Parcel UK

v 1.0.7

Division: DHL eCommerce Solutions

Best for:

- **Parcel UK** shipping and tracking
- Creating **Domestic** (UK) and **International** parcel shipments (UK pickup)
- Retrieving product and service information, which can be used to integrate and enrich your own IT fulfilment systems

Region: United Kingdom
Used for: Tracking, Shipping, Capability

Overview

The DHL Parcel UK API(s) are a set of tools and services that enable customers and partners to integrate directly with our latest products. These services allow you to:

Shipment

Tracking

Reference

Create shipments and optionally return the labels

Track your shipments as they transit our logistics network

Retrieve product and service information, which can be used to integrate and enrich your own IT fulfilment systems

Scope

These APIs support the following types of parcel products

- Domestic (UK) and International delivery
- Domestic pick-up (UK)
- Returns (UK)
- Ability to generate ZPL, PNG, and PDF Labels, including return instructions

Created for developers

- A single API based on industry standards that developers know and understand
- Built with the fast-paced warehouse and time-sensitive e-commerce checkout in mind
- Dedicated API environment to test your solution
- Developer support from DHL API experts

Using the API

The API has been designed for use by developers. You will need basic knowledge of REST APIs, JSON, and HTTPS. Also, your organisation must to have an **active customer account with DHL Parcel UK**. If you need to learn more on how to get an account, please use this web form

Use Cases

Use Case Overview

Below you can find an overview of the different use cases and supporting APIs

Use Case	Service

ACCESS TOKEN	Use the **Access Token API** to get the Oauth 2.0 access token for accessing DHL Parcel UK API. Access token is valid for 1 hour.
PRODUCT CAPABILITY	Use the **Product Capabilities API** to get domestic and international DHL Parcel UK products available for your shipment. Provide the origin, destination country and postcode with weight to get the suitable product list. You can further filter available products with optional parameters e.g. destination address type, length, width, height etc.
CREATE SHIPMENT	Use the **Shipping Label API** to create DHL Parcel UK shipments, you can optionally return labels and provide return (labels and instructions) and customs information. It is recommended to first use the **Reference Data API** to retrieve valid product and service information. Passing invalid information will result in response errors when creating shipments.
CREATE LABEL	Use the **Shipping Label API,** at this stage labels can only be generated during the create shipment process.

TRACKING	Use the **Tracking API**, this service retrieves tracking statuses for DHL Parcel Shipments
SERVICES	Use the **Reference Data APIs** to get DHL Parcel UK domestic and international services. Use the Service code from this API in shipping label API The domestic UK service is combination of Product (Based on weight and dimensions) and service (Next day. Next day 9AM, Saturday).
PRODUCT INFORMATION	Use the **Reference Data APIs,** This service offers all of the reference and product data that can be used to crate shipments. In addition you can use this service to keep your local IT systems and service up to date and synchronised with DHL Parcel UK.
PRODUCT COUNTRY FEATURE	Use the **Reference Data APIs** to get DHL Parcel UK offering in UK and internationally.

	This gives reference for availability of particular DHL Parcel UK product in given country.
US STATES	Use the **Reference Data APIs** to get US states codes. This is useful for sending correct state codes in DHL Parcel UK shipping label API
COUNTRY DATA	Use the **Reference Data API,** when creating international shipments, it is important that valid country data be provided.
POST CODE VALIDATION	Use the **Reference Data API,** when creating domestic shipments, it is important that valid postal code data be provided.
CURRENCY DATA	Use the **Reference Data APIs** to get the currency code and name This is useful for sending correct currency codes in DHL Parcel UK shipping label API.

UK PUBLIC HOLIDAY DATA	Use the **Reference Data APIs** to get the UK public holiday data. Public holiday information is useful to check days on which collections and deliveries can be arranged by DHL Parcel UK
UK POSTCODE DISTRICT DATA	Use the **Reference Data APIs** to get the UK Post code district data. Post codes and postcode districts enables with accurate address enables on time deliveries. Use postcode district API to validate postcode district in UK. Also get the service availability for delivery postcode district.

