



## **expressLink Web Services**

# **Technical User Guide**

## **expressLink Version 14.1.0**

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## 2 Glossary

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Term	Meaning
API	Application Programming Interface
Collections	A shipment that is to be collected on an ad-hoc basis from an alternative location to the shipper's address
Delivery Options	Range of delivery and returns options such as SMS text messages, Convenient Collect, No Signature Required, Address Only etc.
Department	A child relationship to the parent account. This is primarily used when Delivery contact and address details are different to the main Account details. There is one or more Departments allocated to a single Account. Parcelforce integrator-type customers would use this as an example.
<b>expressLink</b>	The Web Service provided by Parcelforce Worldwide
HTTPS	Secure Hypertext Transfer Protocol
PFW	Parcelforce Worldwide
Pre-advice	Electronic data containing shipment & collection details (also known as FSPEC04)
Returns	A shipment that is to be returned on an ad-hoc basis either back to the shipper's location or an alternative address
SOAP	Originally defined as Simple Object Access Protocol (XML based)
WDM Online	Parcelforce's online delivery software (WDM0)
WSDL	Web Services Description Language (XML based)
XML	Extensible Markup Language

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## 3 Document Overview

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### Purpose

The purpose of this document is to provide customers of Parcelforce Worldwide with guidance on how to integrate **expressLink** with their own internal systems for the purpose of creating shipments, labels, manifests and requesting collections. It includes an explanation of the XML request / XML responses.

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### Audience

This document is intended for users of **expressLink** and developers who need to understand the details of the XML fields required to code the web services. The document assumes an understanding of SOAP, XML coding and HTTPS connectivity.

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### Scope

This document describes the web service calls currently available with **expressLink** (WSDL V14) required to communicate with Parcelforce Worldwide systems.

Refer to the latest version of the Technical User Guide Supporting Information document, which provides the supporting data required for the specific web service calls denoted in this document together with sample label outputs for information purposes.

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### Support

In the first instance, any issues relating to the use of this document or the **expressLink** service in general should be directed to Parcelforce Worldwide Customer Solutions team at [customer.solutions@parcelforce.co.uk](mailto:customer.solutions@parcelforce.co.uk).

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## 4 Using this Document

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### 4.1 Introduction

An XML request includes specific fields and values that the web service processes and returns a reply with specific information concerning the request, including success and error messages.

Shipments created by the web services can be viewed in the **expressLink** WDMO GUI – login details can be supplied by Parcelforce Worldwide.

## 4.2 Services supported

The following Parcelforce Worldwide services are supported in WSDL V14

Domestic Parcels	<p><b>express9</b> <b>express9</b> CourierPack <b>express9</b> Secure <b>express10</b> <b>express10</b> CourierPack <b>express10</b> Exchange <b>express10</b> Secure Exchange <b>express10</b> Secure <b>expressAM</b> <b>expressAM</b><sup>large</sup> <b>expressAM</b> CourierPack <b>expressAM</b> Exchange <b>expressAM</b> Secure <b>expressAM</b> Secure Exchange <b>expressAM</b> Sunday <b>expressPM</b> <b>expressPM</b> Exchange <b>expressPM</b> Secure <b>expressPM</b> Secure Exchange <b>express24</b> <b>express24</b><sup>large</sup> <b>express24</b> CourierPack <b>express24</b> Exchange <b>express24</b> Secure <b>express24</b> Secure Exchange<b>express24</b> Sunday ParcelRider Plus (Northern Ireland only) <b>express48</b> <b>express48</b><sup>large</sup> <b>expresscollect</b></p>
International Export parcels	<p>Euro Economy <b>europriority</b><sup>home</sup> (P O Boxes) Euro Priority Euro Priority Pack <b>globalBulkDirect</b> <b>globalexpress</b> <b>globalexpress</b> Envelope Delivery <b>globalexpress</b> Pack Delivery <b>globalpriority</b> <b>globalpriority</b> H M Forces <b>globalpriority</b> Returns <b>globalvalue</b> <b>irelandexpress</b> (Northern Ireland to Ireland only)</p>

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### 4.3 Web Service calls supported

The character set supported by **expressLink** is ISO 8859-1. Disallowed characters with diacritic marks should be replaced with standard Latin equivalent. For example, Å becomes A, ñ becomes n.

The following web service calls are supported in WSDL V14

#### Create shipment

- Use to ship domestic items and request a shipment number
- Use to ship international export items and request a shipment number
- Request an ad-hoc domestic or international collection

#### (Re)print label

- Use to print labels for domestic and international shipments, including routing labels for third parties e.g. GLS and FedEx, and to print undated returns labels.

#### Print document

- Use to print customs documentation for international non-document shipments

#### Create manifest

- Allocate shipment to either an international or domestic manifest
- Print manifest
- Print manifest once it has been created

#### Return Shipment

- Activates a previously created undated domestic collection request by shipment number.

#### Find

- Use to search for and retrieve information to be included in Delivery Options requests

#### Cancellation

- Use to cancel a Domestic or International delivery prior to the Create Manifest request

#### CreatePrint

- Use for delivery only to ship domestic items to request a shipment number and generate XML data stream label response
- Use for delivery only to ship international items to request a shipment number and generate XML data stream label response

#### CCReserve

- Used to create Convenient Collect PostOfficeID - NOTE : This is not currently required when creating a Convenient Collect shipment

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## 4.4 Status of shipments

The shipments are assigned a status within Parcelforce Worldwide systems and these are:

- Allocated
  - Shipment with service and shipment number but not printed
- PendingReturn
  - Undated domestic collection request.
- Printed
  - Shipment with service and shipment number and labels printed
- Archived
  - Manifest created / printed
- Cancelled
  - Shipment has been cancelled

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## 4.5 Shipment Cut Off Times

There will be no system based cut off times as they will be operationally agreed based on local trailer departure times. For example, due to the nature of the global~~express~~ service, products may be rejected after a certain time and will need to be manually moved to the next day.

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## 4.6 Collection Cut Off Times

Collection cut off times will be dependent on post code-based collection depot criteria.

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## 4.7 Clean Sweep Process

The Clean Sweep process runs at 02:00 to transfer all shipments with Printed status into the Archive. Those that have a status of Allocated for the current shipment date will be cancelled.



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## 4.8 XML Request Field Descriptions

The following descriptions may be used in describing the contents of a field:

<b>Max Length</b>	Maximum number of characters, including spaces. Minimum length is assumed to be 1 for mandatory fields and 0 for optional fields
<b>Mandatory</b>	Field always required
<b>Mandatory*</b>	Field required dependent on another field being populated with a specific value
<b>Optional</b>	A non-mandatory field
<b>Numeric</b>	Numbers only
<b>Alphanumeric</b>	Numbers and letters
<b>Date</b>	Date format required

Unless specifically advised otherwise, the field contents are case sensitive.

