



Royal Mail Group

Local Collect API V2 (REST) Technical User Guide

This API specification details the requirements for integrating with the Local Collect API V2 (REST) API. This guide provides information that will assist a retailer's developer in integrating to the local collect API. It specifically covers how the Local Collect V2 API can be used by business customers looking to retrieve Royal Mail and Post Office delivery locations that are convenient to the recipient, and provides the technical information required to build this integration.

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Version 0.1

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1 Document Control

1.1 Terms and Abbreviations

Term	Meaning
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol over SSL
IP	Internet Protocol
JSON	JavaScript Object Notation
LC	Local Collect
REST	Representational State Transfer
Swagger	Specification for defining RESTful web services

Table 1 - Terms and Abbreviations

1.2 Version History

Version	Date	Author	Notes
0.0	07/12/2015	Mark Cornforth	Document Template
0.1	15/12/2016	Cliff Dias	Updated for version 2.0 of Local Collect
0.2	23/12/2016	Cliff Dias	Updated based on peer review
0.3	07/02/2017	Cliff Dias	Updated Business error for invalid radius
1.0	10/02/2017	Cliff Dias	Final Version

Table 2 - Document Version History

2 Overview

The Royal Mail provides a service wherein a retailer's customer can pick up their mail items (Royal Mail Tracked and Special Delivery Guaranteed only) either from a Post Office or Enquiry Office branch. This service is termed Local Collect.

The Local Collect Service is a delivery enhancement to Royal Mail Tracked and Special Delivery Guaranteed products that enables customers to benefit from 'Click and Collect' options by having their parcels delivered to participating Post Offices or Enquiry Offices.

With over 10,000 Post Offices and 1,500 Enquiry offices providing collection points, consumers have a wide choice of where their parcel is delivered to, and when they collect it.

As part of this service, the Royal Mail exposes a web service API that allows customers to obtain Post Office and Enquiry Office location data.

Local Collect is available as an option with Royal Mail shipping solutions:

1. Despatch Manager Online (DMO)
2. Shipping API (SAPI)
3. Customers own system solution (COSS).

Specifications for these shipping solutions are available from the Royal Mail Customer Solutions team.

3 Terms of Use

There are no costs to customers for using the Local Collect 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.

Note that, customers wishing to develop or implement a system to produce barcode labels on their own system (COSS) should gain agreement from Royal Mail before commencing work. Labels produced by the customer on their own systems are subject to approval by Royal Mail before being used and live barcode number ranges will not be issued before this approval is given. Further sample labels will also need to be submitted to Royal Mail periodically for quality checks.

4 Purpose

This document is to provide Royal Mail customers with guidelines and detailed specifications for integrating with the Local Collect V2 RESTful web service.

The document details:

- The specification for the web service interface for customers who want to query Post Office and Enquiry office location data.
- Description of errors and warnings 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 Local Collect API. This document should be read in conjunction with the following artefacts which are available from the 'Local Collect API (REST)' page on the [Royal Mail API \(Developer\) Portal](#):

- Local Collect API Swagger Definition
- Local Collect API Sample Data

5 What's Different From the V1 Local Collect API

The differences from the version 1 of the API are listed below:

1. The base bath of the URL is changed to localcollect/v2/locations
2. The URL contains the version of the API allowing for multiple versions to be supported.
3. The PUT operation to book a slot is no longer needed. This operation has been removed from V2.
4. The GET operation to retrieve the local collect offices no longer requires as estimated delivery date.

5. The client secret is not required as a header parameter.
The API authorises the user based on the client Id.

6 Introduction to Local Collect API V2

6.1 Overview

The Local Collect API is a web service that allows retailers to obtain Post Office and Enquiry Office branch information using standards based API. This API is available as a SOAP and a REST API and this document deals with the fulfilment of the Local Collect service using the REST API.

This web service has the following characteristics:

- Is provided using JSON over HTTPS
- Provides one end point to retrieve branch information using a postcode and a second one using the geo spatial location.
- Has been designed to be simple and easy to integrate while minimising the time it takes to modify e-commerce platforms.
- The Local Collect API provides publicly available data. As a result the REST API is provided as an "API" without the need to use the API secret.

The API requires a customer to register to use the API. This is because:

- Local Collect can only be used with RM Tracked and Special Delivery Guaranteed products.
- The label design must be validated by the customer solutions team.
- The operations exposed by the Local Collect API enable customers to:
- Retrieve an up-to-date list of Post Offices and Enquiry Office branches that offer Local Collect.

