



DPD Ireland

Customer Integration Specifications

Version 3.0

^{10th} October 2011

DPD Ireland
Athlone Business Park,
Dublin Road,
Athlone,
Co Westmeath,
Republic of Ireland

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Overview

This document is to capture all requirements for DPD Ireland customers who do not wish to use the DPD Ireland Customer Despatch System to despatch their parcels. The objective of this document is to outline what changes are required to the customers system in order to integrate into the DPD Ireland System. DPD Ireland offer a next day delivery service. This service can be an overnight, timed or a Saturday service. DPD Customer Despatch system specification is also included in this document as some of the CDS functionality may be used by Customer systems.

This document is broken down into two sections. The first section specifies how shippers can generate their own labels and interface transfer files while the second section outlines how shippers can interface with DPD Irelands own labelling product.

Section 1 Customer Generated Labels and Interface Files

This section outlines DPD Irelands requirements for shippers who wish to generate their own labels and interface file.

1.1 Consignment Creation

Parcels that travel through the DPD system **must** have a barcoded label attached. This barcode contains a unique number which identifies this specific consignment and parcel. To achieve this, DPD Ireland allocates a unique batch of numbers to each customer. The consignment number is a sequentially incrementing 9 digit number. The parcel number is the consignment number followed by a single digit indicating the parcel number within the consignment. There is a maximum of 10 parcels per consignment where the digit 1 indicates the first parcel and the digit 0 indicates the 10th.

Example : Parcel 1 of Consignment 699786781 would have a tracking number of 6997867811

1.2 Re-use of consignment numbers

Consignment numbers must not be reused as this causes substantial problems within the DPD Ireland system. Emails must be sent to DPD Ireland prior to the number range becoming exhausted. It is essential that any software produced by the customer must ensure that numbers cannot be either re-used or overrun the batch of numbers allocated to them.

1.3 Routing Information

For customers that produce their own labels, DPD Ireland have a system based on the Delivery Town & County that is used to determine the Destination Depot of the parcel. This is referred to as the "Town & County Gazetteer". Therefore in order to route parcels to the correct Destination Depot area, the delivery address of parcels sent through the DPD system **must** be validated against this gazetteer. The format of the gazetteer file is available in Section 3.3. Parcels are routed through the DPD system using a gazetteer file which holds all the routing information. This file contains the delivery town, delivery county and the associated DPD depot for this delivery address. This procedure is essential to the effective delivery of parcels within the agreed timeframes.

There is also a depot file which gives delivery details for each depot number which is given in the gazetteer file. This table contains the destination reference code which is used to populate 28 digit barcode and route the parcel to correct depot. If the service is a timed, Saturday or Cash On Delivery Service then the appropriate luminous sticker should be applied to the parcel.

1.3.1 UML diagram

The following diagram outlines the process used to extract routing information for parcels that travel domestically through the DPD system.

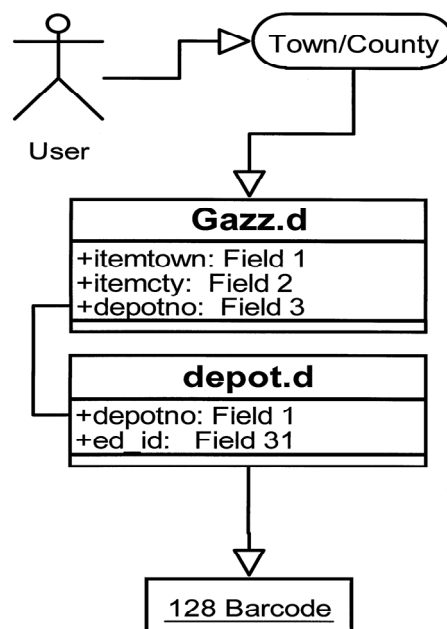


Figure 1. UML Diagram

1.4 Despatch Label

1.4.1 Primary Bar Code - CODE 128

The primary bar code used as part of the DPD Ireland bar code strategy is a Code 128 bar code. Code 128 is a variable length, high-density alphanumeric symbology. Three different subsets tell the bar code reader which character set to use initially. Three shift codes permit changing character sets inside a symbol. DPD Ireland requires subset C for the numeric portion of the bar code. The alphanumeric portion of the bar code uses subset B.

1.4.1.1 Bar-Code Data Content

The data content of the DPD Ireland Code 128 bar code is 28 characters as specified below:

| Char. | | Subset | Field | Description |
|-------|----|----------------------------|----------------------------|---|
| 1 | 1 | B | Identification Tag = "%" | DPD Ireland barcode identification |
| 2-8 | 7 | B - Alpha C - Numeric | Destination Reference Code | Extracted from 31 field in Depot file(table:depot). Southern Ireland this will be a 7-digit number, for Northern Ireland this will be a BT code. |
| 9-12 | 4 | B - Alpha * C - Numeric | Origin Identification | For domestic traffic, this is the collection depot number and will be provided by DPD. For International outbound traffic travelling outside the island of Ireland this will be 1602 |
| 13-22 | 10 | C | Origin Parcel Number | Parcel Number from batch issued. Cannot repeat or overrun |
| 23-25 | 3 | C | Service Code | Service Code Service code 13 – goods traveling to Southern Ireland on overnight service. Service code 21 – goods traveling to Southern Ireland on Saturday service. Service code 20 –goods traveling to Southern Ireland on Timed Service. Service code 27 – goods traveling to Northern Ireland On overnight service. Service code 32 – goods |

| | | | | |
|-------|---|---|--------------------------|---|
| | | | | traveling to Northern Ireland on Saturday service. Service code 31 – goods traveling to Northern Ireland on Timed Service. |
| 26-28 | 3 | C | Destination Country Code | Always set to 372 for any Domestic deliveries |

Figure 2. Primary Bar Code - CODE 128

1.4.1.2 28 digit bar code structure

| Digit | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
|-------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| A/N | A | A | A | A | A | A | A | A | N* | N* | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N |
| Field | % | P | P | P | P | P | P | P | T | T | T | T | T | T | T | T | T | T | T | T | T | T | S | S | S | C | C | C |

1.4.1.2.1 Character Type (A/N)

A = Alphanumeric

N = Numeric

* = An exception to standard rule within France only (see below)

1.4.1.2.2 Character Contents (Field)

% = DPD Ireland identification Tag

P = Destination Reference Code (7 alpha format)

If the Code is shorter the 7 digits then the field is padded with "0" to the left.

Example: 56349 = 0056349

T = Tracking Number

Origin Location or depot number

(For domestic traffic, this is the collection depot number and will be provided by DPD. For International outbound traffic travelling outside the island of Ireland this will be 1602)

Origin Parcel Number

(In the format of 9 digit Consignment & 1 digit parcel number where the digit 1 indicates the first parcel and the digit 0 indicates the 10th.)

S = Service Code

C = Destination Country Code (Always 372 for ROI and NI)

1.4.1.3 Check Digit Calculation Algorithms

Check digits are included in the human readable interpretation of the DPD Ireland code 128 bar code, this is designed to prevent errors for manual data entry. These check digits should not be confused with the internal code 128 symbology check digit. The symbology check digit is a required part of the code 128 symbol structure and is not counted as part of the user defined data encoded in the symbol. This check character is necessary for the bar code reader to ensure correct decode performance and is usually calculated by the bar code printing application. Check digits are required for Human Representation of the 28 Digit bar Code

1.4.1.4 Check Digit Calculation Algorithm

Check Digits will be generated using ISO/IEC 7064 mod 37/36 standard, the following table indicates the value to be used within the algorithm for each alphanumeric character of the field to calculate the check digit.

1.4.1.5 Character Table for ISO 7064 mod 37/36

| Char | Value | Char | Value | Char | Value |
|-------------|--------------|-------------|--------------|-------------|--------------|
| 0 | 0 | A | 10 | N | 23 |
| 1 | 1 | B | 11 | O | 24 |
| 2 | 2 | C | 12 | P | 25 |
| 3 | 3 | D | 13 | Q | 26 |
| 4 | 4 | E | 14 | R | 27 |
| 5 | 5 | F | 15 | S | 28 |
| 6 | 6 | G | 16 | T | 29 |
| 7 | 7 | H | 17 | U | 30 |
| 8 | 8 | I | 18 | V | 31 |
| 9 | 9 | J | 19 | W | 32 |
| | | K | 20 | X | 33 |
| | | L | 21 | Y | 34 |
| | | M | 22 | Z | 35 |

Figure 3. Character Table for ISO 7064 mod 37/36

1.4.1.6 Physical Properties

The specified physical properties of the DPD Ireland bar code have been developed to ensure accurate readability with all bar code scanning systems in use and in the foreseeable future. The individual components of the specification were determined as follows:

1.4.1.7 Bar / Space Width

Determined by the scanner type, depth of field and presentation speed.

1.4.1.8 X-Dimension

The width of the minimum narrow element (bar or space) is a dimensional parameter, which can be used to calculate the symbol's actual width

1.4.1.9 Bar / Space Tolerance

This is the amount the bars and/or spaces can vary from symbol to symbol without changing the overall print quality grade or significantly altering the size of the symbol. The tolerance is roughly equivalent to 20% of the X-dimension.

1.4.1.10 Horizontal Label Registration Tolerance

How much the different colours of ink used to print the bar code label can be out of alignment with one another. This is primarily related to multi-colour offset printing.

1.4.1.11 Width

The overall width of the bar code is a result of the X-dimension and wide to narrow ratio. The width usually cannot be set independently.

1.4.1.12 Height

The overall height of the bar code was established to ensure that bar codes were not so small that they could pass between two scanners without being read. Maximum height is significant as increased height improves scan capability.

1.4.1.13 Quiet Zone

The specified Quiet Zone is a requirement taken from the Code 128 symbology specification and is equivalent to 10 times the maximum X-dimension. A 1mm quiet zone shall also be applied above and below the symbol.

