# Shipping API Frequently Asked Questions

## Q1. Where can I find the latest versions of the Shipping API WSDL and supporting XSD files?

The latest versions of these resources are available on the 'Shipping API V2 (SOAP)' page on the [Royal Mail Developer Portal](#).

## Q2. Is an eBay/Amazon plugin available?

A plugin is not currently available.

## Q3. Do you have an environment for me to test against?

Yes, you will initially be given access to an Onboarding environment before proceeding to the Production environment. This is a sandboxed environment that allows you to test the ability to create/update/cancel shipments, print labels and print Customer Collection Receipts without any data being sent to downstream systems and without any charges being incurred against your account.

## Q4. Can Royal Mail implement the Web Services using API for me?

No, Royal Mail only provides an API technical user guide, reference data, sample code and example request/response messages to give you with an understanding of the Shipping API operations and therefore cannot complete any web service implementation for your business.

## Q5. Which API version number should I use in my API calls?

The API version number should be populated in each API request as "1.0" or "2.0", depending on which version WSDL you are using. If there is any other value provided, then it is assumed to be version 1.0.  For example, if the version is populated as 4.1, the system will treat this as version 1.0.

## Q6. When and where do I need to specify a namespace when using the Shipping API?

Namespace declarations are mandatory as defined in the Shipping API XSD.



However, Namespace declarations are NOT required for elements defined in the following schemas:

- CommonClassesV2_2.xsd
- DatatypesV2_2.xsd
- ReferenceDataV2_2.xsd

### Q7. Which Service Offerings can I use on Shipping API?

See the 'Shipping API V2 (SOAP)' page on the [Royal Mail Developer Portal](#) for the service offerings available via Shipping API.  You can use any of these service offerings providing that your Royal Mail SAP account has been setup to use them. To see the services available on your account on Shipping API, go onto your Despatch Manager Online account and look on the Create Shipments screen. Note, if the service does not appear on your OBA account, they will definitely not be available to you on Shipping  API. If the service does appear on OBA, in some cases it will still not be available on Shipping API, particularly letter only format or Non-VATable services. Contact your Royal Mail Account Manager if you need additional services set up on your SAP account.

### Q8. What do I need to do to set up the Local Collect alternate delivery option to offer my customers delivery at a nearby Post Office® branch?

Whilst Shipping API produces the Special Delivery / Royal Mail Tracked Local Collect labels, you will need to integrate with Local Collect API to get the relevant Post Office address details and include this in the Shipping API call. To take advantage of this delivery option, you need to integrate via our Local Collect API. Please visit the 'Local Collect API (SOAP)' page on the [Royal Mail Developer Portal](#) for more details and to request access to this service.

### Q9. How do I cancel a shipment?

Using the cancelShipment API function, that will cancel any shipments which have not been manifested. Shipments can also be cancelled via the web based Shipping API Management system (DMO) under the Current Shipments screen using the Cancel Shipment button.

### Q10. How do I update a shipment?

Using the updateShipment operation, shipments can be updated which have not been manifested. Only certain fields can be changed – please refer to Shipping API V2 Technical User Guide, section 8.7 for details of the updateShipment operation. Please also refer to the Shipping API V2 WSDL and XSDs. All of these resources are available from the 'Shipping API V2 (SOAP)' page on the [Royal Mail Developer Portal](#).

### Q11. What's the format of the printLabel response?

As a Shipping API V2 user, the default format in the printLabel response is Base64 encoded PDF.  If you require data stream access, the Customer Solutions team can configure your system settings for data stream. This will enable the format of the printLabel response be one of the following options:

- Base64 encoded PDF
- Raw XML Data
- Base64 encoded PNG
- Raw XML Data  & Base64 encoded PNG

The Customer Solutions team then check your sample labels meet our specifications prior to them being used.

Note that for Shipping API V1 there is only one format supported in the printLabel response: Base64 encoded PDF.