6.2 Interface Components

The area surrounded by the red circle provides the scope of this document.

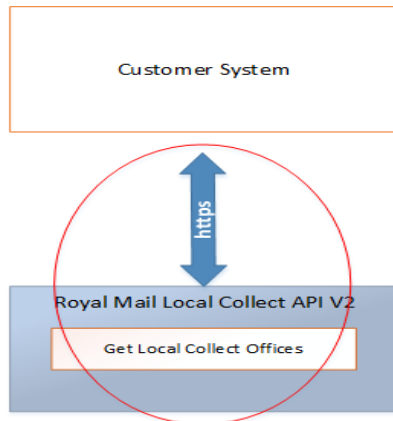


Figure 1 - Interface Components

7 Integrating with the Local Collect API V2

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

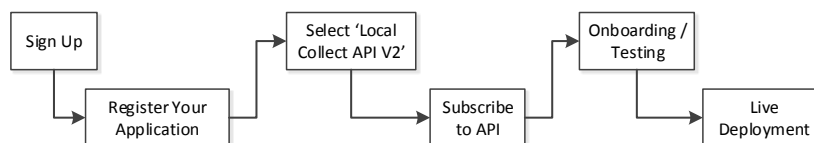


Figure 2 - Process for Integrating with the API

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

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, development and testing can be performed against the API.

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.

7.1 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 API imposes a cap on the number of transactions per second for each customer. Excessive volumes of traffic over the configured throttling limit will result in transactions being rejected.

7.2 API Access

Access to the API is obtained via the following base URL:

<https://api.royalmail.net/localcollect/v2/locations>

This is a "read-only" API and as a result only supports the HTTP GET method

Please note:

- Response formats supported: application/json
- All HTTP operations (e.g. POST, DELETE, PUT etc) other than GET are not supported and a HTTP 405 Method Not Allowed response will be returned.
- The Client ID 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 is obtained by registering an application on the [Royal Mail API \(Developer\) Portal](#).

- Please see section 7 for all operations and query string parameters which are supported by this API.
- Please see section 9 for a full list of technical and business error codes which are returned by this API.

7.3 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 API version. Royal Mail will look to maintain three versions of the API; 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.

8 Local Collect Services

8.1 Business Services

The Local Collect service is a delivery enhancement to Royal Mail products that enables customers to benefit from 'Click and Collect' options by having their parcels delivered to participating Post Offices and Enquiry Offices.

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 Delivery Locations	GET localcollect/v2/locations/{postcode}	Returns a list of Post Offices and Enquiry Offices along with information on opening hours and facilities available with postcode as the input	JSON over HTTPS (REST)	Synchronous Request / Response
Get Delivery Locations	GET localcollect/v2/locations/geo/spatial?radius=x&latitude=x&longitude=x	Returns a list of Post Offices and Enquiry Offices along with information on opening hours and facilities available with the latitude and longitude as the input	JSON over HTTPS (REST)	Synchronous Request / Response

Table 3 - Business Services

Royal Mail anticipates that customers will present delivery options and available Post Offices or Enquiry Offices to the consumer as part of the order process within their e-commerce systems. The API returns a list of Post Offices and Enquiry Offices along with the relevant information such as the opening hours and facilities. There are two RESTful GET operations available, one which allows the service requester system to query by postcode (see section [Error! Reference](#)

source not found.6-3) and another to search by latitude and longitude (see section 8.46.4).

8.2 HTTP Header Information

8.2.1 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.

8.2.2 Request Message

The Local Collect REST service provides an "API", allowing retailers to access the API without providing the client secret.

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

Parameter	Optional	Description
Host	No	This is the domain name.
Accept	No	This attribute accepts requests in application/json format.
X-IBM-Client-Id	No	Similar to a client username. Required to access the API.

Table 4 - HTTP Header Information in the API Request

8.2.3 Example Data

Example Request Data for the HTTP Header:

Parameter	Value
Host	api.royalmail.net
Accept	application/json
X-IBM-Client-Id	f0e4f151-2041-4df2-b31d

Table 5 - Example HTTP Header Information for API Request

8.3 Local Collect Offices By Postcode

8.3.1 Description

The local collect offices by postcode operation returns a list of Post Offices and Enquiry Offices that are available and in proximity to the postcode provided as part of the request parameters. The number of results returned is determined by

the use of the radius parameter (although if this is omitted a default radius of 10.0 miles is assumed).