1.4.1.14 Human Readable Text

The human readable text is required by DPD Ireland and is used to enable an operator to manually enter the data encoded in the bar code in case of a scanner failure or label damage. Extra human readable information is also included to enable the operator to determine the delivery service and origin postal code (required for returns).

1.4.1.15 Bar Code Metrics

The important physical properties evaluated on the DPD Ireland Code 128 bar code are:

THERMAL PRINTED

Bar Size:

X-Dimension (Narrow Bar Width)

Minimum: 0.375mm

Maximum: 0.4mm

Overall Bar Code Size:

Dimensions of thermally printed bar codes

Max 91.5mm x 25mm height

Label Stock:

Use only white label stock. (Direct thermal printing preferred)

LASER PRINTED

Bar Size:

X-Dimension (Narrow Bar Width)

Minimum: 0.375mm

Maximum: 0.5mm

Bar Code Size:

Dimensions of laser printed bar codes

Max 115mm x 25mm height (Alpha Business Unit)

1.4.1.16 Bar-Code Quiet Zones

10.0 times the X-Dimension on each side (5mm)

5mm on start and end of bar code extending at 45 degrees from the corners (see below)

1mm On top and bottom of bars



Figure 4. Quiet Zones

1.4.2 Secondary Bar Code – PDF417

The secondary bar code used as part of the DPD Ireland bar code strategy is a PDF 417 bar code. PDF417 is a 2D barcode which does not require check character calculations.

Overall Bar Code Size:

Barcode dimension is variable depending how much data barcode will contain.

Bar-code Quiet Zone:

5mm quiet zone on each side. 1mm on top and bottom.

1.4.2.1 PDF417 bar code structure

1.4.2.1.1 Start and stop pattern (light red background color)

Used to help the scanner find the start and beginning of the barcode. These patterns are static and are the same for all barcodes.

1.4.2.1.2 Left and right row indicators

Used to help the scanner orient itself in the barcode. These patterns are dependent on the actual data in the barcode to achieve maximum contrast.

1.4.2.1.3 Data and data count

This is unique for each barcode and represents the encoded data. PDF417 specifies several ways to encode the characters in the input data to achieve maximum compression level based on the knowledge (and restriction) on the input alphabet. For example, if the data is known to be only numeric the encoding can take advantage of this and make the compaction schema more efficient than if also alphabetical letters have to be encoded.

1.4.2.1.4 Error correction codeword's

Each PDF417 have a user selectable error correction level. Since the barcode have a specified size this means that the more error correction words that are used the less data can fit. The error correction words are added to the end of the payload data, each barcode has a minimum of 2 error detection codeword's. Up to 510 additional error correction codeword's can be added for maximum data correction.

| | | | | | |
|---------------|--------------------|------------|------------------|---------------------|--------------|
| Start pattern | Left row indicator | Data count | Datawords | Right row indicator | Stop pattern |
| Start pattern | Left row indicator | Datawords | | Right row indicator | Stop pattern |
| ... | ... | ... | | ... | ... |
| Start pattern | Left row indicator | Datawords | | Right row indicator | Stop pattern |
| Start pattern | Left row indicator | Datawords | Error correction | Right row indicator | Stop pattern |

Figure 5. PDF417 Structure - Overview

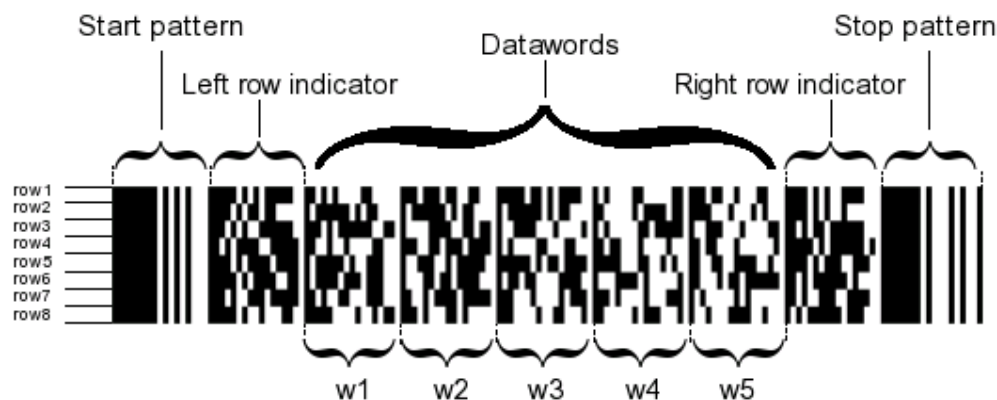


Figure 6. PDF417 Structure - Details of a real barcode

1.4.2.2 Character Type

Data format: delimited text

Delimiter: semicolon (;)

Text field qualifier: double-quote

1.4.2.3 Character Contents (Field)

Barcode contents: see table below

| Field Position | Field | Field Type | Size & Form | Example | Notes |
|----------------|-----------------------|------------|-------------|-------------------|---|
| 0 | GeoPost identifier | - | % | % | |
| 1 | ParcelId | Integer | 999999999 | 14106982342611 | Same as ParcelId from 28-digit 1D barcode |
| 2 | Customer Number | Character | x(8) | 9999L1 | |
| 3 | Customer Name | Character | x(20) | BlackBay Limited | |
| 4 | Customer Reference No | Character | x(15) | 123456789012345 | |
| 5 | Consignment Number | Integer | 999999999 | 208558369 | |
| 6 | Consignment Date | Date | DD/MM/YY | 23/09/67 | |
| 7 | No. of Parcels | Integer | >>9 | 3 | |
| 8 | Consignment Weight | Integer | >>>9 | 30 | |
| 9 | Delivery Name | Character | x(25) | INTERLINK IRELAND | |
| 10 | DeliveryAddress 1 | Character | X(25) | Monksland | |
| 11 | DeliveryAddress 2 | Character | x(25) | Galway Rd | |
| 12 | Delivery Depot | Integer | >>9 | 32 | |
| 13 | Service | Character | x(8) | standard | Possible |

| | | | | | values: Returns or standard |
|----|---------------------------|-----------|---------------|--|---|
| 14 | Return Receipt/Swapit | Character | X(2) | RR | "RR"=Return Receipt "SW"=Swapit |
| 15 | Delivery Time | Integer | 9999 | 1200 | |
| 16 | SecurePin | Character | X(15) | 108,60,105,109 | Because of the restrictions in 2D barcode size we will have to limit the original secure PIN to 4 characters. |
| 17 | COD Currency | Character | x(8) | EUR | |
| 18 | COD Amount | Decimal | >>>>9.99 | 20.55 (Note, no currency symbol) | Non-zero value triggers COD functionality |
| 19 | DeliveryAddress 3 | Character | X(25) | ATHLONE | |
| 20 | Delivery Postcode | Character | X(7) | | |
| 21 | Delivery Country | Integer | >>9 | 372 | ISO 3166 numeric country code |
| 22 | Return Consignment Number | Integer | >>>>>>> >9 | 123456789 | |
| 23 | Return Name | Character | X(20) | Joe Bloggs | |
| 24 | Return Address 1 | Character | X(25) | Interlink Ireland | |
| 25 | Return Address 2 | Character | X(25) | Galway Rd | |
| 26 | Return Address 3 | Character | X(25) | Athlone | |
| 27 | Return Postcode | Character | X(7) | Required for Northern Ireland & International Return Address | |
| 28 | Return Country | Integer | >>9 | 372 | ISO 3166 numeric country code |
| 29 | Contact | Character | X(25) | Tom o Brien | |
| 30 | Phone No | Character | X(20) | 090 6420557 | |
| 31 | Extra Insurance | Logical | | FALSE | |

Figure 7. Secondary Bar Code – PDF417

Example barcode contents:

%14126918098712;"1619L5";"ACME
Limited";"REF123";681231233;30/04/08;1;10;"James
O'Callaghan";"Bilberry";"Dublin
Road";32;"Standard";"RR";1200;"108,60,105,109";"EUR";4.98;"Waterford";"";3
72;234567890;"Joe Blogs";"Interlink Ireland";"Galway Rd";"Athlone";"";372;"Mr
Tom Jones";"090 6420557";TRUE

1.4.3 Print Quality

The print quality specifications were developed to ensure all scanners could read the bar codes. The major print quality criteria are:

1.4.3.1 Print Contrast Signal (PCS)

The Print Contrast Signal values were established to ensure the bar codes would be readable at the conveyor speeds used on the DPD Ireland automated package sorters. The scanners cannot consistently read bar codes with low PCS values on the sorters, although they may read well with a hand scanner. High quality white label stock along with high quality print is required to achieve the specified PCS. (Thermal labels should be of a Near Infra Red type to support scanners operating in the 630nm to 670nm range. Labels should also exhibit stable print characteristics through exposure to varying heat and temperature conditions.)

1.4.3.2 Decode Margin

Decode margin is a graded measure of de-codability; or how close a given scan comes to a reference decode failure. Lower margins indicate an increased susceptibility to decoding failure due to scanning errors.

1.4.3.3 Average Bar Error

The average bar growth in the symbol relative to its X-dimension.

1.4.3.4 Reflectance

Given in two parts, reflectance is a measure of the reflected laser light from the bars (dark) and spaces (light).

1.4.3.5 Defects

This is a graded measure of the maximum element reflectance non-uniformity due to any noise within the element due to voids, spots, or fuzzy edges.

1.4.3.6 Overall Print Quality

Print Contrast Signal:

| | |
|---------------------------|-----------|
| Minimum Print Contrast: | 90% |
| Desirable Contrast Range: | 95 - 100% |

Symbol Contrast (min): 65%

Decode Margin (min): "A" grade

Average Bar Error (max): $\pm 0.10X$

Defects (max): 15%

Reflectance:

| | |
|--------|-------------|
| Light: | $\geq 80\%$ |
| Dark: | $\leq 15\%$ |

ALL parcels should carry a DPD Ireland label as shown in Figure 3. The barcode symbologies on the label are CODE 128 and PDF417 (optional).