In XML requests, there are 5 characters which must be escaped before the request is sent. These are listed below with their escaped notation for reference:

&	&amp;
"	&quot;
'	&apos;
<	&lt;
>	&gt;

<CR/LF> should not be included in any field as this can cause files to be rejected in the Parcelforce down stream systems.

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## 4.9 Connectivity

HTTPS is used for web service calls to ensure they are secure.

HTTP is available for use during customer testing. (See Connecting to **expressLink** – Test environment). However, the customer is responsible for the security of the data when using this unsecured method. Real customer data should not be used for testing purposes

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## 4.10 Despatch Labels and Printed Manifests

The data required to print all labels and manifests will be returned to the users' systems within the relevant response message. It is up to the user's own systems to decode these data strings (Base64 encoded) into printable PDF or png documents or to select the relevant data items from the XML data stream.

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## 5 Connectivity

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### 5.1 Connecting to **expressLink** – Test Environment

#### **expressLink**

<https://expresslink-test.parcelforce.net/ws/>

(this is the endpoint for web service requests)

#### **WSDL namespace**

<http://www.parcelforce.net/ws/ship/V14>

A local copy of the latest WSDL will be provided by the Parcelforce Customer Solutions team at the start of an integration project.

#### **WDM Online Shipping System**

It is possible to use the Parcelforce WDM Online application to view shipments created during **expressLink** testing, via the test URL

<https://wdmo-test.parcelforce.net>

The Parcelforce Worldwide Customer Solutions team will provide test user ids and passwords for **expressLink** and separate access to WDM Online, if required.

NOTE: The WDMO **expressLink** GUI is not available for the CreatePrint Request

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## 5.2 Connecting to **expressLink** - Live Connection

### **expressLink**

<https://expresslink.parcelforce.net/ws>

(this is the endpoint for web service requests only)

### **WSDL namespace**

<http://www.parcelforce.net/ws/ship/V14>

A local copy of the latest WSDL will have been provided by the Parcelforce Customer Solutions team at the start of an integration project.

Live customers will be notified of enhancements which result in a new WSDL version being available in order to provide the opportunity to upgrade and take advantage of the latest functionality.

### **WDM Online Shipping System**

It is possible to use the Parcelforce WDM Online application to view shipments created from live **expressLink** requests, via the production URL

<https://www.parcelforce.net/>

The Parcelforce Worldwide Customer Solutions team will provide live user ids and passwords for **expressLink** and separate access to WDM Online, if required.

NOTE: The WDMO **expressLink** GUI is not available for the CreatePrint Request

## 6 Web Service Call Details

### 6.1 Create Domestic Shipment

This XML Request uses the Create Shipment web call to generate a shipment with a Parccelforce Worldwide shipment number. The response contains the requested shipment number(s).

Collection information should not be included in DELIVERY Shipment Type request

#### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parccelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parccelforce Worldwide; case sensitive
<i>Requested Shipment</i>				
Department Id	4	Integer	Mandatory*	As provided by Parccelforce Worldwide; case sensitive Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account.
Shipment Type	10	Alphanumeric	Mandatory	Set to DELIVERY
Contract Number	8	Alphanumeric	Mandatory	Customer contract number
RequestId		Numeric	Optional	Not currently used
Service Code	4	Alphanumeric	Mandatory	Domestic services as per Supporting Information Reference Guide Service Codes
PrePrinted		Boolean		If True or 1 then the shipment is recorded in the database as Pre-Printed
Shipping Date	10	Date	Mandatory	YYYY-MM-DD.
JobReference		Alphanumeric	Optional	Not required for Domestic Shipments
<i>Recipient Contact</i>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required for Email notifications
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	

Field Name	Max Length	Format	Mandatory / optional	Details
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a mobile number must be provided. It must be 11 characters in length and starts with 01, 02 or 07.
SendersName	25		Optional	If the SendersName is included, then this name will appear in any notifications.
<b>Notifications</b>				
Notification Type	18	Alphanumeric	Optional	A list of available Notification Types can be found in Appendix A It is possible to request both Email and SMS notification types if required, e.g. EMAIL and SMSDAYOFDESPATCH.
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Set to "GB"
<b>Sender Contact</b> <i>(if the SenderContact node is included then the SenderAddress node is mandatory)</i>				
Business Name	25	Alphanumeric	Mandatory*	See Senders Name
Contact Name	25	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required for Email notifications
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone number must be provided and formatted with no spaces. It must be 11 characters in length and starts with 01, 02 or 07.
SendersName	25		Optional	If the SendersName is included, then the BusinessName is mandatory.
<b>Sender Address</b> <i>(if the SenderAddress node is included then the SenderContact node is mandatory)</i>				
Address Line 1	24	Alphanumeric	Mandatory*	This field is mandatory if Senders Address node is included.
Address Line 2	24	Alphanumeric	Optional	

Field Name	Max Length	Format	Mandatory / optional	Details
Address Line 3	24	Alphanumeric	Optional	
Town	25	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Set to "GB" and mandatory if Senders Address node is included
<b>Total Number of Parcels</b>				
Total Number of Parcels	3	Numeric	Mandatory	
<b>Total Shipment Weight</b>				
Total Shipment Weight	8	Numeric	Optional	Only required for weight-based contracts then weight is in kilograms and in the format nnnn.nnn.
<b>Enhancement</b>				
Saturday Delivery Required		Boolean	Optional	If field is used, then following values apply: 1 or true – Saturday Delivery 0 or false – not required
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information Reference Guide for value amount
<b>Delivery Options</b>				
<i>See Section <a href="#">Create Domestic Shipment – Delivery Options</a></i>				
<b>Hazardous Goods</b>				
LQDGUNCode	6	Alphanumeric	Optional	If used, then the format is 2 alphas in upper case followed by 4 numerics. See Supporting Information Reference Guide for allowed values
LQDGDescription	48	Alphanumeric	Conditional	Mandatory if the LQDGUNCode field is populated
LQDGVVolume	8		Conditional	Mandatory if the LQDGUNCode field is populated. The weight is in kilograms and in the format nnnn.nnn.
Firearms	48	Alphanumeric	Optional	Firearms and LQDG are not allowed together, either LQDG or Firearms for a shipment can be declared. See Supporting Information Reference Guide for value amount
<b>DropOff Indicator</b>				
DropOffInd	24	Alphanumeric	Optional	Valid values are 'PO' and 'DEPOT'
<b>PrintOwn Label Indicator</b>				

Field Name	Max Length	Format	Mandatory / optional	Details
PrintOwnLabel		Boolean		
<i>Additional Information</i>				
ReferenceNumber1	24	Alphanumeric	Optional	First 14 characters only visible in Parcelforce Worldwide tracking systems
ReferenceNumber2	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber3	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber4	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber5	24	Alphanumeric	Optional	Will only be visible in WDM Online
Special Instructions 1	25	Alphanumeric	Optional	Special Instructions cannot be used with Delivery Option Personal Parcel
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	
Special Instructions 4	25	Alphanumeric	Optional	
ConsignmentHandling		Boolean	Optional	<ul style="list-style-type: none"> <li>One &lt;ConsignmentHandling&gt; per request</li> <li>TotalNumberOfParcels &gt;= 2</li> </ul>

## Response Detail

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Completed Shipment (confirmation)</i>				
Status	9	Alphanumeric	Mandatory	Set to ALLOCATED
Shipment Number	14	Alphanumeric	Mandatory	Tracking number assigned by Parcelforce Worldwide

## 6.2 Create Domestic Shipment – Convenient Collect

This XML Request uses the Create Shipment web call to generate a Convenient Collect shipment with a Parcelforce Worldwide shipment number. The response contains the requested shipment number(s).

