



# API Specification

## Royal Mail Local Collect V3 (REST) 3.0.7 API Technical User Guide

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This API specification details the requirements for integrating with the Royal Royal Mail Local Collect V3 (REST) API. It offers a web service that allows Royal Mail account customers to have their parcels delivered to participating locations for pick up. These are Post Offices, Royal Mail Customer Service Points, Parcel Shops or Lockers.

18<sup>th</sup> June 2025

Version 1.3

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# 1 Document Control

## 1.1 Terms and Abbreviations

Term	Meaning
API	Application Program Interface
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol over TLS
IP	Internet Protocol
REST	Representational State Transfer
Swagger	Specification for defining RESTful web services
TLS	Transport Layer Security
URL	Uniform Resource Locator
JSON	JavaScript Object Notation

Table 1 – Terms and Abbreviations

## 1.2 Version History

Version	Date	Author	Notes
1.0	18/02/2025	RMG	Initial version
1.1	03/04/2025	RMG	Following review with technology project team, Team Customer Solutions (TCS) and commercial design leads
1.2	11/04/2025	RMG	Error responses updated.
3.0.2	16/04/2025	RMG	Missing error responses added.
1.3	18/06/2025	RMG	Updated API endpoints and Section 6.3.2 Request Message postcode and geolocations to conditional.

Table 2 – Document Version History

## 2 Overview

Local Collect is an added feature for Royal Mail's Tracked and Special Delivery Guaranteed services. It lets customers have their parcels delivered to participating locations for pick up. These are Post Offices, ~~-or~~ Royal Mail Customer Service Points, Parcel Shops or Lockers. The Local Collect API helps customers get a current list of these collection locations. There's no charge for using the Local Collect API, but customers will need to pay for any development work to set it up, including testing. Royal Mail is not responsible for these costs.

## 3 Purpose

This document is to provide Royal Mail customers with guidelines and detailed specifications for integrating with the Royal Mail Local Collect V3 (REST) RESTful web service. The document details:

- The specification for the web service interface for consumers to make requests to have their parcels delivered to participating locations for pick up. These are Post Offices, Royal Mail Customer Service Points, Parcel Shops or Lockers.
- Description of the 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 integrating customer systems with the Local Collect V3 (REST) API. This document should be read in conjunction with the Royal Mail Local Collect V3 (REST) Swagger Definition, which can be obtained from RMG Team Customer Solutions (TCS).

## 4 Introduction to Royal Mail Local Collect V3 (REST)

### 4.1 Overview

The Royal Mail Local Collect V3 (REST) exposes a web service that allows Royal Mail account customers to request their parcels be delivered to participating locations for pick up. These are Post Offices, Royal Mail Customer Service Points, Parcel Shops or Lockers.

### 4.2 Interface Components

Please see Figure 1 below for a graphical representation of the interface between Royal Mail and customers for Royal Mail Local Collect V3 (REST) API. This document covers what information is to be exchanged, how this information is structured and how it is transferred.