8.3.2 Request Message

URL Path:

`https://api.royalmail.net/localcollect/v2/offices/{postcode}?radius={radius}`

Parameter	Optional	Description
postcode	No	This is the Postcode of the location to search for Post Offices and Enquiry Offices near. Only UK postcodes are supported. If the post code is not specified in the path a 404 error will be returned to the caller.
radius	Yes	By setting this value, only locations that are within the specified radius (in miles up to a maximum of 99.0) are returned. Note: there is a system imposed restriction which will limit the number of results returned (to the 20 nearest Post Offices) regardless of how large the radius is set to.

Table 6 – API Request Parameters

*Note: On Local or Public Holidays, individual opening times may vary and is not reflected in the API. The most accurate information will be available on the Royal Mail website.

8.3.3 Example Data

Full JSON examples are provided on the [Royal Mail API \(Developer\) Portal](#).

Example Request Data

```
GET
https://api.royalmail.net/localcollect/v2/offices/EC1A1BB?radius=15
HTTP/1.1
Accept: application/json
X-IBM-Client-Id: a77f6e62-d4c5-4421-9af7-ba8fd3ed6eff
```

8.4 Local Collect Offices By Latitude and Longitude

8.4.1 Description

The local collect offices by postcode operation returns a list of Post Offices and Enquiry Offices that are available and in proximity to the latitude and longitude provided as part of the request parameters. The number of results returned is determined by the use of the radius parameter (although if this is omitted a default radius of 10.0 miles is assumed).

8.4.2 Request Message

URL Path:

`https://api.royalmail.net/localcollect/v2/offices/geo/spatial?radius={radius}& longitude={longitude}&latitude={latitude}`

Parameter	Optional	Description
latitude	No	The latitude of the location from which the search is to be executed
longitude	No	The longitude of the location from which the search is to be executed
radius	Yes	By setting this value, only locations that are within the specified radius (in miles up to a maximum of 99.0) are returned. Note: there is a system imposed restriction which will limit the number of results returned (to the 20 nearest Post Offices) regardless of how large the radius is set to.

Table 7 – API Request Parameters

8.4.3 Example Data

Full JSON examples are provided on the [Royal Mail API \(Developer\) Portal](#).

Example Request Data

Parameter	Value
radius	10
longitude	-0.16317
latitude	51.49000

Table 8 – Example API Request Data


```
GET
https://api.royalmail.net/localcollect/v2/offices/geo/spatial?radius
=10&longitude=-0.16317&latitude=51.49000 HTTP/1.1
Accept: application/json
X-IBM-Client-Id: a77f6e62-d4c5-4421-9af7-ba8fd3ed6eff
```

8.5 Location Response

8.5.1 Response Message

The body of the JSON response message contains all the Post Office and Enquiry office locations within the specified radius as well as any errors that may have occurred. A successful business response will be returned as a standard HTTP response code of 200 (Ok).

The locations will be ordered in ascending order of distance from the search post code/geo location.

Field	Type	Description	Optional
locations	Array[location]	This is the array of location objects	Yes
warnings	Array[warning]	This is an array of warning response objects	Yes

Table 9 –API Response

8.5.2 Location

The location object encapsulates the data returned for each enquiry or post office branch.

Field Name	Type	Optional	Description
organisationName	String	No	This is either "Post Office Limited" or Royal Mail
locationName	String	No	The branch name. e.g. Mount Pleasant Enquiry Office
addressLine1	String	No	The first line of address
addressLine2	String	No	The second line of address
addressLine3	String	Yes	
city	String	Yes	City in which the branch is located
county	String	Yes	County in which the branch is located
postcode	String	No	The post code of the post office or enquiry office
openingHours	openingHours	No	The object containing the opening and closing hours for the branch, including the mid-day closing hours.
geoLocation	geoLocation	No	The object containing the latitude

			and longitude for the enquiry or post office branch.
distance	integer	No	The distance of the branch from the search location
facilities	facilities	Yes	The object containing the information regarding the facilities provided by the branch e.g. if parking is available and if the branch provides disabled access.
type	String	No	An enumeration consisting of Post Office Enquiry Office

Table 10 - Location Object Data

8.5.3 Opening Hours

This object defines the data returned for the branch working hours for each day of the week, including any mid-day breaks.

Field Name	Type	Optional	Description
dayOfWeek	String	No	The Day of the week <ul style="list-style-type: none"> Monday Tuesday Wednesday Thursday Friday Saturday Sunday
openingTime	String	No	The opening time for the branch in format "HH:MM:SS"
closingTime	String	No	The closing time for the branch in format "HH:MM:SS"
lunchHours	lunchHours	Yes	Whether the office is closed for lunch and the opening and closing times.