Collection information should not be included in DELIVERY Shipment Type request

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<b>Authentication</b>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<b>Requested Shipment</b>				
Department Id	4	Integer	Mandatory*	As provided by Parcelforce Worldwide; case sensitive  Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account.
Shipment Type	10	Alphanumeric	Mandatory	Set to DELIVERY
Contract Number	8	Alphanumeric	Mandatory	Customer contract number
RequestId		Numeric	Optional	Not currently used
Service Code	4	Alphanumeric	Mandatory	Domestic services as per Supporting Information Reference Guide Service Codes
PrePrinted		Boolean		If True or 1 then the shipment is recorded in the database as Pre-Printed
Shipping Date	10	Date	Mandatory	YYYY-MM-DD.
JobReference		Alphanumeric	Optional	Not required for Domestic Shipments
<b>Recipient Contact</b>				
Business Name	40	Alphanumeric	Mandatory	This will be the business name of the Convenience Collect Post Office.  This information is returned in the POL API SetDelivery Locations response.



Field Name	Max Length	Format	Mandatory / optional	Details
Contact Name	30	Alphanumeric	Mandatory	Recipient contact name
Email Address	50	Alphanumeric	Mandatory*	*Email address and notification must be included to ensure customer has ID when collecting parcel from the Post Office
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone number must be provided and formatted with no spaces. It must be 11 characters in length and starts with 01, 02 or 07.
<b>Notifications</b>				
Notification Type	18	Alphanumeric	Optional	<p>For list of Notification Codes, please refer to Appendix A.</p> <p>EMAIL notification must be included to ensure customer has ID when collecting parcel from the Post Office</p> <p>It is possible to request both EMAIL and SMS notification types if required, e.g. EMAIL and SMSSTARTOFDELIVERY.</p>
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	<p>Participating Convenient Collect Post Office address line 1.</p> <p>This information is returned in the POL API SetDelivery Locations response.</p>
Address Line 2	40	Alphanumeric	Optional	<p>Participating Convenient Collect Post Office address line 2</p> <p>This information is returned in the POL API SetDelivery Locations response.</p>
Address Line 3	40	Alphanumeric	Optional	<p>Participating Convenient Collect Post Office address line 3.</p> <p>This information is returned in the POL API SetDelivery Locations response.</p>

Field Name	Max Length	Format	Mandatory / optional	Details
Town	30	Alphanumeric	Mandatory	Participating Convenient Collect Post Office Town.  This information is returned in the POL API SetDelivery Locations response.
Postcode	16	Alphanumeric	Mandatory	Participating Convenient Collect Post Office post code  This information is returned in the POL API SetDelivery Locations response.
Country	2	Alphanumeric	Mandatory	Set to "GB"
<b>Total Number of Parcels</b>				
Total Number of Parcels	3	Numeric	Mandatory	
<b>Total Shipment Weight</b>				
Total Shipment Weight	8	Numeric	Optional	Only required for weight-based contracts then weight is in kilograms and in the format nnnn.nnn.
<b>Enhancement</b>				
Saturday Delivery Required		Boolean	Optional	If field is used, then following values apply: 1 or true – Saturday Delivery 0 or false – not required
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information Reference Guide for value amount
<b>Delivery Options- For Full Details please see Section 0</b>				
<b>Convenient Collect</b>				
Postcode	8	Alphanumeric	Mandatory	The postcode entered here is the Post Office postcode returned in the POL API SetDelivery Locations response.
PostOfficeID	6	Numeric	Optional	The PostOfficeID entered here is the postcode returned in the POL API SetDeliveryLocations response with the spaces removed.
<b>Hazardous Goods</b>				
LQDGUNCode	6	Alphanumeric	Optional	If used, then the format is 2 alphas in upper case followed by 4 numerics. See Supporting

Field Name	Max Length	Format	Mandatory / optional	Details
				Information Reference Guide for allowed values
LQDGDDescription	48	Alphanumeric	Conditional	Mandatory if the LQDGUNCode field is populated
LQDGVVolume	8		Conditional	Mandatory if the LQDGUNCode field is populated. The weight is in kilograms and in the format nnnn.nnn.
Firearms	48		Not permitted	The carriage of Firearms is prohibited on the Convenient Collect service. The carriage of Firearms is only permitted directly between licensed firearm dealers.
<b>Additional Information</b>				
ReferenceNumber1	24	Alphanumeric	Optional	First 14 characters only visible in Parcelforce Worldwide tracking systems
ReferenceNumber2	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber3	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber4	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber5	24	Alphanumeric	Optional	Will only be visible in WDM Online
Special Instructions 1	25	Alphanumeric	Optional	
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Mandatory	Please enter the text: <b>"ADDRESSEE TO COLLECT"</b>
Special Instructions 4	25	Alphanumeric	Mandatory	Post Office Reference from POL API SetDeliveryLocations response.

### Response Detail

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
<b>Completed Shipment (confirmation)</b>				
Status	9	Alphanumeric	Mandatory	Set to ALLOCATED
Shipment Number	14	Alphanumeric	Mandatory	Tracking number assigned by Parcelforce Worldwide

### 6.3 Create Domestic Shipment – Delivery Options (including Age Verification)

The following Elements can be included in the Delivery Option node in the Create Shipment web call to generate the relevant Delivery Options label. This includes Exchange and Secure Exchange shipments.

Full background information regarding Delivery Options can be found in the Technical User Guide Supporting Documentation.