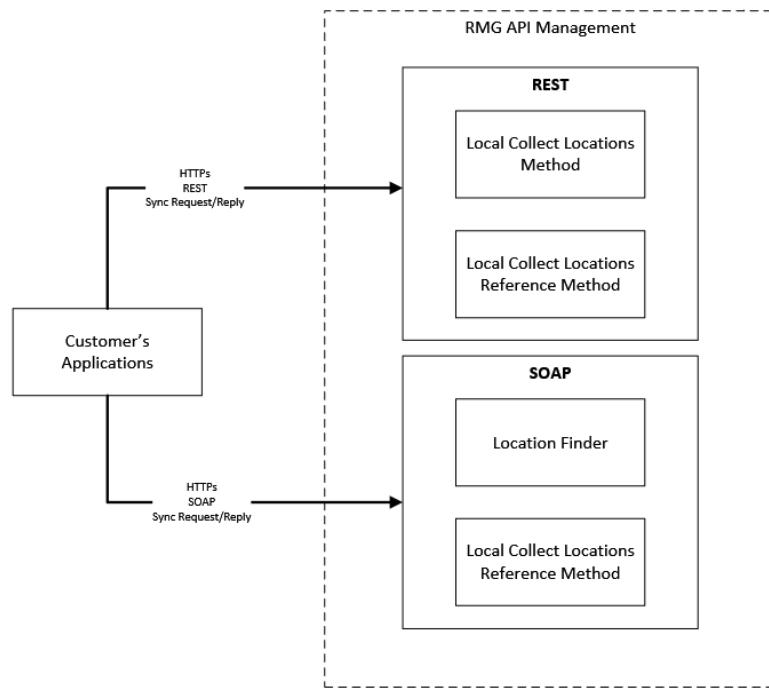


Figure 1 – Royal Mail Local Collect V3 (REST)

## 5 Integrating with Royal Mail Local Collect V3 (REST)

### 5.1 Onboarding Process

New users of the system will need to:

1. Contact your RMG Account Manager to request access to the API for review and approval of your request to access the API.
2. Following approval of your request a member of RMG Team Customer Solutions (TCS) will contact you to start the onboarding process to the API.
3. Create an application in the Developer Portal. This will generate the Client ID\* and Secret you need to validate via the API.
4. Subscribe to the onboarding plan for the API (which goes to the RMG Team Customer Solutions (TCS) for approval.) The onboarding plan will be limited to 100 calls per day.
5. Carry out required development and integration testing and then contact RMG Team Customer Solutions (TCS) to request migration to the live environment.
6. Agree a suitable date/time to migrate to live environment with RMG Team Customer Solutions (TCS). TCS will apply a production plan with suitable call limits based on expected volumes.

\*The security headers to be passed while sending the request to the API are:

**Key:** X-IBM-Client-Id -> **Value:** the client Id copied when application is created

### 5.2 Terms & Conditions

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

Note to developers:

- The API is available 24x7 although must not be used for performance testing.
- 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.
- Royal Mail expects customers to use the service in a responsible way.
- Regular checks will be performed by Royal Mail to ensure that customers are using the API in a responsible way.

### 5.3 API Access

Access to the Royal Mail Local Collect V3 (REST) is via the following URL:

GET: <https://api.royalmail.net/localcollect/v3/locations>

GET: <https://api.royalmail.net/localcollect/v3/locations/reference>

The API supports HTTP Get requests against above paths.

Please note:

- Response formats supported: application/json
- See section - 6 for all operations and parameters which are supported by this API.

- If anything is appended to the path and which is unsupported (e.g. /localcollect/v3/locations/something), then a HTTP 404 Not Found 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 creating an application in the developer portal. Team Customer Solutions (TCS) will approve the application once received.
- Error Handling section for a full list of technical and business error codes, which are returned by this API.

You must complete all required test activities prior to being permitted access to the Production version of the API by the Royal Mail Team Customer Solutions (TCS).

#### 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 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.

## 6 Royal Mail Local Collect Services

### 6.1 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 locations for pick up. These are Post Offices, Royal Mail Customer Service Points, Parcel Shops or Lockers.

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

Business Service	API Operations	Description	Technology	Conversation Style
LocalCollectLocations	GET: <a href="#"><u>localcollect/v3/locations</u></a>	Get Local Collect Location details	HTTPS (REST)	Synchronous Request/Response
LocalCollectLocationsReference	GET: <a href="#"><u>localcollect/v3/locations/reference</u></a>	Get Local Collect Location Reference details	HTTPS (REST)	Synchronous Request / Response

Table 3 – Business Services

### 6.2 HTTP Header Information

#### 6.2.1 Description

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

#### 6.2.2 Request Headers

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. The below given headers are common for Locations and Location Reference operations.

Parameter	Optional	Description
Host		api.royalmail.net
X-IBM-Client-Id	No	Like a client username. Required to access the API.
Accept	Yes	Content-Types that are acceptable for the response. e.g: application/json

Table 4 – HTTP Header Information in the API Request

#### 6.2.3 Example Data

Example Request Data for the HTTP Header:

Parameter	Value
X-IBM-Client-Id	f0e***51-2041-4df2-b31d
Accept	application/json

Table 5 – Example HTTP Header Information for API Request

#### 6.2.4 Response Headers

Please see table below for the elements which are populated in the HTTP response header.

