

DHL eCommerce Solutions Europe

v 1.1.18

Division: DHL eCommerce Solutions

Best for:

- **DHL Parcel Connect** shipping & tracking
- **DHL Parcel Return Connect** shipping & tracking
- **DHL Parcel Connect PLUS** shipping & tracking
- Creating **cross-border & direct injection shipments** within Europe
- Large **business customers** of **DHL eCommerce** Solutions in Europe
- Sending shipments within **Europe** and from Europe (excl. DE) into Rest of World

Region: Europe

Used for: Shipping, Tracking





Overview



This API Gateway is named **eConnect API** and is issued by **DHL eCommerce Solutions**. It is the **one stop solution for large eCommerce customers in Europe** to send shipment data, retrieve labels and access track and trace information. It offers the products DHL Parcel Connect, DHL Parcel Return Connect, DHL Parcel Connect PLUS and DHL Parcel International.

Users of the eConnect API can:

Send shipment data	Generate label	Location Finder	Track & Trace
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<p>Create shipments automatically without manual effort, directly from their online shop, logistics software etc.</p>	<p>Retrieve compliant labels for their shipments in different formats</p>	<p>Request information from the “Unified Location Finder” to select from approx. 65 thousand Service Points and lockers for direct addressing of shipments</p>	<p>Access track and trace information on account or shipment level</p>

This page provides detailed information about the eConnect API content and its use. Click [here](#) to jump directly to the following topics:

- [Access Token](#)
- [Send shipment data & generate labels](#)
- [Location Finder](#)
- [Track & trace](#)
- [Customs Data](#)

- Overview and application of Use Cases

Scope

The eConnect API covers the essential DHL cross-border parcel products for



shipments within Europe and beyond:  = Current coverage DHL Parcel Connect

- **DHL Parcel Connect:** the best choice for cross-border eCommerce senders focusing on B2C. DHL Parcel Connect ships via the Connect network into 28 parcel destinations in Europe using a network-wide parcel product standard with harmonized features (e. g. label, dimensions, weights, etc.).
 - Weight: Up to 31.5kg
 - Dimension: Maximum 120 x 60 x 60cm
 - Fast transit times: typically ranging between 1-3 days (depending on origin/destination country)
 - For customers in all DHL Parcel Europe countries
 - Delivery in all DHL Parcel Europe and partner countries
 - End-to-End transparency through track & trace including pre-delivery notification
 - Saturday and delivery on preferred day possible
 - Direct delivery to Service Points
 - Direct Injection options for customer-individual flows
 - Additional services available (e.g. cash on delivery, bulky goods)
- **DHL Parcel Return Connect:** the product offers a comprehensive return solution from 28 DHL Parcel Connect destinations. Return senders can access one of the largest ServicePoints networks across Europe for return drop-off.

- **DHL Parcel Connect PLUS:** European B2B offering including multi-piece shipments and pallets.
- **DHL Parcel International:** Complementary offering to cover worldwide destinations outside the DHL Parcel Connect network via postal standard (incl. customs destinations) in addition.

Please see below an overview of our recommended products per country:

Country	Outbound Product	Return Product
Austria	Parcel Connect	Return Connect
Belgium	Parcel Connect	Return Connect
Bulgaria	Parcel Connect	Return Connect
Croatia	Parcel Connect	Return Connect
Cyprus	Parcel Connect	Return Connect

Czech Republic	Parcel Connect	Return Connect
Denmark	Parcel Connect	Return Connect
Estonia	Parcel Connect	Return Connect
Finland	Parcel Connect	Return Connect
France	Parcel Connect	Return Connect
Germany	Parcel Connect	Return Connect
Greece	Parcel Connect	Return Connect
Hungary	Parcel Connect	Return Connect

Ireland	Parcel Connect	Return Connect
Italy	Parcel Connect	Return Connect
Latvia	Parcel Connect	Return Connect
Lithuania	Parcel Connect	Return Connect
Luxembourg	Parcel Connect	Return Connect
Netherlands	Parcel Connect	Return Connect
Norway	Parcel International	Not available
Poland	Parcel Connect	Return Connect

Portugal	Parcel Connect	Return Connect
Romania	Parcel Connect	Return Connect
Slovakia	Parcel Connect	Return Connect
Slovenia	Parcel Connect	Return Connect
Spain	Parcel Connect	Return Connect
Sweden	Parcel Connect	Return Connect
United Kingdom	Parcel International	Not available
Rest of World	Parcel International	Not available

[Show Full Table](#)

Feel free to check out our [website](#) for more detailed product information. For further information on the functionalities, please visit [Use Cases](#).

In case you are a customer based in Germany, please check out our German portfolio at the [DHL Entwicklerportal](#).

Example Use Cases

Example 1: user sends shipment data to DHL and receives a label in return

The eConnect API allows the user to send shipment data for Parcel Connect, Parcel Connect Return, Parcel Connect PLUS and Parcel International shipments to DHL. The data needs to be send in JSON format, following the “cPAN” request scheme according to the API documentation. If requested the API will return the respective label in the desired format (e.g. PDF) and resolution.

Example 2: user searches for shipment status via track & trace

The eConnect API offers a full track and trace functionality for the shipments of each user. It is possible to request the status information on singular shipment or account level.

Example 3: request ServicePoint location and directly address a shipment to a ServicePoint

The customer can address DHL Parcel Connect shipments to a DHL network location address, e.g. a ServicePoint or Locker, instead of a doorstep address. If the location data is not known , the user can search for available locations using the DHL Unified Location Finder API (<http://developer.dhl.com/api-reference/location-finder>). Retrieved location information needs to be integrated into the respective shipment data of the eConnect API.

Please visit our [Use Case](#) section for a full list of possible use cases.

User Guide

Get Access

For onboarding, you need to follow **this process** guided by the **DHL API team**:

1. Contact DHL to align use case and requirements

2. Apply for access to sand box environment
3. Implement your API solution (see use cases)
4. Seek approval from DHL (for data and label)
5. Retrieve access to production environment

To contact the DHL API team, please use this [contact form](#).

Using the API

To get access to the API, you will receive a **Client ID** and a **password**; please use the [contact form](#) to apply for these (including your company name, industry and contact details (incl. phone number and email address)).

The API provides OAuth 2.0 Access Token with various authorization scopes.

The “Get Access Token” API call provides an OAuth 2.0 Bearer token with authorization scope, assigned to your client id. It grants you an access to the CCC APIs.

The API operation is secured by HTTP Basic authentication, therefore you have to provide 'client_id' and 'client_secret' as an username and password, when calling the API. Credentials will be provided to you via secured channel.

Environments

The addressable API base URL/URI environments are:

Environment	Description
https://api-sandbox.dhl.com	Sandbox environment

The Sandbox environment can be used for testing freely. Only the production environment will trigger underlying processes, e.g. billing, operational procedures.

Information for integrators

The DHL Europe eCS API differentiates between customers and integrators. If you are an integrator, you may retrieve permission to operate the API on behalf of an assigned customer. For administrative reasons, shipments are always assigned to a dedicated customer. API users with status “integrator” cannot generate shipments themselves, unless they additionally have a customer account.

The customer/integrator configuration is performed by DHL, please contact via the [contact form](#).

Rate Limits

Rate limits protect the DHL infrastructure from suspicious requests that exceed defined thresholds.

Should you exceed your rate limit you will receive a HTTP status code within the API response that will indicate this.

In addition to the rate limit a so called “spike arrest” protects our API Platform from potential outages caused by a very large volume of requests sent in a short time span (minutes or seconds). This will be indicated by a different HTTP status code.

Functionalities

This API offers various functionalities that all support you in managing your DHL eCommerce Solutions cross-border parcel shipments. This page gives an overview

and introduction to the available functionalities. A detailed developer's documentation is available in the "Reference Docs" section (see [here](#)).

Please note that all integrated API features need to be covered by the customer's DHL contract. The technical API integration of a feature alone is no sufficient precondition for feature usage on the production environment.

Shipment Data

- It is mandatory for the sender to send shipment data for each individual piece/parcel. Please see below explanations for details on the requested shipment parameter, in addition please check our use cases and the "reference docs" section on this website.
- Along with the recipient and sender address data, several additional shipment details need to be defined for each shipment:
 - **Product type:** DHL Parcel Connect, DHL Parcel Return Connect, DHL Parcel Connect PLUS or DHL Parcel International
 - **Sender address data:** Use these fields to define the shipper address on the label. The field "customerIdentification" must contain the senders DHL customer number (e.g. EKP, local ID). *Please note:* For Connect return shipments the "customerIdentification" needs to be included as an attribute for the sender as well, not for the receiver.
 - **Recipient address data:** Use these fields to insert the consignee address
 - **Product features:** Depending on the selected product type, various product features are to be selected in the shipment data:
 - **Mandatory features**
 - **Delivery type:** The delivery type needs to be chosen i.e. default for doorstep, parcelshop, parcelstation or postOffice.
 - **Gross weight:** It is mandatory to provide the gross weight in kg.
 - **Optional features**
 - **Size:** It is optional, but recommended, to delivery size information for shipments in meter.
 - **Cash on delivery (COD):** When choosing "Cash-on-delivery", a shipment is handed over

to the recipient against payment. Financial details are required in this case.