#### Request Detail

Element Name	Max Length	Format	Details
<i>Specified Neighbour</i>			
SpecifiedNeighbour	25	String	Specify neighbour's address as free text Valid address details can be retrieved by using the Find lookup (see Section 0) One <SpecifiedNeighbour> per request
<i>Specified Post Office</i>			
SpecifiedPostOffice	24	String	Use the postcode and post office id in the Create Shipment request of the required post office address. i.e. Only include <Postcode> tag with the <PostofficeID> tag Valid Post Offices can be retrieved by using the Post Office API. Full details can be provided by Parcelforce Customer Solutions One <SpecifiedPostOffice> per request
<i>No Signature Required</i>			
<SafePlace>		String	A Safe Place can be nominated where a signature is not required for the parcel and this will be printed on the label. One <SafePlace> per request Use defined list of Safe Places from Find request (see Section 6.20)
<i>Address Only</i>			
AddressOnly		Boolean	One <AddressOnly> per request
<i>Personal Parcel</i>			
PersonalParcel	20	String	Personal Parcel Short Description (as previously supplied to Parcelforce Customer Solutions team) Special Instructions cannot be used with Delivery Option Personal Parcel
<i>Age Verification</i>			
NamedRecipient		Boolean	Must be set to = true
AddressOnly		Boolean	Must be set to = true

Element Name	Max Length	Format	Details
PersonalParcel	20	String	Personal Parcel Short Description should be IDREQ Special Instructions are not to be used in connection with Age Verification shipments.
<i>Consignment Handling</i>			
Consignment	20	Boolean	One <ConsignmentHandling> per request.

## 6.4 ConvenientCollect Reserve

NOTE: This call is not currently required in order to create a successful Convenient Collect shipment, and has been left in the specification for completeness.

This XML Request uses the BookingReference returned within the Find Convenient Collect web call to generate a PostOfficeID which is then used in the Create Shipment Convenient Collect shipment.

### CCReserve Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>BookingReference</i>				
BookingReference		Alphanumeric	Mandatory*	As provided by in the Find Convenient Collect web call for the selected Post Office; case sensitive.

### Response Detail

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
BookingReference		Alphanumeric		Booking Reference number assigned by Parcelforce Worldwide



## 6.5 Create Domestic Shipment – B2C Sunday Delivery

This XML Request uses the Create Shipment web call to generate a shipment with a Parcelforce Worldwide shipment number. The response contains the requested shipment number(s).

Collection information should not be included in DELIVERY Shipment Type request

This service is only available to Parcelforce customers following agreement with the Parcelforce Contract Manager.

Sunday Delivery B2C parcels should only be presented to Parcelforce in accordance with agreement made with the Parcelforce Contract Manager.

The B2C service is available for deliveries to both residential and business addresses.

Deliveries will be made during the hours of 09:00 and 17.00 and postcode exclusions apply – please contact Customer Solutions for an up to date list.

Field Name	Max Length	Format	Mandatory / optional	Details
<b>Authentication</b>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<b>Requested Shipment</b>				
Department Id	4	Integer	Mandatory*	As provided by Parcelforce Worldwide; case sensitive Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account.
Shipment Type	10	Alphanumeric	Mandatory	Set to DELIVERY
Contract Number	8	Alphanumeric	Mandatory	Customer contract number
RequestId		Numeric	Optional	Not currently used
Service Code	4	Alphanumeric	Mandatory	<b>Set to SCDP</b>
Shipping Date	10	Date	Mandatory	YYYY-MM-DD.
JobReference		Alphanumeric	Optional	Not required for Domestic Shipments
<b>Recipient Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if Notification Type is Email

Field Name	Max Length	Format	Mandatory / optional	Details
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone number must be provided and formatted with no spaces. It must 11 characters in length and starts with 01, 02 or 07.
<b>Notifications</b>				
Notification Type	18	Alphanumeric	Optional	For the list of notifications codes, please refer to Appendix A EMAIL is not available for Sunday Delivery.
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Set to "GB"
<b>Sender Contact</b> <i>(if the SenderContact node is included then the SenderAddress node is mandatory)</i>				
Business Name	40	Alphanumeric	Mandatory*	See Senders Name
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if Notification Type is Email
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone number must be provided and formatted with no spaces. It must be 11 characters in length and starts with 01, 02 or 07.
SendersName	25		Optional	If the SendersName is included, then the BusinessName is mandatory.
<b>Sender Address</b> <i>(if the SenderAddress node is included then the SenderContact node is mandatory)</i>				
Address Line 1	24	Alphanumeric	Mandatory*	This field is mandatory if Senders Address node is included.



Field Name	Max Length	Format	Mandatory / optional	Details
Address Line 2	24	Alphanumeric	Optional	
Address Line 3	24	Alphanumeric	Optional	
Town	25	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Set to "GB" and mandatory if Senders Address node is included
<b>Total Number of Parcels</b>				
Total Number of Parcels	3	Numeric	Mandatory	
<b>Total Shipment Weight</b>				
Total Shipment Weight	8	Numeric	Optional	Only required for weight-based contracts then weight is in kilograms and in the format nnnn.nnn.
<b>Enhancement</b>				
Saturday Delivery Required		Boolean	Optional	Set to <b>0</b> or <b>false</b>
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information Reference Guide for value amount
<b>DropOff Indicator</b>				
DropOffInd	24	Alphanumeric	Optional	Valid values are 'PO' and 'DEPOT'
<b>Additional Information</b>				
ReferenceNumber1	24	Alphanumeric	Optional	First 14 characters only visible in Parcelforce Worldwide tracking systems
ReferenceNumber2	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber3	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber4	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber5	24	Alphanumeric	Optional	Will only be visible in WDM Online
Special Instructions 1	25	Alphanumeric	Optional	Special Instructions cannot be used with Delivery Option Personal Parcel
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	
Special Instructions 4	25	Alphanumeric	Optional	

## Response Detail

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Completed Shipment (confirmation)</i>				
Status	9	Alphanumeric	Mandatory	Set to ALLOCATED
Shipment Number	14	Alphanumeric	Mandatory	Tracking number assigned by Parcelforce Worldwide

## 6.6 Create Domestic Shipment – B2B Sunday Delivery

This service is only available to Parcelforce customers following agreement with the Parcelforce Contract Manager and on receipt of Parcelforce operational concurrence.

The customer is required to produce and maintain a list of B2B addresses that needs to be shared with Parcelforce for audit and reporting purposes.

The B2B service is provided for Parcelforce customers who wish to offer a Click and Collect option to their consumers. Parcels for residential and non-Click and Collect business addresses must not be sent on the B2B service. Customers wishing to send parcels to these addresses should use the Parcelforce Sunday B2C delivery service.

Sunday Delivery B2B parcels should only be presented to Parcelforce in accordance with agreement made with the Parcelforce Contract Manager.

Deliveries will be made during the hours of 09:00 and 12.00 and postcode exclusions apply – please contact Customer Solutions for an up to date list.