Parameter	Optional	Description
HTTP/1.1	No	HTTP status code and reason phrase
X-BacksideTransport	No	OK, OK on success or FAIL, FAIL on failure
Connection	No	Controls whether the network connection stays open after the current transaction finishes.
Content-Type	No	Indicates the media type of the resource.
Date	No	Contain date and time when message was originated
X-Global-Transaction-ID	No	Global transaction id
X-RateLimitLimit	No	Request limit per day / per 5 minutes
X-RateLimitRemaining	No	The number of requests left for the time window

Table 6 – HTTP Header Information in the API Response

#### 6.2.5 Example Data

Example of the response header data for the HTTP Header:

Parameter	Value
HTTP/1.1	200 Ok
X-Backside-Transport	OK OK
Connection	Keep-Alive
X-Global-Transaction-ID	8e****6b766e****80f95***d
Content-Type	application/json
Date	Tue, 17 Sep 2024 10:08:58 GMT
X-RateLimit-Limit	rate-limit-1,5;
X-RateLimit-Remaining	name=rate-limit-1,4;

Table 7 – Example HTTP Header Information for API Response

### 6.3 Local Collect v3 - Locations Operation

#### 6.3.1 Description

The behaviour of this operation is to submit local collect request information.

#### 6.3.2 Request Message

URL Path: GET: <https://api.royalmail.net/localcollect/v3/locations>

Please refer to section 6.2 for the request and response header information.

Parameter Name	Mandatory	Type	Description
correlationId	No	String	System assigned reference. UUID or GUID. This can help to identify the request precisely.
locType	No	String	Location Type and/or supplier filter to search locations. If no value is provided, response will include all location types and location suppliers. To use the locType field, see <a href="#">Appendix 1 - locType</a> .
postcode	Conditional	String	Postcode is mandatory if longitude and latitude are not provided.
latitude	Conditional	Number	Latitude is mandatory if postcode is not provided.  If using GPS coordinates both the latitude and longitude should be provided.
longitude	Conditional	Number	Longitude is mandatory if postcode is not provided.  If using GPS coordinates both the latitude and longitude should be provided.
localcollect	No	Boolean	Apply ‘True’ or leave blank to return Local Collect locations.
searchRadius	No	Integer	The maximum distance from postcode or geo coordinates to search locations in miles.  Minimum searchRadius value is 1. Maximum searchRadius value is 20. Default searchRadius value is 20.
resultsCount	No	Integer	The maximum number of locations to return.  Minimum resultsCount value is 1. Maximum resultsCount value is 20. Default resultsCount value is 20.

Table 8.1 – Request message to Local Collect operation

Note: On Local or Public Holidays, individual opening times may vary and is not reflected in the API.

### 6.3.3 Request Message Example

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

GET
<a href="https://api.royalmail.net/localcollect/v3/locations?postcode=EC1N%207SU&amp;localcollect=false&amp;searchRadius=10&amp;resultsCount=20">https://api.royalmail.net/localcollect/v3/locations?postcode=EC1N%207SU&amp;localcollect=false&amp;searchRadius=10&amp;resultsCount=20</a>
HTTP/1.1
Accept: application/json
X-IBM-Client-Id: a77f6e62-d4c5-****-9af7-***d3ed6eff

#### 6.3.4 Response Message

Parameter Name	Mandatory	Type	Description
type		String	The location type code
locationDetails/supplierLocationType		String	The identifier of the location type
locationDetails/supplierCode		String	Name of the supplier associated with the location
locationDetails/supplierName		String	Name of the supplier associated with the location
locationDetails/supplementCode		String	Unique code used across RMG systems to uniquely identify combination of Location Provider and Location Type
locationDetails/locationId		String	An ID that's unique to TPLMS.
locationDetails/labelId		String	Identifier to be used when generating labels.
locationDetails/locationName		Object	The name of the location
locationDetails/addressLine1		String	Address Line 1 of the location
locationDetails/addressLine2		String	Address Line 2 of the location
locationDetails/addressLine3		String	Address Line 3 of the location
locationDetails/addressLine4		String	Address Line 4 of the location
locationDetails/addressLine5		String	Address Line 5 of the location
locationDetails/County		String	County associated with a given location
locationDetails/town		String	Town associated with a given location
locationDetails/postcode		String	Postcode associated with a given location
locationDetails/country		String	Country associated with a given location
geoDetails/latitude		Double	Latitude value associated with the location
geoDetails/longitude		Double	Longitude value associated with the location
geoDetails/distance		Double	Distance is calculated during the query execution