Show Full Table

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. If you have an active account with DHL Parcel UK please contact your Sales person or Account Manager.
   If you do not have an account please use this web form
   https://www.dhl.com/gb-en/home/our-divisions/parcel/business-users/business-services/sales-enquiry.html
2. The DHL API team are unable to accept direct requests and will contact you directly once your case has been registered
3. At this stage access to the sandbox API's will be provided - you can try and make requests directly from the reference docs section. Read the detailed documentation on how to use APIs.

Using the API

To get access to the API, you will receive a **Client ID** and a **Client Password**; please use the contact form to apply for these.

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

The "Token" API call provides an OAuth 2.0 Bearer token with authorization scope, assigned to your client id. It grants you an access to use the APIs.

It is advisable to first use the **Reference Data APIs** to obtain valid product and shipping combinations. Invalid parcel combinations will not be allowed and will result in an error response. For example it will not be allowed to create an international shipment with a UK domestic service.

A sound understanding of the Reference Data APIs will accelerate onboarding.

Environments

The addressable API base URL/URI environments are:

Environment	Description
https://api-uat.dhl.com	UAT environment

https://api.dhl.com   Production environment

The UAT environment can be used for testing and development freely. Only the production environment will trigger underlying processes such as billing and operational procedures.

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.

Shipping Label API

This API offers various functionalities that all support you in managing your parcel shipments. You will find a detailed description on how to use these along with snippets in the reference section

Labels

- This API can generate labels as a base64 encoded string
- Labels are available for all covered products, i.e. DHL Parcel Connect, DHL Parcel Return Connect and DHL Parcel International, to understand how this works please visit the reference section
- Currently the following formats and resolutions are available:

	PDF	ZPL 203 dpi (10 x 15cm)	PNG 203 dpi (10 x 15cm)
Connect	P	P	P
Return Connect	P	P	P
Parcel International	P	P	P

- When implementing DHL Parcel Return labels, it is recommended to additionally generate return instructions please visit the reference section to learn more

Legal Terms

1. When using or accessing the DHL Parcel UK API and its associated services (for the avoidance of doubt, a reference to DHL Parcel UK API in these Legal Terms is deemed a reference to the DHL Parcel UK API including the API Services, unless the context suggests otherwise) you are entering into a legal agreement and you agree to all of the terms and conditions set out in these Legal Terms without amendment. In agreeing to these Legal Terms, you have already agreed to abide by the General Developer Portal Terms of Use, which represents an additional binding agreement relating to your use of the DHL Parcel UK API, whereas these Legal Terms prevail in the event of a conflict or inconsistency between the General Developer Portal Terms of Use and these

Legal Terms (also see section "MISCELLANEOUS" of the General Developer Portal Terms of Use).

2. To register for the use of DHL Parcel UK API You and/or the legal entity you are authorized to represent (hereinafter "You"/"Your") need to have an active customer account with a DHL Parcel UK entity (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.

3. If You engage an external developer, or other IT services provider to develop Your Application or any other third party ("Third Parties") to access and/or use the DHL Parcel UK 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 UK API.

4. The Legal Terms govern Your use of and/or access to the DHL Parcel UK API and, unless otherwise stated herein, do not replace and/or modify the applicable terms and conditions of carriage; any transportation services agreement; or any other agreements with DHL 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 Parcel UK API the Legal Terms shall take precedence over the terms and conditions in an Agreement, unless an Agreement specifically addresses the use of or access to the DHL Parcel UK API by You, in which case the Agreement shall prevail.

5. You grant DHL the right to use all data, documents, logos or other information transmitted by You to or within the DHL Parcel UK API ("Information"), for the purposes specified in the API Services. This includes the use of the Information for the purpose of processing and transporting shipments. You shall ensure that all Information which You transmit to DHL via the DHL Parcel UK API is complete, correct and accurate. You will be solely responsible for any damage or consequence that may arise from the use of false or incorrect or incomplete Information. You shall be solely responsible for, and shall indemnify DHL in full against, any claims, losses, damages or consequences that may arise from the use of or reliance on the Information.