- **Bulky:** Shipments outside the standard dimensions or with any property that prevents automated sorting need to be marked as bulky by the customer. For details see product information (above).
- **Additional insurance:** Depending on your contract with DHL, the customer can order additional insurances
- **Go Green:** Depending on your agreement with DHL, the customer may ship Go Green shipments

Label

- The API can generate high-resolution labels based each individual shipment data and provide the label files within the API response.
- Labels are available for all covered products, i.e. DHL Parcel Connect, DHL Parcel Return Connect, DHL Parcel Connect PLUS and DHL Parcel International.
- All labels generated by the eConnect API come with an unique shipment identifier barcode (ASC MH10 format) which is assigned by the service. All these shipment identifiers have the same number-prefix JJD1499902... and a total length of 21 characters. They are unique for at least 13 months, before they are used again for another shipment.
- In certain cases it is possible to offer customer-individual shipment identifiers, please contact your DHL responsible if required.
- Currently the following **products, formats, sizes and resolutions** are available:
 - 3 products: "DHL Parcel Connect", "DHL Parcel Return Connect" or "DHL Parcel International"
 - 2 sizes: 15x10cm or 21x10cm
 - 2 resolutions: 200 dpi or 300 dpi

- 3 formats: PDF, PNG or ZPL
- In case of generating DHL Parcel Return labels, it is recommended to additionally generate return instructions. Return instructions contain information in all local languages and shall help return senders (i.e. consumer) to correctly handle the return shipment. To receive our return instructions, please request them via our [contact form](#).
- When creating shipments into customs areas please refer to below chapter "Customs Data".
- Please see below an example DHL Parcel Connect label for shipment delivered to a door-step address as well as the respective return label. Examples for further use cases can be found [here](#).

Sender
address

CMR DHL PARCEL CONNECT

Good Weather GmbH c/o DHL Parcel Europe
Robert-Bosch-Str. 750, Regensburg, 93055, GERMANY

Recipient
address

Rain Inc.
John Doe
Ossulston St. 174
NW1 1DN London
UNITED KINGDOM

Reference
number

	Day:	Time:
Reference: REF45678901234567890123456789012345	Created: 2020-10-27	Piece: 1/1

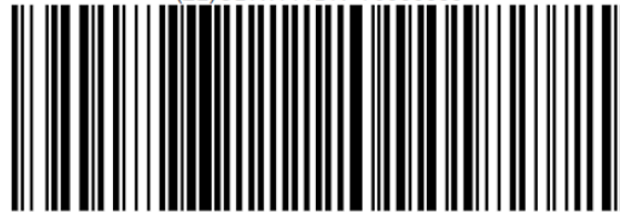
MDP version 1.7

Routing
code






(2L)GBNW11DN+70000000

Shipment
ID


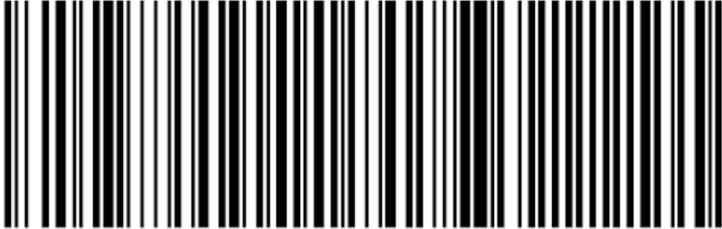
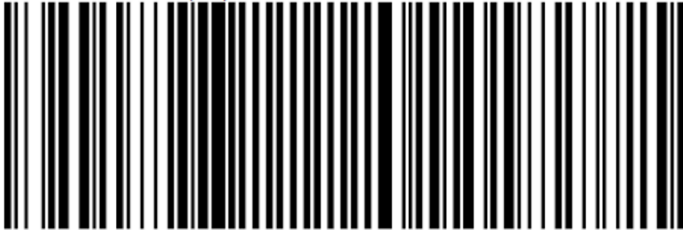


(J)VGL0000000062225223541

CMR DHL RETURN CONNECT 			
Sender address	John Doe Ossulston St. 174, London, NW1 1DN, UNITED KINGDOM		
Recipient address	<div style="border: 2px solid black; padding: 10px; display: inline-block;"> Good Weather GmbH c/o DHL Parcel Europe Robert-Bosch-Str. 750 93055 Regensburg GERMANY </div>		
Reference number		Day:	Time:
	Reference: REF45678901234567890123456789012345 Return shipment	Created: 2020-10-28	Piece: 1/1
	MDP version 1.7		
Routing code	 (2L)DE93055+72000000		
Shipment ID	 (J)VGL00000000264908099350		

- **Please note:** below illustration contains max field lengths for the addressing fields on the label. Additionally single fields might be changed for layout

reasons due to character span/size during PDF creation.

CMR DHL PARCEL CONNECT 			
firstName(35) name(35) ¹ Street1(35), street1Nr(10), city(35) ² , postcode(10) ³ , country(2) ⁴			
<div><div>additionalName(35) firstName(35) name(35)¹ street1(35)⁵ street1Nr(10) postcode(10) city(35) country(2)</div></div>			
<div></div>		Day:	Time:
referenceNr(35)		Created: 2020-10-27	Piece: 1/1
MDP version 1.7			
 (2L)GBNW11DN+70000000  (J)VGL00000000622252223541			

NOTES:

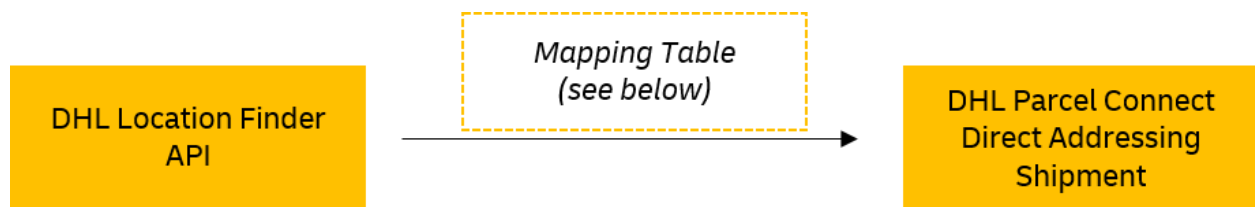
¹ if firstName is too long name is omitted

^{2,3,4} if content of line is too long elements are printed in the numbered order

⁵ cut off if needed to get space for housenumber

Addressing to ServicePoints

- With DHL Parcel Connect it is possible, to directly address shipments to ServicePoints or Lockers in the destination country, instead of a doorstep address.
 - The service is available for destinations: AT, BE, BG,CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, LT, LV, NL, PL, PT, RO, SE, SI, SK
 - The service is not available for destinations: IE, IT, LU, NO
- The DHL Location Finder provides up-to-date address data of all available DHL and Partner locations, which can be used for direct addressing of shipments.
- It contains location information of ServicePoints, Postoffices and Lockers, including additional information such as opening hours, holiday closing times and services offered.
- The DHL Location Finder API offers to retrieve locations in an area near a specific address (within a radius of 25km).
- Please find more information on how to access and integrate the DHL Location Finder API [here](#).
- After retrieving location address data via the DHL Location Finder API, the address data needs to be entered into the shipment data for the particular shipment on the eConnect API.
- Apply the below mapping table to correctly map the location data fields from the DHL Location Finder API to the shipment data fields of the DHL eCommerce Solutions API - needed for DHL Parcel Connect shipments directly addressed to a ServicePoint, PostOffice or Locker.



Overview of field mappings

Content	DHL Location Finder API	DHL eCommerce Solutions API	Example / Comment

Name of Recipient	n.a.	CPAN/ addresses/ recipient/ name	<i>e.g. Hans Schmitz</i>
Type of Location	locations/ location/ type	CPAN/ addresses/ recipient/ type	<i>e.g. Servicepoint</i>
Postnummer <i>(only for DE Packstation)</i>	n.a.	CPAN/ addresses/ recipient/ customerIdentification	<i>e.g. 1234567</i> <i>(only needed for DE Packstation)</i>
Name of ServicePoint <i>(not needed for Lockers)</i>	locations/ name	CPAN/ addresses/ recipient/ additional name	<i>e.g. B+B Tabakwaren</i>
Keyword of ServicePoint/ Locker	locations/ location/ keyword	CPAN/ addresses/ recipient/ street1	<i>e.g. Postfiliale</i>

ID of ServicePoint/ Locker	locations/ location/ keywordId	CPAN/ addresses/ recipient/ street1Nr	<i>e.g. 443</i>
Street name of the Servicepoint	locations/ place/ address/ streetAddress	CPAN/ addresses/ recipient/ street2	<i>e.g. Monckebergstr. 7</i>
ZIP Code of the Servicepoint	locations/ place/ address/ postalCode	CPAN/ addresses/ recipient/ postcode	<i>e.g. 20095</i>
City of the ServicePoint	locations/ place/ address/ addressLocality	CPAN/ addresses/ recipient/ city	<i>e.g. Hamburg</i>
Country of the ServicePoint	locations/ place/ address/ countryCode	CPAN/ addresses/ recipient/ country	<i>e.g. DE</i>

[Show Full Table](#)

Additional information & tips for using both API's

- When requesting locations from the DHL Location Finder API, please make sure to only select locations offering the following "service types" in the Location Finder API:
 - "parcel:pick-up" - these locations are available for any direct addressing of parcels
 - "parcel: pick-up-unregistered" - these locations are available for any direct addressing of parcels
 - "parcel: pick-up-registered" - these locations are available for direct addressing of parcels only, if a destination specific recipient-registration number is transmitted in the shipment data (e.g. for German Parcelstations a "Postnumber" is mandatory)
- When requesting locations from the DHL Location Finder API, please make sure to map the "type" of the selected location from the Location Finder API correctly to the DHL eCommerce Solutions API:

<i>DHL Location Finder API</i>	<i>DHL eCommerce Solutions API</i>
<i><type></i>	<i><type></i>
<i>servicepoint</i>	<i>parcelshop</i>
<i>locker</i>	<i>parcelstation</i>
<i>postoffice</i>	<i>postOffice</i>

Track & Trace

- The eConnect API offers calls to request track & trace information for individual customers' shipments. Integrators can access information on their assigned customers' shipments as well.
- Available tracking options via API:
 - Track & trace shipment details of a specific single shipment ID
 - Track & trace all shipments of a given customer ID and injection date(s)
- Next to the API channel, customers shipments can be monitored as well via public websites, e.g.: www.dhl.com/tracking
- Senders can communicate track & trace information to their recipients via one link for all European destinations. The link gives direct access to tracking information: <http://www.dhl.com/tracking?tracking-ID=####> and can be personalized with an individual shipping ID.
- The following Track & Trace statuses are available via the Track & Trace service on the eConnect API:

Category	Event	Event Text
	COLLECTION_DATA_RECEIVED	Pick-up data received by DHL Parcel
	DATA_RECEIVED_WITH_PREFIX_LABEL	Shipment not yet received or processed
	DEPART_SHIPPER_FACILITY	The shipment has departed the warehouse of the shipper
	NEW_COLLECTION_ATTEMPT	New pickup attempt by the courier
	PARCEL_WILL_BE_BROUGHT_IN_BY_RECEIVER	Ready for drop off by the sender

	PRENOTIFICATION_RECEIVED	Shipment not yet received or processed
	WILL_BE_TRANSFERRED_TO_THIRD_PARTY	will be transferred to third party
Underway	ANNOUNCED_AT_PARCELSHOP	Announced at DHL ServicePoint
	ARRIVED_AT_DELIVERY_FACILITY	Arrived in your region
	ARRIVED_AT_INBOUND_GATEWAY	Arrived at inbound gateway
	ARRIVED_AT_ORIGIN_DEPOT	
	ARRIVED_AT_ORIGIN_GATEWAY	
	ARRIVED_AT_ORIGIN_HUB	
	ARRIVED_AT_TERMINAL	Arrived at terminal
	ARRIVED_FACILITY	Arrived at the international sorting center
	CLEARANCE_RELEASE	Released by customs
	COLLECTED	Shipment(s) has/have been picked up
	COLLECTED_AT_NEIGHBOUR	Picked up at neighbours by the courier

COLLECTION_HANDED_OVER_TO_DD	Pickup order handed over to another courier
COLLECTION_HANDED_OVER_TO_THIRD_PARTY	Pickup order handed over to another courier
COLLECTION_IMPORT_EXPRESS	Pickup order received from Express
COLLECTION_ORDER_SCANNED	Pickup order scanned by the courier
COLLECTION_PLANNED_IN_ROUTE	Pickup planned in the route of the courier
CONFIRMATION_OF_CLOSING_THE_SCAN-APPLICATION_AFTER_THE_SCAN_FOR_RETURN	Sorted to send to the sorting center
DELIVERED_AT_SHIPPER	Delivered at the sender
DEPART_ORIGIN_GATEWAY	
DEPART_DESTINATION_GATEWAY	
DEPART_FACILITY	Processed at the sorting center
DEPARTURE	Departure from the sorting center
DEPOT_SCAN	Scanned at the sorting center

FACILITY_CHECK_OUT	Ready for departure from the international sorting center
FORWARD_DESTINATION	Forwarded to the CityHub
FORWARD_DESTINATION_TOO_LATE	Forwarded to the CityHub too late
FORWARDED_TO_DIFFERENT_ADDRESS	Will be forwarded to another address
GATEWAY_ARRIVED	Arrived at international sorting center in transit country
GATEWAY_DEPARTED	Departed from international sorting center in transit country
HANDOVER	Handed over to local carrier
IN_CLEARANCE_PROCESS	In clearance at customs
IN_ROUTE_THIRD_PARTY	On route to the CityHub
ON_ROUTE_TO_SHIPPER	On route to the sender
PARCEL_ARRIVED_AT_LOCAL_DEPOT	Arrived in your region
PARCEL_COLLECTED	Picked up by the courier

PARCEL_COLLECTED_AT_PARCELSHOP_BY_COURIER	Picked up at DHL ServicePoint by the courier
PARCEL_COLLECTED_AT_SERVICEPOINT_BY_COURIER	Picked up at DHL ServicePoint by the courier
PARCEL_NO_DATA	No data
PARCEL_PICKED_UP_AT_ACCESSPOINT	
PARCEL_PICKED_UP_AT_PARCELSHOP	Picked up at DHL ServicePoint by the courier
PARCEL_PICKED_UP_AT_PARCELSTATION	
PARCEL_READY_FOR_RETURN_TO_HUB	Ready to send to the sorting center
PARCEL_RECEIVED	Dropped off by the sender
PARCEL_RESORTED_AT_HUB	Resorted at the sorting center
PARCEL_SCANNED_AT_RETURN_HUB	Returned to sender
PARCEL_SCANNED_FOR_COLLECTION_AT_ACCESSPOINT_BY_COURIER	

PARCEL_SCANNED_FOR_COLLECTION_AT_PARCELSHOP_BY_COURIER	Pickup order scanned at DHL ServicePoint by the courier
PARCEL_SCANNED_FOR_COLLECTION_AT_PARCELSTATION_BY_COURIER	
PARCEL_SCANNED_FOR_COLLECTION_AT_SERVICEPOINT_BY_COURIER	
PARCEL_SCANNED_FOR_RETURN_TO_HUB	Scanned for return to sorting center
PARCEL_SORTED_AT_GATEWAY	
PARCEL_SORTED_AT_HUB	Processed at the sorting center
PASSED_GATEWAY	Departure from the international sorting center
PICKED_UP	Picked up by the courier
PROCESSED_AT_LOCATION	Processed at the sorting center
PROCESSED_AT_ORIGIN	Processed at the sorting center
RECORD_OF_TRANSIT	On route to the international sorting center

REWEIGH	Weighed and measured at the sorting center
SCAN_OK_GATEWAY	Departure from the international sorting center
SCHEDULED_FOR_MOVEMENT	Delivery instruction changed to delivery at another day or time
SERVICE_CHANGED	Service changed
SHIPMENT_ACCEPTANCE	Dropped off at DHL by the sender
SHIPMENT_ACCEPTANCE_DEPOT	
SHIPMENT_ACCEPTANCE_PARCELSHOP	Dropped off at DHL ServicePoint
SHIPMENT_ACCEPTANCE_PARCELSTATION	Dropped off at DHL ServicePoint
SHIPMENT_INSPECTION_RELEASED	Delay resolved
SORTED_AT_DESTINATION_DEPOT	
SORTED_AT_DESTINATION_GATEWAY	
SORTED_AT_DESTINATION_HUB	

	SORTED_AT_ORIGIN_DEPOT	
	SORTED_AT_ORIGIN_GATEWAY	
	SORTED_AT_ORIGIN_HUB	
	SPONTANEOUS_RETURN	Unannounced return given to the courier
	UNLOAD_VEHICLE	Vehicle is being unloaded
InDelivery	AGREED_DELIVERY	Delivery according to agreement
	AWAITING_RECEIVER_COLLECTION	Ready for collection at DHL ServicePoint
	COLLECTION_ORDER_HANDED_OVER_TO_DRIVER	Pickup order handed over to the courier
	COLLECTION_ORDER_OUT_FOR_DELIVERY	Courier on route for pickup order
	DELIVERED_AT_ACCESSPOINT	Delivered at DHL ServicePoint
	DELIVERED_AT_DEPOT	
	DELIVERED_AT_PARCELSTATION	Delivered at DHL ServicePoint, your shipment is ready for collection

DELIVERED_AT_PREFERED_NEIGHBOURS	Delivered at preferred neighbours
LOAD_VEHICLE	Out for delivery with the courier
NOTIFICATION_FOR_PARCELSHOP_COLLECTION_HAS_BEEN_SENT	Your package is ready to be picked up.
ON_HOLD_FOR_COLLECTION	Ready for collection at the sorting center by the recipient
OUT_FOR_DELIVERY	Out for delivery with the courier
PARCEL_HELD_FOR_COLLECTION_AT_LOCAL_DEPOT	Ready for collection by the recipient
REDELIVER	New delivery attempt on the next delivery day
REDELIVER_AT_PARCELSHOP	New delivery attempt at DHL ServicePoint on the next delivery day
REDELIVER_DIFFERENT_ADDRESS	New delivery attempt on another address the next delivery day
REDELIVER_SAME_ADDRESS	New delivery attempt on the same address next delivery day

	BROKER_RELEASED	Cleared by the broker and released at customs
	COLLECTED_AT_ACCESSPOINT	Collected at DHL ServicePoint by the recipient
	COLLECTED_AT_PARCELSHOP	Collected at DHL ServicePoint by the recipient
	COLLECTED_AT_PARCELSTATION	Collected at DHL ServicePoint by the recipient
	DELIVERED	Delivered
	DELIVERED_AT_NEIGHBOURS	Delivered at the neighbours
	DELIVERED_AT_SAFEPLACE	Delivered at the preferred location
	DELIVERED_DAMAGED	Delivered with damage
	DELIVERED_IN_MAILBOX	Delivered in mailbox
	DELIVERED_NOT_IN_TIME	Delivered
	FORWARD_THIRD_PARTY	Forwarded to local carrier
Delivered	MONEY_TRANSFERED_TO_SENDER	

