



Royal Mail Group

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## Customs Declaration API (SOAP) Technical User Guide

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This API specification details the requirements for integrating with the Customs Declaration API (SOAP). It specifically covers how the API can be used by business partners to receive Customs Declaration information and provides the technical information to build this integration.

Version 1.0

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# 1 Document Control

## 1.1 Terms and Abbreviations

Term	Meaning
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol over SSL or TLS
HS Code	Harmonised System Code
IP	Internet Protocol
SOAP	Originally an acronym for Simple Object Access Protocol, is a protocol specification for exchanging structured information in the implementation of web services
WSDL	Web Services Description Language
XML	Extensible Markup Language

Table 1 – Terms and Abbreviations

## 1.2 Version History

Version	Date	Author	Notes
1.0	27/09/2016	RMG	Initial version

Table 2 – Document Version History

## 2 Overview

The Customs Declaration API provides the functionality for customers to submit electronic customs declarations. The web service will be consumed by shipping systems during the order capture process.

There are no costs to customers for using the Customs Declaration API, however customers' own development costs must be covered by the customer developing the solution. Royal Mail will not accept any responsibility for these development, implementation and testing costs.

Customers should address initial enquiries regarding development of systems for these purposes to their account handler.

### 3 Purpose

This document provides Royal Mail customers with guidelines and detailed specifications for integrating with the Customs Declaration API (SOAP) web service.

The document details:

- The specification for the web service interface for customers who want to access customs declaration functionality for their mail items
- Description of errors the API can return
- Non-functional characteristics of the API including response times, service availability and security considerations

This document is primarily intended to be read by developers and other technical roles involved with integrated customer systems' with the API.

## 4 Introduction to Customs Declaration API

### 4.1 Overview

The Customs Declaration API provides a number of operations related to managing customs declarations but only a subset are exposed through the API.

The operations which are exposed are listed below:

- Lookup HS code (GetHSCodes) – the description of an item is provided and the HS (Harmonised System) code for the item is returned.
- Check item is not prohibited (GetRestrictionProhibitionByHS and GetRestrictionProhibitionByDescription) – the destination country and HS code or item description are provided and a warning is provided if the item is likely to be restricted or prohibited in the destination country.
- Submit declaration (CreateOrUpdateDeclarations) – once all items in the shipment have been entered the customs declaration is then submitted to the destination customs.

The remaining operations provided by the API are not operational and will result in an error response being returned (see section 9).

### 4.2 Interface Components

Please see Figure 1 below for a graphical representation of the interface between Royal Mail and customers for Customs Declaration API. This document covers what information is to be exchanged, how this information is structured and the means by which it is transferred.

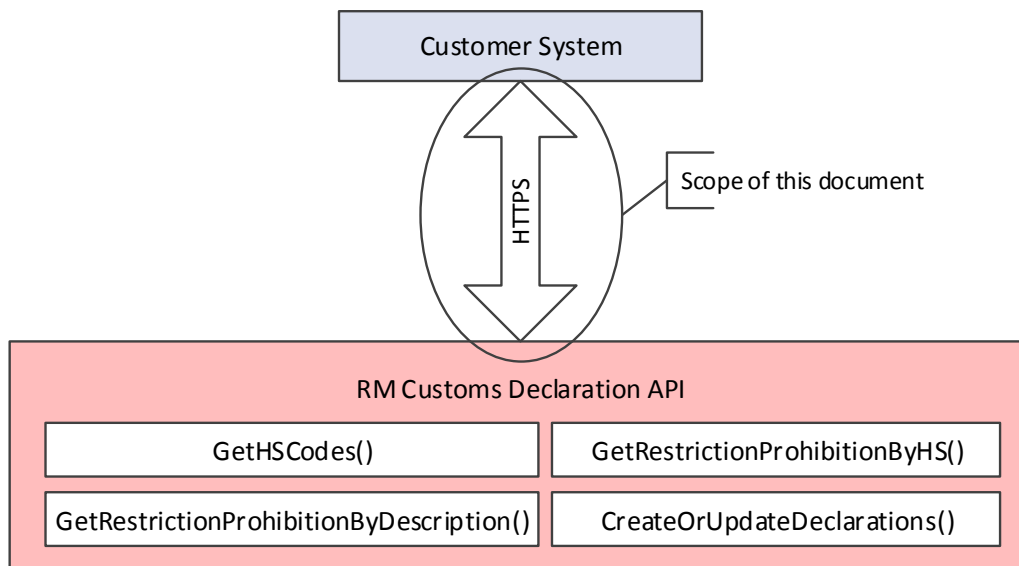


Figure 1 – Customs Declaration API

## 5 Integrating with Customs Declaration API

The high-level process associated with integrating with the Customs Declaration API is represented and described in the diagram below.

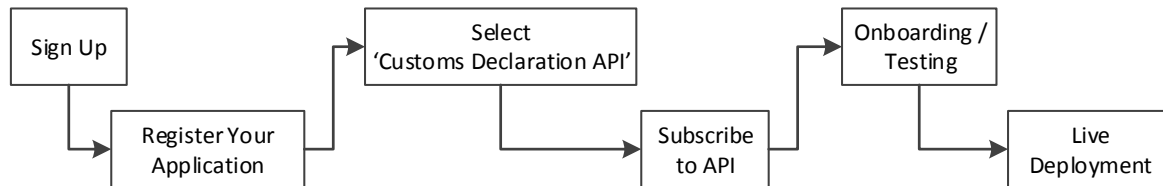


Figure 2 – Process for Integrating with the API

Access to the service is managed through RMG's API Management system.

New users of the system will need to:

1. Sign up for an account and accept the terms and conditions on the [Royal Mail API \(Developer\) Portal](#).
2. Register the 'application' which will be calling the API. When the application is registered, it will be assigned a unique system-generated Client ID and Secret which is needed to securely access the API. It is important that these credentials are noted and securely stored.
3. Request to subscribe to the API. This will result in an e-mail being automatically generated and sent to the Royal Mail Customer Solutions team.
4. Once approved, testing can be performed against the API in a sandboxed onboarding environment that allows you to test the integration.
5. Once all required testing has completed in the onboarding environment, access to the Live production system will be provided at a mutually agreed date/time.

Existing users who already have an account with Royal Mail's API Management system will need to perform step 2 onwards if the application accessing the API is different to any currently registered applications. If the application accessing the API is already registered, existing customers will need to perform step 3 onwards.

### 5.1 Terms & Conditions

You must accept the Royal Mail Terms and Conditions when creating your customer account. These cover the ways in which the service may be used and any integration activities must abide by these.

Of particular note to developers:

- The onboarding environment is available 24x7 and is a small scale system for functional testing only. It may not be used for performance testing.
- Royal Mail expects customers to use the service in a responsible way; this includes refraining from applying significant load to the API.
- Royal Mail may impose a cap on the number of transactions for each customer. Excessive volumes of traffic may result in transactions being rejected.



## 5.2 API Access

Both onboarding and live access to the API is obtained via the following URL:

<https://api.royalmail.net/customs>

Please note that the Client ID and Secret must be provided in the HTTP header of all API requests otherwise access to the API will be rejected and a HTTP 401 (Unauthorised) will be returned. The Client ID and Secret are obtained by registering an application on the [Royal Mail API \(Developer\) Portal](#).

You must complete all required test activities in the onboarding environment prior to being permitted access to the live environment by the Royal Mail Customer Solutions Team. The onboarding test environment is available 24x7, has the same functionality as live (though with a reduced capacity) and allows you to test your integration. You will be provided with a contact in Royal Mail who will take you through the onboarding process.

Please see section 9 for a full list of technical and business error codes which are returned from this API.

## 5.3 Live Deployment

Once you have completed all required testing in the onboarding environment you will be provided with access to the live production system.

## 5.4 API Versioning

Royal Mail is continuously working to improve its technology, and as part of this process updates to the services provided may on occasion necessitate a new WSDL version. Royal Mail will look to maintain three versions of the WSDL; as new versions are introduced, previous versions move down the stack until they are ultimately removed completely:

- Latest version
- Previous version
- Deprecated version

Customers will always be encouraged to integrate against the latest version as this will give them the longest stable period without the need to change, but if they have already begun integration activities when a new version is released then they will be able to integrate against the previous version. Customers should not integrate against the deprecated version.

## 6 Customs Declaration Services

### 6.1 Business Services

The Customs Declaration API is a service offered to customers to allow them to obtain restriction or prohibition information of a particular item prior to submitting a customs declaration for a shipment.

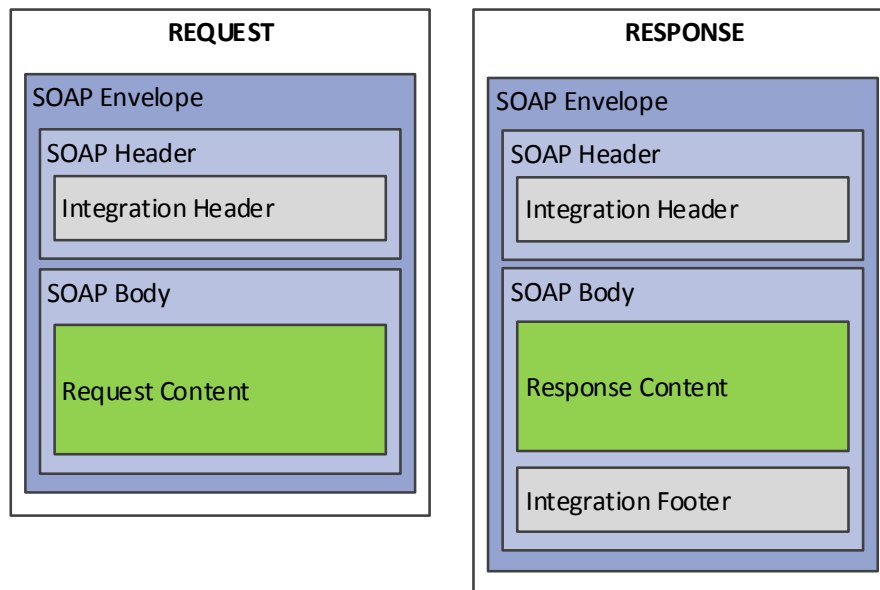
The table below provides an overview of the business services that are supported by this interface.

Business Service	Web Service Operation	Description	Technology	Conversation Style
Get HS Codes	GetHSCodes	The description of an item is provided and the HS (Harmonised System) code for the item is returned.	SOAP over HTTPS	Synchronous Request / Response
Get Restriction Prohibition By HS	GetRestrictionProhibitionByHS	The HS code and destination country are provided to the API and a warning is returned if the item is likely to be restricted or prohibited in the destination country.	SOAP over HTTPS	Synchronous Request / Response
Get Restriction Prohibition By Description	GetRestrictionProhibitionByDescription	An item description and destination country are provided to the API and a warning is provided if the item is likely to be restricted or prohibited in the destination country.	SOAP over HTTPS	Synchronous Request / Response
Create Or Update Declarations	CreateOrUpdateDeclarations	Once all items in the shipment have been entered the customs declaration can be submitted.	SOAP over HTTPS	Synchronous Request / Response

Table 3 – Business Services

## 7 Message Structure

The structure of the Customs Declaration API SOAP request and response messages is represented by the diagram below.