serviceGroups/name		String	The name of the service Group
serviceGroups/services/name		String	The name of the service
serviceGroups/services/value		String	The description text for the service
facilities/name		String	The name of the facility
facilities/value		String	The description text for the facility
localCollectAvailable		Boolean	True if the local collect is available
dropOffAvailable		Boolean	True if the dropOff is available
productVariant/acceptSignature		Boolean	If the "acceptSignature" key is present inside the productVariants object, set the value as true.
productVariant/acceptNonSignature		Boolean	If the "acceptNonSignature" key is present inside the productVariants object, set the value as true.
businessDays/businessDay		String	Business Day of the week
collectionTimes/startAt		String	Collection Times startAt time
collectionTimes/endAt		String	Collection Times endAt time
openingTimes/startAt		String	Opening Times startAt time
openingTimes/endAt		String	Opening Times endAt time
lunchHours/endAt		String	Lunch Hour startAt time
bankHolidays/startAt		String	startAt time on a given Bank Holiday
bankHolidays/endAt		String	endAt time on a given Bank Holiday
dates/dates		String	The date information in "dd-mm-yyyy"
times/startAt		Object	startAt time on the given dates
times/endAt		Object	endAt time on the given dates

dimensions/rmSize		String	Description of Royal Mail size common for all providers
max/height		Double	Max height in cm
max/width		Double	Max width in cm
max/length		Double	Max length in cm
max/weight		Double	Max weight in kg
additionalAttributes		Array	Additional properties as name value pairs
additionalAttributes/additionalProp1 additionalAttributes/additionalValue1		String	Additional properties

### 6.3.5 Response Message Example

HTTP/1.1 200 OK

Server: nginx

Date: Thu, 03 Apr 2025 09:00:13 GMT

Content-Type: application/json

Content-Length: 1611

Connection: keep-alive

X-Backside-Transport: OK OK

X-DP-Probe-Transaction-ID: 1570262452-Landlord-GATEWAY-SI-RMUACPAPP9001-096d2e95-c8fd-4a04-aadc-b44d985ddbd8

X-Global-Transaction-ID: e30219fa67ee4e1ce6c4d6ed

Access-Control-Expose-Headers: APIm-Debug-Trans-Id, X-RateLimit-Limit, X-RateLimit-Remaining, X-RateLimit-Reset, X-Global-Transaction-ID

Access-Control-Allow-Origin: \*

Access-Control-Allow-Methods: GET

X-RateLimit-Limit: name=rate-limit-1,10000;

X-RateLimit-Remaining: name=rate-limit-1,9992;