	SHIPMENT_COLLECTED	Collected by the recipient
Intervention	INTERVENTION	Delivery instruction changed
	INTERVENTION_DELIVERY_ADDRESS_CHANGED_INTO_PARCELSTATION	
	INTERVENTION_PROCESSED_FOR_DELIVERY_AT_SAFEPLACE	We deliver your shipment at your preferred location
	INTERVENTION_RECEIVER_REQUESTS_DELIVERY_AT_ACCESSPOINT	
	INTERVENTION_RECEIVER_REQUESTS_DELIVERY_AT_ANOTHER_TIME/DATE	We deliver your shipment at your preferred day and/or time
	INTERVENTION_RECEIVER_REQUESTS_DELIVERY_AT_DIFFERENT_ADDRESS	Request by the recipient for delivery to a different address
	INTERVENTION_RECEIVER_REQUESTS_DELIVERY_AT_NEIGHBOURS	We deliver your shipment at your neighbours
	INTERVENTION_RECEIVER_REQUESTS_DELIVERY_AT_PARCELSHOP	We deliver your shipment at a DHL ServicePoint

	INTERVENTION_RECEIVER_REQUEST S_DELIVERY_AT_PARCELSTATION	
	INTERVENTION_RECEIVER_REQUEST S_DELIVERY_AT_PREFERRED_NEIGH BOURS	
	INTERVENTION_RECEIVER_REQUEST S_DELIVERY_AT_SAFEPLACE	Preferred location communicated to DHL
	INTERVENTION_SYSTEM_REQUESTS_ DELIVERY_AT_PARCELSHOP	We deliver your shipment at a DHL ServicePoint
Exce ption	COD_AMOUNT_CHANGED	Cash on delivery amount changed on request of the sender
	DELIVERY_DATE_CHANGED_BY_DEP OT_MANAGER	Delivery postponed, delivery date changed
	DELIVERY_DATE_CHANGED_BY_DEP OT_MANAGER_REASON_CLOSED	Delivery postponed, delivery date changed
	FORWARDED_TO_DIFFERENT_PARCE LSHOP	
	PARCEL_FOUND_AT_PARCELSHOP	Pickup at DHL ServicePoint possible again

	PARCEL_INFORMATION_REMOVED_FROM_PARCELSHOP_APPLICATION	Removed from the application of DHL ServicePoint
	PARCEL_OUT_OF_TIME_FOR_DROP_OFF	Period expired for drop off at DHL ServicePoint by the sender
	PICTURE_TAKEN_OF_PARCEL	Photo taken of parcel
	RELABELED	Relabeled
	RETURN_ORDER_CANCELLED	Return order cancelled at DHL ServicePoint
	UNJUSTIFIED_SPONTANEOUS_RETURN	Unjustified return given to the courier
Information	NOTIFICATION_DELIVERED_AT_AGREED_PLACE	
	NOTIFICATION_NOT_HOME_TO_PARCELSHOP	We missed you. We deliver your shipment at a DHL ServicePoint.
Problem	ACCESSPOINT_FULL_REDELIVER	
	ADDRESS_CORRECTED_BY_DEPOT_MANAGER	Address details corrected

ADDRESS_UNKNOWN	Incorrect address details, the shipment will return to the sender
ARRIVED_DAMAGED	Arrived at the CityHub with damage
AWAITING_PAYMENT_RECEIVER_NOTIFIED	
BACKLOG_COLLECTION_CANCELLED	Shipment(s) not picked up due to backlog, pick-up order cancelled
BACKLOG_NOT_COLLECTED	No pick-up due to DHL backlog, new pick-up attempt next delivery day
BACKLOG_NOT_DELIVERED	Delivery interrupted, delivery date changed
BAD_ADDRESS	Incorrect address details, we will contact the sender for new deliver instructions
BAD_ADDRESS_INTERNATIONAL	Incorrect address details, please contact the sender
BAD_ADDRESS_NOT_COLLECTED	Incorrect pick-up address, pick-up order cancelled
BONDED_LOCATION	Stored in the customs area

CALAMITY_SYSTEM_INTERVENTION_DELIVERY_AT_PARCELSHOP	We deliver your shipment at a DHL ServicePoint
CLEARANCE_DELAY	Delayed during clearance at customs
CLOSED	Recipient is closed
CLOSED_AWAITING_COLLECTION	Recipient is closed, ready for collection by the recipient at the sorting center on the next business day
CLOSED_ON_ARRIVAL	Recipient is not present
CLOSED_SHIPMENT	Delivery (partially) interrupted, please contact the sender
COLLECTION_ADDRESS_CLOSED	Pick-up address closed
COLLECTION_ORDER_REFUSED	Pickup order refused by the courier
CS_ACTION_REQUIRED	Sender will contact DHL
DAMAGE_RETURN	Return to sender because of damage
DELIVERY_DATA_INCORRECT	Incorrect data for delivery
DELIVERY_DATA_INCORRECT_RETURN	Incorrect address details, the shipment will return to the sender

DESTROYED	Disposed of shipment as requested by the sender
FAILED_TO_DELIVER_REDELIVER	Delivery delayed, new delivery attempt on next delivery day
FORCE_MAJEURE	Delivery interrupted, delivery date changed
FOUND_AT_DEPOT	Found at the CityHub
FOUND_DURING_INVENTORY	Found during stocktaking
HELD_FOR_PAYMENT	Awaiting payment
HELD_IN_STORAGE	Held in storage
HELD_IN_STORAGE_BACKLOG	In storage for later delivery
HELD_IN_STORAGE_CLOSED	Held in storage, receiver location closed
HELD_IN_STORAGE_DAMAGED	Held in storage due to damage
HELD_IN_STORAGE_HOLIDAY	In storage because of holiday
HELD_IN_STORAGE_INCOMPLETE	In storage because of incomplete

HELD_IN_STORAGE_REFUSED	In storage because of refusal
ID_CHECK_UNSUCCESSFUL	
INCORRECT/UNKNOWN_PIN	Pincode incorrect or unknown
INSUFFICIENT_DOCUMENTATION	
INVALID_SHIPMENT_SPECIFICATION	
INVALID_SHIPMENT_SPECIFICATION_RETURN	
INVENTORY	Inventory
MIS_ROUTED	Sorted incorrectly delayed because of resorting
MISCODE	Address details incorrect because of postal code
MISROUTED_RETURN_TO_SHIPPER	
MISSED_DELIVERY_CYCLE	Missed delivery route
MISSING_AFTER_ROUTE	Delivery interrupted

MISSORT	Sorted incorrectly delayed because of resorting
NO_MONEY_REDELIVER	No payment, new delivery attempt on the next delivery day
NO_MONEY_RETURN	No payment, return to sender
NOT_ARRIVED	Not arrived at the CityHub
NOT_HOME	We missed you
NOT_HOME_NEW_DELIVERY	We missed you, new attempt on the next delivery day
NOT_HOME_RETURN_TO_SHIPPER	We missed you, the shipment will return to the sender
NOT_HOME_SYSTEM_INTERVENTION_DELIVERY_AT_PARCELSHOP	We missed you. We deliver your shipment at a DHL ServicePoint.
NOT_HOME_TO_PARCELSHOP	We missed you
NOTHING_COLLECTED	Nothing picked up by the courier
NOTHING_PICKED_UP	No shipment(s) picked up

NOTHING_PICKED_UP_GOODS_ALREADY_COLLECTED	Nothing was picked up, shipment(s) already picked up previously
NOTHING_PICKED_UP_GOODS_ARE_NOT_READY_YET	Nothing was picked up, no shipment(s) prepared
NOTIFICATION_FOR_PARCELSHOP_COLLECTION_HAS_FAILED	Failed to send notification for collection at DHL ServicePoint by the recipient
ON_HOLD	Temporarily in storage
ON_HOLD_ANNOUNCED	In storage
PALLET_MATERIAL_NOT_AVAILABLE	No empty pallet material available at pick-up address
PALLET_MATERIAL_NOT_AVAILABLE_AT_PICKUP	No empty pallet material available at pick-up address
PALLET_NOT_EMPTY	Euro-pallets at pick-up address still in use
PALLET_NOT_EMPTY_AT_PICKUP	Euro-pallets at pick-up address still in use
PARCEL_ALREADY_RETURNED	Already returned to the sender
PARCEL_MISSING	Delivery interrupted, the parcel is delayed for one or two days

PARCEL_MISSING_AT_PARCELSHOP	Collection at DHL ServicePoint by recipient not possible at this moment, please contact the sender
PARCEL_MISSING_AT_PARCELSHOP_NOTICED_AT_STOCK_CHECK	Pickup at DHL ServicePoint not possible at this moment, please contact the sender
PARCEL_MISSING_AT_PARCELSHOP_NOTICED_BY_COURIER	Pickup at DHL ServicePoint by the courier not possible at this moment, please contact the sender
PARCEL_MISSING_AT_PARCELSHOP_NOTICED_BY_CUSTOMER	Collection at DHL ServicePoint by recipient not possible at this moment, please contact the sender
PARCEL_NOT_BROUGHT_IN	Not dropped off by the sender
PARCEL_NOT_COLLECTED_AT_PARCELSHOP	Not collected at DHL ServicePoint
PARCEL_NOT_SORTED_AT_HUB_NO_INFO	Received in sorting center, awaiting the data
PARCEL_RELABELED_FOR_RETURN_TO_SHIPPER	Relabeled for return to sender
PARCELSHOP_FULL_REDELIVER	DHL ServicePoint full, new delivery attempt on the next delivery day