Field Name	Max Length	Format	Mandatory / optional	Details
<b>Authentication</b>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<b>Requested Shipment</b>				
Department Id	4	Integer	Mandatory*	As provided by Parcelforce Worldwide; case sensitive Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account.
Shipment Type	10	Alphanumeric	Mandatory	Set to DELIVERY
Contract Number	8	Alphanumeric	Mandatory	Customer contract number
RequestId		Numeric	Optional	Not currently used
Service Code	4	Alphanumeric	Mandatory	<b>Set to SC2P</b>
Shipping Date	10	Date	Mandatory	YYYY-MM-DD.
JobReference		Alphanumeric	Optional	Not required for Domestic Shipments
<b>Recipient Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if Notification Type is Email

Field Name	Max Length	Format	Mandatory / optional	Details
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone number must be provided and formatted with no spaces. It must 11 characters in length and starts with 01, 02 or 07.
<b>Notifications</b>				
Notification Type	18	Alphanumeric	Optional	For the list of notifications codes, please refer to Appendix A. EMAIL is not available for Sunday Delivery.
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Set to "GB"
<b>Sender Contact</b> <i>(if the SenderContact node is included then the SenderAddress node is mandatory)</i>				
Business Name	40	Alphanumeric	Mandatory*	See Senders Name
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if Notification Type is Email
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone number must be provided and formatted with no spaces. It must be 11 characters in length and starts with 01, 02 or 07.
SendersName	25		Optional	If the SendersName is included, then the BusinessName is mandatory.
<b>Sender Address</b> <i>(if the SenderAddress node is included then the SenderContact node is mandatory)</i>				
Address Line 1	24	Alphanumeric	Mandatory*	This field is mandatory if Senders Address node is included.
Address Line 2	24	Alphanumeric	Optional	

Field Name	Max Length	Format	Mandatory / optional	Details
Address Line 3	24	Alphanumeric	Optional	
Town	25	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Set to "GB" and mandatory if Senders Address node is included
<b>Total Number of Parcels</b>				
Total Number of Parcels	3	Numeric	Mandatory	
<b>Total Shipment Weight</b>				
Total Shipment Weight	8	Numeric	Optional	Only required for weight-based contracts then weight is in kilograms and in the format nnnn.nnn.
<b>Enhancement</b>				
Saturday Delivery Required		Boolean	Optional	Set to <b>0</b> or <b>false</b>
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information Reference Guide for value amount
<b>DropOff Indicator</b>				
DropOffInd	24	Alphanumeric	Optional	Valid values are 'PO' and 'DEPOT'
<b>Additional Information</b>				
ReferenceNumber1	24	Alphanumeric	Optional	First 14 characters only visible in Parcelforce Worldwide tracking systems
ReferenceNumber2	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber3	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber4	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber5	24	Alphanumeric	Optional	Will only be visible in WDM Online
Special Instructions 1	25	Alphanumeric	Optional	Special Instructions cannot be used with Delivery Option Personal Parcel
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	
Special Instructions 4	25	Alphanumeric	Optional	

## Response Detail

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Completed Shipment (confirmation)</i>				
Status	9	Alphanumeric	Mandatory	Set to ALLOCATED
Shipment Number	14	Alphanumeric	Mandatory	Tracking number assigned by Parcelforce Worldwide

## 6.7 Create Domestic Exchange or Secure Exchange Shipment

This XML Request uses the Create Shipment web call to generate an Exchange or Secure Exchange shipment with two Parcelforce Worldwide shipment numbers. The response contains two requested shipment numbers; one for the Outbound parcel and one for the Inbound parcel.

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Requested Shipment</i>				
Department Id	4	Integer	Mandatory*	As provided by Parcelforce Worldwide; case sensitive Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account.
Shipment Type	10	Alphanumeric	Mandatory	Set to EXCHANGE
Contract Number	8	Alphanumeric	Mandatory	Customer Outbound Exchange contract number
RequestId		Numeric	Optional	Not currently used
Service Code	4	Alphanumeric	Mandatory	Domestic Exchange or Secure Exchange services as per Supporting Information Reference Guide Service Codes
Shipping Date	10	Date	Mandatory	YYYY-MM-DD.
JobReference		Alphanumeric	Optional	Not required for Domestic Shipments
<i>Recipient Contact</i>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if Notification Type is Email
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone

Field Name	Max Length	Format	Mandatory / optional	Details
				number must be provided and formatted with no spaces. It must be 11 characters in length and starts with 01, 02 or 07.
<b>Notifications</b>				
Notification Type	18	Alphanumeric	Optional	For the list of notifications codes, please refer to Appendix A It is possible to request both EMAIL and SMS notification types if required, e.g. EMAIL and SMSDAYOFDESPATCH.
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Set to "GB"
<b>Total Number of Parcels</b>				
Total Number of Parcels	3	Numeric	Mandatory	Will always be 1
<b>Total Shipment Weight</b>				
Total Shipment Weight	8	Numeric	Optional	Only required for weight-based contracts then weight is in kilograms. The format is nnnn.nnn.
<b>Enhancement</b>				
Saturday Delivery Required		Boolean	Optional	If field is used, then following values apply: 1 or true – Saturday delivery 0 or false – not required
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information Reference Guide for value amount
<b>DropOff Indicator</b>				
DropOffInd	24	Alphanumeric	Optional	Valid values are 'PO' and 'DEPOT'
<b>Additional Information</b>				



Field Name	Max Length	Format	Mandatory / optional	Details
ReferenceNumber1	24	Alphanumeric	Optional	First 14 characters only visible in Parcelforce Worldwide tracking systems
ReferenceNumber2	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber3	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber4	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber5	24	Alphanumeric	Optional	Will only be visible in WDM Online
Special Instructions 1	25	Alphanumeric	Optional	Special Instructions cannot be used with Delivery Option Personal Parcel
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	
Special Instructions 4	25	Alphanumeric	Optional	Will always return "Must Collect to Deliver" on the label. Cannot be included in the Request.
<b><i>InBoundContact</i></b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Mandatory	
Email Address	50	Alphanumeric	Optional	
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Optional	
<b><i>Notifications</i></b>				
Notification Type	18	Alphanumeric	Optional	Not available for InBound parcels
<b><i>InBound Address</i></b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Will always be "GB"
<b><i>InBound Details</i></b>				
Contract Number	8	Alphanumeric	Mandatory	Customer Inbound Exchange contract number

Field Name	Max Length	Format	Mandatory / optional	Details
Service Code	4	Alphanumeric	Mandatory	Exchange and Secure Exchange services as per Supporting Information Reference Guide Service Codes
Total Shipment Weight	8	Numeric	Optional	Only required for weight-based contracts. Weight is in kilograms and in the format nnnn.nnn.
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information Reference Guide for value amount
Saturday Delivery Required		Boolean	Optional	If field is used, then following values apply: 1 or true – Saturday delivery 0 or false – not required
ReferenceNumber1	24	Alphanumeric	Optional	First 14 characters only visible in Parcelforce Worldwide tracking systems
ReferenceNumber2	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber3	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber4	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber5	24	Alphanumeric	Optional	Will only be visible in WDM Online
Special Instructions 1	25	Alphanumeric	Optional	
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	
Special Instructions 4	25	Alphanumeric	Optional	
Exchange Instructions 1	25	Alphanumeric	Optional	This appears on Parcelforce operational collection documents only, at the point of exchange.
Exchange Instructions 2	25	Alphanumeric	Optional	This appears on Parcelforce operational collection documents only, at the point of exchange.
Exchange Instructions 3	25	Alphanumeric	Optional	This appears on Parcelforce operational collection documents only, at the point of exchange.

