl.com
Content-Type: application/json

{
  "receiverId": "che",
  "shipper": {
    "name1": "Hans Meier",
    "addressStreet": "Heimpl.",
    "addressHouse": "1/5",
    "postalCode": "8001",
    "city": "Zürich"
```

```
  },
  "customsDetails": {
    "items": [
      {
        "itemDescription": "T-Shirt (red, size S)",
        "packagedQuantity": 2,
        "itemWeight": {
          "uom": "kg",
          "value": 1
        },
        "itemValue": {
          "currency": "EUR",
          "value": 19.98
        }
      },
      {
        "itemDescription": "T-Shirt (blue, size M)",
        "packagedQuantity": 1,
        "itemWeight": {
          "uom": "kg",
          "value": 0.5
        },
        "itemValue": {
          "currency": "EUR",
          "value": 19.99
        }
      }
    ]
  }
}
```

Get recipients

Retrieving all returns recipients

```
GET /parcel/de/shipping/returns/v1/locations
Host: https://api-sandbox.dhl.com
```

Retrieving a specific returns recipient by its receiver Id

```
GET /parcel/de/shipping/returns/v1/locations?receiverId=swe
Host: https://api-sandbox.dhl.com
```

Retrieving returns recipients for a specific shipper country

```
GET /parcel/de/shipping/returns/v1/locations?countryCode=deu
Host: https://api-sandbox.dhl.com
```

Retrieving returns recipients for a specific billing number

```
GET
/parcel/de/shipping/returns/v1/locations?billingNumber=222222222
25301
Host: https://api-sandbox.dhl.com
```

Retrieving returns recipients for a specific postal code

```
GET
/parcel/de/shipping/returns/v1/locations?postalCode=53113&countr
yCode=deu
Host: https://api-sandbox.dhl.com
```
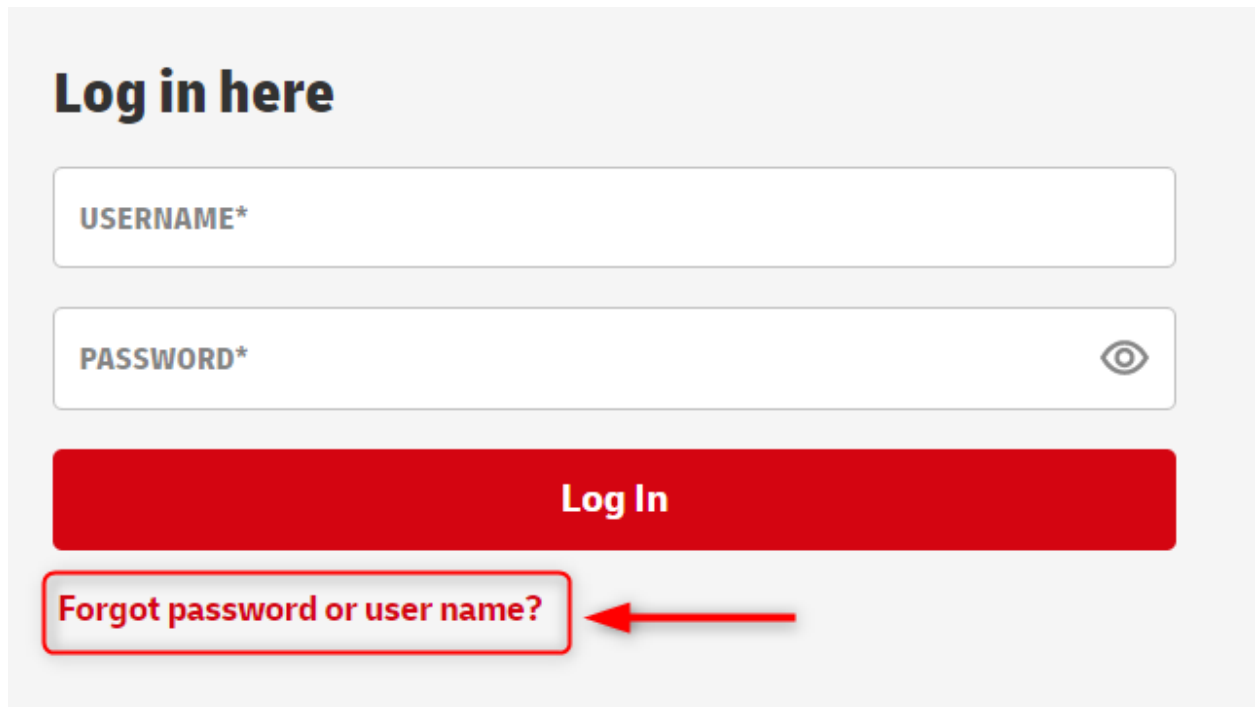
FAQ

General Information

I used the old Parcel Returns API on Entwicklerportal, what changed to the new Returns API?

If you implemented the previous parcel returns API, please notice the changes under Release Notes.

Authentication

What can I do, if I forgot my password or user name?

Please use the password reset function to assign a new password or user name at
https://geschaeftskunden.dhl.de/

What kind of authentication is required to use the API Returns?

Please refer to section "Authentication".

Returns Order

How can I determine the shipper address format for a specific country of origin?

On the websites of the Universal Postal Union ("UPU") you can view the valid address models: http://www.upu.int

What is the difference between customer reference and shipment reference?

The customer reference is visibly printed on the returns label, the shipment reference is only displayed in the overview of created returns labels in the Post & DHL Business Customer Portal.

Which format does the returns label have?

The returns label is included as a base64 encoded string (PDF file) in the response body (property "label.b64").

Returns with a shipper address in Germany additionally allow for a mobile returns label that is provided as a QR code. The label can be printed at Deutsche Post DHL Group's acceptance points.

The QR code is provided as base64 encoded string (PNG file) in the response body (property "qrLabel.b64") if the query paramter "labelType" is set to either "QR_LABEL" or "BOTH".

What do I need to consider if I want to provide my customers with a link to create returns labels?

When publishing on your own homepage, please note that this website with the link to the creation of returns labels must not be findable via search engines.

What parameters can I use to pre-fill the web form for returns orders for my customers?

The following parameters can be appended to the returns URL after the HASH value via "&[parameter]" and "=[specification]":

ShipmentReference	Shipment reference, will be displayed in the returns overview
CustomerReference	Customer reference, will be displayed on the return label

senderName1	Name1 of the sender
senderName2	Name2 of the sender
senderStreet	Street of the sender
senderStreetNumber	House number of the sender
senderCity	City of the sender
senderZip	Zip code of the sender
ADDR_SEND_EMAIL	E-mail address to which the return label should be sent

Example:

```
https://www.dhl.de/retoure/gw/rpcustomerweb/OrderEntry.action?hash=xxxx
```

&ShipmentReference=1234&CustomerReference=5678&senderName1=Absender1&senderName2=Absender2&senderStreet=Straße1&senderStreetNumber=HNR1&senderCity=Ort1&senderZip=53113& ADDR_SEND_EMAIL=name@domain.de

How can I cancel an ordered return?

A cancellation of ordered returns labels is not necessary, as only returns packages that have been posted by the shipper will be charged. The creation of a returns label is free of charge.

Returns Recipients

How do I determine the names of the return recipients (property "receiverId")?

You can retrieve the list of all return recipients using the GET locations method. Please refer to xxx for an example request.

Alternatively, log in to the Post & DHL Business Customer Portal. All return recipient names (= "receiverId") are listed in the "Settings" section of the "Returns" function. You can download a CSV list of all return recipients by clicking on the link "URL & Receiver Ids".

How do I change the receiving address of the returns labels?

The receiving address is configured in the returns recipient. A separate returns recipient is required for each country of origin and receiving address.

Returns recipients can be edited by selecting "Settings" from the "Returns" menu in the Post & DHL Business Customer Portal.

How can I create an additional return recipient?

New returns recipients can only be created by the DHL Sales division. Please consult your Sales contact at Deutsche Post & DHL. You can find your Sales contact at the bottom of the start page at https://geschaeftskunden.dhl.de/ after login.

Technical Support Business Customer Portal

`0228 - 76367679`

(Mo-Fr from 8 am - 6 pm)

International Returns

Why do DHL international returns labels differ from country to country?

In order to be able to offer end customers outside Germany the best acceptance network for their returns, DHL cooperates with various partners.

Not all countries of origin are available for my returns. What can I do?

DHL Returns International is only available for countries of origin in Europe. If you are missing a European country, please consult your Sales contact at Deutsche Post & DHL. You can find your Sales contact on the bottom of the start page at https://geschaeftskunden.dhl.de/ after login.

General Product Information

**What does the creation of a returns label cost?**

Only returns packages that have actually been posted by the shipper will be charged. The creation of a returns label is free of charge.

Why can't shipping labels be created using the API Returns?

Only returns labels can be created using the API Returns. Please use the Business Shipping API to create shipping labels.

What can I do, if I have questions regarding the Post & DHL Business Customer Portal or the "Returns" function?

Please click on the "Help & information" section of the Post & DHL Business Customer Portal at: https://geschaeftskunden.dhl.de/
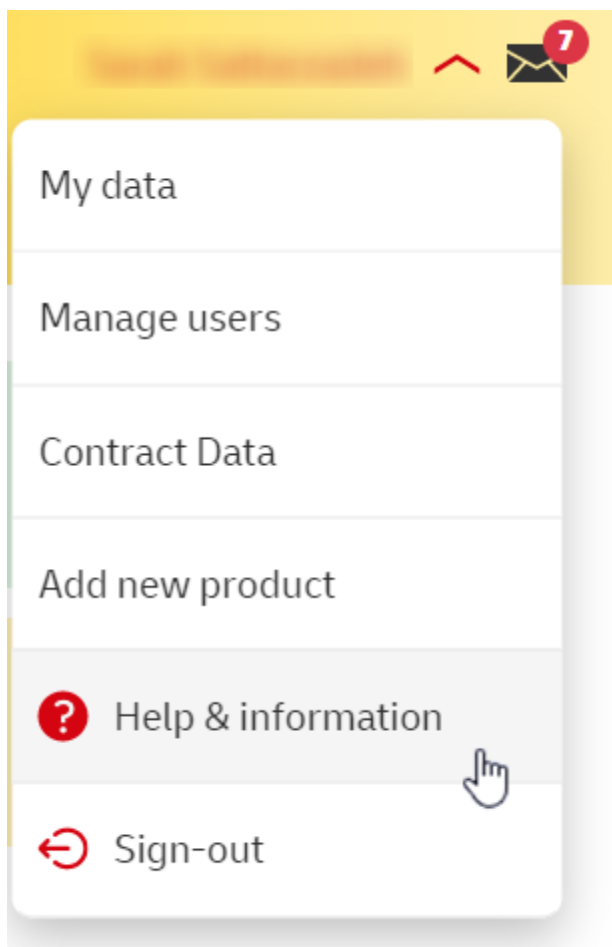
Where can I find more details about the DHL Returns products for business customers?

Please visit https://www.dhl.de/de/geschaeftskunden.html for more information about the DHL returns product suite for business customers.