PARCELSTATION_DELIVERY_UNSUCC ESFULL_RETURN	
PARCELSTATION_NOT_AVAILABLE_RE DELIVER_TO_PARCELSHOP	
PARTIAL_DELIVERY	Partially delivered
PIECE_MISSING	Delivery (partially) interrupted the parcel is delayed for one day
PO_BOX	It's not possible to deliver to a post office box the shipment will return to the sender
POSTAL_CODE_INCORRECT	Incorrect address details, the shipment will return to the sender
RECEIVER_CLOSED_ANNOUNCED	Recipient closed
RECEIVER_CLOSED_COLLECTION_CA NCELLED	Pick-up address is closed, pick-up order cancelled
RECEIVER_CLOSED_COLLECTION_RE SCHEDULED	Pick-up address closed, new pick-up attempt next delivery day
RECEIVER_CLOSED_ON_HOLIDAY	Recipient is closed because of holiday

RECEIVER_CLOSED_ON_HOLIDAY_COLLECTION_CANCELLED	Pickup address is closed because of holiday pickup order cancelled
RECEIVER_CLOSED_ON_HOLIDAY_COLLECTION_RESCHEDULED	Pick-up address closed due to holiday
RECEIVER_CLOSED_ON_HOLIDAY_PICKUP_CANCELLED	Pick-up address closed due to holiday, pick-up order cancelled
RECEIVER_CLOSED_PASSED_TO_DEPOT	Recipient is closed will be forwarded to sorting center
RECEIVER_CLOSED_PASSED_TO_PARCELSHOP	Recipient is closed will be forwarded to DHL ServicePoint
RECEIVER_MOVED_OR_UNKNOWN	Recipient moved or unknown, please contact the sender
RECEIVER_MOVED_OR_UNKNOWN_NOT_COLLECTED	Pick-up address unknown
RECEIVER_ON_HOLIDAY_ANNOUNCED	Recipient closed because of holiday
REFUSED	Delivery interrupted
REFUSED_2ND_KIB	Not collected at the sorting center by the recipient return to sender

REFUSED_AT_PARCELSHOP	Refused at DHL ServicePoint by the recipient
REFUSED_BY_RECEIVER	Refused by the recipient
REFUSED_DAMAGED	Refused because of damage
REFUSED_INCOMPLETE	Refused because of incomplete
REFUSED_INVENTORY	Refused because of inventory
REFUSED_NO_MONEY	Refused because of no money
REFUSED_NO_RECAP	Refused because of missing delivery note
REFUSED_NOT_COLLECTED	Not collected by the recipient return to sender
REFUSED_NOT_ORDERED	Refused by the recipient because of not ordered
REFUSED_NOT_ORDERED_CORONA	Refused: not ordered OR Closed due to Coronavirus
REFUSED_NOT_SIGNED	Refused, receiver refuses to sign
REFUSED_OTHER_REASON	Not delivered because of other reason

REFUSED_REQUESTS_WAYBILL	Refused, receiver requests waybill
REFUSED_RETURN	
REFUSED_RETURN_TO_DD	Refused and return to sorting center
REFUSED_TOO_LATE	Refused because of delivery too late
REFUSED_WILL_NOT_PAY	Not delivered because of no payment by the recipient
REPACKED_DELIVERY_DAMAGED	Repackaged due to damage
RETURNED_NOT_COLLECTED	Not collected, return to the shipper
RETURNED_TO_SHIPPER	Returned to the sender
SAFEPLACE_DELIVERY_FAILED	Your shipment couldn't be delivered at your preferred location
SHIPMENT_INSPECTION_ON_HOLD	Shipment delayed due to screening
SHIPMENT_INSPECTION_REJECTED	Shipment blocked, please contact the sender
SHIPMENT_STOPPED	Impounded by customs

SHIPMENT_TOO_LARGE_FOR_ACCESSPOINT	
SHIPMENT_TOO_LARGE_FOR_PARCELSHOP	
SHIPMENT_TOO_LARGE_FOR_PARCELSSTATION	
STORAGE_PERIOD_ENDED_AT_ACCESSPOINT	Not collected at DHL ServicePoint by the recipient return to sender
STORAGE_PERIOD_ENDED_AT_PARCELSHOP	Not collected at DHL ServicePoint by the recipient return to sender
STORAGE_PERIOD_ENDED_AT_PARCELSSTATION	
TRACE_INITIATED	Customer service of DHL initiates action
TRACE_TERMINATED	Customer service of DHL terminates action
TRANSPORT_DELAY	Delayed during transport
UNCONTROLLABLE_CLEARANCE_DELAY	Uncontrollable delay at customs

[Show Full Table](#)

Customs data

- With the product "DHL Parcel International" the eConnect API supports shipments to countries liable to customs.
- The customs functionality of this eConnect API is not applicable for "DHL Parcel Connect". The product "DHL Parcel Connect" cannot be sent into customs destinations via this eConnect API (as of May 2022).
- For "DHL Parcel International" into customs destinations, it is mandatory to send customs data per each shipment (i.e. cCustoms request) in addition to the shipment data (i.e. cPAN request).
- The cCustoms call requires information about the content of the parcel (including its value and purpose). It will forward the electronic information to the customs entities and return a CN23 document to the user on request.
- The CN23 document is returned together with the shipment label (see explanations on "Label" above). It is issued in PDF format for printout and attachment to the parcel.
- Overview of use cases:
 - If you create a shipment to a non-customs destination, you don't need to send a "cCustoms" request. If you still send customs data, these will be ignored by the eConnect API.
 - If you create a shipment to a customs destination or region, the "cCustoms" request containing the customs data is mandatory. If you don't send it, your shipments will be rejected and you will not receive a shipment label.
 - If either one of CPAN and/or cCustoms is inconsistent, your shipments will be rejected too.

Use Cases

Use Case Overview

Below you can find an overview of the different use cases, that are available via the eConnect API. In the **next section** you can find a short description for each use case. For request/response examples please see **Reference Docs** section.

<i>Business Process</i>		<i>eConnect API functionalities/requests</i>				
N o.	Use Case	Acce ss	Shipme nt data (cPAN)	Locati on finder	T&T	Customs data (cCustom s)
1	Create DHL Parcel Connect shipment delivered to a doorstep address	yes	yes	no	option al	no
2	Create DHL Parcel Connect shipment delivered to a Service Point (Option to include location finder)	yes	yes	optiona l	option al	no

3	Create DHL Parcel Connect shipment delivered to a locker/Parcelstation in Germany	yes	yes	optional	optional	no
4	Create a DHL Parcel Return Connect shipment	yes	yes	no	optional	no
5	Create DHL Parcel International shipment (EU destination)	yes	yes	no	optional	no
6	Parcel International shipment including customs	yes	yes	no	optional	yes

7	Track and trace your shipments	yes	no	no	yes	no
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[Show Full Table](#)

Use Case 1: DHL Parcel Connect shipment delivered to door

Business Process

This request enables users to inject their shipment data for **doorstep deliveries** for **DHL Parcel Connect** shipments. If requested, the API will return the respective label in the desired format and resolution.

Key success factors:

- The recipient address must be the correct door address of the recipient
- It is recommended to include e-mail and/or phone number in the recipient data to enable recipient services (e.g. re-routing to ServicePoints)

Request/Response Examples

For examples and Try-Out functionality see [Reference Docs](#) section under "sendCPAN".

Use Case Label

Depending on how the request was specified, the response may optionally contain a shipping label in the specified format.

Use Case 2: DHL Parcel Connect shipment delivered to Service Point (Option to include location finder - see below)

Business Process

This request enables users to inject their shipment data for **ServicePoint deliveries** for **DHL Parcel Connect** shipments. The sender needs to know the desired ServicePoint address. If requested, the API will return the respective label in the desired format (e.g. PDF or ZPL) and resolution.

Key success factors:

- It is mandatory for ServicePoint shipments to include the following parameters in the address: name of recipient, name of service point, keyword, servicepointID, street, housenumber, ZIP code, city, country
- When sending the shipment data to the eConnect API, the location information needs to be integrated into the respective shipment data (cPAN), by using the mapping table shown [here](#).
- Only for directly addressed shipments to German ServicePoints (aka „Postfiliale“ – See Use Case 4) the attributes which contain the street and house number of the shops are optional.
- It is recommended to include phone numbers for SMS notification to create higher pick up rates
- Shipments to LU: Please note that there is an exception for shipments to LU as address data needs to be entered differently. In case you want to send shipments to lockers in LU, please reach out to us for further instructions

Optional: In case the desired location data of the ServicePoint is not known already, you have the **option to search for a location address** by accessing the [DHL Location Finder API](#). Ideally the eCommerce/webshop user interface lets the recipient choose the preferred ServicePoint during check-out.

Use Case Label

Depending on how the request was specified, the response may contain label in the specified format (e.g. pdf) and resolution.