Table 11 - Opening Hours Object Data

8.5.4 Lunch Hours

The object encapsulates the mid-day break hours returned as part of the opening hours object for the branch.

Field Name	Type	Optional	Description
lunchOpening	String	No	Opening time after break
lunchClosing	String	No	Lunch time closing

Table 12 - Mid-Day opening hours Object Data

8.5.5 Geo Location

This object returns the latitude and longitude for the branch.
This can be used to display the branch on a map.

Field Name	Type	Optional	Description
latitude	float	No	
longitude	float	No	

Table 13 - Geo Location Object Data

8.5.6 Facilities

The object encapsulates the facilities available for the branch.

Field Name	Type	Optional	Description
customerParkingIndicator	boolean	Yes	Whether has parking
disabilityIndicator	boolean	Yes	Whether has disabled access

Table 14 - Facilities Object Data

8.5.7 Example Data

```
HTTP/1.0 200 OK
Content-Type: application/json
{
  "locations": [
    {
      "organisationName": "Post Office Limited",
      "locationName": "Staines",
      "addressLine1": "49 - 51 High Street",
      "addressLine2": "Staines",
      "postcode": "TW184QR",
      "openingHours": [
        {
          "dayOfWeek": "Saturday",
          "openingTime": "09:00:00",
          "closingTime": "17:30:00"
        },
        {
          "dayOfWeek": "Thursday",
          "openingTime": "09:00:00",
          "closingTime": "17:30:00"
        }
      ]
    }
  ]
}
```

```

        "closingTime": "17:30:00"
    },
    {
        "dayOfWeek": "Monday",
        "openingTime": "09:00:00",
        "closingTime": "17:30:00"
    },
    {
        "dayOfWeek": "Tuesday",
        "openingTime": "09:00:00",
        "closingTime": "17:30:00"
    },
    {
        "dayOfWeek": "Wednesday",
        "openingTime": "09:00:00",
        "closingTime": "17:30:00"
    },
    {
        "dayOfWeek": "Friday",
        "openingTime": "09:00:00",
        "closingTime": "17:30:00"
    },
    {
        "dayOfWeek": "Sunday",
        "openingTime": "10:30:00",
        "closingTime": "14:30:00"
    }
]
"geolocation" : {
    "longitude": "-0.51174",
    "latitude": "51.43341"
}
"distance": "0.2",
"facilities" : {
    "customerParkingIndicator": "true",
    "disabilityIndicator": "false"
}
}
]
}

```

9 Handling Warnings and Error

9.1 Overview

There are two types of errors produced by the Local Collect API:

- **Business Errors** (e.g. invalid postcode, delivery date submitted is in the past etc)
- **Technical Errors / Exceptions** (e.g. database unavailable, failed schema validation etc)
- **Authentication/Authorisation Exceptions** (e.g. Client ID not presented)
- **Business warnings** (e.g. data only contains post office branch information)

Both sets of errors and business warnings should be appropriately handled by your systems.

Technical details of the error should not be displayed directly to consumers.

All exceptions both business and technical are provided as HTTP errors with appropriate HTTP error codes.

9.2 Warnings

Warning messages are returned as a part of the response. i.e a HTTP Status 200 response. The warning response is meant to serve as information to the retailer on the quality of the data returned. E.g. Only Post office data was available.

Warning Cause	Warning Response Message	HTTP Response Status Code
There are no enquiry office branches within the search radius	{ "code" : " W0053", "description: " Branch data only available for post offices.", "cause":" There are no enquiry office branches within the search radius", "resolution":" Resubmit request with a larger search radius", }	HTTP 200 (Success)
There are no post	{	HTTP 200

office branches within the search radius	"code" : " W0054", "description: Branch data only available for enquiry offices", "cause":" There are no post office branches within the search radius", "resolution":" Resubmit request with a larger search radius", }	(Success)
--	--	-----------

Table 15 - Opening Hours Object Data

9.2.1 Warning Response Object

The table describes the warning object returned as part of the location response.

Field	Type	Optional	Description
code	String	No	The RMG code for the warning
description	String	No	The description which may be presented to the customer on the website
cause	String	No	The cause of the warning, to be used by the retailer's application to rectify the condition
resolution	String	No	The resolution to be used internally by the retailer

9.3 Errors / Exceptions

The following technical and business exceptions / error scenarios will be caught and handled as described below:

9.3.1 Authentication/Authorisation Errors

The authentication errors are returned by the API connect platform when the client fails to provide an appropriate client Id or is not registered to use the API.