Notification on damage which is not recognisable from the outside
has to be submitted to DPD Ireland within 7 days in writing

Variable

PDF 417

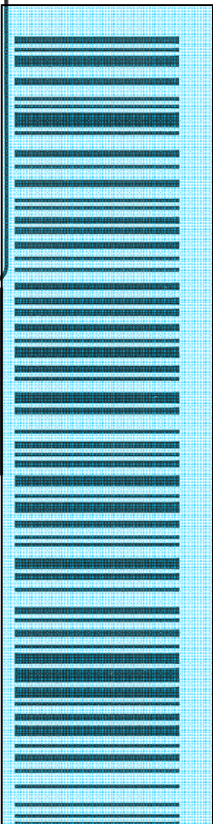
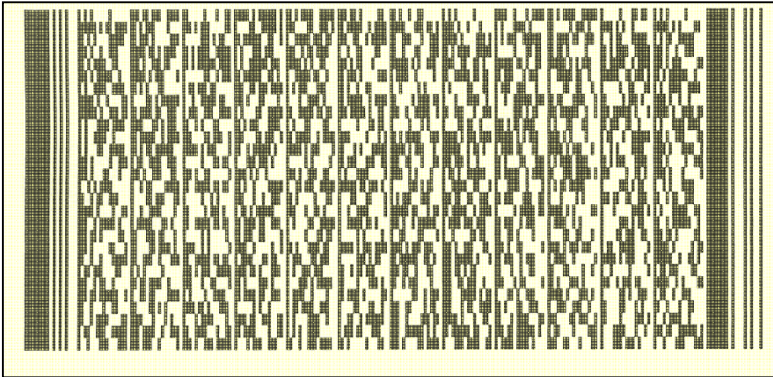
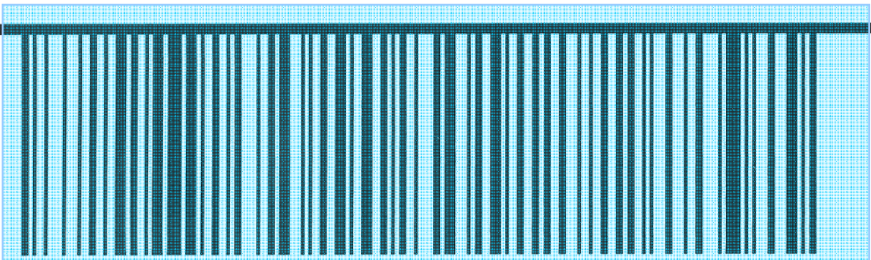
| | | | |
|--|--|---|--|
| Colin Kennedy DPD Ireland Athlone Business Park Dublin Road Athlone Co. Westmeath IRELAND | | Sender Mike Black 3 Dublin Road Athlone Westmeath Phone 08564568 Reference F654387 | Account 123L4 |
| Contact Colin Kennedy Phone 0123456789 Note Extra safe Glass inside Consignment 695222011/0/1 | | Packages 1 / 1 Weight 25 Kgs | |
| RECEIPT RETURN NO. 56789054 TIMED DELIVERY 12:00 | | DESTINATION 16 |  |
|  | |  | |
| | | CODE 128 | |
| | | CODE 128 | |
| | | 024705214176952220111013372E | |
| | | 102mm | |

Figure 8. Sample DPD Ireland Despatch Label

1.5 Paper Manifests

If the Swapit, Receipt Return or Cod Service is used then there is a summary page for each of these services.

1.5.1 Collection Manifest

| | | | | | | | |
|-------------------------------|--|--|--|--------------|--|--|--|
| Multi Volume Consignment Note | | | | Time : 16:45 | | | |
| Con. Date 16/09/09 | | | | | | | |
| A/C No. 316 CASH ACCOUNT | | | | Page : 1 | | | |

| Cons No. | Wgt. | Pcl | Name/Phone/Addr | Cust Ord | Serv | COD/RR/SW | D.Dep | Time | Ins |
|-------------|------|-----|--|----------|------|-----------|-------|------|---------|
| 701312292/0 | 15 | 1 | ABBEYSET PRINT & Unit 3 Cavan Ent Phase 2 Kilygarr Dublin road Cavan | ABB04 | CON | COD Eur | 45 | 0000 | no |
| 701312293/0 | 15 | 1 | ABBOTT IRELAND COOTEHILL | ABB02 | CON | RR | 00 | 45 | 0000 no |
| 701312294/0 | 15 | 2 | BELLEW PRINT 25A Park Street Dundalk | BEL02 | CON | SW | 00 | 41 | 0000 no |
| 701312295/0 | 15 | 1 | AJS EMBROIDERY & 048 66 385 319 79 Farnamullan r Lisbellaw Co Fermanagh BT945DZ IRELAND | AJ01 | NICT | | 80 | 1200 | no |
| 701312296/0 | 15 | 1 | BEEZ KNEEZ 3 DUBLIN ST MONAGHAN. | BEE02 | CONS | | 42 | 0000 | no |
| ----- | | | | | | | | | |
| 75 6 | | | | | | | | | |

| | |
|--------------------|-------|
| Total Consignments | 5 |
| Customer Signature | _____ |
| Driver Signature | _____ |

Figure 9. DPD Ireland Collection Manifest

1.5.2 COD Manifest

```
Date: 16/09/09          CDS COD Report
Time: 16:45            -----
Page No: 2             For orders dated 16/09/09

Customer : 316          CASH ACCOUNT
Depot No : 19          WICKLOW

ordnum ordrefno  Pcls  Tot  Kgs delname  Dep Town  cod-amount Curr
-----
0701312292 ABB04      1   15 ABBEYSET P  45 Dublin ro   112.00 Eur

Currency  Total COD Amount
-----
Eur              112.00
```

Figure 10. DPD Ireland COD Manifest


```

Date: 16/09/09
Time: 16:45
Page No: 4
CDS Swappit Report
-----
For orders dated 16/09/09

Customer : 316
Depot No : 19
CASH ACCOUNT
WICKLOW

ordnum ordrefno Pcls Tot Kgs delname Dep Town return-ordnum
-----
0701312294 BEL02 2 15 BELLEW PRI 41 Co. Louth 0000056789

Total Consignments 1

Customer Signature _____
Driver Signature _____

```

Page 23

1.6 Parcel Pre-advice

A printed manifest and disk must be sent with the consignments. DPD Ireland also require electronic data to be sent by FTP and/or email and available for collection in the format outlined in Table 1.

There should be an electronic file created at the end of the day. This file will be sent to DPD via FTP transfer and/or via email to a designated email address. Please contact the DPD IT Department to obtain FTP IP address, username and password.

The electronic file is a comma separated text file where the character fields are surrounded by double quotes. The file naming convention used is as follows :

Filename Format : ***i9999L9YYYYMMDDHHMMSS.csv***

Example i1234L520090901101225.csv

Where :

- i** Fixed
- 9999L9** Customer Account Number
(Provided by DPD Ireland)
- YYYYMMDD** Year, Month & Day of send
- HHMMSS** Hour, Minute & Second of send

File Type : ***Comma Separated File***

Fields :

| Field Position | Field | Field Type | Size & Form | Example & Notes |
|----------------|-----------------------|------------|-------------|---|
| 1 | Customer Number | Character | x(8) | "9999L1" (Provided by DPD Ireland) |
| 2 | Customer Reference No | Character | x(15) | "123456789012345" (Can be used by the customer for tracking. Also used on the customers invoice) |
| 3 | Consignment Number | Integer | 999999999 | 208558369 (does not include the parcel number) |
| 4 | Consignment Date | Date | DD/MM/YY | 23/09/67 |
| 5 | No. of Parcels | Integer | >>9 | 3 |

| | | | | |
|----|------------------------------------|-----------|----------|--|
| 6 | Consignment Weight | Integer | >>>9 | 30 (In Kgs) |
| 7 | Delivery Name | Character | x(30) | "DPD IRELAND" |
| 8 | DeliveryAddress 1 | Character | X(30) | "Monksland" |
| 9 | DeliveryAddress 2 | Character | x(30) | "Galway Rd" |
| 10 | Delivery Depot | Integer | >>9 | 32 (Taken from the routing information) |
| 11 | Service ¹ | Character | x(1) | "T" |
| 12 | TIMED | Integer | 9999 | 1200 |
| 13 | COD | Logical | Y/N | N |
| 14 | COD Currency ² | Character | x(8) | "EUR" (Options EUR or STG) |
| 15 | COD Amount | Decimal | >>>>9.99 | 20.55 (Note, no currency symbol) |
| 16 | Extra Insurance Required | Logical | Y/N | Y = Extra Insurance Required. N=No Extra Insurance Required |
| 17 | DeliveryAddress 3 | Character | X(30) | "ATHLONE" |
| 18 | DeliveryAddress 4 | Character | X(3) | "ROSCOMMON" |
| 19 | Delivery Postcode | Character | X(7) | Required for Northern Ireland & International Consignments |
| 20 | Destination Reference Code | Character | X(7) | |
| 21 | Delivery Country ³ | Integer | >>9 | 372 (for ROI and NI deliveries) |
| 22 | Return Receipt/Swapit ⁴ | Character | X(2) | "RR"= Return Receipt "SW"=Swapit |
| 23 | Return Consignment Number | Integer | >>>>>>>9 | 123456789 (Used only for Premium 2 leg transactions such as Swapit, Return Receipt and COD) |
| 24 | Return Name | Character | X(20) | "Joe Bloggs" |
| 25 | Return Address 1 | Character | X(30) | "DPD Ireland" |
| 26 | Return Address 2 | Character | X(30) | "Galway Rd" |
| 27 | Return Address 3 | Character | X(30) | "Athlone" |
| 28 | Return Address 4 | Character | X(30) | "Roscommon" |

| | | | | |
|----|------------------------------|-----------|--------|--|
| 29 | Return Postcode | Character | X(7) | Required for Northern Ireland & International Return Address |
| 30 | Return Destination Reference | Character | X(7) | |
| 31 | Return Country ⁵ | Integer | >>9 | 372 |
| 32 | Contact | Character | X(25) | "Tom o Brien" |
| 33 | Phone No | Character | X(20) | "090 6420557" (Essential in improving delivery success rates) |
| 34 | Reference Field 1 | Character | X(50) | "Additional Info" |
| 35 | Reference Field 2 | Character | X(50) | "Additional Info" |
| 37 | Email address list | Character | X(100) | "email.address1@net.ie" "email.address2@ne.ie" |
| 38 | Send email flag | Logical | Y/N | Y |

Figure 13. Consignments Electronic File Format

¹ Service will always be O/T/S i.e 0 – Overnight, T – Timed, S – Saturday,

² Must be either EUR or STG

³ Country Codes derived from ISO 3166, example attached in Appendix A. Default to 372 for Ireland

⁴ Must be either RR OR SW OR Blank

⁵ Country Codes derived from ISO 3166, example attached in Appendix C. Default to 372 for Ireland

² Must be either EUR or STG

Sample file.