Content-Encoding: gzip

Strict-Transport-Security: max-age=15768000

{

    "locations": [

        {

            "type": "PSH",

            "locationDetails": {

                "supplierLocationType": "Collect+",

                "supplierCode": "COLP",

                "supplierName": "Collect+",

                "supplementCode": "LC3",

                "locationId": "2373464",

                "labelId": "30078743",

                "locationName": "Six 2 Ten Store",

                "addressLine1": "183 West Road",

                "addressLine2": "",

                "addressLine3": "",

                "town": "Westcliff-on-Sea",

                "postcode": "SS0 9DH",

                "country": "United Kingdom"

```
        },
        "geoDetails": {
            "latitude": 51.5454375672,
            "longitude": 0.6983631441,
            "distance": 0.13
        },
        "serviceGroups": [
            {
                "name": "CUSTOMER",
                "services": [
                    {
                        "name": "localCollect",
                        "value": "Customer collect"
                    },
                    {
                        "name": "dropOff",
                        "value": "Customer drop"
                    }
                ]
            },
            {
                "name": "PRINTING_POSTAGE",
                "services": [
                    {
                        "name": "printLabels",
                        "value": "Print label"
                    }
                ]
            }
        ],
        "localCollectAvailable": true,
        "dropOffAvailable": true,
        "productVariant": {
            "acceptSignature": true,
            "acceptNonSignature": true
        },
        "schedule": {
```

```
"businessDays": [
  {
    "businessDay": "MON",
    "collectionTimes": [],
    "openingTimes": [
      {
        "startAt": "07:00",
        "endAt": "23:00"
      }
    ],
    "lunchHours": []
  },
  {
    "businessDay": "TUE",
    "collectionTimes": [],
    "openingTimes": [
      {
        "startAt": "07:00",
        "endAt": "23:00"
      }
    ],
    "lunchHours": []
  },
  {
    "businessDay": "WED",
    "collectionTimes": [],
    "openingTimes": [
      {
        "startAt": "07:00",
        "endAt": "23:00"
      }
    ],
    "lunchHours": []
  },
  {
    "businessDay": "THU",
    "collectionTimes": [],
```

```
"openingTimes": [
  {
    "startAt": "07:00",
    "endAt": "23:00"
  }
],
"lunchHours": []
},
{
  "businessDay": "FRI",
  "collectionTimes": [],
  "openingTimes": [
    {
      "startAt": "07:00",
      "endAt": "23:00"
    }
  ],
  "lunchHours": []
},
{
  "businessDay": "SAT",
  "collectionTimes": [],
  "openingTimes": [
    {
      "startAt": "07:00",
      "endAt": "23:00"
    }
  ],
  "lunchHours": []
},
{
  "businessDay": "SUN",
  "collectionTimes": [],
  "openingTimes": [
    {
      "startAt": "07:00",
      "endAt": "23:00"
    }
  ]
}
```

```
        },
        ],
        "lunchHours": []
    }
],
"bankHolidays": [],
"dates": []
},
"additionalAttributes": {}
},
```

#### 6.4 Local Collect v3 - Locations Reference Operation

URL Path: GET: <https://api.royalmail.net/localcollect/v3/locations/reference>

#### 6.4.1 Description

This operation returns supported products, product variants, weights, dimensions for all Location Types. These are Post Offices, Royal Mail Customer Service Points, Parcel Shops or Lockers.

#### 6.4.2 Request Message

Please refer to section 6.2 for the request and response header information.

Parameter Name	Mandatory	Type	Description
correlationId	No	String	System assigned reference. UUID or GUID. This can help to identify the request precisely.

Table 8.2 – Request message to local collect operation

#### 6.4.3 Request Message Example

Full JSON example responses are provided on the Royal Mail API (Developer) Portal.  
GET

<https://api.royalmail.net/localcollect/v3/locations/reference?correlationId=%3Cstring%3E>

HTTP/1.1

Accept: application/json

X-IBM-Client-Id: a77f6e62-d4c5-\*\*\*\*-9af7-\*\*\*d3ed6eff

#### 6.4.4 Response Message

Parameter Name	Mandatory	Type	Description
type	No	String	The location type code
supplierCode	No	String	Name of the supplier associated with the location
supplierLocationType	No	String	The identifier of the location type
supplementCode	No	String	Unique identifier of location provider / type pair
products/code	No	String	The product code
acceptSignature	No	Boolean	Value is true if the object is present in productVariants
acceptNonSignature	No	Boolean	Value is true if the object is present in productVariants
serviceGroups	No	Array	Type of services available for the location
serviceGroups/name	No	String	Name of the service group
serviceGroups/services	No	Array	Array of services as a name value pair
serviceGroups/services/name	No	String	Name of the service.
serviceGroups/services/value	No	String	Description of the service

facilities	No	Array	Array of facilities
facilities/name	No	String	Name of the facility
facilities/value	No	String	Description of the facility
dimensions/rmSize	No	String	Description of Royal Mail size common for all providers
dimensions/max/height	No	String	Max height in cm
dimensions/max/width	No	String	Max width in cm
dimensions/max/length	No	String	Max length in cm
dimensions/max/weight	No	String	Max weight in kg