6. You are responsible for all activities conducted via the DHL Parcel UK API in accordance with all applicable laws, in particular competition, data protection and customs laws. You shall be responsible for the provision of the correct legal ground to process personal data in order for DHL to communicate with receivers and consignees of shipments. In particular, in countries where consent is required, You shall obtain the consent of any receiver for the receipt of any e-mail or SMS from DHL or any other data, documents or information in electronic form and in general, from any third party, for personal data owned by

any third party and which You provided to DHL. On request of DHL, You shall provide DHL with evidence of such consent.

7. DHL will handle personal data in accordance with applicable data protection laws and the Deutsche Post DHL Data Privacy Policy. More information can be found on DHL's Privacy Notice. You must process all personal data You send to us or obtain from us, according to applicable data protection laws.

8. The API Services are provided on an "as is" basis. DHL, to the fullest extent permitted by law, excludes all warranties, whether express, implied, statutory or otherwise, including but not limited to the implied warranties of merchantability, non-infringement of third parties rights and fitness for a particular purpose. DHL, its affiliates or agents make no representations or warranties about the accuracy, completeness, security or timeliness of the API Services. No information obtained via the DHL Parcel UK API shall create any warranty not expressly stated by DHL in the Legal Terms.

9. You shall use the DHL Parcel UK API only for the legitimate contractual purposes and only in connection with Your DHL shipments.

10. These Legal Terms and the General Developer Portal Terms of Use as incorporated here into shall be governed by and construed in accordance with English law, without regard to its conflict of law principles. The courts of England shall have exclusive jurisdiction, unless a mandatory place of jurisdiction is applicable. Any references in the General Developer Portal Terms of Use to German or European Union laws shall be enforceable according to English law, and should such references to German or European laws be deemed unenforceable, the most similar legal concept under English law shall apply.

11. **API Services**

The following prerequisites and restrictions apply for the use of and access to the API Services, the data or the information provided via the DHL Parcel UK API.

- *"Shipment"*

When using the API Service "Shipment" this includes, amongst other things, the possibility to create and print shipping labels, to book shipment collections and access other value added services. Please be aware that the booking of the shipment within DHL Parcel UK API **does not constitute the contract of carriage**. The contract of carriage will only be concluded when the shipment is handed over or picked up and accepted by DHL.

- *"Label"*

The API Service "Label" provides You with the possibility to create and download labels for shipments. Please note that the creating and/or downloading of a label does not constitute the shipping contract. Such contract shall be governed separately.

- *"Tracking"*
  - Data requested and received via the API Service "Tracking", such as transport status, estimated delivery time, including the tracking number 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's prior written consent.
  - Tracking Data is provided to You and/or the entity you are authorized to represent 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 180 after the last tracking event is completed. Last tracking event shall be defined as the actual delivery unless otherwise agreed.
  - 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 sender nor the recipient of DHL Parcel UK- or DP DHL Group-shipment/s, the Tracking Data refers to,
    - You shall ensure, that you are 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

The DHL Parcel UK API allows customers and partners to:

- **Get available products based on delivery address and parcel size.**

- **Find servicepoints in the UK or worldwide.**

- **Create new shipments and optionally return labels.**

- **Get shipment customs documents.**

- **Request shipment cancellation.**

- **Request shipment amendment.**

- **Regenerate labels ready for reprinting.**

- **Get details of customer trading locations.**

- **Request a driver pickup from a customer trading location.**

- **Get information about driver pickups already requested.**

- **Track shipments.**

- **Get DHL Parcel UK reference data to help you provide valid shipment data from your applications.**

`API Authentications:` **All API operations require an access token to be passed in the Authorization Header for each request. The token type is an OAuth 2.0 Bearer token. To get the token you have to call the Authentication operation of this API and provide client_id and client_secret. The Access Token is valid for defined amount of time so it is not necessary to request the token for each request. Developers should implement the client application in a way that the token will be requested again only after it expires.**