**Figure 3 – API Structure**

Each of the Customs Declaration API operations (defined in section 6.1) is defined as a SOAP operation, with separate request / response message parts. Technical details are documented in the WSDL which accompanies this document (see section 8.2).

Within the SOAP body tags, each request or response message is supplemented with an `integrationHeader` element and is described in section 8.4.1. Response messages may contain an `integrationFooter` element that contains details of any errors or warnings and this is described in section 8.7.1.

## 8 Message Definition and Schemas

### 8.1 Notation

The API elements described in this section are constructed using Royal Mail's Enterprise Canonical Data Model. The schema structures are described in XMLSpy notation with graphical representation meanings as explained in the table below.





Graphical Representation	Meaning
	A solid line around an element indicates it is a mandatory field that will/must always be present.
	A dashed line around an element indicates the field is optional and may or may not be present. An optional element is one that indicates the data and enclosing XML tags may or may not be present in either a request or response.
	The <i>sequence</i> identifier represents an ordered set of elements.
	The <i>choice</i> identifier represents a selection of elements.

Figure 4 – Notation used to describe this API

### 8.2 WSDL and Schemas

The WSDL for the Customs Declaration API can be found on the 'Customs Declaration API' page on the 'Royal Mail APIs' section of the [Royal Mail API \(Developer\) Portal](#).

The following table lists the technical documents that should be referenced for the Customs Declaration API. The XML schema documents themselves are provided in supporting files. Each schema file contains descriptions of every type using the "xs:documentation" element.

XML Schema File	Description
CustomDeclarationAPI_V1_0.wsdl	WSDL describing the functionality offered by the Customs Declaration API
CustomDeclarationAPI (defined in WSDL file)	Wrapper XSD for Customs Declaration API operations.
FaultEx (defined in WSDL)	XSD containing standard fault definition
Core (defined in WSDL)	Royal Mail (RMG) schema which defines common objects such as "address" which are complex types with a defined structure based on RMG defined simple data types as well as reference data types.
RMDatatypes (defined in WSDL)	RMG defined simple types that are commonly required such as "date" and "name". This schema is the foundation for the other schema files.
CDS (defined in WSDL)	Application Schema
Serialization (defined in WSDL)	XSD Schema for serialization objects

Arrays (defined in WSDL)	XSD Schema for Array objects
CDS.Operational (defined in WSDL)	XSD for Operational Elements
CDS.Core (defined in WSDL)	XSD for Core Elements
CDS.Management (defined in WSDL)	XSD for Management Elements

**Table 4 – API Schemas**

### 8.3 HTTP Header Information

#### 8.3.1 Description

The purpose of the HTTP header is to support security and logging functionally within the Royal Mail systems and it is mandatory that it is provided in the request message.

#### 8.3.2 Request Message

All service requests to this API will be authorised in accordance with the Client ID and Secret passed in the HTTP headers. Please see table below for the elements which need to be populated in the HTTP header.

Parameter	Optional	Description
Accept	No	This attribute accepts requests in application/soap+xml format.
SOAPAction	No	Used to indicate the intent of the SOAP HTTP request.
X-IBM-Client-Id	No	Similar to a client username. Required to access the API.
X-IBM-Client-Secret	No	Similar to a client password. Required to access the API.

**Table 5 – HTTP Header Information in the API Request**

#### 8.3.3 Example Data

Example request data for the HTTP Header:

Parameter	Value
Accept	application/soap+xml
SOAPAction	"http://www.royalmailgroup.com/api/CustomDeclarationAPI/V1/Get HSCodes"
X-IBM-Client-Id	f0e4f151-2041-4df2-b31d
X-IBM-Client-Secret	kT0IB2dK0wF6mK0rD8sD7oE7vP2mG7l

**Table 6 – Example HTTP Header Information for API Request**

## 8.4 SOAP Header (Request)

### 8.4.1 integrationHeader

The purpose of this element is to support security and logging functionality within Royal Mail systems and it is mandatory that it is provided in all request messages. The integrationHeader element will also be present in all response messages.

Please see diagram below for a representation of the integrationHeader element:

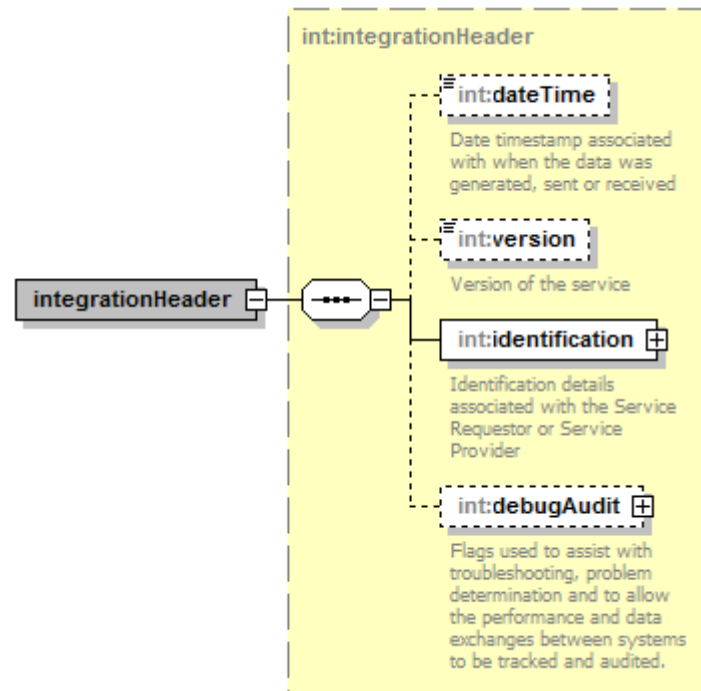


Figure 5 – integrationHeader Structure

All elements defined below are relative to the integrationHeader element in the request message.

Element	Occurs	Data Type	Description
dateTime	0-1	dateTime	This should be populated with the date timestamp when the message was generated.
version	0-1	decimal	The version of the API currently being used (currently 1.0).
identification	1-1	element	Identification element used to hold the identity and transaction details associated with the customer. See identification table below for structure.
debugAudit	0-1	element	Not used in the Customs Declaration API implementation.

Table 7 – integrationHeader Element (Request)

Please see diagram below for a representation of the identification element:

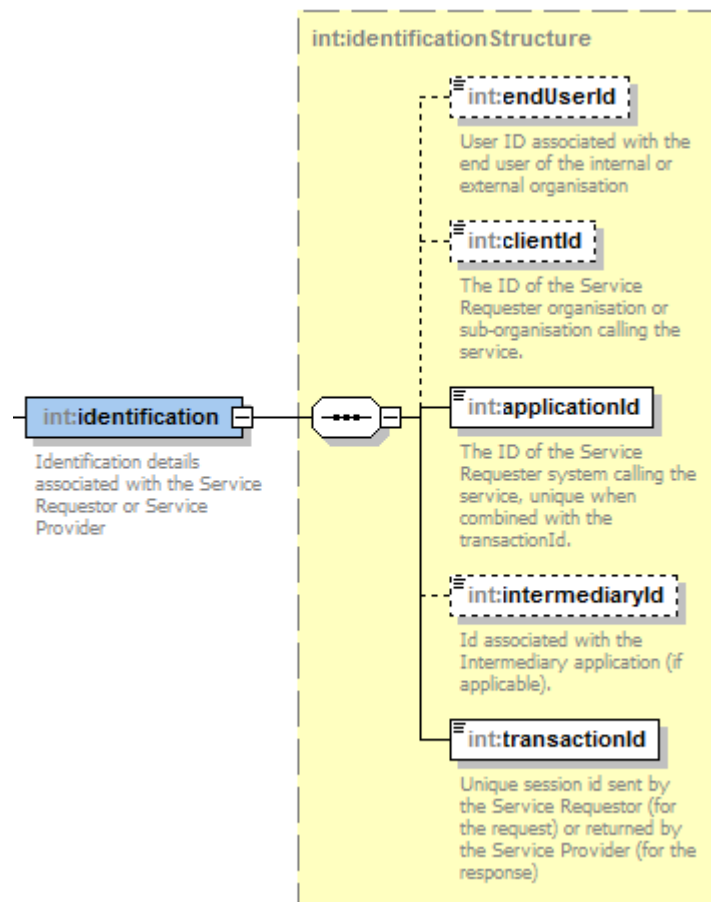


Figure 6 – identification Structure

All elements below are relative to the identification element in the integrationHeader.

Element	Occurs	Data Type	Description
enduserId	0-1	identifier	Not used in the Customs Declaration API implementation.
clientId	0-1	Identifier	Not used in the Customs Declaration API implementation.
applicationId	1-1	identifier	This is used to identify the customer and is allocated by Royal Mail
intermediaryId	0-1	identifier	Not used in the Customs Declaration API implementation.
transactionId	1-1	identifier	This is a unique number used to identify the transaction as provided by the customer system. Any value can be provided in this field but must contain only the characters 'a-z', 'A-Z', '0-9', '/' and '-'. It allows the consuming application to correlate the response message to its request.

Table 8 – integrationHeader identification Element

## 8.5 SOAP Body (Request): GetHSCodesRequest

The behaviour of the GetHSCodes operation is to take a description of an item and return the HS (Harmonised System) code. To invoke the GetHSCodes operation, the customer system must construct a SOAP request message as described in section 7.

The GetHSCodesRequest element is contained in the SOAP Body and contains the following:

- A securityToken element
- A goodDescription element

Please see diagram below for a representation of the GetHSCodesRequest message:



Figure 7 – GetHSCodesRequest Message Structure

All elements in the table below are relative to the root CDSGetHSCodesRequest element.

Element	Occurs	Data Type	Description
GetHSCodes/securityToken	0..1	String	This element has been deprecated and should not be set.
GetHSCodes/goodDescription	0..1	String	Description of the Item for which an HS Code is required.

Table 9 – GetHSCodes Element

### 8.5.1 Example Data

This section provides a simplified extract of sample data to illustrate the GetHSCodesRequest.