#### 6.4.5 Response Message Example

```

HTTP/1.1 200 OK
Server: nginx
Date: Thu, 03 Apr 2025 08:54:35 GMT
Content-Type: application/json
Content-Length: 687
Connection: keep-alive
X-Backside-Transport: OK OK
X-DP-Probe-Transaction-ID: 1570262452-Landlord-GATEWAY-SI-
RMUACPAPP9001-2f33520e-6646-4037-8bf3-b44d985d23a4
X-Global-Transaction-ID: a4df014167ee4cca83278ce9
Access-Control-Expose-Headers: APIm-Debug-Trans-Id, X-RateLimit-Limit, X-
RateLimit-Remaining, X-RateLimit-Reset, X-Global-Transaction-ID
Access-Control-Allow-Origin: *
Access-Control-Allow-Methods: GET
X-RateLimit-Limit: name=rate-limit-1,10000;
X-RateLimit-Remaining: name=rate-limit-1,9993;
Content-Encoding: gzip
Strict-Transport-Security: max-age=15768000

{
  "locationsData": {
    "locations": [
      {
        "type": "PSH",
        "supplierCode": "COLP",
        "supplierLocationType": "Collect+",
      }
    ]
  }
}

```

```
"supplementCode": "LC3",
"products": [
    {
        "code": "TPN"
    },
    {
        "code": "TPS"
    },
    {
        "code": "TPM"
    },
    {
        "code": "TPL"
    },
    {
        "code": "ITL"
    },
    {
        "code": "ITM"
    },
    {
        "code": "ITN"
    },
    {
        "code": "ITS"
    },
    {
        "code": "TRL"
    },
    {
        "code": "TRM"
    },
    {
        "code": "TRN"
    },
    {
        "code": "TRS"
    }
]
```

```
        },
        {
            "code": "ITC"
        },
        {
            "code": "ITD"
        },
        {
            "code": "ITE"
        },
        {
            "code": "ITF"
        }
    ],
    "acceptSignature": true,
    "acceptNonSignature": true,
    "serviceGroups": [
        {
            "name": "CUSTOMER",
            "services": [
                {
                    "name": "localCollect",
                    "value": "Customer collect"
                },
                {
                    "name": "dropOff",
                    "value": "Customer drop"
                }
            ]
        },
        {
            "name": "PRINTING_POSTAGE",
            "services": [
                {
                    "name": "printLabels",
                    "value": "Print label"
                }
            ]
        }
    ]
}
```

```
        ]
    }
]
}
}
}
```

## 7 Error Handling

### 7.1 Overview

There are two types of errors produced by Royal Mail Local Collect V3 (REST) API, namely:

- Business Errors (e.g. Bad Request)
- Technical Errors / Exceptions (e.g. service unavailable etc.). There are two types of technical errors:
  1. API Gateway Errors. Returned when the API request is rejected by the API Gateway before any business processing takes place. E.g. rate limit exceeded.
  2. Application Errors. Returned when API requests are accepted for business processing, but processing cannot be completed due to a technical error. E.g. internal server error.

Both sets of errors should be appropriately handled by your system and technical details of the error should not be displayed directly to consumers. Please refer to the tables below for the generic structure of all core error messages returned by Royal Mail Local Collect V3 (REST) API.

The tables below show the fields for API Gateway and non-API Gateway type error responses.

API Gateway Error

Field	Optional	Type	Description
httpCode	No	String	HTTP error code
httpMessage	No	String	HTTP error code description
moreInformation	Yes	String	Information relating to the error condition

Table 12 – API Gateway Error Response Structure

### Non-API Gateway Error (Business & Application)

Field	Optional	Type	Description
httpCode	No	String	HTTP error code
httpMessage	No	String	HTTP error code description
errors	Yes	Array	Array containing error information
errors.code	Yes	String	Code associated with the error condition Yes
errors.description	Yes	String	Description of the error condition
errors.cause	Yes	String	Cause of the error (if known)
errors.resolution	Yes	String	Description of the resolution and action required to correct the error

Table 13 – Non-API Gateway Error Response Structure

The following sections describe the content of the business and technical errors returned by Royal Mail Local Collect V3 (REST) with their respective HTTP status code response.