`Access Token Lifecycle:` **When you receive an Access Token, it is valid for 60 minutes. During this time, you don't have to request new token per each request, but you can simply reuse the same token to access API resources, until the token expires. The invalid token or token expiration will be indicated by HTTP Status Code 401 Unauthorized, then your application has to request new Access Token.**

Recommended sequence for creating a shipment with the Shipping Label API is as follows:

1. **Use client_id and client_secret to authenticate and obtain an access token using /auth/v1/accesstoken (see details below). A client_id and client_secret can be obtained by registering on the DHL developer portal and then registering an app in the user dashboard.**
2. **Prepare valid JSON request as per Shipping Label API POST request schema (see examples below). Use data above depending on your use-case.**
3. **Send an API request the correct API endpoint for test/UAT or live/production:**
   test: https://api-uat.dhl.com/parceluk/shipping/v1/label
   live: https://api.dhl.com/parceluk/shipping/v1/label
   If the shipment request is valid and accepted then a new shipmentId and optionally labels will be returned in the response.

Sample Pickup Accounts And Product codes:

To test using the Shipping Label API, you may use the following accounts and additional settings.

UK Domestic Shipping	Codes	Comments
pickupAccount	F020579	DHL Parcel UK domestic labels
orderedProduct	220	Signature At Address Only - Next Day

International Road Shipping	Codes	Comments
pickupAccount	F820579	DHL Parcel UK Parcel Connect labels
orderedProduct	206	Parcel Connect

International Air Shipping	Codes	Comments
pickupAccount	F520579	DHL Parcel UK International Labels
orderedProduct	101	Worldwide Air

Servers
https://api-uat.dhl.com/parcelukhttps://api.dhl.com/parceluk

Authorize

Access Token

Endpoints

POST

`/auth/v1/accesstoken`

Get Token

Product Capabilities API V1

Endpoints

GET

`/referencedata/v1/productcapabilities`

Get available products

Servicepoints

Endpoints

GET

`/servicepoint/v1/find-by-address`

Find nearest DHL Service Point locations to an address

GET

`/servicepoint/v1/find-by-geo`

Search for DHL Service Point locations by geo coordinates

GET

`/servicepoint/v1/servicepoints/{id}`

Retrieve one DHL Service Point location by its ID

Shipping Label API V1

Endpoints

POST

`/shipping/v1/label`

Create a shipment and optionally a label

POST

`/shipping/v1/cancellation`

Request shipment cancellation

Customs Declaration API V1

Endpoints

GET

`/customsdeclaration/v1/documents`

Get customs documents for a previously created shipment.

Labels API V1

Endpoints

GET

`/reprintlabels/v1/labels`

Regenerate a label

GET

/reprintlabels/v1/servicepoint-dropoff-uk

Regenerate a servicepoint drop off label/barcode

Customer API V1

Endpoints

GET

/customer/v1/tradingLocations

Get customer trading locations

Pickup API V1

Endpoints

POST

/pickup/v1/pickup

Create a pickup

GET

/pickup/v1/pickup

Get pickup by identifier

GET

/pickup/v1/pickups

Get pickups

Tracking API V1

Endpoints

GET

`/tracking/v1/shipments`

Track a shipment

ReferenceData API V1

Endpoints

GET

`/referencedata/v2/products`

Get all products

GET

`/referencedata/v1/services`

Get all services

GET

`/referencedata/v1/productcountryfeature`

Get ProductCountryFeature

GET

`/referencedata/v1/usstates`

Get all USState

GET

/referencedata/v1/countries

Get all countries

GET

/referencedata/v1/country

Get country by either country code or name

GET

/referencedata/v1/currencies

Get all currencies

GET

/referencedata/v1/currency

Get currency by either currency code or name

GET

/referencedata/v1/publicholiday

Get Public Holiday data.

GET

/referencedata/v1/ukpostcodedistricts

Get all UK Postcode Districts

GET

/referencedata/v1/ukpostcodedistrict

Get UK Postcode District by postcode