File Name i9999L1.txt

```
"9999L1", "0000123456", 206779420, 17/11/05, 1, 25, "James O'Callaghan", "Bilberry", "Waterford",
17, "O", 0000, N, "EUR", 0, N, "", "", "", "", 372, "RR", 234567890, "Joe Blogs", "DPD Ireland", "Galway
Rd", "Roscommon", "", "", 372, "Mr Jones", "090 6420557", "", ""
"9999L1", "0000123457", 206779421, 17/11/05, 1, 25, "Fiona Flynn", "Ashbourne", "Meath", 43, "O",
0000, N, "EUR", 0, N, "", "", "", "", 372, "RR", 345678912, "Joe Blogs", "DPD Ireland", "Galway
Rd", "Roscommon", "", "", 372, "Mr Jones", "090 6420557", "", ""
"9999L1", "0000123458", 206779422, 17/11/05, 1, 25, "Mary McNamara", "Grange", "Sligo", 34, "C",
0000, N, "EUR", 0, N, "", "", "", "", 372, "RR", 123456789, "Joe Blogs", "DPD Ireland", "Galway
Rd", "Roscommon", "", "", 372, "Mr Jones", "090 6420557", "", ""
```

It is preferable that the shipper include a copy of the file on floppy disk and a paper manifest when dispatching the parcels. This will be collected by the DPD driver.

1.7 Evaluation Process

1.7.1 Overview

Each shipper printing a DPD Ireland bar code must have the printed bar code and label approved by DPD Ireland before sending any package via the DPD Ireland network. This approval process is necessary to ensure the shipper gets proper service and each package can be handled correctly. The approval is required for self-printing customers who develop or use a solution not supplied by DPD Ireland.

1.7.2 Shipper Evaluation Process

The process through which DPD Ireland bar codes are approved is as follows:

1. Shipper notifies DPD Ireland of intention to print their own DPD Ireland bar code labels.
2. DPD Ireland supplies Shipper with bar code specification and access to DPD Ireland Routing Reference tables.
3. Shipper designs preliminary label layout and sends a copy (via email/fax) to DPD Ireland.
4. Label Analysis will identify modifications to the shippers layout and communicate recommended changes within 5 working days. A mocked up example may accompany the email or fax to help the shipper see what changes are required.
5. Adjustments are usually software related at this point, moving text fields and defining the layout of the labels. This process may take several rounds before being accepted. Depending on the shipper's ability to make the changes, this process may take several days.
6. When Label analysis can find no other items that need to be adjusted based on a fax or email process, it is requested of the shipper to send actual sample labels to DPD Ireland.
7. Shipper must submit 10 labels from each printer type that will be used to produce labels for DPD Ireland. The tracking numbers should increment so that the bar codes are not duplicates. Five samples of each service the shipper intends on using also need to be included in the samples. There should be a matching paper and electronic manifest for the test data created.
8. The label will be analyzed within 5 days of receipt and an email stating the changes will be sent. The process of receiving labels and sending results may take several attempts depending on the shippers ability to make the requested adjustments. This whole process could last a few days to several weeks or months
9. Shippers may need to order new label stock, input requests for programming and/or order parts for printers before the labels will be approved. Any delays in this process are usually due to how quickly the shipper conforms to DPD Ireland requirements

10. Customer using shrink-wrapped process for parcels will need the process to be approved.

1.8 Sign-Off

Once the labels meet all of the specifications, an "certified to ship" email will be sent stating that the labels are approved for use in the DPD Ireland delivery system. Accompanying this email will be a recommended package number to start the labels printing so there will not be a duplication problem.

Section 2 Interface Specifications for DPD Ireland Shipping Solution

DPD Ireland have a shipping solution called the Customer Despatch System or CDS for short. This system produces labels which contain barcodes and routing information suitable for parcels to travel through the DPD system. It also produces pre-advice files which notify DPD of the details relating to each consignment.

To facilitate customer integration opportunities, DPD have several methods for importing and interfacing with the CDS. From a file feed perspective, there are three options available to shippers.

2.1 Client Import Specifications

2.1.1 Forward

Customers can opt to populate the Client Master file on the Customer Despatch System with details from their host system by providing the following detail in the correct format. Upon import, the system user will be given the option to either Overwrite or Append. The overwrite option will clear down the entire client file on the Customer Despatch System before import commences and will be replaced by the one imported. The Append option will update any clients with the same Client Code on the client file and add new ones. A routine contained within the Customer Despatch System will attempt to validate the client address. Any addresses it does not understand will be presented to the user for correction at time of import.

2.1.2 File Specifications

Filename Format : *Client.csv*

Where : **Client** Fixed Identifier

File Type : *Comma Separated File*

Fields :

| Field Position | Field Description | Field Type | Format | Example & Notes |
|----------------|-------------------|------------|--------|-----------------|
| 1 | Client Code | Character | x(8) | "AB000001" |
| 2 | Client Name | Character | x(30) | "DPD Ireland" |
| 3 | Address 1 | Character | x(30) | "Monksland" |
| 4 | Address 2 | Character | x(30) | "Galway Rd" |
| 5 | Address 3 | Character | x(30) | "Athlone" |

| | | | | |
|----|----------------------|-----------|--------|---|
| 6 | Address 4 | Character | x(30) | "Roscommon" |
| 7 | Postcode | Character | x(7) | Required for Northern Ireland & International Clients |
| 8 | Country ¹ | Integer | >>9 | 372 (for ROI and NI) |
| 9 | Phone | Character | x(30) | "090 6420500" |
| 10 | Fax | Character | x(30) | "090 6494831" |
| 11 | Contact | Character | x(25) | "Joe Bloggs" |
| 12 | Account Number | Character | | "3L4" (Provided by DPD Ireland) |
| 13 | Email address list | Character | X(100) | "email.address1@net.ie", "email.address2@net.ie" |
| 14 | Send email flag | Logical | Y/N | Y |

Figure 14. Client file format

Notes :

¹ Country Codes derived from ISO 3166, example attached in Appendix D. Default to 372 for Ireland

² All character fields are surrounded by double quotes

3. Sample File

"0001","CLIENT 1 EXAMPLE","MAHON IND EST","PORTADOWN","CO ARMAGH","BT623EH",372,"0044 2838 123456",,,3L4

"0003","CLIENT 2 EXAMPLE","3 PARKWEST DRIVE IND EST","DUBLIN 22","IRELAND",,,372,"01 1234568","Jason",3L4

"0004","CLIENT 3 EXAMPLE","UNIT 15B GREENOUGE SQUARE","RATHCOOLE","CO DUBLIN","IRELAND",,,372,"01 123456",,,3L4

"0006","CLIENT 4 EXAMPLE","CROSSAGALLA IND EST","BALLYSIMON ROAD","LIMERICK","IRELAND",,,372,"061 123456",,,3L4

2.2 Consignment Import Specifications

2.2.1 Forward

Customer often uses their own systems to input information about deliveries, later they have to do same on DPD CDS system. In order to speed up this process customer can integrate both system using consignment import option.

The following mechanism is available where a customer requires the Customer Despatch System to interface with its own Host system to produce bar coded directional labels. This file may be produced several times per day if required, as long as the filename used is unique and un-repeated. A routine contained within the Customer Despatch System will attempt to identify the destination of the consignment based on the address. Any addresses it does not understand will be presented to the user for correction at time of import.

2.2.2 File Specifications

Filename Format : **9999L900001.csv**

Example 3803L800001.csv

Where :

9999L9 Customer Account Number
(Provided by DPD Ireland)

00001 Five digit unique sequence number.
If the sequence number is the same as a previous file then the file will be rejected by the Customer Despatch System Import process.)
There is also configuration option that can allow import file of any name.