Use Case 3: DHL Parcel Connect shipment delivered to locker/Parcelstation in Germany

Business Process

This request enables the user to inject their shipment data for shipments delivered to **lockers/Parcelstations in Germany**. To make use of DHL lockers in Germany, customers need to provide an identification number for each recipient (i.e. “PostNummer”), as German recipients need to be registered to receive locker shipments. The PostNummer needs to be inserted into the “customerIdentification” field of the recipient data in the shipment data request. If requested, the API will return the respective label in the desired format and resolution.

Key success factors:

- The attributes which contain the street and house number of the shops are optional.
- It is recommended to include phone numbers for SMS notification to create higher pick up rates at the locker.
- Shipments to Luxembourg: Please note that there is an exception for shipments going to LU as address data needs to be entered differently. In case you want to send shipments to lockers in LU, please reach out to us for further instructions.

Use Case Label

Depending on how the request was specified, the response may contain label in the specified format (e.g. pdf) and resolution.

CMR DHL PARCEL CONNECT

firstName(35) name(35)¹

Street1(35), street1Nr(10), city(35)², postcode(10)³, country(2)⁴

firstName(35) name(35)¹

customerIdentification(35)

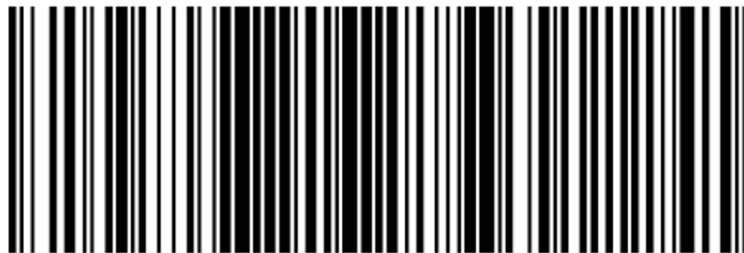
Keyword and ID of locker⁵

postcode(10) city(35)

country(2)

		Day:	Time:
referenceNr(35)		Created: 2020-10-27	Piece: 1/1

MDP version 1.7



(2L)DE53175+70540000



(J)VGL00000000635142933002

NOTES:

¹ if firstName is too long name is omitted

^{2,3,4} if content of line is too long elements are printed in the numbered order

⁵ added by label service

Use Case 4: DHL Parcel Return Connect shipment

The following request enables the user to send shipment data for a **DHL Parcel Return Connect** Shipment. If requested, the API will return the respective label in the desired format (PDF or ZPL).

Key success factors:

- The Return product needs to be dropped-off by the customer in a local ServicePoint or PostOffice in the country of residency.
- DHL Return Connect offers a public website to search for drop-off locations all accross Europe: <https://finder.dhlparcel.com/>
- Make sure to inform your recipients (i.e. consumers) about where they can search for possible drop off points for returns in their region, e.g. by distributing this link (<https://finder.dhlparcel.com/>)
- It is recommended to additionally generate return instructions. Return instructions contain handling information to help return senders (i.e. consumers) to correctly handle the return shipment. The instructions are issued by DHL in all local European languages and can be requested via our contact form ([add link](#)).

Request Example

POST /ccc/send-cpan?generateLabel=true&labelFormat=pdf HTTP/1.1

Host: api-sandbox.dhl.com

Content-Type: application/json

Authorization: Bearer

AJx0yDAMVnBlcBsSeTwuPpkytYz78fzgUG20aBrTyMBPeP347pVDrz

{

 "dataElement": {

 "parcelOriginOrganization": "GB",

 "parcelDestinationOrganization": "DE",

```
"general": {  
  "product": "ParcelEurope.return.network"  
},  
"cPAN": {  
  "addresses": {  
    "sender": {  
      "type": "default",  
      "firstName": "John",  
      "name": "Doe",  
      "additionalName": "Rain Inc.",  
      "mobileNr": "+441234567890",  
      "email": "john.doe@example.com",  
      "street1": "Ossulston St.",  
      "street1Nr": "174",  
      "postcode": "NW1 1DN",  
      "city": "London",  
      "country": "GB",  
      "referenceNr": "REF45678901234567890123456789012345",  
      "customerIdentification": "YOUR_ID_HERE"  
      "customerAccountNr1": "YOUR_ID_HERE"  
    },  
    "recipient": {  
      "type": "doorstep",
```

```
    "firstName": "",
    "name": "c/o DHL Parcel Europe",
    "additionalName": "Good Weather GmbH",
    "street1": "Robert-Bosch-Str.",
    "street1Nr": "750",
    "postcode": "93055",
    "city": "Regensburg",
    "country": "DE"
  }
},
"features": {
  "physical": {
    "grossWeight": "1.0"
  }
}
}
}
```

Response Example

Depending on how the request was specified, the response may contain label in the specified format (e.g. pdf) or not (see example below). The response will also contain a status code as well as a status message both indicating whether the request could be processed successfully or not (see examples below).

CMR DHL RETURN CONNECT

firstName(35) name(35)¹

Street1(35), street1Nr(10), city(35)², postcode(10)³, country(2)⁴

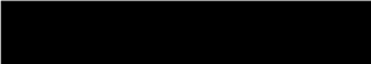
additionalName(35)

firstName(35) name(35)¹

street1(35)⁵ street1Nr(10)

postcode(10) city(35)

country(2)

	Day:	Time:
	Created: 2020-10-28	Piece: 1/1

MDP version 1.7



(2L)DE93055+72000000



(J)VGL00000000264908099350

NOTES:

¹ if firstName is too long name is omitted

^{2,3,4} if content of line is too long elements are printed in the numbered order

⁵ cut off if needed to get space for housenumber

Success Response

HTTP/1.1 200

Content-Type: application/json;charset=UTF-8

shipmentId: JVGL003101234567801234

```
{
  "response": {
    "status": "200",
    "timestamp": "2017-03-21T06:29:55",
    "customerId": "AAAA",
    "sessionId": "f10953e8-2e73-41f4-ab4e-818ea4ac76ad",
    "statusCode": "OK",
    "statusMessage": "cPAN has been processed successfully"
  }
}
```

Error Response

HTTP/1.1 400

Content-Type: application/json;charset=UTF-8

shipmentId: JVGL003101234567801234

```
{
  "error": {
    "status": "400",
    "timestamp": "2017-03-21T06:29:55",
    "sessionId": "f10953e8-2e73-41f4-ab4e-818ea4ac76ad",
    "statusCode": "ERROR",
    "statusMessage": "Unexpected input provided"
  }
}
```

Use Case 5: DHL Parcel International shipment

This request enables the user to inject their shipment data for **DHL Parcel International** shipments. If requested, the API will return the respective label in the desired format (PDF or ZPL).

Key success factors:

- Please note: If “customsDocCount” in your response is 1 or more, you need to additionally send a “cCustoms” request as this lane requires custom clearance (Please see Use Case 6).

Request Example

```
POST /ccc/send-cpan?generateLabel=true&labelFormat=pdf HTTP/1.1
Host: api-sandbox.dhl.com
Content-Type: application/json
Authorization: Bearer
47gbtqPg5cEOfmv2FXGWNe4lFyHrwM3jZfurBGGCCdex7SRXXbAYrV
```

```
{
  "dataElement": {
    "parcelOriginOrganization": "NL",
    "parcelDestinationOrganization": "US",
    "general": {
      "product": "ParcelEurope.parcelinternational"
    },
    "cPAN": {
      "addresses": {
        "sender": {
          "type": "default",
          "firstName": "",
          "name": "Good Weather GmbH",
          "street1": "Beulingstraat",
          "street1Nr": "17a",
          "postcode": "1017 BA",
          "city": "Amsterdam",
```

```

        "country": "NL",
        "referenceNr":
"REF45678901234567890123456789012345",
        "customerIdentification": "6266404794",
        "customerAccountNr1": "YOUR_ID_HERE"
    },
    "recipient": {
        "type": "doorstep",
        "firstName": "John",
        "name": "Doe",
        "additionalName": "Rain Inc.",
        "mobileNr": "+1234567890",
        "email": "john.doe@example.com",
        "street1": "Long Street",
        "street1Nr": "16",
        "postcode": "NJ 07305",
        "city": "New York City",
        "country": "US"
    }
},
    "features": {
        "physical": {
            "grossWeight": "1.0"
        },
        "undeliverableInstruction": "Return"
    }
}

```

Response Example

Depending on how the request was specified, the response may contain label in the specified format (e.g. pdf) or not (see example below). The response will also contain a status code as well as a status message both indicating whether the request could be processed successfully or not (see examples below).