### Q12. Can I reprint labels or Customer Collection Receipts?

You can reprint shipments using the printLabel function (if the shipment has not been manifested) and you can reprint Customer Collection Receipts using the printManifest function. You must not

reprint labels to use on multiple items going to the same address. This is regarded as fraud and is actively monitored by Royal Mail.

### Q13. How do I track the parcels I have shipped?

There is a separate Royal Mail web service available for tracking. To take advantage of this Tracking option, you need to integrate via our Tracking API. Please visit the 'Tracking API (REST)' page on the Royal Mail Developer Portal for more details and to request access to this service. You can also track shipments individually via the Royal Mail website: http://www.royalmail.com/track-trace

### Q14. Can I use the same username and password for more than one Royal Mail account?

No, access to Shipping API or DMO UI is unique to one DMO Account; So if a shipper has two DMO accounts, that shipper would have a pair of unique Login details (username & password).

### Q15. Why am I receiving messages telling me that the authentication failed?

Please check that your Username and Password is correct for the environment (Production or Onboarding) and that you have correctly implemented the required SOAP security elements as detailed in Shipping Technical User Guide: section 8.4 for Shipping API V2 and section 8.6 for Shipping API V1.

### Q16. I'm getting an authorisation error E0007. Have you set me up on the system?

Error Code E0007 response message is generated due to one or more listed fields below being invalid;

- Username
- Password
- Nonce
- Timestamp

or the number of users of the same credentials is more than the number agreed during the OnBoarding process.

### Q17. Why has the Department Reference that I used been ignored?

There are three reasons why a department reference would be ignored:

- The requested department reference is not available in Online Business Account (OBA), hence you would have to create it in OBA first
- Data transmission of newly created / updated department references between OBA and Shipping API usually takes 24 hours. Any new / updated department reference used within this period will be ignored
- If the department reference used is outside the reference's valid date range From / To, then it will be ignored.

Note:  Department references are not applicable to Tracked or Tracked Returns Service Offerings.

### Q18. Does Shipping API validate the recipient postcodes against the recipient Post Town?

Yes, In Shipping API V2, if there is a mismatch between the Post Town and the Recipient postcode when Shipping API validates against the Royal Mail PAF file, the Postcode will determine the correct Post Town to use. In Shipping API V1 an error message will be returned, and the createShipment call will need to be made again.

### Q19. I'm receiving post code/ post town errors E1107 or E1108 for a large number of my requests. Why? What can I do?

The Shipping API V1 software will generate these errors if there is a mismatch between the postcode and the Post Town, based on the current Royal Mail Postal Address File (PAF). To avoid this error we recommend you upgrade to Shipping API V2 or else use PAF to enter the correct Post Town against the supplied Postcode before making the createShipment call. In the Shipping API V2 release, the Post Town is automatically overwritten if there is a mismatch between Postcode and Post Town.

### Q20. What are the Shipping API system availability and down times figures?

Shipping API is available 24/7 99.8% of the time and down time is less than 0.2%.

### Q21. What can I do if the system is unavailable?

Go to http://www.royalmail.com/corporate/services/shipping for what you can do if the system is unavailable.

### Q22. Is there a mechanism to notify us of outages?

If we have a significant reduction in service or an outage we will notify you by the email you gave us for onboarding. We will also publish details at http://www.royalmail.com/help-and-support/despatch-manager-online..

### Q23. Can I give my customers the 21 character UID of a Parcel (as seen on the shipment label) for tracking purposes?

No, only the existing 13 character UPU tracking number should be given. Where there is no UPU tracking number, still you should not share this 21 character UID as it will not enable customers to track their parcel.

### Q24. If I get an error message, E1157 or E1164 indicating that I have run out of Offline barcodes what should I do?

Please call the SAPI Help desk on 08456047267 to request a new Offline barcode range, specifying if it is the 1D (Error E1164) or 2D (Error 1157) range required. Note, this FAQ only applies to customers using Shipping API V2 or higher.