File Type : **Comma Separated File**

Fields :

| Field Position | Field Description | Field Type | Format | Example & Notes |
|----------------|-----------------------------|------------|--------|--|
| 1 | Customers Order Reference 1 | Character | x(50) | Your reference for order, it can be used to track parcels on web, and link our consignment with your order Not Mandatory |
| 2 | Client Code | Character | x(8) | Yours client codes, which may be stored in our database and help populating address details if you want to input consignments manually Not Mandatory |
| 3 | Delivery Name | Character | x(30) | "DPD Ireland" Mandatory |
| 4 | Delivery Address 1 | Character | x(30) | "Monksland" Mandatory |

| | | | | |
|----|-------------------------------|-----------|----------|--|
| 5 | Delivery Address 2 | Character | x(30) | "Galway Rd" Mandatory |
| 6 | Delivery Address 3 | Character | x(30) | "Athlone" Mandatory |
| 7 | Delivery Address 4 | Character | x(30) | "Roscommon" Mandatory |
| 8 | Delivery Postcode | Character | x(7) | Mandatory for Northern Ireland, UK & International Consignments for domestic ROI traffic please leave blank |
| 9 | Delivery Country ¹ | Integer | >>>9 | 372 (for ROI and NI) Mandatory |
| 10 | No. of Parcels ² | Integer | >9 | 3 Mandatory / can be defaulted on CDS system |
| 11 | Weight | Integer | >>>9 | 50 Mandatory / can be defaulted on CDS system |
| 12 | Extra Insurance Required | Logical | Y/N | Y = Extra Insurance Required N = No Extra Insurance Required Mandatory / default to NO |
| 13 | Service ³ | Character | x(1) | "O" Mandatory / default to "O" |
| 14 | Time | Integer | >>>9 | 1200 If it is a timed delivery this field is required Not Mandatory |
| 15 | COD Amount | Decimal | >>>>9.99 | 20.54 (note, no currency symbol) If it is a COD delivery this field is required Not Mandatory |
| 16 | COD Currency ⁴ | Character | x(8) | "EUR" |
| 17 | Service type | Character | x(2) | "RR" = Return Receipt "SW" = Swapit This field is required if one of above service need to be used Not Mandatory |
| 18 | Return Consignment Number | Integer | >>>>>>>9 | 123456879 Not Mandatory |
| 19 | Return Name | Character | x(20) | "Joe Bloggs" Not Mandatory / required if RR or SW service used |
| 20 | Return Address 1 | Character | x(30) | "DPD Ireland" Not Mandatory / required if RR or SW service used |
| 21 | Return Address 2 | Character | x(30) | "Galway Rd" Not Mandatory / required if RR or SW service used |
| 22 | Return Address 3 | Character | x(30) | "Athlone" Not Mandatory / required if RR or SW service used |
| 23 | Return Address 4 | Character | x(30) | "Roscommon" Not Mandatory / required if |

| | | | | |
|----|--|-----------|----------|--|
| | | | | RR or SW service used |
| 24 | Contact | Character | x(25) | "Tom O'Brien" Not Mandatory |
| 25 | Phone No | Character | x(20) | "090 6420557" Not Mandatory |
| 26 | Reference 1 | Character | x(50) | "Additional info" Not Mandatory |
| 27 | Reference 2 | Character | x(50) | "Additional info" Not Mandatory |
| 28 | Packing Reference ¹² List | Character | X(20) | "123456789acbddefg" Packing List functionality reference field Not Mandatory |
| 29 | Account Number | Character | X(8) | "380318" Your DPD account Mandatory |
| 30 | Preadvice email address list | Character | X(100) | "email.address1@net.ie", "email.address2@ne.ie", Not Mandatory /required if Preadvice email option set to Y |
| 31 | Preadvice email flag | Logical | Y/N | Y Mandatory /default to NO |
| 32 | Preadvice SMS flag | Logical | Y/N | Y Mandatory /default to NO |
| 33 | Preadvice SMS phone number | Character | X(20) | "0857888892" Not Mandatory /required if Preadvice SMS option set to Y |
| 34 | Return Post Code | Character | X(7) | Required for Northern Ireland & International Swap it or Receipt Return Consignments Not Mandatory / required if RR or SW service used |
| 35 | Return Country Code | Integer | >>>9 | 372 Not Mandatory / required if RR or SW service used |
| 36 | Destination Reference ⁹ | Character | X(7) | Field For DPD use Not Mandatory / leave blank |
| 37 | Destination Depot ⁹ | Integer | >>9 | Field For DPD use Not Mandatory / leave blank |
| 38 | DPD consignment number | Integer | >>>>>>>9 | Field For DPD use Not Mandatory / leave blank |
| 39 | Receivers number ¹⁰ Vat | Character | x(15) | "abc123" Should be Mandatory for specific countries check notes below |
| 40 | Value of Consignment (in EURO) ¹¹ | Decimal | >>>>9.99 | 20.54 (note, no currency symbol) Should be Mandatory for specific countries check notes below |
| 41 | Description of | Character | x(50) | "computer hardware" |

| | | | | |
|----|---------------------------|-----------|-------|---|
| | Consignment ¹¹ | | | Should be Mandatory for specific countries check notes below |
| 42 | Printer Name | Character | X(30) | Specifies which printer label should be printed too. |
| 43 | SecurePin | Character | X(8) | Not Mandatory used for secure deliveries on drivers Handheld |

Figure 15. Consignment Import Specification file format

Notes :

¹ Country Codes derived from ISO 3166, example attached in Appendix D. Default to 372 for the Republic of Ireland

² Maximum number of parcels allowed per consignment is 10

³ Service will always be O/T/S/2 i.e. 0 - Overnight, T - Timed, S – Saturday, 2 – Two Day

⁴ Must be either EUR or STG

⁵ Must be either RR or SW or CO or Blank

⁶ All fields with the exception of 17 through 22 will print on the label

⁷ Fields 17 through 22 and (34-35 for non ROI address) must be completed if Return Receipt (RR) or Swapit (SW) is selected in field 16

⁸ All character fields are surrounded by double quotes

⁹ DPD Depots details – leave them blank

¹⁰ Receivers Vat number - mandatory only for consignments destined to Norway and Switzerland; for other countries can be left as blank

¹¹ International details (Value and Description of Consignment) - mandatory for consignments destined to countries: Bosnia, Croatia, Iceland, Liechtenstein, Norway, Serbia, Switzerland, Tunisia and Turkey; for other countries can be left as blank

¹² Packing List import file layout is described in Appendix F

2.3 Packing List and Multi Reference import file specifications

2.3.1 Forward

This option allow integrated customers to import and print content of the parcel and attach physical list to shipped box. This list will be also visible on DPD web page.

Customer can import packing list with relation to customers consignment. Please make aware that Packing Reference Number must be same on consignment import file specification Appendix B (Field 28) in order to link packing list to specific consignment.

2.3.2 File Specifications

Filename: *packlist99999.csv*

Where :

Packlist Fixed Identifier

00001 Five digit unique sequence number.
If the sequence number is the same as a previous file then the file will be rejected by the Customer Despatch System Import process.)
There is also configuration option that can allow import file of any name.

Fields :

| Field Position | Field Description | Field Type | Format |
|----------------|--------------------------|------------|---------|
| 1 | Packing Reference Number | Character | X(20) |
| 2 | Item Code | Character | X(15) |
| 3 | Item Description | Cgaracter | X(50) |
| 4 | Unitofmeasure | Character | X(10) |
| 5 | Quantity | Integer | "->>>9" |
| 6 | User Define Field 1 | Character | X(20) |
| 7 | User Define Field 2 | Character | X(20) |

Figure 16. Packing List Import File Format

Sample File Information

AA1,10,CD,each,1
AA2,12,DVD,each,1
AA1,10,CD,each,1
AA2,110,DVD Burner,each,1
AA2,12,DVD,each,1

2.3.3 Packing List File Specification for Customer Written systems

Filename: **pck9999I900001.exp**

Where :

pck Fixed Identifier

9999I9 Customer Account Number
(Provided by DPD Ireland)

00001 Five digit unique sequence number.

File Type : **Text Space Separated File**

Fields :

| Field Position | Field Description | Field Type | Format |
|----------------|--------------------------|------------|-------------|
| 1 | Ordnum | Integer | "999999999" |
| 2 | Packing Reference Number | Character | X(20) |
| 3 | Item Code | Character | X(15) |
| 4 | Item Description | Character | X(50) |
| 5 | Unitofmeasure | Character | X(10) |
| 6 | Quantity | Integer | "->>>9" |
| 7 | User Define Field 1 | Character | X(20) |
| 8 | User Define Field 2 | Character | X(20) |

Figure 17. Packing List Customer Written File Format

Sample File Information

```

701312345 "701312345" "code1" "dell inspiron 9400" "kgs" 1 "17 inches" ""
701312345 "701312345" "code2" "dell inspiron 6400" "kgs" 1 "15 inches" ""
701312345 "701312345" "test1" "laptops" "kgs" 1 "" ""

```

2.3.4 Multi Reference File Specification for Customer Written systems

Filename: **ref9999I900001.exp**

Where :

| | |
|---------------|--|
| ref | Fixed Identifier |
| 9999I9 | Customer Account Number (Provided by DPD Ireland) |
| 00001 | Five digit unique sequence number. |

File Type : **Text Space Separated File**

Fields :

| Field Position | Field Description | Field Type | Format |
|----------------|-------------------|------------|-------------|
| 1 | Ordnum | Integer | "999999999" |
| 2 | Reference 1 | Character | X(50) |
| 3 | Reference 2 | Character | X(50) |
| 4 | Contact | Character | X(20) |
| 5 | Telephone no. | Character | X(20) |
| 6 | Reference 3 | Character | X(50) |
| 7 | Parcels* | Character | X(10) |

Figure 18. Multi Reference Customer Written File Format

*- In case references are same for some parcels to avoid populating same entries many times it can be matched in one entry please check second file example

Sample File Information

```
701312344 "ABB01" "ref2-1" "Marcin" "049 0000000" "ref3-1" "1"
701312344 "ABB02" "ref2-2" "Caroline" "049 0000001" "ref3-2" "2"
701312344 "ABB03" "ref2-3" "Niamh" "049 0000002" "ref3-3" "3"
701312344 "ABB04" "ref2-4" "Colin" "049 0000005" "ref3-4" "4"
```

10 parcel consignment:

```
701312344 "ABB01" "ref2-1" "Marcin" "049 0000000" "ref3-1" "1-3"
701312344 "ABB02" "ref2-2" "Caroline" "049 0000001" "ref3-2" "4"
701312344 "ABB03" "ref2-3" "Niamh" "049 0000002" "ref3-3" "5-10"
```

2.4 Cross Reference File Specifications**2.4.1 Forward**

A Cross Reference Record will be created on the system for each consignment created by the Customer Despatch System. This file will be generated in one of three ways:

- On Demand (Additional Features- Cross Reference Export)
- As part of Consignment Export Procedure

File will be saved in : C:\inter\export\xref folder

2.4.2 File Specifications

Filename: **xref99999.csv**

Where : **xref** Fixed Identifier
00001 Five digit unique sequence number.