From: firstName(35) name(35)¹
Street1(35) street1Nr(10)
postcode(10)³ city(35)²
country(2)⁴

firstName(35) name(35) additionalName(35)²
street1(35) street1Nr(10)
postcode(10) city(35)
country(2)

PREMIUM

customerAccountNr1(14)
referenceNr(35)³
parcelIdentifier⁴

Weight: 1.0 kg
Piece: 1

In case of a failed delivery / Vorausverfügung bei Unzustellbarkeit / En cas de non-livraison:
Return to sender / Rücksenden an den Absender / Renvoyer a l'expediteur

Routingcode



(2L)FR75001+71000000

Identcode



CS657903145DE

NOTES:

¹ if firstName is too long name is cut off

² if content of line is too long last elements are cut off

³ if content of field is too long field is cut off

⁴ added by label service

Success Response

HTTP/1.1 200

Content-Type: application/json;charset=UTF-8

shipmentId: JVGL003101234567801234

```
{
  "response": {
    "status": "200",
    "timestamp": "2017-03-21T06:29:55",
    "customerId": "AAAA",
    "sessionId": "f10953e8-2e73-41f4-ab4e-818ea4ac76ad",
    "statusCode": "OK",
    "statusMessage": "cPAN has been processed successfully"
  }
}
```

Error Response

HTTP/1.1 400

Content-Type: application/json;charset=UTF-8

shipmentId: JVGL003101234567801234

```
{
  "error": {
    "status": "400",
    "timestamp": "2017-03-21T06:29:55",
    "sessionId": "f10953e8-2e73-41f4-ab4e-818ea4ac76ad",
    "statusCode": "ERROR",
    "statusMessage": "Unexpected input provided"
  }
}
```

Use Case 6: DHL Parcel International shipment including customs

Note that the customs functionality of this eConnect API is not available for the product "DHL Parcel Connect". Customs shipments are only available for the "DHL Parcel International" product.

This use case / request enables the user to inject their shipment data for **DHL Parcel International** shipments, if **custom clearance** is required. In this case, it is mandatory send a "cCustoms" request after sending the cPAN (See Use Case 6 for a cPAN example). The cCustoms call requires information about the content of the parcel (including its value and purpose). It will forward the electronic information to the customs entities and on demand return a CN23 document as PDF for printout and attachment to the parcel.

Key success factors:

- Always send cCustoms if you send to a customs destination or region as it is mandatory. If not provided, the shipment will be rejected.
- Make sure that both cPAN and cCustoms are correct; otherwise the system will reject the shipment.
- CPAN request needs to be send before cCustoms and the parcelIdentifier is mandatory here
- When sending in your cPAN, "customsDocCount" in the response informs you about the amount of CN23 printouts required for that specific shipment.

Request Example

POST ccc/send-cCustoms?generateCustomsDocument=true HTTP/1.1

Host: api-sandbox.dhl.com

Content-Type: application/json

Authorization: Bearer

AJx0yDAMVnBlcBsSeTwuPpkytYz78fzgUG20aBrTyMBPeP347pVDrz

{

```
"dataElement": {  
  "version": "0200",  
  "parcelOriginOrganization": "NL",  
  "parcelDestinationOrganization": "US",  
  "general": {  
    "parcelIdentifier": "CY657904000DE",  
    "timestamp": "2020-12-04T14:13:58.798000",  
    "product": "ParcelEurope.parcelinternational",  
    "routingCode": "2LJP5300002+71000000",  
    "customerIdentification": "5012345678"  
  },  
  "cCustoms": {  
    "CustomsIDs": {  
      "sender": [{  
        "idType": "VAT",  
        "identifier": "789012"  
      }]  
    },  
    "shippingFee": {  
      "currency": "EUR",  
      "value": "5.50"  
    },  
    "goodsDescription": {
```

```
"general": {
  "goodsClassification": "ProductSample",
  "currency": "EUR"
},
"item": [{
  "description": "Tea, green",
  "customsTariffNumber": "902100",
  "originCountry": "NL",
  "quantity": "2",
  "netWeight": "0.100",
  "value": "8.00"
},
{
  "description": "Sneakers",
  "customsTariffNumber": "640411",
  "originCountry": "NL",
  "quantity": "1",
  "netWeight": "0.400",
  "value": "49.99"
}
]
},
"customsDocuments": {
```



```

        "document": [{
            "docType": "Invoice",
            "identifier": "Inv-2020-12345"
        }
    ],
    "comment": "Some additional information for customs authorities"
}
}
}

```

Response Example

Depending on how the request was specified, the response may contain a CN23 document in the specified format (e.g. pdf) or not . The response will also contain a status code as well as a status message both indicating whether the request could be processed successfully or not (see examples below).

Success Responses

Scenario 1: without CN23

```

HTTP/1.1 200
Content-Type: application/json;charset=UTF-8

```

```

{
  "response": {
    "status": "200",
    "timestamp": "2020-08-06T10:31:55",
    "customerId": "EKPTTest001",
    "sessionId": "f10953e8-2e73-41f4-ab4e-818ea4ac76ad",
  }
}

```

```
    "statusCode": "OK",  
    "statusMessage": "cCustoms has been processed successfully"  
  }  
}
```

Scenario 2: with CN23

```
HTTP/1.1 200  
Content-Type: application/pdf;charset=UTF-8
```

CN23 document as PDF.

Error Responses

```
HTTP/1.1 200  
Content-Type: application/json;charset=UTF-8
```

```
{  
  "error": {  
    "status": "400",  
    "timestamp": "2020-08-06T10:32:55",  
    "sessionId": "a10953e8-2e73-41f4-ab4e-818ea4ac76ad",  
    "statusCode": "ERROR",  
    "statusMessage": "Unexpected input provided"  
  }  
}
```

Use Case 7: Track and trace your shipment

The API offers a full **track and trace functionality** for the shipments of each user. It is possible to request the status information on singular shipment or account level.

```
GET /ccc/track-trace?shipmentId=JVGL00000000600337158749
```

```
HTTP/1.1
```

```
Host: api-sandbox.dhl.com
```

```
Content-Type: application/json
```

```
Authorization: Bearer
```

```
AJx0yDAMVnBlcBsSeTwuPpkytYz78fzgUG20aBrTyMBPeP347pVDrz
```

```
{
  "barcode": "JVGL00000000600337158749",
  "barcodes": ["JVGL00000000600337158749"],
  "date": "2018-09-21T08:07:02.000Z",
  "events": [
    {
      "parcelId": "2644d961-2a6e-45a7-86ba-1dc808841bc6",
      "category": "DATA_RECEIVED",
      "leg": {
        "accountId": "00000000",
        "network": "MDP"
      },
      "localTimestamp": "2018-09-21T09:52:45.018+02:00",
      "status": "PRENOTIFICATION_RECEIVED",
      "timestamp": "2018-09-21T07:52:45.018Z",
      "type": "LEG_EVENT"
    },
    {
      "category": "UNDERWAY",
      "facility": "Ottendorf-Okrilla-01458",
      "localTimestamp": "2018-09-21T09:54:59.000+02:00",
      "leg": {"network": "CDEx"},
      "status": "PICKED_UP",
      "timestamp": "2018-09-21T07:54:59.000Z",
      "type": "PIECE_EVENT"
    },
    {
      "category": "UNDERWAY",
      "facility": "Frankfurt-60327",
      "localTimestamp": "2018-09-21T09:56:02.000+02:00",
      "leg": {"network": "CDEx"},

```

```
    "status": "GATEWAY_DEPARTED",  
    "timestamp": "2018-09-21T07:56:02.000Z",  
    "type": "PIECE_EVENT"  
  },  
  {
```

```
    "category": "UNDERWAY",  
    "facility": "Liège-4000",  
    "localTimestamp": "2018-09-21T09:56:51.000+02:00",  
    "leg": {"network": "CDEx"},  
    "status": "GATEWAY_ARRIVED",  
    "timestamp": "2018-09-21T07:56:51.000Z",  
    "type": "PIECE_EVENT"  
  },  
  {
```

```
    "category": "UNDERWAY",  
    "facility": "Turnhout-2300",  
    "localTimestamp": "2018-09-21T09:58:07.000+02:00",  
    "leg": {"network": "CDEx"},  
    "status": "GATEWAY_DEPARTED",  
    "timestamp": "2018-09-21T07:58:07.000Z",  
    "type": "PIECE_EVENT"  
  },  
  {
```

```
    "category": "UNDERWAY",  
    "facility": "Roermond-6043JR",  
    "localTimestamp": "2018-09-21T10:02:16.000+02:00",  
    "leg": {"network": "CDEx"},  
    "status": "ARRIVED_AT_INBOUND_GATEWAY",  
    "timestamp": "2018-09-21T08:02:16.000Z",  
    "type": "PIECE_EVENT"  
  },  
  {
```

```
    "category": "DATA_RECEIVED",  
    "localTimestamp": "2018-09-21T10:03:04.000+02:00",  
    "leg": {"network": "ECOMMERCE"},  
    "status": "PRENOTIFICATION_RECEIVED",  
    "timestamp": "2018-09-21T08:03:04.000Z",  
    "type": "PIECE_EVENT"  
  },  
  {
```

```
    "category": "LEG",
```

```

        "leg": {
            "accountId": "49538108",
            "network": "ECOMMERCE"
        },
        "localTimestamp": "2018-09-21T10:04:03.000+02:00",
        "status": "LEG_CREATED",
        "timestamp": "2018-09-21T08:04:03.000Z",
        "type": "LEG_EVENT"
    },
    {
        "category": "DELIVERED",
        "facility": "Luyksgestel-5575AE",
        "localTimestamp": "2018-09-21T10:07:02.000+02:00",
        "leg": {"network": "CDEx"},
        "status": "DELIVERED",
        "timestamp": "2018-09-21T08:07:02.000Z",
        "type": "PIECE_EVENT"
    }
],
"type": "SHIPMENT",
"deliveredAt": "2018-09-21T10:07:02.000+02:00"
}

```

Support & FAQ

DHL eCommerce Solutions Europe is always here to help you out.

Please use the contact forms according to your need:

- [Business Questions](#)
- [Technical Questions](#)

Testing / Getting started

Should we conduct all testing against the sandbox API or are we also able to test towards the production API?

