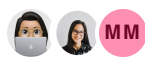# API Errors

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The following details possible errors that may be returned for an API request.

Overview

Errors that are not API-specific are listed first. Within each section, errors are organized by API structure.

ErrorMessage values are bolded. [Brackets] used in the ErrorMessage are equal to the value passed for the related element. An example is provided when an ErrorMessage is variable.

Error Response Structure

Example response for an API request where one or more errors were found:

```
<ImportResponse>
    <Errors>
  <Error>
  <ErrorCode>Reference</ErrorCode>
  <ErrorMessage>Required element Reference not found</ErrorMessage>
  </Error>
    </Errors>
    <Result>
  <Success>false</Success>
  <ResultMessage>See Errors element for error details.</ResultMessage>
    </Result>
</ImportResponse>
```

General Errors

General ErrorMessages that may be returned for more than one type of API request.

Related Element(s)	ErrorMessage	Details/Action
General Errors		
User, API	User [username] does not have permissions to this API	

Related Element(s)	ErrorMessage	Details/Action
N/A	Unable to parse characters	Ensure that special characters are properly encoded and an encoding flag is included in your XML header. Example: <?xml version=""1.0"" encoding=""UTF-8""?> Example: <?xml version=""1.0"" encoding=""ISO-8859-1""?>
<Login> Errors		
Login	Required element Login not found	Provide login credentials and verify the XML can be parsed
User, ClientID	User [username] does not have permissions to client: [clientID]	
	Unable to determine desired client for this user	If user has access to more than one client, the ClientID is required
Username, password	The username/password combination provided is invalid	
	The username/password combination provided is disabled	
Missing Element Errors		
Varies by API	*Format:* Required element [Missing Element] not found *Example:* Required element Reference not found	See documentation for related API request for what fields are required
Address Errors		

Related Element(s)	ErrorMessage	Details/Action
Name, Address1, City, State, PostalCode, Country	*Format:* Invalid address field: [invalid field] *Example:* Invalid address field: name	**State:** For Australia, Canada, Chile and US, please use 2-digit ISO code for the State value. For Hungary and Singapore, remove State value **PostalCode:** Confirm value is in the correct format for the destination country **Country:** Use 2-digit ISO country code
City, State, PostalCode	*Example:* Possible resolutions - Suggested Cities: EDMONDS, WOODWAY; Suggested Postal Codes: 6056, 98004, 98005, 98006	If an address is invalid, possible resolutions are returned, including states, cities and/or postal codes.
	City, State, Postal Code do not match	Address validation could not make a suggestion. Confirm city, state and postal code values

ImportRequest

Additional errors that pertain specifically to the ImportRequest.

Related Element(s)	ErrorMessage	Details/Action
Misc. Errors		
Reference	Invalid customer reference number	Reference numbers should be alphanumeric and 50 characters or less
ShipMethod	The client does not have access to the requested	Confirm ShipMethod values with Integration Manager

Related Element(s)	ErrorMessage	Details/Action
	shipping service: [ShipMethod]	
	Invalid shipping service requested: [ShipMethod]	
ItemsCurrency	Unsupported or invalid currency [ItemsCurrency] passed. Currencies expected using a three character, ISO 4217 code.	
Label Errors		
LabelFormat	*Example:* Invalid label format [LabelFormat] requested. Support image types are pdf, jpg, gif, png, bmp, zpl.	Supported image types may change. See related API documentation for the current list of supported image formats
LabelEncoding	Invalid label encoding '[LabelEncoding]'. With LabelFormat ZPL, must use label format ZPL or omit the tag.	
<VendorInformation> Errors		
VendorName, VendorAddress1, VendorCity, VendorCountry	*Example:* No vendor name specified for [Reference], required if providing third party logistics	"Error is returned if one of these elements is included but the others are blank VendorInformation is required for 3PLs (third-party logistics)
<Items> Errors		
Items	This shipment has no items. One or more is required to	At least one item is required for all orders

Related Element(s)	ErrorMessage	Details/Action
	process.	
Sku, Quantity, UnitPrice, Description, CountryOfOrigin	*Example:* Required element Sku not found in Item element 1	Returned when missing element is required. Error will reference missing element and item element number
	Example: Invalid quantity provided for sku 1. in Item element 1	Error will reference invalid element and item element number **Sku:** Max length is 64 characters. Use a unique, alphanumeric value and remove special characters other than: - _ **Quantity:** Requires integer value **UnitPrice:** Use real item value **Description:** Max length is 255 characters **CountryOfOrigin:** Use 2-digit ISO country code

Other Errors

ErrorMessages that pertain specifically to other available API methods.

Related Element(s)	ErrorMessage	Details/Action
TrackRequest		
Reference	Either Reference, Package Reference or TrackingNumber is required, none were found.	
InventoryLevelRequest		
ClientID, Facility	No Landmark facilities are set up to handle fulfillment for 'client name'	
Facility	Unknown facility [Facility]	Confirm facility with Integration Manager. Can

Related Element(s)	ErrorMessage	Details/Action
	Facility: [Facility] is not set up to support inventory for 'client name'	pass by ID, Name or ShortName
Sku	Unknown sku: [Sku]	
PreClearanceRequest		
MAWB	MAWB required	
OriginAirport	OriginAirport required	Use 3-digit airport codes
Shipments	No shipments were specified	At least 1 shipment must be specified
Reference	*Format:* Shipment [Reference] already in 'precelarance_id' *Example:* Shipment 17 already in PC23	Returned when a shipment has already been precleared
	Shipment with reference [Reference] not found	Value should be the same Reference field passed in the ImportRequest
	Could not find appropriate broker. Please contact Landmark IT.	
N/A	*Format:* Failed sending pre-clearance: 'detail message' *Example:* Unknown preclearance ID	Contact Integration Manager

Rate limits and throttling

All endpoints have maximum request limits implemented in order to prevent abuse and ensure API availability for all users. Limitations are implemented at two different levels as shown below

Application-level throttling

Requests from a single API user: 300 per 1 minute, per endpoint. Errors are sent back in response to the request just as normal. If you are being throttled, you will see:

- HTTP response code: 200 (although a 200 response code normally indicates a success, if throttling has occurred the "Success" element will be "false")
- Error code: "rate_limit"
- Error message: "Rate limit is exceeded. Retry after X seconds".

> **Time Frame**
>
> Hits are counted per actual minute (i.e. from 10:02:01.00 to 10:03:00.99). So the counter is reset at the first second of each new minute - you can see this in api_rate.expires_at, but also we put the number of seconds until the new minute in the error messag**e**.

As an example, for a ShipRequest, the response would look like:

```
<ShipResponse>
    <Result>
        <Success>false</Success>
        <ResultMessage>See Errors element for error details</ResultMessage>
    </Result>
    <Errors>
        <Error>
            <ErrorCode>rate_limit</ErrorCode>
            <ErrorMessage>Rate limit is exceeded. Retry after 6 seconds</ErrorMessage>
        </Error>
    </Errors>
</ShipResponse>
```

Server-level throttling

Requests from a single IP address are limited to 3000 per rolling 5 minute period. If you are being throttled, you will see:

- HTTP response code: 429
- Response message: "Too Many Requests"
- Response message body: "You have exceed the rate limit. Please try again later."