## Response Detail

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Completed Shipment (confirmation)</i>				
Status	9	Alphanumeric	Mandatory	Set to ALLOCATED
OutBound Shipment Number	14	Alphanumeric	Mandatory	Tracking number assigned by Parcelforce Worldwide
InBound Shipment Number	14	Alphanumeric	Mandatory	Tracking number assigned by Parcelforce Worldwide

## 6.8 CreatePrint Request – Domestic shipments

This XML Request uses the CreatePrint web call to generate a shipment with a Parcelforce Worldwide shipment number which will return a Label XML Data Stream response. No PNG Base64 encoded barcodes will be included in the Response. The Shipment Types EXCHANGE, COLLECTION and RETURNS are not available in the CreatePrint Request.

The set of Domestic Services is restricted to the following list in this request type.

Service Code	Service Name
S09	express9
SEN	express9 Secure
S10	express10
SEE	express10 Secure
S12	expressAM
SAML	expressAM <sup>large</sup>
SET	expressAM Secure
SPM	expressPM
SEM	expressPM Secure
SND	express24
S24L	Express24 <sup>large</sup>
SEF	express24 Secure
SUP	express48
SID	express48 <sup>large</sup>
SPR	parcelRider Plus*

\*parcelRider Plus is a service available only to Northern Ireland customers who wish to ship to Northern Ireland addresses.

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Requested Shipment</i>				
Department Id	4	Integer	Mandatory*	As provided by Parcelforce Worldwide; case sensitive Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account.

Field Name	Max Length	Format	Mandatory / optional	Details
Shipment Type	10	Alphanumeric	Mandatory	Set to DELIVERY
Contract Number	8	Alphanumeric	Mandatory	Customer contract number
RequestId		Numeric	Optional	Not currently used
Service Code	4	Alphanumeric	Mandatory	Domestic services as per Supporting Information Reference Guide Service Codes
PrePrinted		Boolean		If True or 1 then the shipment is recorded in the database as Pre-Printed
Shipping Date	10	Date	Mandatory	YYYY-MM-DD.
JobReference		Alphanumeric	Optional	Not required for Domestic Shipments
<b>Recipient Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if Notification Type is Email
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone number must be provided and formatted with no spaces. It must be 11 characters in length and starts with 01, 02 or 07.
SendersName	25		Optional	If the SendersName is included, then this name will appear in any notifications.
<b>Notifications</b>				
Notification Type	18	Alphanumeric	Optional	A list of available Notification Types can be found in Appendix A It is possible to request both EMAIL and SMS notification types if required, e.g. EMAIL and SMSDAYOFDESPATCH.
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Set to "GB"
<b>Sender Contact</b>				

Field Name	Max Length	Format	Mandatory / optional	Details
<i>(if the SenderContact node is included then the SenderAddress node is mandatory)</i>				
Business Name	25	Alphanumeric	Mandatory*	See Senders Name
Contact Name	25	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if Notification Type is Email
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone number must be provided and formatted with no spaces. It must be 11 characters in length and starts with 01, 02 or 07.
SendersName	25		Optional	If the SendersName is included, then the BusinessName is mandatory.
<i>Sender Address</i> <i>(if the SenderAddress node is included then the SenderContact node is mandatory)</i>				
Address Line 1	24	Alphanumeric	Mandatory*	This field is mandatory if Senders Address node is included.
Address Line 2	24	Alphanumeric	Optional	
Address Line 3	24	Alphanumeric	Optional	
Town	25	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Set to "GB" and mandatory if Senders Address node is included
<i>Total Number of Parcels</i>				
Total Number of Parcels	3	Numeric	Mandatory	
<i>Total Shipment Weight</i>				
Total Shipment Weight	8	Numeric	Optional	Only required for weight-based contracts then weight is in kilograms and in the format nnnn.nnn.
<i>Enhancement</i>				
Saturday Delivery Required		Boolean	Optional	If field is used, then following values apply: 1 or true – Saturday Delivery 0 or false – not required
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information Reference Guide for value amount

Field Name	Max Length	Format	Mandatory / optional	Details
<b><i>Delivery Options</i></b>				
<b><i>Specified Neighbour</i></b>				
SpecifiedNeighbour	25	String		Specify neighbour's address as free text Valid address details can be retrieved by using the Find lookup (see Section 0) One <SpecifiedNeighbour> per request
<b><i>Specified Post Office</i></b>				
SpecifiedPostOffice	24	String		Use the postcode and post office id in the Create Shipment request of the required post office address. i.e. Only include <Postcode> tag with the <PostofficeID> tag Valid Post Offices can be retrieved by using the Post Office API. Full details can be provided by Parcelforce Customer Solutions One <SpecifiedPostOffice> per request
<b><i>No Signature Required</i></b>				
<SafePlace>		String		A Safe Place can be nominated where a signature is not required for the parcel and this will be printed on the label. One <SafePlace> per request Use defined list of Safe Places from Find request (see Section 6.20)
<b><i>Address Only</i></b>				
AddressOnly		Boolean		One <AddressOnly> per request
<b><i>Personal Parcel</i></b>				
PersonalParcel	20	String		Personal Parcel Short Description (as previously supplied to Parcelforce Customer Solutions team) Special Instructions cannot be used with Delivery Option Personal Parcel
<b><i>See Section <a href="#">ConvenientCollect Reserve</a></i></b>				
<b><i>Hazardous Goods</i></b>				
LQDGUNCode	6	Alphanumeric	Optional	If used, then the format is 2 alphas in upper case followed by 4 numerics. See Supporting Information Reference Guide for allowed values
LQDGDescription	48	Alphanumeric	Conditional	Mandatory if the LQDGUNCode field is populated
LQDGVVolume	8		Conditional	Mandatory if the LQDGUNCode field is populated. The weight is in kilograms and in the format nnnn.nnn.
Firearms	48	Alphanumeric	Optional	Firearms and LQDG are not allowed together, either LQDG or Firearms for a shipment can be declared.