First we kindly ask you to do all testing against the Sandbox, until you have finalized your flow with working requests/replies. Then we will do an approval of label & request data. After that you will receive PROD credentials for real-life shipment tests (e.g. with a couple of customer shipments).

Note: usually a limited amount of test shipments against the production environment remain without consequence, if there are no scan events performed by DHL and no additional services are requested (e.g. pickup-requests).

Do you have any Postman collections of the different requests that you could share with us?

Unfortunately we do not share those at the moment, they are only used internally by our developer team.

Sending shipments

Which information is mandatory to enter to be able to book a shipment?

Please see our [request spec](#) for details on each field.

Do you have package volume and weight validations on your side through the API, or do we need to have all the validations on our side?

We have a validation service for several aspects of the shipment, but that is currently inactive for self-labeling customers. Only active for API-label customers.

Which package types should be available?

The allowed packaging types per product and shipment can be obtained from the product information (see overview section) and need to be obeyed. On the API-call

there is no package-type field, so from IT-integration perspective the type of packaging does not have relevance.

Is it possible to ask for status files through customer ID or shipment ID?

This is unfortunately not possible as we do not offer FTP transmission and the API does not push statuses. Track and trace is currently offered via API calls on shipment or customer level only, no status files are provided.

Label

How do we request the label through the API, do you have any examples?

This is part of the GET request, it is defined [here](#).

Is it possible to send in a parcel ID/parcelIdentifier while also requesting a label, so that the label would contain the customers own parcel ID?

This is not supported at the moment. Either you use our API-generated label, which will come with a dedicated number range starting with “JVGL...” or you create the label yourself, applying a different number range.

Do you have any restrictions on which kinds of parcel ID's you are accepting?

The following options exist for identifiers:

- ASC MH10 in symbology Code 128 barcode, max. 35digits (alphanumeric characters)
- GS1 (former EAN), starting with an FNC1 character in symbology Code GS1 128, 20digits (numerical)

It is permitted that the routing barcode is shown in one license plate barcode format (i.e. ASC MH10) while the identifier is shown in another license plate barcode format (i.e. GS1)

Service Points

When we request available service points from the API, does the receiving address need to look exactly like in your specification?

The minimum requirement is to provide a correct zip code and city.

How should the service point be sent in the EDI to you?

It is essential to map the retrieved service point addressing information to the correct API fields. Please see our example CPAN for this use case [here](#).

Is it possible to search by ServicepointID via the API?

This search option is not available at the moment.

Integrators

Are the EDI credentials unique to the integrator or to the customer?

Generally the credentials are customer-unique. Only in case the service is cloud-based (and not installed on customers premises), we can issue a central pair of credentials to you, so that it is integrator-unique.

Legal Terms

Specifics for the use of DHL eCommerce Solutions Europe API

To register for the use of and/or access to DHL eCommerce Solutions' Europe API and the underlying API Services (create shipment, generate label, track & trace, parcel shop finder) – hereinafter referred to as DHL eCommerce Solutions Europe API – you and/or the entity you are authorized to represent (hereinafter "You"/"Your") need to have an account with and/or have entered into a Customer Services Agreement with one of DHL eCommerce Solutions' legal entities. If You engage an external developer or other IT services provider to represent You and to develop Your Application according to the General Developer Portal Terms of Use and these special API terms & conditions (also referred to as "Legal Terms"), You are liable for the acts or omissions of such third party in connection with the access to and/or usage of the DHL eCommerce Solutions Europe API.

These Legal Terms and the General Developer Portal Terms of Use govern your usage of and/or access to the DHL eCommerce Solutions Europe API including the API Services and, unless otherwise stated herein, do not replace and/or modify any other DHL eCommerce Solutions terms and conditions of Carriage, Customer Services Agreements and/or any other agreements, contracts or SOWs with DHL eCommerce Solutions or any of its affiliates, which govern services or products provided to you (separately, each an "Agreement"). Notwithstanding the foregoing, you expressly acknowledge and agree that solely with respect to your use of and access to the DHL eCommerce Solutions Europe API these Legal Terms and the General Developer Portal Terms of Use shall have preference over the terms and conditions in an Agreement, unless any terms and conditions in an Agreement specifically address the use of/access to the DHL eCommerce Solutions Europe API by You, in which case the specific terms and conditions of the Agreement shall prevail with respect to Your use of/access to the DHL eCommerce Solutions Europe API.

You shall use the services and/or data that You receive via the DHL eCommerce Solutions Europe API only for the legitimate contractual purposes and only in connection with DHL eCommerce Solutions' carriage services.

The following prerequisites and/or restrictions apply for the usage of data or information received via the DHL eCommerce Solutions Europe API:

Parcel shop finder

Data requested and received via this API, such as addresses of DHL Service Point locations, location types, services at location, is hereinafter referred to as "Location Data".

Such Location Data is provided to You and/or the entity you are authorized to represent (hereinafter “You”/”Your”) via the DHL eCommerce Solutions Europe API under the following prerequisites and/or restrictions:

- You shall **only** publish, display and/or otherwise use the Location Data in connection with location data of other logistics/transportation services providers (e.g. show DPDHL’s locations together with locations of other transportation and/or logistics services providers on a website – a comparison portal for example – or any other (electronic) channel and/or medium), provided that You
 - always show and/or display all DPDHL locations, that are available at the according address and that have been provided to You via the DHL eCommerce Solutions Europe (i.e. without dismissing single locations), and
 - do not specifically select and/or recommend single locations thus contradicting DPDHL’s business interests.
- You shall **not** store and/or modify Location Data in any form; it is especially prohibited to analyze and/or derive data/information for competitive purposes from the Location Data without our prior written consent.

Label

The API Service "label" provides You with the possibility to create and download labels for singular shipments. Please note that the creating and/or downloading of a label does not constitute the contract of carriage. Such contract will be concluded once the labeled package is handed over or picked up and accordingly accepted by DHL eCommerce Solutions

Track & Trace

Data requested and received via this API, such as transport status, estimated delivery date, is hereinafter referred to as "Tracking Data".

Tracking Data is Confidential Information in the meaning of section "Communication" of the General Developer Portal Terms of Use. Other than set forth below You must

not reveal and/or provide third parties with the Tracking Data and/or analyze, modify such data in any form and/or derive data/information especially for competitive purposes from it without DHL eCommerce Solutions' prior written consent.

Tracking Data is provided to You and/or the entity you are authorized to represent (hereinafter “You”/”Your”) under the prerequisite, that You retrieved the according tracking number in compliance with the applicable law, especially in the field of data protection and competition law and that You use the Tracking Data solely for Your own or Your customers’ legitimate tracking purposes.

You shall not combine Tracking Data with advertisement or present it in a way that it could be regarded as advertisement.

Unless otherwise agreed, You shall delete the Tracking Data 90 days after the delivery (of the shipment) to the recipient is completed. DHL eCommerce Solutions shall not be required to provide Tracking Data to You that is older than 90 days from the delivery date.

The use and submission of Tracking Data – including submission to any of Your subcontractors – shall always be in compliance with applicable laws and regulations, including – without limitation – data protection laws and competition/antitrust law.

If You are neither the shipper/sender nor the recipient of packages the Tracking Data refers to,

- You shall ensure, that you are duly authorized to act on behalf of the sender and/or the recipient;
- You shall make the sender and/or the recipient aware of the restrictions set out in this User Guide just as the General Developer Portal Terms of Use;
- You shall make the sender aware of the necessity to inform the recipient transparently about the processing of his/her personal data according to applicable data protection laws;
- You shall inform the sender and/or recipient transparently that the use of Your Application may result in the disclosure of data being subject to postal secrecy and data protection laws to third parties (including You).

Reference Docs

[Download API Spec](#)

Our DHL eCS API provides you an interface to send shipment data, retrieve labels and access track and trace information. Please find instruction below. If you would like to additionally search for address data of our service points (e.g. find the closest parcel shop of a specific address), please visit DHL Location Finder API

(<https://developer.dhl.com/api-reference/location-finder#get-started-section/overview>).

Changelog

Disclaimer: This changelog is intended to give a summary of major changes between API versions only. For full details of all changes compared to a previous version, please always refer to the API description in its entirety.

- 1.0.9
 - Tryout Enabled
- 1.1.10
 - Document Updated as per OpenAPI 3.0 standard

Servers

<https://api-sandbox.dhl.com>

Authorize

Get Access Token

Endpoints

GET

/ccc/v1/auth/accesstoken

Get Access Token

Send CPAN

Endpoints

POST

/ccc/send-cpan

Send shipment data and receive labels

Send CCustoms

Endpoints

POST

/ccc/send-cCustoms

Send cCustoms data

Send ReturnInternational With CCustoms

Endpoints

POST

/ccc/ReturnInternational

Send ReturnInternational with cCustoms data

Send ConnectPlus

Endpoints

POST

`/ccc/createShipmentPlus`

Send connectPlus data and Generate Label

Track & Trace

Endpoints

GET

`/ccc/track-trace`

Get Track & Trace details of Shipment

Track & Trace Paging

Endpoints

GET

`/ccc/track-trace/shipments`

Get Track & Trace details of shipments with paging

Multiple Track & Trace

Endpoints

GET

`/ccc/track-trace/customerWithDateInterval`

Get Multiple Track & Trace of Customer with date interval