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v1="http://www.royalmailgroup.com/integration/core/V1"
  xmlns:v11="http://www.royalmailgroup.com/api/CustomDeclarationAPI/V1" xmlns:tem="http://tempuri.org/">
  <soapenv:Header>
    <v1:integrationHeader>
      <v1:dateTime>2016-07-25T00:00:00</v1:dateTime>
      <v1:version>1.2</v1:version>
      <v1:identification>
        <v1:applicationId>00bd11e6</v1:applicationId>
        <v1:transactionId>221c16f6</v1:transactionId>
      </v1:identification>
    </v1:integrationHeader>
  </soapenv:Header>
  <soapenv:Body>
    <v11:CDSGetHSCodesRequest>
      <tem:GetHSCodes>
        <tem:securityToken>7163858e-8891-43c9-a2f8-5ea9fc8bda8c</tem:securityToken>
        <tem:goodDescription>FLOWER</tem:goodDescription>
      </tem:GetHSCodes>
    </v11:CDSGetHSCodesRequest>
  </soapenv:Body>
</soapenv:Envelope>
  
```



## 8.6 SOAP Header (Response)

### 8.6.1 integrationHeader

The integrationHeader element will also be present in all response messages. Please see diagram in Figure 5 in section 8.4.1 for a representation of the integrationHeader element.

Element	Occurs	Data Type	Description
dateTime	0-1	dateTime	This is always returned and contains the same value provided in the request.
version	0-1	decimal	This is always returned and contains the same value provided in the request.
identification	1-1	element	This is always returned and contains the same values provided in the request.
debugAudit	0-1	element	Not used in the Customs Declaration API implementation.

Table 10 – integrationHeader Element

The integrationHeader contains an identification element which is described below.

Element	Occurs	Data Type	Description
enduserId	0-1	identifier	Not used in the Customs Declaration API implementation.
clientId	0-1	Identifier	Not used in the Customs Declaration API implementation.
applicationId	1-1	identifier	This is always returned with the same value as provided in the API request.
intermediaryId	0-1	identifier	Not used in the Customs Declaration API implementation.
transactionId	1-1	identifier	This is always returned with the same unique transaction number provided in the request

Table 11 – intgrationHeader identification Element (Response)

## 8.7 SOAP Body (Response): GetHSCodesResponse

The response for a requested GetHSCodes operation is constructed as a SOAP response message as described in Section 7. The GetHSCodesResponse element is contained in the SOAP Body element and contains the following:

- An optional list of HSLookupInfo elements which will be populated with matching HS code information for the description provided in the request. The HSLookupInfo element will not be present in the response if an error occurred in the processing of the request – the error details will be included in the integrationFooter element.
- An optional integrationFooter element (see section 8.7.1).

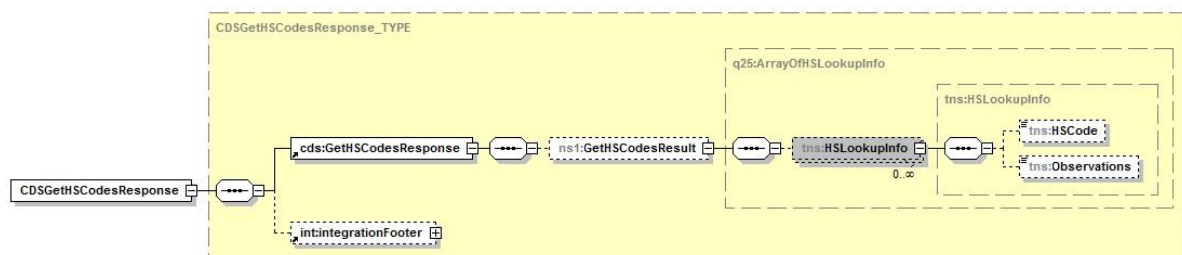


Figure 8 – GetHSCodesResponse Structure

All elements in the table below are relative to the root CDSGetHSCodesResponse element.

Element	Occurs	Data Type	Description
GetHSCodesResult/HSLookupInfo/HSCode	0..1	String	The 6-character HS code
GetHSCodesResult/HSLookupInfo/Observations	0..1	String	Provides the short description of the HSCode
integrationFooter	0-1	element	Container for any error or warning messages associated with the operation. Please see section 8.7.1 for more information.

Table 12 – GetHSCodesResponse Element

### 8.7.1 integrationFooter

The purpose of this element is to return any business error and warning messages back to the customer. The integrationFooter element will only be present in a response message if there are any business errors or warnings associated with processing a web service request. Please note that all technical exceptions will result in a SOAP fault being generated.

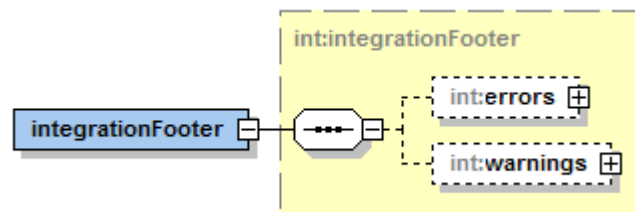


Figure 9 – integrationFooter Structure

All elements in the table below are relative to the integrationFooter element.

Element	Occurs	Data Type	Description
errors	0-1	element	See table below for structure. This will contain details of any errors encountered in processing a web service request. Please see the section 9.3 for the full list of all business errors which can be returned.
warnings	0-1	element	Not used in the Customs Declaration API implementation.

Table 13 – integrationFooter Element

## errors

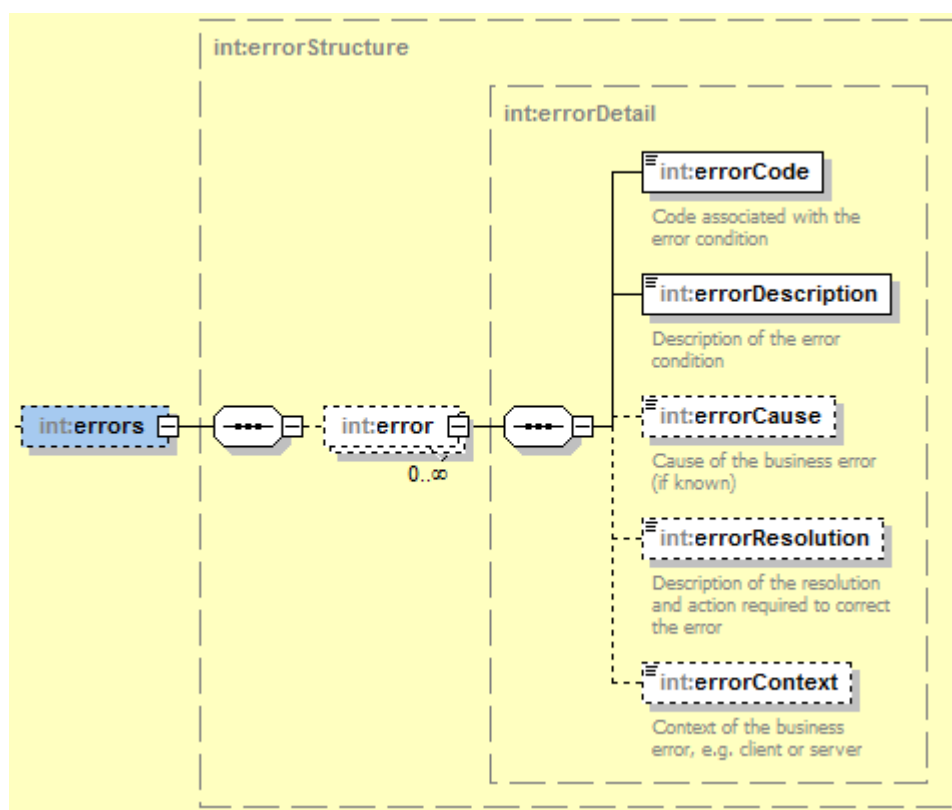


Figure 10 – integrationFooter errors Structure

All elements in the table below are relative to the errors element.

Element	Occurs	Data Type	Description
error	0-n	element	Element containing from zero to many errors. Please see section 9.3 for details of all business errors returned by this API.
error.errorCode	1-1	identifier	This is the code for the error message.
error.errorDescription	1-1	description	This is the description associated with the error code.
error.errorCause	0-1	description	This is the cause of the error (if known).
error.errorResolution	0-1	description	This is the description of the resolution and action required to correct the error (if known).
error.errorContext	0-1	description	This is the context of the error, e.g. client or server.

Table 14 – integrationFooter errors Element

### 8.7.2 Example Data

This section provides a simplified extract of sample data to illustrate the GetHSCodesResponse.

```
<NS1:Envelope xmlns:v1="http://www.royalmailgroup.com/integration/core/V1"
xmlns:NS1="http://schemas.xmlsoap.org/soap/envelope/">
  <NS1:Header>
    <v1:integrationHeader>
      <v1:dateTime>2016-07-25T00:00:00</v1:dateTime>
      <v1:version>1.2</v1:version>
      <v1:identification>
        <v1:applicationId>00bd11e6</v1:applicationId>
      </v1:identification>
    </v1:integrationHeader>
  </NS1:Header>
  <NS1:Body>
    <v1:errors>
      <v1:error>
        <v1:errorCode>1000</v1:errorCode>
        <v1:errorDescription>Invalid HSCodes</v1:errorDescription>
        <v1:errorCause>Invalid HSCodes</v1:errorCause>
        <v1:errorResolution>Please check the HSCodes</v1:errorResolution>
        <v1:errorContext>Client</v1:errorContext>
      </v1:error>
    </v1:errors>
  </NS1:Body>
</NS1:Envelope>
```