Field Name	Max Length	Format	Mandatory / optional	Details
				See Supporting Information Reference Guide for value amount
<b>DropOff Indicator</b>				
DropOffInd	24	Alphanumeric	Optional	Valid values are 'PO' and 'DEPOT'
<b>Additional Information</b>				
ReferenceNumber1	24	Alphanumeric	Optional	First 14 characters only visible in Parcelforce Worldwide tracking systems
ReferenceNumber2	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber3	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber4	24	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber5	24	Alphanumeric	Optional	Will only be visible in WDM Online
Special Instructions 1	25	Alphanumeric	Optional	Special Instructions cannot be used with Delivery Option Personal Parcel
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	
Special Instructions 4	25	Alphanumeric	Optional	
ConsignmentHandling		Boolean	Optional	<ul style="list-style-type: none"> <li>One &lt;ConsignmentHandling&gt; per request</li> <li>TotalNumberOfParcels &gt;= 2</li> </ul>

## Response Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<b>Completed Shipment (confirmation)</b>				
Status	9	Alphanumeric	Mandatory	Set to PRINTED
Shipment Number	14	Alphanumeric	Mandatory	Tracking number assigned by Parcelforce Worldwide
Data	N/A	N/A	N/A	XML Data Stream



## 6.9 Create International Shipment

This XML Request also uses the Create Shipment web call and is used to generate a shipment with a Parcelforce Worldwide shipment numbers for Parcelforce Worldwide international services. The reply contains the requested shipment number(s), including tracking numbers for third party carriers where applicable.

This Request includes Importer and Exporter contact and address details fields for Customs Documents and Commercial Invoice forms should they be required for international non-document shipments. Please refer to the Print Document Section for further details.

\*Further details on using the GlobalBulkDirect (GBD) service as an International Shipment can be found in the Technical User Guide Supporting Information document.

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Requested Shipment</i>				
Department Id	4	Integer	Mandatory*	As provided by Parcelforce Worldwide; case sensitive Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account.
Shipment Type	10	Alphanumeric	Mandatory	Set to DELIVERY
Contract Number	8	Alphanumeric	Mandatory	Customer contract number.
Service Code	4	Alphanumeric	Mandatory	International services as per Service Codes specified in Supporting Information User Guide.
Shipping Date	10	Date	Mandatory*	Field Format is YYYY-MM-DD. <u>*Conditions</u> If the service code is GEX (globalexpress) then the current shipping date is used. If the current time is after the collection time allowed for globalexpress shipments for a given shipper location, then the

Field Name	Max Length	Format	Mandatory / optional	Details
				shipping date must be the next day. This field is optional if the Service Code is GBD* (GlobalBulkDirect) as the shipping date will be created when the job is closed.
Job Reference		Alphanumeric	Mandatory*	Required if the Service Code is GBD*
<b>Recipient Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if notification type is Email
Telephone	15	Numeric	Mandatory	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	Not available for International Shipments
<b>Notifications</b>				
Notification type	5	Alphanumeric	Optional	Only email notifications are available for International shipments (See Appendix A for conditions).
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Mandatory*	This field is required if the country is the Republic of Ireland. Please refer to Irish Counties specified in Supporting Information User Guide
Town	30	Alphanumeric	Mandatory	Must include the text 'BFPO' if the country is 17 (HM Forces)
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information User Guide for International zip code formats. If the country code is 17 (HM Forces) then the field must include the BFPO number only. The field can be left empty if a country code does not have a zip code mask. Note that Parcelforce Worldwide will not validate the actual zip code, except for some countries on the global <b>express</b> service (GEX).

Field Name	Max Length	Format	Mandatory / optional	Details
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting User Information Guide for acceptable country codes
Total Number of Parcels	3	Numeric	Optional	
Total Shipment Weight	8	Numeric	Mandatory*	Not required for International services
<b>DropOff Indicator</b>				
DropOffInd	24	Alphanumeric	Optional	Valid values are 'PO' and 'DEPOT'
<b>Importer Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric		Not currently available.
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric		Not available for International Shipments
<b>Notifications</b>				
Notification type	5	Alphanumeric		Not currently available.
<b>Importer Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Mandatory*	This field is required if the country is the Republic of Ireland. Please refer to Irish Counties specified in Supporting Information Reference Guide
Town	30	Alphanumeric	Mandatory	Must include the text 'BFPO' if the country is 17 (HM Forces)
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information Reference Guide for International zip code formats and accepted country codes (where applicable).
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting Reference Information Guide for acceptable country codes
<b>Exporter Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric		Not currently available
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	Not available for International Shipments

Field Name	Max Length	Format	Mandatory / optional	Details
<b>Notifications</b>				
Notification type	5	Alphanumeric		Not currently available.
<b>Exporter Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Mandatory	
Address Line 3	40	Alphanumeric	Mandatory*	*This field is required if the country is the Republic of Ireland. Please refer to Irish Counties specified in Supporting Information Reference Guide
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information Reference Guide for International zip code formats and accepted country codes (where applicable).
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting Reference Information Guide for acceptable country codes
<b>Sender Contact</b> <i>(if the SenderContact node is included then the SenderAddress node is mandatory)</i>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if Notification Type is Email
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone number must be provided and formatted with no spaces. It must be 11 characters in length and starts with 01, 02 or 07.
SendersName	25		Optional	If the SendersName is included, then the BusinessName is mandatory.
<b>Notifications</b>				
Notification type	5	Alphanumeric	Optional	Only email notifications are available for International shipments (See Appendix A for conditions).
<b>Sender Address</b> <i>(if the SenderAddress node is included then the SenderContact node is mandatory)</i>				
Address Line 1	24	Alphanumeric	Mandatory	If Senders Address node is included, then this field is mandatory

Field Name	Max Length	Format	Mandatory / optional	Details
Address Line 2	24	Alphanumeric	Optional	
Address Line 3	24	Alphanumeric	Optional	
Town	25	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Mandatory if Senders Address node is included
<b>Enhancement</b>				
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information User Guide Enhanced Compensation Codes for value amount. 0 is required when service = GXE.
<b>International Information (one per shipment)</b>				
<b>Parcel (multiple parcel contents per shipment)</b>				
Weight	8	Numeric	Mandatory*	Weight is in kilograms and in the format nnnn.nnn. Mandatory for weight-based contracts only
Length	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Width	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Height	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Purpose Of Shipment	16	Alphanumeric	Mandatory*	Mandatory when Documents Only is 0 or false. Refer to Supporting Information Reference Guide Purpose of shipment section for a list of allowed values
Invoice Number	30	Alphanumeric	Optional	
Export License Number	30	Alphanumeric	Optional	
Certificate Number	30	Alphanumeric	Optional	
<b>Content Details (multiple content details per parcel)</b>				
Country Of Manufacture	2	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false