The table lists the errors returned

Error Message	More Information	HTTP Response Status Code
Unauthorised	Client Id Missing	HTTP 401 (Unauthorised)

Unauthorised	Client Id not registered	HTTP 401 (Unauthorised)
--------------	--------------------------	----------------------------

Table 16 – HTTP APIc errors

9.3.2 Technical Errors

The table lists the technical errors returned by this API and which must be handled by the API consumer.

Error Cause	Error Response Message	HTTP Response Status Code
Internal Server Error	{ "code" : "E0009", "description: " Business Fulfilment System Returned an Error Response", "status" : "500", "cause":"Internal Server Error", Resolution : " Please retry the request at a later stage." }	HTTP 500 (Internal Server Error)
Service Unavailable	{ "code" : "E0002", "description: " Service Temporarily Unavailable. Please try again later.", "status" : "500", "cause":"Service Unavailable", Resolution : " Please retry the request at a later stage." }	HTTP 503 (Service Unavailable)
Gateway Timeout	{ "code" : "E0005", "description: " No Response Received from Business Fulfilment System Web Service (Service is Unavailable or Timeout)", "status" : "504", "cause":"Gateway Timeout", Resolution : " Please retry the request at a later stage." }	HTTP 504 (Gateway Timeout)

Table 17 – API Technical Errors

For all other technical issues please contact a Royal Mail Support representative by visiting the [Royal Mail API \(Developer\) Portal Support](#) pages.

9.3.3 Business Errors

The table lists the business errors returned by this API and which must be handled by the API consumer.

Error Cause	Error Response Message	HTTP Response Status Code
Bad Request. Probably Postcode Invalid	{ "code" : "E1001", "description": " Postcode %x Invalid", "status" : "404", "cause":"Postcode is not a recognised UK Postcode", "resolution":"Resubmit query with a valid Postcode. Alternatively submit with valid Latitude/Longitude coordinates." }	HTTP 404 (Resource Not Found)
Bad Request. Probably Latitude or Longitude invalid	{ "code" : "E1002", "description": " Either Latitude %x Invalid or Longitude %y is invalid", "status" : "400", "cause":"Either Latitude or Longitude is outside UK boundaries.", "resolution":"Resubmit query with location within UK Boundaries. Alternatively resubmit using postcode" }	HTTP 400 (Bad Request)
Bad Request. Probably Radius invalid	{ "code" : "E0004", "description": " Radius %x Invalid", "status" : "400", "cause":"The radius must fall in the range 1-20 inclusive," }	HTTP 400 (Bad Request)

	"resolution" : "The radius must fall in the range 1-99 inclusive." }	
Configured Throttling Rate for Service Exceeded. Please try again later.	{ "code" : "E0010", "description: " Configured Throttling Rate for Service Exceeded. Please try again later.", "status" : "429", "cause":"Too many requests", "resolution" : "Please contact Customer solutions team to discuss throttling rate." }	HTTP 429 (Too many requests)

Comment [MC1]: Are we performing the translation of SOAP responses to HTTP codes on APIm?

Table 18 - API Business Errors

9.3.4 Error Response Object

The table describes the warning object returned as part of the location response.

Field	Type	Optional	Description
code	String	No	The RMG code for the error
description	String	No	The description which may be presented to the customer on the website
status	String	No	The HTTP status code of the error
cause	String	No	The cause of the error, to be used by the retailer's application to rectify the condition
resolution	String	No	The resolution to be used internally by the retailer

10 Non-Functional Characteristics

10.1 Availability

10.1.1 Service Hours

The Local Collect 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 Local Collect API being unavailable, customer systems must be able to display an appropriate message to direct consumers to alternative delivery address options. 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 Local Collect API responds to calls in less than 2 seconds on average when invoked from the edge of Royal Mail's UK data centre. The API does provide a quicker response to calls when Latitude & Longitude (instead of the post code) is used to search for locations. Additionally, a smaller radius in the search criteria, will render a faster response time.

The API does not support caching the results returned. Customers are required to make a new request each time a consumer intends to send the item with the Local Collect enhancement.

10.3 Security

The REST API will only accept requests and return responses over HTTPS. All service requests via the API Management solution will be authorised in accordance with the supplied Client ID. This will ensure that any external service requests are authorised and authenticated in line with RMG Security Policies and Standards.

11 Frequently Asked Questions

Please see <http://developer.royalmail.net/faq-page> for a general list of frequently asked questions with responses.

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

11.1 Application Compatibility

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

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