```

    <v1:transactionId>221c16f6</v1:transactionId>
  </v1:identification>
</v1:integrationHeader>
</NS1:Header>
<NS1:Body>
  <NS2:CDSGetHSCodesResponse xmlns:NS2="http://www.royalmailgroup.com/api/CustomDeclarationAPI/V1">
    <GetHSCodesResponse xmlns="http://tempuri.org/">
      <GetHSCodesResult xmlns:i="http://www.w3.org/2001/XMLSchema-instance"
xmlns:b="http://schemas.datacontract.org/2004/07/CDS.BusinessLayer.Operational">
        <b:HSLookupInfo>
          <b:HSCode>060319</b:HSCode>
          <b:Observations>Botani-cal/que</b:Observations>
        </b:HSLookupInfo>
      </GetHSCodesResult>
    </GetHSCodesResponse>
  </NS2:CDSGetHSCodesResponse>
</NS1:Body>
</NS1:Envelope>

```

## 8.8 SOAP Body (Request): GetRestrictionProhibitionByHSRequest

The behaviour of the GetRestrictionProhibitionByHS operation is to take an HS code for an item and the destination country and then return any applicable restrictions or prohibitions. To invoke the GetRestrictionProhibitionByHS operation, the customer system must construct a SOAP request message as described in section 7.

The GetRestrictionProhibitionByHSRequest element is contained in the SOAP Body and contains the following:

- A securityToken element
- A destinationPostalOrgCd element
- A sendingCountryCd element
- A goodHSCode element

Please see diagram below for a representation of the GetRestrictionProhibitionByHSRequest message:



**Figure 11 – GetRestrictionProhibitionByHSRequest Message Structure**

All elements in the table below are relative to the root CDSGetRestrictionProhibitionByHSRequest element.

Element	Occurs	Data Type	Description
GetRestrictionProhibitionByHS/securityToken	0..1	String	This element has been deprecated and should not be set.
GetRestrictionProhibitionByHS/destinationPostalOrgCd	0..1	String	The postal destination of the good (i.e. AUA, FRA, etc.).

Element	Occurs	Data Type	Description
GetRestrictionProhibitionByHS/sendingCountryCd	0..1	String	ISO 2 char country code of the country where the good is originating from (i.e. FR).
GetRestrictionProhibitionByHS/goodHSCode	0..1	String	HS code of the good.

Table 15 – CDSGetRestrictionProhibitionByHSRequest Element

### 8.8.1 Example Data

This section provides a simplified extract of sample data to illustrate the GetRestrictionProhibitionByHSRequest.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v1="http://www.royalmailgroup.com/integration/core/V1"
xmlns:v11="http://www.royalmailgroup.com/api/CustomDeclarationAPI/V1" xmlns:tem="http://tempuri.org">
  <soapenv:Header>
    <v1:integrationHeader>
      <v1:dateTime>2016-08-10T00:00:00</v1:dateTime>
      <v1:version>1.2</v1:version>
      <v1:identification>
        <v1:applicationId>abc123</v1:applicationId>
        <v1:transactionId>abc456</v1:transactionId>
      </v1:identification>
    </v1:integrationHeader>
  </soapenv:Header>
  <soapenv:Body>
    <v11:CDSGetRestrictionProhibitionByHSRequest>
      <tem:GetRestrictionProhibitionByHS>
        <tem:securityToken>7163858e-8891-43c9-a2f8-5ea9fc8bda8c</tem:securityToken>
        <tem:destinationPostalOrgCd>PKA</tem:destinationPostalOrgCd>
        <tem:sendingCountryCd>GB</tem:sendingCountryCd>
        <tem:goodHSCode>930200</tem:goodHSCode>
      </tem:GetRestrictionProhibitionByHS>
    </v11:CDSGetRestrictionProhibitionByHSRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

### 8.9 SOAP Body (Response): GetRestrictionProhibitionByHSResponse

The response for a requested GetRestrictionProhibitionByHS operation is constructed as a SOAP response message as described in Section 7. The GetRestrictionProhibitionByHSResponse element is contained in the SOAP Body element and contains the following:

- An optional list of RestrictionProhibition elements which will be populated with restriction prohibition definitions matching the HS code provided in the request.
- An optional integrationFooter element (see section 8.7.1).

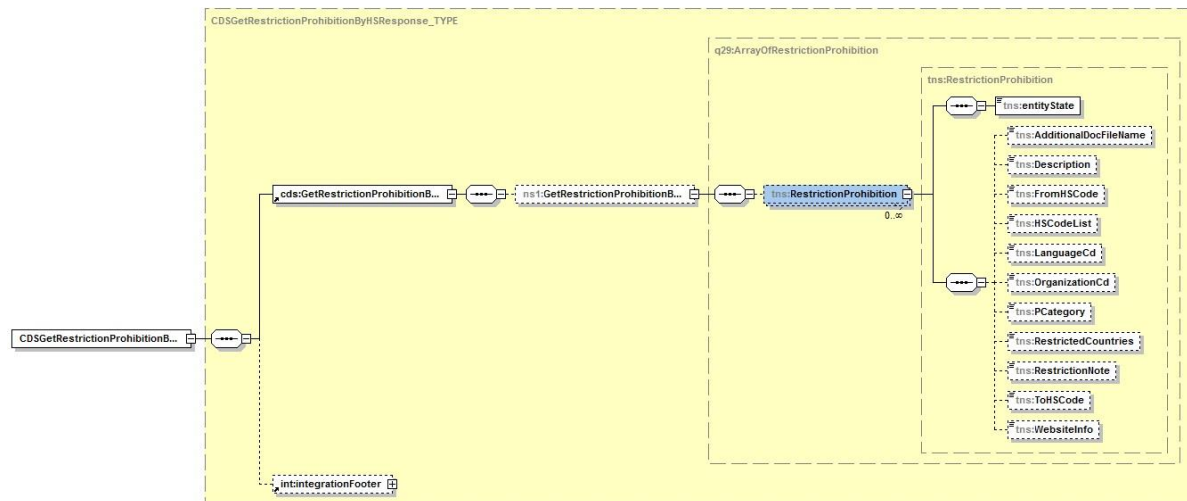


Figure 12 – GetRestrictionProhibitionByHSResponse Structure

All elements in the table below are relative to the root CDSGetRestrictionProhibitionByHSResponse element.

Element	Occurs	Data Type	Description
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/EntityState	1	Integer	This field should always be set to the value 1.
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/AdditionalDocFilename	0..1	String	Name of the document providing additional information about prohibitions/restrictions
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/Description	0..1	String	Description of the goods subject to prohibition/restriction
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/FromHSCode	0..1	String	Start of the HS range of goods subject to prohibition/restriction
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/HSCodelist	0..1	String	List of HS codes of goods subject to prohibition/restriction
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/LanguageCd	0..1	String	ISO code of the language in which the restriction/prohibition details are provided
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/OrganisationCd	0..1	String	The 3-character organization code of the postal operator owning the restriction/prohibition
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/PCategory	0..1	String	Category: P – prohibition (import not allowed), R – restriction (import allowed with restrictions)
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/RestrictedCountries	0..1	String	Countries to which import restrictions apply
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/RestrictionNote	0..1	String	Restriction details
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/ToHSCode	0..1	String	End of the HS range of goods subject to prohibition/restriction

Element	Occurs	Data Type	Description
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/WebsiteInfo	0..1	String	Link to the web site that provides additional information about prohibitions/restrictions
integrationFooter	0-1	element	Container for any error or warning messages associated with the operation. Please see section 8.7.1 for more information.

**Table 16 – GetRestrictionProhibitionByHSResponse Element**

### 8.9.1 Example Data

This section provides a simplified extract of sample data to illustrate the GetRestrictionProhibitionByHSResponse.

```
<NS1:Envelope xmlns:v1="http://www.royalmailgroup.com/integration/core/V1"
xmlns:NS1="http://schemas.xmlsoap.org/soap/envelope/">
  <NS1:Header>
    <v1:integrationHeader>
      <v1:dateTime>2016-08-10T00:00:00</v1:dateTime>
      <v1:version>1.2</v1:version>
      <v1:identification>
        <v1:applicationId>abc123</v1:applicationId>
        <v1:transactionId>abc456</v1:transactionId>
      </v1:identification>
    </v1:integrationHeader>
  </NS1:Header>
  <NS1:Body>
    <NS2:CDSGetRestrictionProhibitionByHSResponse
xmlns:NS2="http://www.royalmailgroup.com/api/CustomDeclarationAPI/V1">
      <GetRestrictionProhibitionByHSResponse xmlns="http://tempuri.org/">
        <GetRestrictionProhibitionByHSResult xmlns:i="http://www.w3.org/2001/XMLSchema-instance"
xmlns:b="http://schemas.datacontract.org/2004/07/CDS.BusinessLayer.Management">
          <b:RestrictionProhibition>
            <entityState xmlns="http://schemas.datacontract.org/2004/07/PTC.BusinessLayer.Core">-1</entityState>
            <b:AdditionalDocFileName i:nil="true"/>
            <b:Description>Any goods containing ingredients or parts which may be repugnant to the injunctions of Islam as
laid down in the Holy Quran and Sunnah of the Holy Prophet (Peace be upon him), including pigs, hogs, boars and swine, and
their products and by-products.</b:Description>
            <b:FromHSCode>101</b:FromHSCode>
            <b:HSCodeList i:nil="true"/>
            <b:LanguageCd>EN</b:LanguageCd>
            <b:OrganizationCd>PKA</b:OrganizationCd>
            <b:PCategory>P</b:PCategory>
            <b:RestrictedCountries i:nil="true"/>
            <b:RestrictionNote i:nil="true"/>
            <b:ToHSCode>9706</b:ToHSCode>
            <b:WebsiteInfo i:nil="true"/>
          </b:RestrictionProhibition>
          <b:RestrictionProhibition>
            <entityState xmlns="http://schemas.datacontract.org/2004/07/PTC.BusinessLayer.Core">-1</entityState>
            <b:AdditionalDocFileName i:nil="true"/>
            <b:Description>Arms and Ammunition not otherwise banned</b:Description>
            <b:FromHSCode>930100</b:FromHSCode>
            <b:HSCodeList i:nil="true"/>
            <b:LanguageCd>EN</b:LanguageCd>
            <b:OrganizationCd>PKA</b:OrganizationCd>
            <b:PCategory>R</b:PCategory>
            <b:RestrictedCountries i:nil="true"/>
            <b:RestrictionNote>Importable in accordance with the procedure laid down by the Federal
Government</b:RestrictionNote>
            <b:ToHSCode>930700</b:ToHSCode>
            <b:WebsiteInfo i:nil="true"/>
          </b:RestrictionProhibition>
          <b:RestrictionProhibition>
            <entityState xmlns="http://schemas.datacontract.org/2004/07/PTC.BusinessLayer.Core">-1</entityState>
            <b:AdditionalDocFileName i:nil="true"/>
```