Support

You can request support in our Help Center. You can raise a ticket that allows you to request direct support from DHL Support. Please describe your enquiry in as much detail as possible and also send us reproducible extracts from the web service communication. We will try to help you with your problem as soon as possible during following times:

IT Customer Support & Integration Parcel

Geschäftszeiten: Mo-Fr 8.00 bis 16.00 Uhr

Legal Terms

Specific Terms for the use of and/or access to the "Parcel DE Returns API"

To register for the use of DHL Parcel DE Returns API You and/or the legal entity you are authorized to represent (hereinafter "You"/"Your") need to have an active customer account with DHL Paket GmbH (hereinafter referred to as "DHL"). An API Productive Key and access details will be provided to You subject to a successful validation of Your credentials by DHL. If You engage an external developer, or other IT services provider to develop Your Application or any other third party to access and/or use the DHL Parcel DE Returns API on Your behalf, You remain fully liable for any acts or omissions of such Third Parties in connection with the access to and/or usage of the DHL Parcel DE Returns API.

These Legal Terms do not replace and/or modify the applicable "General Terms and Conditions of DHL Parcel for business customers", available at https://www.dhl.de/en/geschaeftskunden/paket/rund-um-den-versand/agb.html or any other shipment services agreement, which govern Your parcel shipments.

In case You act as a third party software, vendor, marketplace or otherwise as commercial agent on DHL's and/or its affiliates' behalf, i.e. with DHL's and/or its affiliates' consent, You are obliged to refer the customer (i.e. the sender of the shipments) to the applicable terms and conditions for shipment.

You shall use the services and/or data that You receive via the DHL Parcel DE Returns API only for the legitimate contractual purposes and only in connection with Your DHL shipments.

The following prerequisites and/or restrictions apply for the usage of and/or access to the DHL Parcel DE Returns API:

To release the API by DHL, the following functionalities have to be implemented:

- receiverID is editable
- Username (Post & DHL Business Customer Portal user) is editable
- Password is editable
- Implementation of customs documents (for non-EU countries)
- The return ID (RET number) must be displayed near the QR code in a format that is easy to read and that allows copying (no JPEG, PNG, etc.). The return ID is composed of the shipment number and the prefix "RET", which immediately precedes the shipment number (e.g. RET129900013151).

Please note the following additional guidance and recommendations:

For shop software providers and marketplaces, the above conditions have to be be configurable for each participating company and an appropriate documentation has to be available for the software / marketplace users.

Downloads

By downloading any file, you accept our **Terms of Use**

Open API Specification File
YAML
PP Parcel DE Returns Postman Collection
JSON - 64.85 KB