## 7.2 Business Errors

All errors associated with processing the API requests are returned using the error structure defined in section 7.1. For missing or empty mandatory fields scenario:

HTTP Status Code	Code	Description	Cause	Resolution
400	E1398	postcode or (longitude & latitude) is null or empty	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Query parameter longitude provided is not valid. Value is out of bound. Should be in between -180 and 180.	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Query parameter longitude is not valid. Longitude value is not valid.	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Postcode is not a valid UK postcode	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Query parameter latitude provided is not valid. Value is out of bound. Should be in between -90 and 90.	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Query parameter latitude is not valid. Latitude value is not valid.	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Query parameter localcollect provided is not valid. Value should be true or false.	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Query parameter latitude provided is not valid. Fractional part is more than 7 digits.	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Query parameter longitude provided is not valid. Fractional part is more than 7 digits.	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Query parameter searchRadius provided is not valid. Value is out of bound. Radius should be greater than 0 and less than or equal to 20.	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Query parameter searchRadius is not valid. Search radius value is not valid.	Missing or empty mandatory field	Check mandatory field(s) and resubmit
400	E1398	Query parameter resultsCount provided is not valid. Value is out of bound. Result Count should be greater than or equal to 1 and less than or equal to 20.	Missing or empty mandatory field	Check mandatory field(s) and resubmit

400	E1398	Query parameter resultsCount is not valid. Result count value is not valid.	Missing or empty mandatory field	Check mandatory field(s) and resubmit
-----	-------	---	----------------------------------	---------------------------------------

Table 14 – API Business Errors

#### 7.2.1 Example Data

Please see below for an example of a business error which is returned which results in an E0003 error being returned. Full JSON example responses are provided on the [Royal Mail API \(Developer\) Portal](#).

GET /locations:

```
HTTP/1.1 400
Content-Type: application/json
{
  "httpCode": "400",
  "httpMessage": "Bad Request",
  "errors": [
    {
      "code": "E1398",
      "description": "postcode or (longitude & latitude) is null or empty",
      "cause": "Missing or empty mandatory fields.",
      "resolution": "Check mandatory field(s) and resubmit"
    }
  ]
}
```

#### 7.3 Technical Errors / Exceptions

The following technical exceptions/error scenarios will be caught and handled as described in the tables below.

The tables below show API Gateway and Application technical errors. Only the most common API Gateway error descriptions are shown, with the HTTP status return code considered adequate for other cases and hence other response codes and descriptions are not listed here.

API Gateway Errors:

HTTP Status Code	httpCode	httpMessage	moreInformation
401	401	Unauthorized	Invalid client id or secret
404	404	Not Found	No resources match requested URI
405	405	Method Not Allowed	The method is not allowed for the requested URL
429	429	Too Many Requests	The rate limit has been exceeded for the plan or operation being used.

Table 15 – API Gateway Technical Errors

## Application Errors:

HTTP Status Code	Code	Description	Cause	Resolution
500	E0000	Internal Server Error	An internal error was identified while attempting to process your API request	Please try again later
503	E0001	Service Unavailable	An internal error was identified while attempting to process your API request	Please try again later

Table 16 – Application Technical Errors

Note: Where a valid request is made but no locations are found then a 200 OK response will be received as per below:

```
HTTP/1.1 200 OK
Content-Type: application/json
{
    "locations": []
}
```

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

### 7.3.1 Example Data

Please see below for examples of both API Gateway and NonGateway technical errors which are returned in the event that the rate limit for API calls has been exceeded or if an internal error is encountered whilst processing the request.

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

#### API Gateway Error

```
HTTP/1.1 429
Content-Type: application/json
{
    "httpCode": "429",
    "httpMessage": "Too Many Requests",
    "moreInformation": "The rate limit has been exceeded for the plan or operation being used." }
```

#### Non-API Gateway Error

```
HTTP/1.1 500
Content-Type: application/json
{
    "httpCode": "500",
    "httpMessage": "Internal Server Error",
    "errors": [
        {
            "code": "E0000",
            "description": "Internal Server Error",
```

```
        "cause": "An internal error was identified while attempting to process your API request",
        "resolution": "Please try again later"
    }
]
```

## 8 Non-Functional Characteristics

### 8.1 Availability

#### 8.1.1 Service Hours

The Royal Mail Local Collect V3 (REST) is available 24 hours per day, 365 days per year.