```

    <b:Description>Arms of prohibited bores (including semi-automatic rifles of 7.62 mm and rifles of 8 mm to 9 mm
bores) and arms of calibers higher than 0.22 bore rifles.</b:Description>
    <b:FromHSCode>930100</b:FromHSCode>
    <b:HSCodeList i:nil="true"/>
    <b:LanguageCd>EN</b:LanguageCd>
    <b:OrganizationCd>PKA</b:OrganizationCd>
    <b:PCategory>P</b:PCategory>
    <b:RestrictedCountries i:nil="true"/>
    <b:RestrictionNote i:nil="true"/>
    <b:ToHSCode>930700</b:ToHSCode>
    <b:WebsiteInfo i:nil="true"/>
  </b:RestrictionProhibition>
  <b:RestrictionProhibition>
    <entityState xmlns="http://schemas.datacontract.org/2004/07/PTC.BusinessLayer.Core">-1</entityState>
    <b:AdditionalDocFileName i:nil="true"/>
    <b:Description>Revolvers and pistols of prohibited bores and of calibers higher than 0.46 inches
bore.</b:Description>
    <b:FromHSCode>9302</b:FromHSCode>
    <b:HSCodeList i:nil="true"/>
    <b:LanguageCd>EN</b:LanguageCd>
    <b:OrganizationCd>PKA</b:OrganizationCd>
    <b:PCategory>P</b:PCategory>
    <b:RestrictedCountries i:nil="true"/>
    <b:RestrictionNote i:nil="true"/>
    <b:ToHSCode>9304</b:ToHSCode>
    <b:WebsiteInfo i:nil="true"/>
  </b:RestrictionProhibition>
  <b:RestrictionProhibition>
    <entityState xmlns="http://schemas.datacontract.org/2004/07/PTC.BusinessLayer.Core">-1</entityState>
    <b:AdditionalDocFileName i:nil="true"/>
    <b:Description>Stolen goods</b:Description>
    <b:FromHSCode>101</b:FromHSCode>
    <b:HSCodeList i:nil="true"/>
    <b:LanguageCd>EN</b:LanguageCd>
    <b:OrganizationCd>PKA</b:OrganizationCd>
    <b:PCategory>P</b:PCategory>
    <b:RestrictedCountries i:nil="true"/>
    <b:RestrictionNote i:nil="true"/>
    <b:ToHSCode>9706</b:ToHSCode>
    <b:WebsiteInfo i:nil="true"/>
  </b:RestrictionProhibition>
  <b:RestrictionProhibition>
    <entityState xmlns="http://schemas.datacontract.org/2004/07/PTC.BusinessLayer.Core">-1</entityState>
    <b:AdditionalDocFileName i:nil="true"/>
    <b:Description>Weapons</b:Description>
    <b:FromHSCode>9301</b:FromHSCode>
    <b:HSCodeList i:nil="true"/>
    <b:LanguageCd>EN</b:LanguageCd>
    <b:OrganizationCd>PKA</b:OrganizationCd>
    <b:PCategory>P</b:PCategory>
    <b:RestrictedCountries i:nil="true"/>
    <b:RestrictionNote i:nil="true"/>
    <b:ToHSCode>9307</b:ToHSCode>
    <b:WebsiteInfo i:nil="true"/>
  </b:RestrictionProhibition>
</GetRestrictionProhibitionByHSResult>
</GetRestrictionProhibitionByHSResponse>
</NS2:CDSGetRestrictionProhibitionByHSResponse>
</NS1:Body>
</NS1:Envelope>

```



## 8.10 SOAP Body (Request): GetRestrictionProhibitionByDescriptionRequest

The behaviour of the GetRestrictionProhibitionByDescription operation is to take a description of an item and the destination country and then return any applicable Restriction Prohibitions. To invoke the GetRestrictionProhibitionByDescription operation, the customer system must construct a SOAP request message as described in section 7.

The GetRestrictionProhibitionByDescriptionRequest element is contained in the SOAP Body and contains the following:

- A securityToken element
- A destinationPostalOrgCd element
- sendingCountryCd element
- goodDescription element

Please see diagram below for a representation of the GetRestrictionProhibitionByDescriptionRequest message:



Figure 13 – GetRestrictionProhibitionByDescriptionRequest Message Structure

All elements in the table below are relative to the root CDSGetRestrictionProhibitionByDescriptionRequest element.

Element	Occurs	Data Type	Description
GetRestrictionProhibitionByDescription/securityToken	0..1	String	This element has been deprecated and should not be set.
GetRestrictionProhibitionByDescription/destinationPostalOrgCd	0..1	String	The postal destination of the good (i.e. AUA, FRA, etc.).
GetRestrictionProhibitionByDescription/sendingCountryCd	0..1	String	ISO country code of the country where the good is originating from (i.e. FR).
GetRestrictionProhibitionByDescription/goodDescription	0..1	String	Full or partial description of good in English (use short words, i.e. tobacco).

Table 17 – GetRestrictionProhibitionByDescriptionRequest Element

### 8.10.1 Example Data

This section provides a simplified extract of sample data to illustrate the GetRestrictionProhibitionByDescriptionRequest.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v1="http://www.royalmailgroup.com/integration/core/V1"
xmlns:v11="http://www.royalmailgroup.com/api/CustomDeclarationAPI/V1" xmlns:tem="http://tempuri.org/">
  <soapenv:Header>
```

```

<v1:integrationHeader>
  <v1:dateTime>2016-07-25T00:00:00</v1:dateTime>
  <v1:version>1</v1:version>
  <v1:identification>
    <v1:applicationId>NAME</v1:applicationId>
    <v1:transactionId>0000</v1:transactionId>
  </v1:identification>
</v1:integrationHeader>
</soapenv:Header>
<soapenv:Body>
  <v11:CDSGetRestrictionProhibitionByDescriptionRequest>
    <tem:GetRestrictionProhibitionByDescription>
      <tem:securityToken>7163858e-8891-43c9-a2f8-5ea9fc8bda8c</tem:securityToken>
      <tem:destinationPostalOrgCd>PKA</tem:destinationPostalOrgCd>
      <tem:sendingCountryCd>GB</tem:sendingCountryCd>
      <tem:goodDescription>gun</tem:goodDescription>
    </tem:GetRestrictionProhibitionByDescription>
  </v11:CDSGetRestrictionProhibitionByDescriptionRequest>
</soapenv:Body>
</soapenv:Envelope>

```

## 8.11 SOAP Body (Response): GetRestrictionProhibitionByDescriptionResponse

The response for a requested GetRestrictionProhibitionByDescription operation is constructed as a SOAP response message as described in Section 7. The GetRestrictionProhibitionByDescriptionResponse element is contained in the SOAP Body element and contains the following:

- An optional list of HSLookupInfo elements which will be populated with matching HS code information for the description provided in the request. The HSLookupInfo element will not be present in the response if an error occurred in the processing of the request – the error details will be included in the integrationFooter element.
- An optional integrationFooter element (see section 8.7.1).

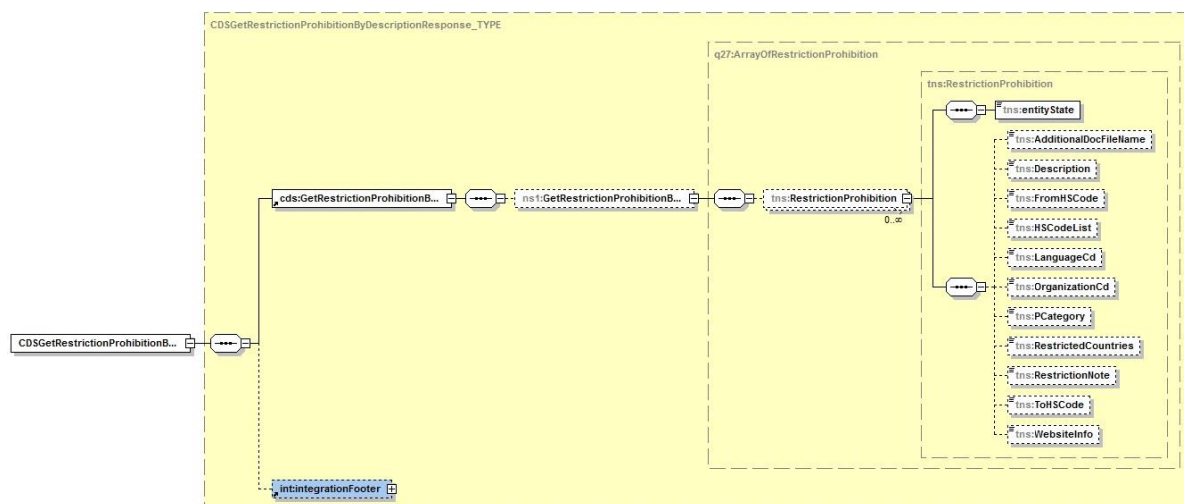


Figure 14 – GetRestrictionProhibitionByDescriptionResponse Structure

All elements in the table below are relative to the root CDSGetRestrictionProhibitionByDescriptionResponse element.

Element	Occurs	Data Type	Description
---------	--------	-----------	-------------

Element	Occurs	Data Type	Description
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/EntityState	1	Integer	This field should always be set to the value 1.
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/AdditionalDocFilename	0..1	String	Name of the document providing additional information about prohibitions/restrictions
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/Description	0..1	String	Description of the goods subject to prohibition/restriction
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/FromHSCode	0..1	String	Start of the HS range of goods subject to prohibition/restriction
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/HSCodelist	0..1	String	List of HS codes of goods subject to prohibition/restriction
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/LanguageCd	0..1	String	ISO code of the language in which the restriction/prohibition details are provided
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/OrganisationCd	0..1	String	The 3-character organization code of the postal operator owning the restriction/prohibition
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/PCategory	0..1	String	Category: P - prohibition (import not allowed), R - restriction (import allowed with restrictions)
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/RestrictedCountries	0..1	String	Countries to which import restrictions apply
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/RestrictionNote	0..1	String	Restriction details
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/ToHSCode	0..1	String	End of the HS range of goods subject to prohibition/restriction
GetRestrictionProhibitionByHSResponse/GetRestrictionProhibitionByHSResult/RestrictionProhibition/WebsiteInfo	0..1	String	Link to the web site that provides additional information about prohibitions/restrictions
integrationFooter	0-1	element	Container for any error or warning messages associated with the operation. Please see section 8.7.1 for more information.

**Table 18 – GetRestrictionProhibitionByDescriptionResponse Element**

### 8.11.1 Example Data

This section provides a simplified extract of sample data to illustrate the GetRestrictionProhibitionByDescriptionResponse.

```
<NS1:Envelope xmlns:v1="http://www.royalmailgroup.com/integration/core/V1"
xmlns:NS1="http://schemas.xmlsoap.org/soap/envelope/">
  <NS1:Header>
    <v1:integrationHeader>
      <v1:dateTime>2016-07-25T00:00:00</v1:dateTime>
      <v1:version>1</v1:version>
      <v1:identification>
        <v1:applicationId>NAME</v1:applicationId>
        <v1:transactionId>0000</v1:transactionId>
      </v1:identification>
    </v1:integrationHeader>
```

```

</NS1:Header>
<NS1:Body>
  <NS2:CDSGetRestrictionProhibitionByDescriptionResponse
xmlns:NS2="http://www.royalmailgroup.com/api/CustomDeclarationAPI/V1">
    <GetRestrictionProhibitionByDescriptionResponse xmlns="http://tempuri.org/">
      <GetRestrictionProhibitionByDescriptionResult xmlns:i="http://www.w3.org/2001/XMLSchema-instance"
xmlns:b="http://schemas.datacontract.org/2004/07/CDS.BusinessLayer.Management">
        <b:RestrictionProhibition>
          <entityState xmlns="http://schemas.datacontract.org/2004/07/PTC.BusinessLayer.Core">-1</entityState>
          <b:AdditionalDocFileName i:nil="true"/>
          <b:Description>Barrel blanks for recoilless rifles, guns and mortars, and other parts and accessories of
arms.</b:Description>
          <b:FromHSCode i:nil="true"/>
          <b:HSCodeList>9305</b:HSCodeList>
          <b:LanguageCd>EN</b:LanguageCd>
          <b:OrganizationCd>PKA</b:OrganizationCd>
          <b:PCategory>R</b:PCategory>
          <b:RestrictedCountries i:nil="true"/>
          <b:RestrictionNote>Importable by units authorized to manufacture arms</b:RestrictionNote>
          <b:ToHSCode i:nil="true"/>
          <b:WebsiteInfo i:nil="true"/>
        </b:RestrictionProhibition>
        <b:RestrictionProhibition>
          <entityState xmlns="http://schemas.datacontract.org/2004/07/PTC.BusinessLayer.Core">-1</entityState>
          <b:AdditionalDocFileName i:nil="true"/>
          <b:Description>Other (fire arms and similar devices which operate by firing of an explosive charge), excluding ring
blaster tools / boulder ballistic guns / riveting tools.</b:Description>
          <b:FromHSCode i:nil="true"/>
          <b:HSCodeList>9303</b:HSCodeList>
          <b:LanguageCd>EN</b:LanguageCd>
          <b:OrganizationCd>PKA</b:OrganizationCd>
          <b:PCategory>P</b:PCategory>
          <b:RestrictedCountries i:nil="true"/>
          <b:RestrictionNote i:nil="true"/>
          <b:ToHSCode i:nil="true"/>
          <b:WebsiteInfo i:nil="true"/>
        </b:RestrictionProhibition>
        <b:RestrictionProhibition>
          <entityState xmlns="http://schemas.datacontract.org/2004/07/PTC.BusinessLayer.Core">-1</entityState>
          <b:AdditionalDocFileName i:nil="true"/>
          <b:Description>Other arms (for example, spring guns, air pistols and truncheons)</b:Description>
          <b:FromHSCode i:nil="true"/>
          <b:HSCodeList>9304</b:HSCodeList>
          <b:LanguageCd>EN</b:LanguageCd>
          <b:OrganizationCd>PKA</b:OrganizationCd>
          <b:PCategory>P</b:PCategory>
          <b:RestrictedCountries i:nil="true"/>
          <b:RestrictionNote i:nil="true"/>
          <b:ToHSCode i:nil="true"/>
          <b:WebsiteInfo i:nil="true"/>
        </b:RestrictionProhibition>
      </GetRestrictionProhibitionByDescriptionResult>
    </GetRestrictionProhibitionByDescriptionResponse>
  </NS2:CDSGetRestrictionProhibitionByDescriptionResponse>
</NS1:Body>
</NS1:Envelope>

```

## 8.12 SOAP Body (Request): CreateOrUpdateDeclarationsRequest

The behaviour of the CreateOrUpdateDeclarations operation is to take a full set of Customs Declaration information and submit it to the RMG Customs Declaration management system. To invoke the CreateOrUpdateDeclarations operation, the customer system must construct a SOAP request message as described in section 7.