File Type : **Comma Separated File**

Fields :

| Field Position | Field Description | Field Type | Format | Example & Notes |
|----------------|------------------------------------|------------|----------|--|
| 1 | Customers Order Reference 1 | Character | x(50) | "12345678912345" |
| 2 | Customers Order Reference 2 | Character | X(50) | "123456789acdbdefg" |
| 3 | DPD Ireland Consignment No. | Integer | >>>>>>>9 | 687100100 |
| 4 | No. of Parcels | Integer | >9 | 3 |
| 5 | Weight | Integer | >>>9 | 50 |
| 6 | Return Receipt/Swapit ¹ | Character | x(2) | "RR" = Return Receipt "SW" = Swapit |
| 7 | Return Consignment Number | Integer | >>>>>>>9 | 204522821 |
| 8 | Return Name | Character | x(20) | "Joe Bloggs" |
| 9 | Return Address 1 | Character | x(30) | "DPD Ireland" |
| 10 | Return Address 2 | Character | x(30) | "Galway Rd" |
| 11 | Return Address 3 | Character | x(30) | "Athlone" |
| 12 | Return Address 4 | Character | x(30) | "Roscommon" |

Notes :

¹ Will be either RR or SW or Blank

² All character fields are surrounded by double quotes

3. Sample File

"12345678912345","12346789acdbdefg", 687100100,3,50,RR,204522821,"Joe Bloggs","DPD Ireland","Galway Rd","Athlone","Roscommon"

"12345678912345","12346789acdbdefg", 687100100,3,50,,,,,

2.5 Cross Reference File Specifications

2.5.1 Overview

To ensure that the shipper requirements are fulfilled and DPD are satisfied with the data being supplied to the Shipping Solution system, it is necessary for this evaluation process to be carried out.

2.5.2 Integration Evaluation Process

The process through which DPD Ireland Integrations are approved is as follows:

1. Integration request receives by DPD sales rep. DPD I.T Department contacts the shipper to discuss Integration requirements.
2. DPD I.T Department sends the shipper the DPD consignment import specification and any other relevant information required.
3. DPD I.T Department will follow up with the shipper within one week of specification being sent.
4. Shipper will send sample test files to DPD I.T Department.
 - a. Files should include various examples of shipment orders. For example Domestic, Uk, International.
 - b. If shipper is using additional services such as receipt return, code, packing list etc, the test files should contain some examples of each.
5. DPD will carry out in-house testing on files. Sample labels will be sent by email to the shipper to confirm information on labels. I.e. reference numbers, notes, contact details.
6. Shipper approves labels. A date will be agreed with the shipper to install/ update shipping solution system on customer site. A date will be agreed with customer to carry out on-site integration testing.

2.5.3 Sign –off

As soon as DPD and the shipper approves on-site integration was successful the Shipping Solution system is ready to go live.

Section 3 General Information

3.1 ISO 3166 Country Code Specifications

3.1.1 Forward

ISO 3166 is the international standard list of country names and codes. This list is maintained by the International Standards Organisation (ISO). More information is available at www.iso.org. Please check with DPD Ireland for an up to date version of this file.

3.1.2 Example List

| Country Code | Country Name |
|--------------|--|
| 004 | Afghanistan |
| 008 | Albania, People's Socialist Republic of |
| 012 | Algeria, People's Democratic Republic of |
| 016 | American Samoa |
| 020 | Andorra, Principality of |
| 024 | Angola, Republic of |
| 660 | Anguilla |
| 010 | Antarctica (the territory South of 60 deg S) |
| 028 | Antigua and Barbuda |
| 032 | Argentina, Argentine Republic |
| 051 | Armenia |
| 533 | Aruba |
| 036 | Australia, Commonwealth of |
| 040 | Austria, Republic of |
| 031 | Azerbaijan, Republic of |
| 044 | Bahamas, Commonwealth of the |
| 048 | Bahrain, Kingdom of |
| 050 | Bangladesh, People's Republic of |
| 052 | Barbados |
| 112 | Belarus |
| 056 | Belgium, Kingdom of |
| 084 | Belize |
| 204 | Benin (was Dahomey), People's Republic of |
| 060 | Bermuda |
| 064 | Bhutan, Kingdom of |
| 068 | Bolivia, Republic of |
| 070 | Bosnia and Herzegovina |
| 072 | Botswana, Republic of |
| 074 | Bouvet Island (Bouvetoya) |

| | |
|-----|---|
| 076 | Brazil, Federative Republic of |
| 086 | British Indian Ocean Territory (Chagos Archipelago) |
| 092 | British Virgin Islands |
| 096 | Brunei Darussalam |
| 100 | Bulgaria, People's Republic of |
| 854 | Burkina Faso (was Upper Volta) |
| 108 | Burundi, Republic of |
| 116 | Cambodia, Kingdom of (was Khmer Republic/Kampuchea, Democratic) |
| 120 | Cameroon, United Republic of |
| 124 | Canada |
| 132 | Cape Verde, Republic of |
| 136 | Cayman Islands |
| 140 | Central African Republic |
| 148 | Chad, Republic of |
| 152 | Chile, Republic of |
| 156 | China, People's Republic of |
| 162 | Christmas Island |
| 166 | Cocos (Keeling) Islands |
| 170 | Colombia, Republic of |
| 174 | Comoros, Union of the |
| 180 | Congo, Democratic Republic of (was Zaire) |
| 178 | Congo, People's Republic of |
| 184 | Cook Islands |
| 188 | Costa Rica, Republic of |
| 384 | Cote D'Ivoire, Ivory Coast, Republic of the |
| 191 | Croatia (Hrvatska) |
| 192 | Cuba, Republic of |
| 196 | Cyprus, Republic of |
| 203 | Czech Republic |
| 208 | Denmark, Kingdom of |
| 262 | Djibouti, Republic of (was French Afars and Issas) |
| 212 | Dominica, Commonwealth of |
| 214 | Dominican Republic |
| 218 | Ecuador, Republic of |
| 818 | Egypt, Arab Republic of |
| 222 | El Salvador, Republic of |
| 226 | Equatorial Guinea, Republic of |

| | |
|-----|--|
| 232 | Eritrea |
| 233 | Estonia |
| 231 | Ethiopia |
| 234 | Faeroe Islands |
| 238 | Falkland Islands (Malvinas) |
| 242 | Fiji, Republic of the Fiji Islands |
| 246 | Finland, Republic of |
| 250 | France, French Republic |
| 254 | French Guiana |
| 258 | French Polynesia |
| 260 | French Southern Territories |
| 266 | Gabon, Gabonese Republic |
| 270 | Gambia, Republic of the |
| 268 | Georgia |
| 276 | Germany |
| 288 | Ghana, Republic of |
| 292 | Gibraltar |
| 300 | Greece, Hellenic Republic |
| 304 | Greenland |
| 308 | Grenada |
| 312 | Guadeloupe |
| 316 | Guam |
| 320 | Guatemala, Republic of |
| 831 | Guernsey |
| 324 | Guinea, Revolutionary People's Rep'c of |
| 624 | Guinea-Bissau, Republic of (was Portuguese Guinea) |
| 328 | Guyana, Republic of |
| 332 | Haiti, Republic of |
| 334 | Heard and McDonald Islands |
| 336 | Holy See (Vatican City State) |
| 340 | Honduras, Republic of |
| 344 | Hong Kong, Special Administrative Region of China |
| 348 | Hungary, Hungarian People's Republic |
| 352 | Iceland, Republic of |
| 356 | India, Republic of |
| 360 | Indonesia, Republic of |
| 364 | Iran, Islamic Republic of |
| 368 | Iraq, Republic of |

| | |
|-----|---|
| 372 | Ireland and Northern Ireland |
| 833 | Isle of Man |
| 376 | Israel, State of |
| 380 | Italy, Italian Republic |
| 388 | Jamaica |
| 392 | Japan |
| 832 | Jersey |
| 400 | Jordan, Hashemite Kingdom of |
| 398 | Kazakhstan, Republic of |
| 404 | Kenya, Republic of |
| 296 | Kiribati, Republic of (was Gilbert Islands) |
| 408 | Korea, Democratic People's Republic of |
| 410 | Korea, Republic of |
| 414 | Kuwait, State of |
| 417 | Kyrgyz Republic |
| 418 | Lao People's Democratic Republic |
| 428 | Latvia |
| 422 | Lebanon, Lebanese Republic |
| 426 | Lesotho, Kingdom of |
| 430 | Liberia, Republic of |
| 434 | Libyan Arab Jamahiriya |
| 438 | Liechtenstein, Principality of |
| 440 | Lithuania |
| 442 | Luxembourg, Grand Duchy of |
| 446 | Macao, Special Administrative Region of China |
| 807 | Macedonia, the former Yugoslav Republic of |
| 450 | Madagascar, Republic of |
| 454 | Malawi, Republic of |
| 458 | Malaysia |
| 462 | Maldives, Republic of |
| 466 | Mali, Republic of |
| 470 | Malta, Republic of |
| 584 | Marshall Islands |
| 474 | Martinique |
| 478 | Mauritania, Islamic Republic of |
| 480 | Mauritius |
| 175 | Mayotte |
| 484 | Mexico, United Mexican States |

| | |
|-----|--|
| 583 | Micronesia, Federated States of |
| 498 | Moldova, Republic of |
| 492 | Monaco, Principality of |
| 496 | Mongolia, Mongolian People's Republic |
| 499 | Montenegro |
| 500 | Montserrat |
| 504 | Morocco, Kingdom of |
| 508 | Mozambique, People's Republic of |
| 104 | Myanmar (was Burma) |
| 516 | Namibia |
| 520 | Nauru, Republic of |
| 524 | Nepal, Kingdom of |
| 530 | Netherlands Antilles |
| 528 | Netherlands, Kingdom of the |
| 540 | New Caledonia |
| 554 | New Zealand |
| 558 | Nicaragua, Republic of |
| 562 | Niger, Republic of the |
| 566 | Nigeria, Federal Republic of |
| 570 | Niue, Republic of |
| 574 | Norfolk Island |
| 580 | Northern Mariana Islands |
| 578 | Norway, Kingdom of |
| 512 | Oman, Sultanate of (was Muscat and Oman) |
| 586 | Pakistan, Islamic Republic of |
| 585 | Palau |
| 275 | Palestinian Territory, Occupied |
| 591 | Panama, Republic of |
| 598 | Papua New Guinea |
| 600 | Paraguay, Republic of |
| 604 | Peru, Republic of |
| 608 | Philippines, Republic of the |
| 612 | Pitcairn Island |
| 616 | Poland, Polish People's Republic |
| 620 | Portugal, Portuguese Republic |
| 630 | Puerto Rico |
| 634 | Qatar, State of |
| 638 | Reunion |