#### 8.1.2 Maintenance Windows

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

#### 8.1.3 Unavailability

In the unlikely event of the API being unavailable, customer systems should make provision to handle this appropriately.

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.

### 8.2 Performance

Royal Mail aims to respond to calls in less than 5 seconds on average when invoked from the edge of Royal Mail's UK data centre.

### 8.3 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 below security parameters 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.

## 9 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.

### 9.1 Latest versions of Swagger Definition

Question: Where can I find the latest version of the Royal Mail Local Collect V3 (REST) Swagger definition?

Answer: The latest version of the Swagger definition can be obtained via the developer portal.

### 9.2 Sample Code

Question: Do Royal Mail provide any sample code for the Royal Mail Local Collect V3 (REST) to help accelerate my integration?

Answer: No, no sample code is available for the client version of the Local collect V1 (REST) API.

### 9.3 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.

### 9.4 Business Account

Question: I don't have a business account with Royal Mail. Can I use the Local collect (for Client) V1 (REST) API?

Answer: No – Royal Mail Local Collect V3 (REST) is only available to Royal Mail account holders.

### 9.5 Application Compatibility

Question: What Software Development Kits or tools have been proven to work with the Royal Mail Local Collect V3 (REST)?

Answer: The following applications are known to be compatible with the Royal Mail Local Collect V3 (REST) API: SoapUI.,

## 10 Appendix 1 - locType.

### 10.1 locType Parameter

This section provides details on the locType parameter, its usage, and examples. The parameter is one of the request parameters for the Local Collect API V3.

### 10.2 locType input type format

The format/regex of the locType field data is given below. The value enclosed in <> shows an optional value.

```
<
<<LocationType1<|Supplier1|SupplierN>>,
<LocationType2<|Supplier1|SupplierN>>,
<LocationTypeN<|Supplier1|SupplierN>>
>
```

### 10.3 Retrieving all the location type and location suppliers' locations

If all the location types and location supplier locations are needed, then **locType** parameter can be omitted or no value should be provided for the variable.

### 10.4 Retrieving one or more specified location types

Multiple Location types can be provided in a comma separated list. For example:

LocationType1, LocationType2, LocationType3

In the above example, multiple location types are provided as a comma separated list.

### 10.5 Excluding one or more location supplier from location type

If supplier(s) of a location type needs to be excluded, an exclusion list can be provided after each location type code with pipe delimiters. For example:

LocationType1|Supplier1|Supplier2

In above example, “Supplier1” and “Supplier2” will be excluded from the location type “LocationType1”

### 10.6 LocType Examples

The below given table shows examples of locType values and expected outcomes.

LocType	Location Types	Supplier List
Not provided	All location types	All location types and all location suppliers
PSH	Parcel Shops	All Parcel Shop suppliers
PSH,LOK**	Parcel Shops, Lockers	All Parcel Shop suppliers and all Locker suppliers
LOK** QUAD	Parcel Shops	All Locker Suppliers except Quadient. I.e. will return RMG Lockers
LOK** QUAD,P SH	Parcel Shops, Lockers	All Locker suppliers except Quadient; and all Parcel Shops. I.e. will return RMG Lockers and Collect Plus

## 10.7 Supported Location Types

The list of supported location types is given below. These are Post Offices, Royal Mail Customer Service Points, Parcel Shops or Lockers. Note that Royal Mail may also add further Location types in the future.

<b>Location Type</b>	<b>Description</b>
CSP	Customer Service Point
POL	Post Office
PSH	Parcel Shops
LOK	Parcel Lockers

## 10.8 Supported Supplier Location Types

The list of supported suppliers is given below.

Note that Royal Mail may also add further Location types and suppliers in the future.

<b>Location</b>	<b>location Type</b>	<b>Supplier code</b>	<b>Supplier name</b>
Collect Plus	PSH	COLP	Collect Plus
Locker	LOK	QUAD	Quadient
Locker	LOK	RMG	Royal Mail
Post Office	POL	POL	Post Office
Customer Service Point	CSP	RMG	Royal Mail