The CreateOrUpdateDeclarationsRequest element is contained in the SOAP Body and contains the following:

- A securityToken element
- A list of CDSView elements
- A userCd element

Please see diagram below for a representation of the CreateOrUpdateDeclarationsRequest message:

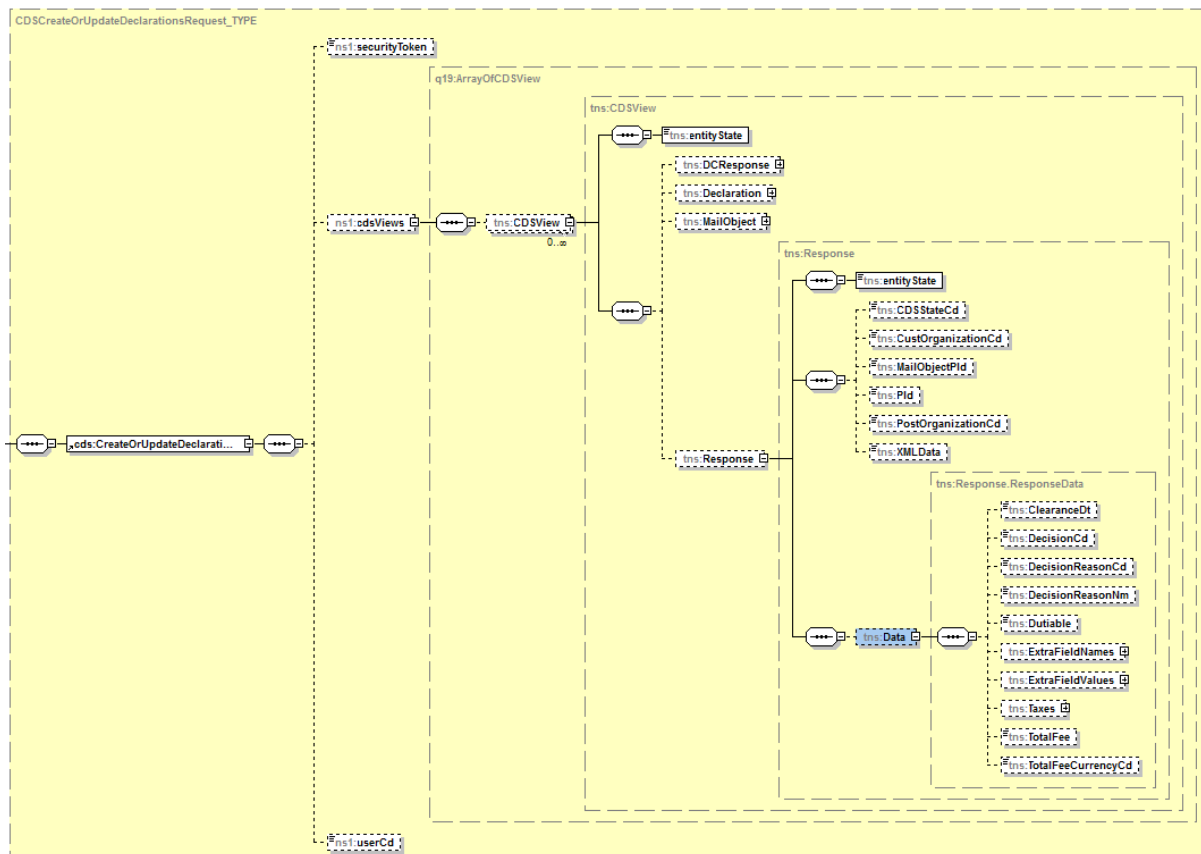


Figure 15 – CreateOrUpdateDeclarationsRequest Message Structure

All elements in the table below are relative to the root CDSCreateOrUpdateDeclarationsRequest element.

Element	Occurs	Data Type	Description
CreateOrUpdateDeclarations/securityToken	0..1	String	This element has been deprecated and should not be set.
CreateOrUpdateDeclarations	1	Element	

Element	Occurs	Data Type	Description
CreateOrUpdateDeclarations/cdsViews	0..1	Element	The list of CDS views. Each CDS view aggregates the mail object details (e.g. item id, origin, destination, etc) and the declaration details (e.g. sender, recipient, content pieces, etc)
CreateOrUpdateDeclarations/cdsViews/CDSView	0..*	Element	CDS data facade. Aggregates mail object, declaration, response from customs, response from destination customs (applicable for outbound mail only)
CreateOrUpdateDeclarations/cdsViews/CDSView/entityState	1	Integer	This field should always be set to the value 1
CreateOrUpdateDeclarations/cdsViews/CDSView/DCRResponse	0..1	Element	Do not send this element
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration	0..1	Element	Declaration details
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/entityState	1	Integer	This field should always be set to the value 1
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/CDSStateCd	0..1	Integer	State of the declaration (e.g. 1 - new declaration, 2 - draft declaration, 3 - final declaration, 5 - declaration sent to customs Or state of the response (e.g. 51 - new response, 52 - draft response, 53 - final response, 55 - response sent to post
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/CustOrganizationCd	0..1	String	Code of the customs organization associated to the declaration/response (e.g. AU - Australia Customs)
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/MailObjectPld	0..1	Restricted String	Associated mail object database identifier
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Pld	0..1	Restricted String	Database Identifier
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/PostOrganizationCd	0..1	String	Code of the postal organization associated to the declaration/response (e.g. AUA - Australia Post)
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data	0..1	Element	
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces	0..1	Element	List of content pieces in declaration
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces/Declaration.DeclarationData.ContentPiece	0..*	Element	Content piece details
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces/Declaration.DeclarationData.ContentPiece/Amount	0..1	Decimal	Declared amount of the item.  This can be set to zero for items with no value, such as documents.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces/Declaration.DeclarationData.ContentPiece/CurrencyCd	0..1	String	Declared amount ISO currency code (e.g. USD, EUR, CAD, etc)  If the amount has been set to zero then this can be defaulted to GBP.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces/Declaration.DeclarationData.ContentPiece/Description	0..1	String	Description of the piece
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces/Declaration.DeclarationData.ContentPiece/HS	0..1	String	HS code with pattern [A-Z]{2}{0-9}{4,10}{0-9}{4,12}
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces/Declaration.DeclarationData.ContentPiece/ImportRestrictions	0..1	String	List of import restrictions applicable to the content piece

Element	Occurs	Data Type	Description
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces/Declaration.DeclarationData.ContentPiece/Index	0..1	Integer	This field does not need to be sent by consumers. CDS will autogenerate for the ITMATT if not present.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces/Declaration.DeclarationData.ContentPiece/NetWeight	0..1	Decimal	Net weight in KG of the individual content piece
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces/Declaration.DeclarationData.ContentPiece/Number	0..1	Integer	Number of piece's items
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/ContentPieces/Declaration.DeclarationData.ContentPiece/OrigCountryCd	0..1	String	ISO country code for mail manufacture origin (e.g. AU - Australia, US - United States, CA - Canada, CH - Switzerland, etc) - (S25 location code value)  Do not send if unknown.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/Documents	0..1	Element	List of accompanying documents
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/Documents/Declaration.DeclarationData.Document	0..*	Element	Details of accompanying document
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/Documents/Declaration.DeclarationData.Document/DocumentId	0..1	String	Document ID
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/Documents/Declaration.DeclarationData.Document/DocumentName	0..1	String	Document Name
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/Documents/Declaration.DeclarationData.Document/DocumentType	0..1	String	Document Type - (UPU code list 184. Mandatory for every document declared. 0 to 9 documents can be declared)
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/GrossWeight	0..1	Decimal	Gross weight of the mail in KG, including all items and the packaging.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/HandlingClassCd	0..1	String	Handling class (e.g. N - ordinary, V - insured, R - registered)  This was ignored for WDMO but may need to be applied for DMO and others.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/InsuredValue	0..1	Decimal	Insured value
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/InsuredValueCurrencyCd	0..1	String	Insured value currency
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/NatureTypeCd	0..1	String	Nature type of mail (e.g. 21 - returned goods, 31 - gift, 32 - commercial sample, 91 - documents, 991 - mixed content) - (UPU code list 136)  Personal effects or 'not sold' can be listed as Gifts or mixed content.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/PackageImageSourceInfo	0..1	String	Image FTP link (contains URL, FTP user and encrypted FTP password)
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/Postage	0..1	Decimal	Postage paid for the mail
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/PostageCurrencyCd	0..1	String	Postage's ISO currency code (e.g. USD, EUR, CAD, etc) - (3 char ISO currency code)

Element	Occurs	Data Type	Description
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientAddressLine1	0..1	String	The first line of the recipient's address  Note only 1 of RecipientAddressLine1, RecipientAddressLine2, RecipientCountryCd, RecipientState is mandatory for ITMATT, not all 4.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientAddressLine2	0..1	String	The second line of the recipient's address  Note only 1 of RecipientAddressLine1, RecipientAddressLine2, RecipientCountryCd, RecipientState is mandatory for ITMATT, not all 4.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientCity	0..1	String	Recipient's city
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientCountryCd	0..1	String	Recipient's ISO country code (e.g. AU - Australia, US - United States, CA - Canada, CH - Switzerland, etc)  Note only 1 of RecipientAddressLine1, RecipientAddressLine2, RecipientCountryCd, RecipientState is mandatory for ITMATT, not all 4.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientEmail	0..1	String	Recipient's email
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientFax	0..1	String	Recipient's fax
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientFirstName	0..1	String	Recipient's first name --deprecated
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientLastName	0..1	String	Recipient's last name --deprecated
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientName	0..1	String	Recipient's name
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientState	0..1	String	Recipient's state  Note only 1 of RecipientAddressLine1, RecipientAddressLine2, RecipientCountryCd, RecipientState is mandatory for ITMATT, not all 4.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientTelephone	0..1	String	Recipient's telephone
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/RecipientZIP	0..1	String	Recipient's ZIP code
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderAddressLine1	0..1	String	The first line of the sender's address  Note only 1 of SenderAddressLine1, SenderAddressLine2, SenderCountryCd, SenderState is mandatory for ITMATT, not all 4.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderAddressLine2	0..1	String	The second line of the sender's address  Note only 1 of SenderAddressLine1, SenderAddressLine2, SenderCountryCd, SenderState is mandatory for ITMATT, not all 4.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderCity	0..1	String	Sender's city