| | |
|-----|--|
| 642 | Romania, Socialist Republic of |
| 643 | Russian Federation |
| 646 | Rwanda, Rwandese Republic |
| 654 | St. Helena |
| 659 | St. Kitts and Nevis |
| 662 | St. Lucia |
| 666 | St. Pierre and Miquelon |
| 670 | St. Vincent and the Grenadines |
| 882 | Samoa, Independent State of (was Western Samoa) |
| 674 | San Marino, Republic of |
| 678 | Sao Tome and Principe, Democratic Republic of |
| 682 | Saudi Arabia, Kingdom of |
| 686 | Senegal, Republic of |
| 891 | Serbia and Montenegro |
| 690 | Seychelles, Republic of |
| 694 | Sierra Leone, Republic of |
| 702 | Singapore, Republic of |
| 703 | Slovakia (Slovak Republic) |
| 705 | Slovenia |
| 090 | Solomon Islands (was British Solomon Islands) |
| 706 | Somalia, Somali Republic |
| 710 | South Africa, Republic of |
| 239 | South Georgia and the South Sandwich Islands |
| 724 | Spain, Spanish State |
| 144 | Sri Lanka, Democratic Socialist Republic of (was Ceylon) |
| 736 | Sudan, Democratic Republic of the |
| 740 | Suriname, Republic of |
| 744 | Svalbard & Jan Mayen Islands |
| 748 | Swaziland, Kingdom of |
| 752 | Sweden, Kingdom of |
| 756 | Switzerland, Swiss Confederation |
| 760 | Syrian Arab Republic |
| 158 | Taiwan, Province of China |
| 762 | Tajikistan |
| 834 | Tanzania, United Republic of |
| 764 | Thailand, Kingdom of |
| 626 | Timor-Leste, Democratic Republic of |
| 768 | Togo, Togolese Republic |

| | |
|-----|--|
| 772 | Tokelau (Tokelau Islands) |
| 776 | Tonga, Kingdom of |
| 780 | Trinidad and Tobago, Republic of |
| 788 | Tunisia, Republic of |
| 792 | Turkey, Republic of |
| 795 | Turkmenistan |
| 796 | Turks and Caicos Islands |
| 798 | Tuvalu (was part of Gilbert & Ellice Islands) |
| 850 | US Virgin Islands |
| 800 | Uganda, Republic of |
| 804 | Ukraine |
| 784 | United Arab Emirates (was Trucial States) |
| 826 | United Kingdom of Great Britain |
| 581 | United States Minor Outlying Islands |
| 840 | United States of America |
| 858 | Uruguay, Eastern Republic of |
| 860 | Uzbekistan |
| 548 | Vanuatu (was New Hebrides) |
| 862 | Venezuela, Bolivarian Republic of |
| 704 | Viet Nam, Socialist Republic of (was Democratic Republic of & Republic of) |
| 876 | Wallis and Futuna Islands |
| 732 | Western Sahara (was Spanish Sahara) |
| 887 | Yemen |
| 894 | Zambia, Republic of |
| 716 | Zimbabwe (was Southern Rhodesia) |

Figure 19. ISO 3166 Country Code Specifications

3.2 Return Data Feeds

3.2.1 Forward

Upon request, DPD Ireland can electronically supply the customer with certain transactions relating to their parcels. Customer can retrieve this information from the DPD Ireland FTP site. Please contact DPD Ireland IT Support by email to itsupport@dpd.ie to apply for login details.

There are two feeds available. The first is the Scan Information feed (SCNINFO) and the second is the Proof of Delivery feed (POD). The SCNINFO feed contains relevant scan point transactions relating to a parcel. Examples of SCNINFO transactions are :

- Security Scan
- Received into Hub
- Out for Delivery
- Problem Scans such as Carded or Cannot Locate

The POD feed contains information specific to the Proof of Delivery. For example, this feed contains the name of the signatory.

For both feeds, please feel free to discuss your specific requirements with us. We will be happy to assist in their best utilisation.

3.2.2 Scan Information Feed (SCNINFO)

3.2.2.1 File Specifications

Filename Format : ***SCN9999L900001.csv***

Example SCN3803L800001.csv

Where :

| | |
|---------------|--|
| SCN | Fixed Identifier |
| 9999L9 | Customer Account Number (Provided by DPD Ireland) |
| 00001 | Five digit sequence number |

File Type : ***Comma Separated File***

Fields :

| Field Position | Field Description | Field Type | Format |
|----------------|--------------------------|------------|----------|
| 1 | Scan Code | Integer | >>9 |
| 2 | Consignment Number | Decimal | >>>>>>>9 |
| 3 | Item number | Integer | 9 |
| 4 | Parcel number | Integer | >>9 |
| 5 | Scan date | Date | 99/99/99 |
| 6 | Scan time | Integer | >>>>>9 |
| 7 | Depot number | Integer | >>9 |
| 8 | tobesent | Logical | Yes/no |
| 9 | Sent by collecting Depot | Logical | Yes/no |

| | | | |
|----|-------------------|-----------|-------------------|
| 10 | Collection depot | Integer | >>9 |
| 11 | Delivery Depot | Integer | >>9 |
| 12 | Truck number | Character | X(3) |
| 13 | Seq number | Integer | >>>>>>9 |
| 14 | Uk parcels | Decimal | >>>>>>>>9 |
| 15 | barcode | Character | X(28) |
| 16 | Scan held | Logical | Yes/no |
| 17 | StationID | Character | X(8) |
| 18 | Rw-Reason | Character | X(3) |
| 19 | Returned | Logical | Yes/no |
| 20 | Web-date | Date | 99/99/99 |
| 21 | Web-time | Integer | 999999 |
| 22 | Uk send | Logical | Yes/no |
| 23 | UK file name | Character | X(50) |
| 24 | UK line number | Integer | >>>>>>>>9 |
| 25 | Sonic Send | Character | X(8) |
| 26 | Event ID | Integer | >>>>>>>9 |
| 27 | EventElementIdx | Integer | >>>>>>>9 |
| 28 | Event Description | Character | X(30) |
| 29 | Event Comment | Character | X(30) |
| 30 | hhLogonId | Character | X(20) |
| 31 | latPosition | Decimal | ->>>, >>>, >>9.99 |
| 32 | longPosition | Decimal | ->>>, >>>, >>9.99 |
| 33 | Manual | Logical | Yes/no |
| 34 | Scan Description | Character | X(25) |

Figure 20. Scan Information Feed File Format

Sample File Information

```

60 695792131 0 1 10/02/09 33283 36 yes no 500 36 "V06" 33283 0
"695792131/0/1" no "" "" no ? 0 yes "" 0 "NO" 21376641 1 "695792131/0/1" ""
"D36GSHIELS" ? ? yes "Delivered"
40 695792007 0 1 10/02/09 32749 25 yes no 500 25 "V35" 32749 0
"695792007/0/1" no "" "" no ? 0 yes "" 0 "NO" 0 0 "" "" "D25GMURRAY" ? ? no "Out
for Delivery"
40 695792110 0 1 10/02/09 32681 25 yes no 500 25 "V35" 32681 0
"695792110/0/1" no "" "" no ? 0 yes "" 0 "NO" 0 0 "" "" "D25GMURRAY" ? ? no "Out
for Delivery"

```

3.2.3 Proof of Delivery Information Feed (POD)

3.2.3.1 File Specifications

Filename Format : ***POD9999L900001.csv***

Example POD3803L800001.csv

Where :

| | |
|---------------|--|
| POD | Fixed Identifier |
| 9999L9 | Customer Account Number (Provided by DPD Ireland) |
| 00001 | Five digit sequence number |

File Type : ***Comma Separated File***

Fields :

| FIELD POSITION | FIELD DESCRIPTION | FIELD TYPE | FORMAT |
|----------------|--------------------|------------|----------|
| 1 | Consignment Number | Integer | >>>>>>>9 |
| 2 | Item Number | Integer | 9 |
| 3 | Weight | Integer | >>>>>9 |
| 4 | Parcels | Integer | >9 |
| 5 | POD Problem | Char | X(2) |
| 6 | POD Name | Char | X(15) |
| 7 | POD Address 1 | CHAR[3] | X(15) |

| | | | |
|----|--------------------------|-----------|-----------|
| 8 | POD Signature | Char | X(20) |
| 9 | POD Date | Date | 99/99/99 |
| 10 | Pod time | Integer | 999999 |
| 11 | Depot Number | Integer | 999 |
| 12 | Date Created | Date | 99/99/99 |
| 13 | Time Created | Integer | >>>>>9 |
| 14 | User – ID | Char | X(8) |
| 15 | Date Exported | Date | 99/99/99 |
| 16 | Time Exported | Integer | >>>>>9 |
| 17 | Date Changed | Date | 99/99/99 |
| 18 | Time Changed | Integer | >>>>>9 |
| 19 | POD line no | Integer | 99 |
| 20 | Tobesent | Logical | Yes/No |
| 21 | Sent by Collecting Depot | Logical | Yes/No |
| 22 | Web Date | Date | 99/99/99 |
| 23 | Web Time | Integer | 99999 |
| 24 | UK Send | Logical | Yes/no |
| 25 | UK File Name | Character | X(50) |
| 26 | UK line no. | Integer | >>>>>>>>9 |
| 27 | Sonic Send | Character | X(8) |
| 28 | Read only | Character | X(8) |
| 29 | Event ID | Integer | >>>>>>>>9 |
| 30 | OutOfTimeR | Character | X(30) |
| 31 | POD Note | Character | X(30) |

Figure 21. Proof of Delivery Information Feed File Format

Sample File Information

695792033 0 1 1 "MD" "MR. GEARD & MOI" "GLOUNYCOMMANE" "greenmount"
 "CORK" "" 10/02/09 742 28 10/02/09 27734 "" ? 0 ? 0 1 yes no 10/02/09 29091 yes
 "" 0 "NO" "YES" 21724771 "" ""

695792011 0 1 1 "" "SARAHDOYLE" "40 LISROLAND VIEW" "DUNDALK" "LOUTH " "S
 DOYLE" 10/02/09 800 41 10/02/09 28878 "" ? 0 ? 0 1 yes no 10/02/09 29091 yes ""
 0 "NO" "YES" 19084145 "" ""

695792049 0 1 1 "" "MCCARTHY LISA" "13 INNISHANNON ROAD" "CORK CITY "
 "CORK " "L MC CARTHY" 10/02/09 829 29 10/02/09 30606 "" ? 0 ? 0 1 yes no
 10/02/09 31652 yes "" 0 "NO" "YES" 21260777 "" ""

3.3 Routing Tables

For customers that produce their own labels, DPD Ireland have a system based on the Delivery Town & County that is used to determine the Destination Depot of the parcel. This process is described in further detail in Section 1.3.