Element	Occurs	Data Type	Description
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderCountryCd	0..1	String	Sender's ISO country code (e.g. AU - Australia, US - United States, CA - Canada, CH - Switzerland, etc)  Note only 1 of SenderAddressLine1, SenderAddressLine2, SenderCountryCd, SenderState is mandatory for ITMATT, not all 4.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderEmail	0..1	String	Sender's email
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderFirstName	0..1	String	Sender's first name -- deprecated
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderLastName	0..1	String	Sender's last name -- deprecated
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderName	0..1	String	Sender's name
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderState	0..1	String	Sender's state  Note only 1 of SenderAddressLine1, SenderAddressLine2, SenderCountryCd, SenderState is mandatory for ITMATT, not all 4.
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderTelephone	0..1	String	Sender's telephone
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/SenderZIP	0..1	String	Sender's ZIP code
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/TransportDate	0..1	DateTime	Date of international conveyance
CreateOrUpdateDeclarations/cdsViews/CDSView/Declaration/Data/TransportMode	0..1	String	Transport mode (e.g. PL - plane, TK - truck, TR - train, SH - ship)
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/Data	0..1	Element	Mail object details (e.g. item ID, origin, destination, posting date)
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/entityState	1	Integer	This field should always be set to the value 1
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/DestPostOrgCd	0..1	String	Code of the postal organization of destination (e.g. CAA - Canada Post) - (last three letters of party identifier code in UPU Code list 118 (e.g. J1CCHA for CHA))  See reference 1 in 'References' for a mapping from country code.
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/Id	0..1	String	International identifier for the mail item (e.g. EE23050001XAU for mail items)
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/LocalId	0..1	String	Local identifier
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/MailClassCd	0..1	String	Mail class (e.g. E - EMS, C - parcels, U - letters) - (UPU Code list 116, used by CDS to determine whether letter, parcel or EMS item)
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/MailStateRemarks	0..1	String	Free remarks associated to the current physical mail state (e.g. state = 2 (arrived in OOE), remarks = to be redirected to the surface area)
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/OrigPostOrgCd	0..1	String	Code of the postal organization of origin (e.g. AUA - Australia Post) - (last three letters of party identifier code in UPU Code list 118 (e.g. J1CNLA for NLA))

Element	Occurs	Data Type	Description
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/Pld	0..1	Restricted String	Database identifier
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/PostingDt	0..1	DateTime	Data and time when the mail item was posted
CreateOrUpdateDeclarations/cdsViews/CDSView/MailObject/TypeCd	0..1	String	This field should always be set to the value 'MI'
CreateOrUpdateDeclarations/cdsViews/CDSView/Response	0..1	Element	Do not send this element
CreateOrUpdateDeclarations/userCd	0..1	String	<p>This should be a unique code to represent the calling system. eg. 'WDMO', 'DMO', 'OLP' etc</p> <p>The user code that will author the storage of the declarations. If the user code does not exist, it will be automatically created and linked to the organization that issued the security token. Mandatory parameter.</p>

Table 19 – CDSCreateOrUpdateDeclarationsRequest Element

### 8.12.1 Example Data

This section provides a simplified extract of sample data to illustrate the CreateOrUpdateDeclarationsRequest.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v1="http://www.royalmailgroup.com/integration/core/V1"
xmlns:v11="http://www.royalmailgroup.com/api/CustomDeclarationAPI/V1" xmlns:tem="http://tempuri.org/"
xmlns:cds="http://schemas.datacontract.org/2004/07/CDS.BusinessLayer.Operational"
xmlns:ptc="http://schemas.datacontract.org/2004/07/PTC.BusinessLayer.Core"
xmlns:arr="http://schemas.microsoft.com/2003/10/Serialization/Arrays">
  <soapenv:Header>
    <v1:integrationHeader>
      <v1:dateTime>2016-07-25T00:00:00</v1:dateTime>
      <v1:version>1.2</v1:version>
      <v1:identification>
        <v1:applicationId>00bd11e6</v1:applicationId>
        <v1:transactionId>221c16f6</v1:transactionId>
      </v1:identification>
    </v1:integrationHeader>
  </soapenv:Header>
  <soapenv:Body>
    <v11:CDSCreateOrUpdateDeclarationsRequest>
      <tem:CreateOrUpdateDeclarations>
        <tem:securityToken>7163858e-8891-43c9-a2f8-5ea9fc8bda8c</tem:securityToken>
        <tem:cdsViews>
          <cds:CDSView>
            <ptc:entityState>1</ptc:entityState>
            <cds:Declaration>
              <ptc:entityState>1</ptc:entityState>
              <cds:CDSStateCd>3</cds:CDSStateCd>
              <cds:PostOrganizationCd>GBA</cds:PostOrganizationCd>
              <cds:Data>
                <cds:ContentPieces>
                  <cds:Declaration.DeclarationData.ContentPiece>
                    <cds:Amount>100</cds:Amount>
                    <cds:CurrencyCd>GBP</cds:CurrencyCd>
                    <cds:Description>Shirt</cds:Description>
                    <cds:HS>6211</cds:HS>
                    <cds:Index>1</cds:Index>
                    <cds:NetWeight>0.2</cds:NetWeight>
                    <cds:Number>1</cds:Number>
                    <cds:OrigCountryCd>GB</cds:OrigCountryCd>
                  </cds:Declaration.DeclarationData.ContentPiece>
                  <cds:Declaration.DeclarationData.ContentPiece>
```

```

        <cds:Amount>50</cds:Amount>
        <cds:CurrencyCd>GBP</cds:CurrencyCd>
        <cds:Description>Toy car</cds:Description>
        <cds:HS>9503</cds:HS>
        <cds:Index>2</cds:Index>
        <cds:NetWeight>0.5</cds:NetWeight>
        <cds:Number>1</cds:Number>
        <cds:OrigCountryCd>CN</cds:OrigCountryCd>
    </cds:Declaration.DeclarationData.ContentPiece>
</cds:ContentPieces>
<cds:Documents>
    <cds:Declaration.DeclarationData.Document>
        <cds:DocumentId>INV3332123</cds:DocumentId>
        <cds:DocumentName>Invoice purchase</cds:DocumentName>
        <cds:DocumentType>INV</cds:DocumentType>
    </cds:Declaration.DeclarationData.Document>
</cds:Documents>
<cds:GrossWeight>1.1</cds:GrossWeight>
<cds:HandlingClassCd>R</cds:HandlingClassCd>
<cds:InsuredValue>10</cds:InsuredValue>
<cds:InsuredValueCurrencyCd>GBP</cds:InsuredValueCurrencyCd>
<cds:NatureTypeCd>32</cds:NatureTypeCd>
<cds:Postage>11</cds:Postage>
<cds:PostageCurrencyCd>GBP</cds:PostageCurrencyCd>
<cds:RecipientAddressLine1>test street 1</cds:RecipientAddressLine1>
<cds:RecipientAddressLine2>test district 3</cds:RecipientAddressLine2>
<cds:RecipientCity>Berne</cds:RecipientCity>
<cds:RecipientCountryCd>CH</cds:RecipientCountryCd>
<cds:RecipientEmail>test@test.com</cds:RecipientEmail>
<cds:RecipientFax>1-123123-2121</cds:RecipientFax>
<cds:RecipientName>test name</cds:RecipientName>
<cds:RecipientState>test province</cds:RecipientState>
<cds:RecipientTelephone>1-123123-2121</cds:RecipientTelephone>
<cds:RecipientZIP>3000</cds:RecipientZIP>
<cds:SenderAddressLine1>test street 2</cds:SenderAddressLine1>
<cds:SenderAddressLine2>test district 4</cds:SenderAddressLine2>
<cds:SenderCity>London</cds:SenderCity>
<cds:SenderCountryCd>GB</cds:SenderCountryCd>
<cds:SenderEmail>test@test.com</cds:SenderEmail>
<cds:SenderName>test name</cds:SenderName>
<cds:SenderState>London</cds:SenderState>
<cds:SenderTelephone>1-123123-2121</cds:SenderTelephone>
<cds:SenderZIP>664-1404</cds:SenderZIP>
</cds:Data>
</cds:Declaration>
<cds:MailObject>
    <ptc:entityState>1</ptc:entityState>
    <cds:DestPostOrgCd>CHA</cds:DestPostOrgCd>
    <cds:Id>RR54052016XGB</cds:Id>
    <cds:LocalId>TestLocal1</cds:LocalId>
    <cds:LocalId2>TestLocal2</cds:LocalId2>
    <cds:MailCategoryCd>A</cds:MailCategoryCd>
    <cds:MailClassCd>U</cds:MailClassCd>
    <cds:MailStateCd>1</cds:MailStateCd>
    <cds:OrigPostOrgCd>GBA</cds:OrigPostOrgCd>
    <cds:PostingDt>2016-07-25T00:00:00</cds:PostingDt>
    <cds:TypeCd>MI</cds:TypeCd>
</cds:MailObject>
</cds:CDSView>
</tem:cdsViews>
<tem:userCd>GB_Upload</tem:userCd>
</tem:CreateOrUpdateDeclarations>
</v11:CDSCreateOrUpdateDeclarationsRequest>
</soapenv:Body>
</soapenv:Envelope>

```

### 8.13 SOAP Body (Response): CreateOrUpdateDeclarationsResponse

The response for a requested CreateOrUpdateDeclarations operation is constructed as a SOAP response message as described in Section 7. The CreateOrUpdateDeclarationsResponse element is contained in the SOAP Body element and contains the following:

- An empty CreateOrUpdateDeclarationsResponse element.
- An optional integrationFooter element (see section 8.7.1).

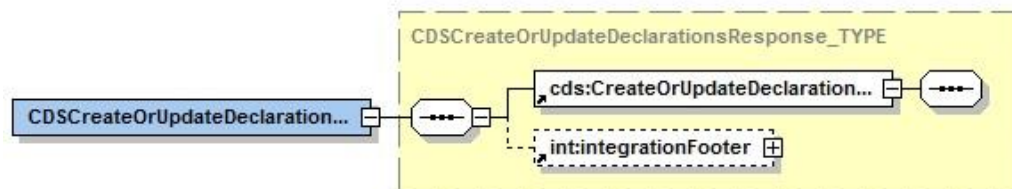


Figure 16 – CreateOrUpdateDeclarationsResponse Structure

All elements in the table below are relative to the root CDSCreateOrUpdateDeclarationsResponse element.

Element	Occurs	Data Type	Description
CreateOrUpdateDeclarationsResponse	1	Element	Ignore this element
integrationFooter	0-1	element	Container for any error or warning messages associated with the operation. Please see section 8.7.1 for more information.

Table 20 – CreateOrUpdateDeclarationsResponse Element

#### 8.13.1 Example Data

This section provides a simplified extract of sample data to illustrate the CreateOrUpdateDeclarationsResponse.