3.3.1 Gazetteer Table (GAZZ)

This table contains a list of Towns & Counties and their associated DPD Ireland depot.

3.3.1.1 File Specifications

Filename Format : ***GAZZ.csv***

File Type : ***Comma Separated File***

Fields :

| Field Position | Field Description | Field Type | Format |
|----------------|-------------------|------------|--------|
| 1 | Itemtown | Character | X(15) |
| 2 | itemcty | Character | X(15) |
| 3 | Depotno | Integer | >>9 |

Figure 22. Gazetteer Table File Format

3.3.2 DPD Ireland Depot Table (DEPOT)

This table contains a Destination Reference Code for each of DPD Ireland's depots. This is used in positions 2 through 8 of the 28 digit barcode.

3.3.2.1 File Specifications

Filename Format : ***DEPOT.csv***

File Type : ***Comma Separated File***

Fields :

| Field Position | Field Description | Field Type | Format |
|-------------------|-------------------|------------|--------|
| 1 | Depotno | Integer | >>9 |
| 2 | Depot Name | Character | X(50) |
| 31 | Ed_id | Character | X(7) |

Figure 23. DPD Ireland Depot Table File Format

3.3.3 Geopost Depot Table (GEODEPOT)

This table contains the corresponding Geopost Depot for all DPD Ireland depots.

3.3.3.1 File Specifications

Filename Format : ***GEODEPOT.csv***

File Type : ***Comma Separated File***

Fields :

| Field Position | Field Description | Field Type | Format |
|-------------------|-------------------|------------|--------|
| 1 | Depotno | Integer | >>9 |
| 2 | Geodepotno | Integer | >>>>9 |

Figure 24. Geopost Depot Table File Format

4.0 Collection Pre-advice File.

This option provides the ability for customers to facilitate collections requests on behave of their customer. The table below details the pre-advice file that DPD Ireland would require to receive in advance of a collection.

4.1 Collection File Specification.

| FIELD | FORMAT | M | COMMENTS |
|---------------------|-------------------|-----|--|
| CustomerAccount | CHARACTER | M | Customer account, the same for all collections in one file |
| CustomerOrder | CHARACTER | O | Third party order number |
| BookedBy | CHARACTER | O | Person who booked collection |
| ThirdPartyReference | CHARACTER | O | Third party collection request number |
| ReadyTime | TIME (HH:MM) | O | Ready time for collection (to collect after this time) |
| ClosedTime | TIME (HH:MM) | M | Closed time for collection (to collect before this time) |
| CollectionDate | DATE (YYYY-MM-DD) | M | Collection date |
| CollContact | CHARACTER | O | Person to contact |
| CollBusinessName | CHARACTER | M | Company / person name |
| CollTelephone | CHARACTER | O | Phone number to contact |
| CollAddLine1 | CHARACTER | M | Address line |
| CollAddLine2 | CHARACTER | O | Address line |
| CollAddLine3 | CHARACTER | M/O | For irish address put Town there; otherwise leave this empty |
| CollAddLine4 | CHARACTER | M/O | For irish address put County there; otherwise leave this empty |
| CollPostCode | CHARACTER | M/O | For irish address leave this empty |
| CollCountryCode | CHARACTER | M | 2char country code (IE for ROI/NI, UK for Great Britain etc) |
| DelContact | CHARACTER | O | Person to contact |
| DelBusinessName | CHARACTER | M | Company / person name |
| DelTelephone | CHARACTER | O | Phone number to contact |
| DelAddLine1 | CHARACTER | M | Address line |
| DelAddLine2 | CHARACTER | O | Address line |
| DelAddLine3 | CHARACTER | M/O | For irish address put Town there; |

| | | | |
|------------------|--------------|-----|--|
| | | | otherwise leave this empty |
| DelAddLine4 | CHARACTER | M/O | For Irish address put County there; otherwise leave this empty |
| DelPostCode | CHARACTER | M/O | For Irish address leave this empty |
| DelCountryCode | CHARACTER | M | 2char country code (IE for ROI/NI, UK for Great Britain etc) |
| DelMethod | CHARACTER | M/O | For international delivery only: put either Air Express or DPD |
| Parcels | INTEGER | M | Number of parcels from range 1-10 |
| ParcelWeight | INTEGER | M | Weight in full kilos |
| ParcelVolume | DECIMAL | O | Parcel volume in m ³ |
| ParcelHeight | INTEGER | O | Height in cm |
| ParcelWidth | INTEGER | O | Width in cm |
| ParcelDepth | INTEGER | O | Depth in cm |
| Description | CHARACTER | O | Parcel's content, additional instructions for depot/driver |
| ServiceType | CHARACTER | M | One character only: T for Timed, S for Saturday, O for Overnight, P for Special, 2 for 2-Day |
| ServiceTime | TIME (HH:MM) | M/O | Mandatory for "Timed" service, for other services is ignored |
| ExtraInsurance | LOGICAL | M | Only acceptable values are: true/false |
| CodAmount | DECIMAL | M/O | Mandatory for COD parcels, otherwise leave this empty |
| CodCurrency | CHARACTER | M/O | Mandatory for COD parcels (3-letters symbol of currency e.g. EUR, GBP), otherwise leave this empty |
| DPDConsignmentNo | INTEGER | M/O | Mandatory for customer sending collection email with Delivery Label. Number Range will be provided by DPD. |
| EmailFlag | LOGICAL | O | Yes for DPD to send customer email with Delivery Label. No for customers who send their own emails to consignees |
| EmailAddress | CHARACTER | O | Consignee's email address |

M – means that field is mandatory

O – means that field is optional and can be blank

M/O – means that in some cases field is mandatory

4.1.1 XML Sample.

XML Sample

```
<Collectionsxmlns:xsi="http://www.w3.org/2001/XMLSchema"
xsi:noNamespaceSchemaLocation="Collections.xsd">
  <CollectionRequest>
    <CustomerAccount>1734L8</CustomerAccount>
    <CustomerOrder>123123</CustomerOrder>
    <BookedBy>Mark Sullivan</BookedBy>
    <ThirdPartyReference>98756</ThirdPartyReference>
    <ReadyTime>08:00</ReadyTime>
    <ClosedTime>12:00</ClosedTime>
    <CollectionDate>2011-03-01</CollectionDate>
    <CollectionAddress>
      <Contact>Peter</Contact>
      <BusinessName>Collection Company</BusinessName>
      <Telephone>07525260001</Telephone>
      <AddLine1>3A CANAL QUAY</AddLine1>
      <AddLine2>NEWRY</AddLine2>
      <AddLine3>ABBEY ST</AddLine3>
      <AddLine4>WICKLOW</AddLine4>
      <PostCode></PostCode>
      <CountryCode>IE</CountryCode>
    </CollectionAddress>
    <DeliveryAddress>
      <Contact>Ryan</Contact>
      <BusinessName>Delivery</BusinessName>
      <Telephone>07525260001</Telephone>
      <AddLine1>Dublin Road</AddLine1>
      <AddLine2>The Cutts</AddLine2>
      <AddLine3>DUBLIN 10</AddLine3>
      <AddLine4>DUBLIN</AddLine4>
      <PostCode></PostCode>
      <CountryCode>IE</CountryCode>
      <Method>Domestic</Method>
    </DeliveryAddress>
    <Parcels>5</Parcels>
    <ParcelWeight>2</ParcelWeight>
    <ParcelVolume>100</ParcelVolume>
    <ParcelHeight>0</ParcelHeight>
    <ParcelWidth>0</ParcelWidth>
    <ParcelDepth>0</ParcelDepth>
    <ParcelDescription>Describe parcel</ParcelDescription>
    <ServiceType>O</ServiceType>
    <ServiceTime>00:00</ServiceTime>
    <ExtraInsurance>>false</ExtraInsurance>
    <CodAmount></CodAmount>
    <CodCurrency></CodCurrency>
    <DPDConNo>695123456</DPDConNo>
    <EmailFlag>NO</EmailFlag>
    <EmailAddress>niamh.odonnell@dpd.ie</EmailAddress>
  </CollectionRequest>
</Collections>
```


4.1.2 Comma Separated Example .

Comma separated sample.

1734L8,123123,Mark Sullivan,98756,08:00,12:00,01/03/2011,Peter,Collection
Company,7525260001,3A CANAL QUAY,NEWRY,ABBEY
ST,WICKLOW,,IE,Ryan,Delivery,7525260001,Dublin Road,The Cutts,DUBLIN
10,DUBLIN,,IE,Domestic,5,2,100,0,0,0,Describe
parcel,O,00:00,FALSE,0,685123456,no,niamh.odonnell@dpd.ie