```
<NS1:Envelope xmlns:v1="http://www.royalmailgroup.com/integration/core/V1"
xmlns:NS1="http://schemas.xmlsoap.org/soap/envelope/">
  <NS1:Header>
    <v1:integrationHeader>
      <v1:dateTime>2016-07-25T00:00:00</v1:dateTime>
      <v1:version>1.2</v1:version>
      <v1:identification>
        <v1:applicationId>00bd11e6</v1:applicationId>
        <v1:transactionId>221c16f6</v1:transactionId>
      </v1:identification>
    </v1:integrationHeader>
  </NS1:Header>
  <NS1:Body>
    <NS2:CDSCreateOrUpdateDeclarationsResponse
xmlns:NS2="http://www.royalmailgroup.com/api/CustomDeclarationAPI/V1">
      <CreateOrUpdateDeclarationsResponse xmlns="http://tempuri.org/">
        </NS2:CDSCreateOrUpdateDeclarationsResponse>
      </NS2:CDSCreateOrUpdateDeclarationsResponse>
    </NS1:Body>
  </NS1:Envelope>
```

## 9 Error Handling

### 9.1 Overview

The Customs Declaration API highlights issues in two ways, namely:

- **Technical Errors** – Highlights fundamental problems with either the system or the request. All technical errors (e.g. schema validation failure, service unavailable etc.) are returned as SOAP Faults to the service requester.
- **Business Errors** – While the request was correctly formatted, it contained invalid data that cannot be automatically corrected. All business errors are also returned as SOAP Faults to the service requester.

All errors should be appropriately handled by your systems, and technical details of the error should not be displayed directly to consumers.

### 9.2 Technical Errors

Technical Errors highlight that there is either a problem with the Royal Mail system or there is a fundamental problem with the messages being sent to Royal Mail by the customer. Examples of technical errors caused by the customer would include the submission of a request message that failed schema validation.

Technical errors indicate that the request was not successful, and has not been processed by Royal Mail. Technical errors may also be an indication of serious problems with the interaction between the customer and Royal Mail, and customer systems should be built in such a way that these errors are gracefully handled, captured and reported to the relevant technical resources. Failure to do so may result in a disruption to service.

All technical exceptions are returned to the customer using the SOAP Fault message construct. Please see figure below for a graphical representation of the SOAP Fault construct which has been extended by the Royal Mail Group to specify a number of sub-elements under the <detail> element.

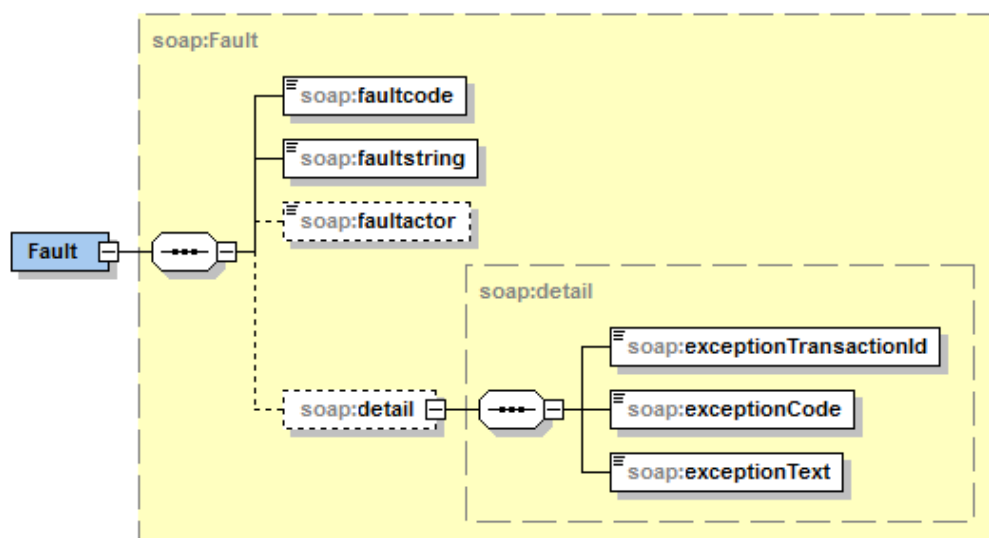


Figure 17 – SOAP Fault Structure

The SOAP Fault element has the following sub-elements:

Element	Max Length	Occurs	Data Type	Description
faultcode	N/A	1-1	QName	A code for identifying the fault
faultstring	N/A	1-1	string	A human readable explanation of the fault
faultactor	N/A	0-1	anyURI	Information about who caused the fault to happen.
detail	N/A	0-1	element	Container for application specific error information
detail.exceptionTransactionId	50	1-1	identifier	Used to identify the transaction Id associated with the request message which generated this technical exception.
detail.exceptionCode	5	1-1	identifier	Error code associated with the technical exception.
detail.exceptionText	256	1-1	description	A meaningful human-readable error description of the error condition.

**Table 21 – SOAP Fault Elements**

All technical errors will be thrown as a SOAP fault message. All SOAP faults will be accompanied with an HTTP Error Code of 500 along with the information defined in the Table below.

faultcode	faultstring	detail	
		exceptionCode	exceptionText
Server	Internal Error	E0000	Internal Exception Occurred
Server	Service Unavailable	E0001	Service Unavailable
Server	Service Temporarily Unavailable	E0002	Service Temporarily Unavailable
Server	Unknown Service Error	E0003	Service is unavailable due to an unknown reason. Contact RMG Customer Experience Team.
Client	Invalid Request	E0004	Failed Schema Validation
Server	Unknown Service Error	E0005	No Response Received from Business Fulfilment System Web Service (Service is Unavailable or Timeout)
Server	Internal Error	E0009	Business Fulfilment System Returned an Error Response
Server	Service Unavailable	E0010	Configured Throttling Rate for Service Exceeded. Please try again later.

**Table 22 – API Technical Errors**

Please note that the exceptionTransactionId returned in the SOAP fault response will be populated with the transactionId provided in the original API request.

### 9.2.1 Example Data

Please see below for an example of a technical error which is returned from sending in invalid XML. Full XML examples of SOAP requests and responses are provided on the [Royal Mail API \(Developer\) Portal](#).

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <NS1:Fault xmlns:NS1="http://schemas.xmlsoap.org/soap/envelope/">
      <faultcode>Server</faultcode>
      <faultstring>Internal Error</faultstring>
      <faultactor>ESB</faultactor>
      <detail>
        <exceptionDetails>
          <exceptionTransactionId>0127229000</exceptionTransactionId>
          <exceptionCode>E0005</exceptionCode>
          <exceptionText>No Response Received from Business Fulfilment System
Web Service (Service is Unavailable or Timeout)</exceptionText>
        </exceptionDetails>
      </detail>
    </NS1:Fault>
  </soapenv:Body>
</soapenv:Envelope>

```

## 9.3 Business Errors

Business errors indicate that the data provided in the request, while correctly formatted, is not valid. All business errors are returned as SOAP Faults to the service requester. Table 22 below lists all business errors which can be returned from the API, and their corresponding HTTP response codes and error messages.

faultcode	Faultstring	Detail	
		exceptionCode	exceptionText
Server	Internal Error	n/a	Invalid Postal Organisation code provided
Server	Internal Error	n/a	Mail item identifier not provided.
Server	Internal Error	n/a	A 'non-deserializable DateTime' String has been sent.

Table 23 – API Business Errors

### 9.3.1 Example Data

Please see below for an example of a business error which is returned from calling one of the Customs Declaration API operations. Full XML examples of SOAP requests and responses are provided on the [Royal Mail API \(Developer\) Portal](#).

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <NS1:Fault xmlns:NS1="http://schemas.xmlsoap.org/soap/envelope/">
      <faultcode>Server</faultcode>
      <faultstring>Internal Error</faultstring>
      <faultactor>ESB</faultactor>
      <detail>
        <exceptionDetails>
          <exceptionTransactionId>0127229000</exceptionTransactionId>
          <exceptionCode></exceptionCode>
          <exceptionText>System.Exception: Unknown postal organization GBZ
at CDS.BusinessLayer.Operational.CDSViewAdapter.CreateOrUpdateDeclarations(List`1 cdsViews, String userCd)
at CDS.API.CDSAPIService.CreateOrUpdateDeclarations(Guid securityToken, List`1 cdsViews, String
userCd)</exceptionText>
        </exceptionDetails>
      </detail>
    </NS1:Fault>
  </soapenv:Body>
</soapenv:Envelope>

```

## 10 Non-Functional Characteristics

### 10.1 Availability

#### 10.1.1 Service Hours

The Customs Declaration API is available 24 hours per day x 365 days per year.

#### 10.1.2 Maintenance Windows

Royal Mail Online Services Terms and Conditions define the maintenance for this service.

#### 10.1.3 Unavailability

In the unlikely event of the Customs Declaration API being unavailable, customer systems should make provision to handle this appropriately. Royal Mail will endeavour to proactively contact customers in the event of an outage to this API.

If you experience issues with the availability of this API please contact a Royal Mail Support representative by visiting the [Royal Mail API \(Developer\) Portal Support](#) pages.

### 10.2 Performance

Performance testing has validated that the Customs Declaration API responds to SOAP calls in less than 3 seconds on average when invoked from the edge of Royal Mail's UK data centre.

### 10.3 Security

All API service calls will be made using mutually authenticated HTTPS bound SOAP web services. The Customs Declaration API exposes services using SOAP version 1.1 with a document / literal document-style encoding.

All service requests via the API Management solution will be authorised in accordance with the Client ID and Secret passed in the HTTP headers. This will ensure that any external service requests are authorised and authenticated in line with RMG Security Policies and Standards.



## 12 Frequently Asked Questions

Please see the [FAQ page](#) on the [Royal Mail API \(Developer\) Portal](#) for a general list of frequently asked questions with responses.

All FAQs specific to the API described in this document are listed below.

### 12.1 Latest versions of WSDL

Question: Where can I find the latest version of the Customs Declaration API WSDL?

Answer: The latest version of the WSDL can be found on the 'Customs Declaration API (SOAP)' page on the [Royal Mail API \(Developer\) Portal](#).

### 12.2 API Programming

Question: Can Royal Mail complete the API programming for me?

Answer: Royal Mail only provides user guides to enable an understanding of the API and therefore cannot complete any programming or system development for your business.

### 12.3 Business Account

Question: I don't have a business account with Royal Mail. Can I use the Customs Declaration API?

Answer: No – the Customs Declaration API is only available to Royal Mail account holders.

### 12.4 Throttling Error

Question: Why does a throttling rate error occur?

Answer: As demand for Customs Declaration API calls is unpredictable it is sometimes necessary to manage the volume of requests hitting our back-end systems.

### 12.5 Application Compatibility

Question: What Software Development Kits or tools have been proven to work with the Customs Declaration API?

Answer: The following applications are known to be compatible with the Royal Mail Customs Declaration API: SoapUI.

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