Field Name	Max Length	Format	Mandatory / optional	Details
				Refer to Supporting Information Reference Guide for acceptable country codes
CountryOfOrigin	2	Alphanumeric	Optional	
ManufacturersName	30	Alphanumeric	Optional	
Description	30	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false Free-format field
Unit Weight	7	Numeric	Mandatory*	Required when Documents Only is set to 0 or false. This is per Unit in the format nnnn.nn
Unit Quantity	3	Numeric (positive)	Mandatory*	Required when Documents Only is set to 0 or false. Refer to the User Guide Supporting Information document for information on how this field value must be considered for IOSS shipments
Unit Value	8	Numeric	Mandatory*	Required when Documents Only is set to 0 or false. Format is nnnnn.nn.  Refer to the User Guide Supporting Information document for information on how this field value must be considered for IOSS shipments
Currency	3	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false Refer to Supporting Information Reference Guide for acceptable currency codes  The Currency must be the same for all <Content Details>
Tariff Code	8 - 10	Numeric	Mandatory	Required when Documents Only is set to 0 or false
Tariff Description	30	Alphanumeric	Mandatory	Required when Documents Only is set to 0 or false.  Also known as Harmonisation Key Words. The Tariff Description should be taken from reputable source of information. For

Field Name	Max Length	Format	Mandatory / optional	Details
				example, the trade tariff pages on gov.uk
ArticleReference				
ShippingCost		Numeric		Format is nnn.nn
ExporterCustoms Reference	30	Alphanumeric	Optional	<p>This is the Sender VAT, EORI or IOSS No.</p> <p>Note that an IOSS and EORI number should never be provided on the same shipment as they apply to different customs processing and clearance mechanisms.</p> <p>A valid IOSS number is defined as 12 characters in length with IM as a 2-character prefix followed by 10 alphanumeric characters.</p>
RecipientImporterVAT No	30	Alphanumeric	Optional	<p>Where both Recipient and Importer VAT Number/EORI are provided a separator “ ” should be placed between the Recipient and the Importer VAT Number/EORI and the Importer’s must appear AFTER the Recipient’s.</p> <p>Where a Recipient/Importer EORI exists, you should not populate the&lt;ExporterCustomsReference&gt; field with an IOSS number, as inclusion of an EORI is indicative of a business delivery, and therefore not suitable for IOSS.</p>
OriginalExport ShipmentNo	30	Alphanumeric	Optional	Consignment Number from original shipment.
ShipperExporter VatNo	30	Alphanumeric	Optional	Not used in Version 14.
Documents Only		Boolean	Mandatory	<p>The following values apply</p> <p>Documents = 1 or true</p> <p>Non-documents = 0 or false</p>
Documents Description	30	Alphanumeric	Mandatory*	Where Documents Only is set to 1 or true, this field must be populated. Refer to Supporting Information Reference Guide Customs descriptions for shipments containing documents

Field Name	Max Length	Format	Mandatory / optional	Details
				for a list of recommended values. However, it is acceptable to submit customer own text (subject to certain restrictions).
ValueUnder200US Dollars		Boolean	Mandatory*	Only required if Service Code is GBD when the following values apply Value under \$200 = true or 1 Value is or over \$200 = false or 0
Shipment Description	30	Alphanumeric	Mandatory*	Only required if Service Code is GBD. Refer to Supporting Information Reference Guide Shipments Description table for a list of recommended values.
Comments		Alphanumeric	Optional	This field is used on both Customs Document and Commercial Invoice documents
Invoice Date		Date	Optional	Format YYYY-MM-DD. This field is used on the Commercial Invoice
Terms of Delivery		Alphanumeric	Optional	This field no longer appears on the Commercial Invoice. The terms of delivery will be preset for the product in the customer setup.
Purchase Order Ref		Alphanumeric	Optional	This field is used on the Commercial Invoice
<b>Additional Information</b>				
ReferenceNumber1	35	Alphanumeric	Optional	
ReferenceNumber2	35	Alphanumeric	Optional	
ReferenceNumber3	35	Alphanumeric	Optional	
ReferenceNumber4	35	Alphanumeric	Optional	
ReferenceNumber5	35	Alphanumeric	Optional	
Special Instructions 1	25	Alphanumeric	Optional	
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	Not printed on International labels
Special Instructions 4	25	Alphanumeric	Optional	Not printed on International labels



## Response Detail

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Completed Shipment Information</i>				
Lead Shipment Number	14	Alphanumeric	Mandatory	Shipment number assigned by Parcelforce Worldwide to the lead shipment in a consignment
Delivery Date	10	Date	Optional	Where Parcelforce Worldwide offer a guaranteed delivery date (global <b>priority</b> to specific destination countries) this will be advised in this field Format is YYYY-MM-DD
Status	15	Alphanumeric	Mandatory	Set to ALLOCATED
<i>Completed Shipments</i>				
Shipment Number	14	Alphanumeric	Mandatory	Shipment number assigned to each individual parcel within a consignment. The first shipment number will hold the same value as the lead shipment number
Partner Number	14	Alphanumeric	Optional	A secondary tracking number will be provided for shipments delivered by a third-party partner

## 6.10 CreatePrint – International shipments

This XML Request also uses the CreatePrint web call to generate a shipment with a Parcellforce Worldwide international shipment number and respond with Label XML Data Stream. No PNG Base64 encoded barcodes will be included in the Response.

NOTE: The Customs PrintDocument functionality is NOT available to international shipments created via CreatePrint.

NOTE: The set of International Services is restricted to the following list in this request type.

Service Code	Service Description
GVA	global <b>value</b>
GPR	global <b>priority</b>
GPR	global <b>priority HM Forces</b>
EPH	Euro Economy
EPB	Euro Priority
EPK	Euro Priority Pack
I24	ireland <b>express</b>

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcellforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcellforce Worldwide; case sensitive
<i>Requested Shipment</i>				
Department Id	4	Integer	Mandatory*	As provided by Parcellforce Worldwide; case sensitive Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account.
Shipment Type	10	Alphanumeric	Mandatory	Set to DELIVERY
Contract Number	8	Alphanumeric	Mandatory	Customer contract number.
Service Code	4	Alphanumeric	Mandatory	International services as per Service Codes specified in Supporting Information User Guide.
Shipping Date	10	Date	Mandatory	Field Format is YYYY-MM-DD.

Field Name	Max Length	Format	Mandatory / optional	Details
<b>Recipient Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if notification type is Email
Telephone	15	Numeric	Mandatory	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric		Not available for International Shipments
<b>Notifications</b>				
Notification type	5	Alphanumeric	Optional	Only email notifications are available for International shipments (See Appendix A for conditions).
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Mandatory*	This field is required if the country is the Republic of Ireland. Please refer to Irish Counties specified in Supporting Information User Guide
Town	30	Alphanumeric	Mandatory	Must include the text 'BFPO' if the country is 17 (HM Forces)
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information User Guide for International zip code formats. If the country code is 17 (HM Forces) then the field must include the BFPO number only. The field can be left empty if a country code does not have a zip code mask.
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting User Information Guide for acceptable country codes
Total Number of Parcels	3	Numeric	Optional	
Total Shipment Weight	8	Numeric		Not required for International services
<b>DropOff Indicator</b>				
DropOffInd	24	Alphanumeric	Optional	Valid values are 'PO' and 'DEPOT'
<b>Importer Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric		

Field Name	Max Length	Format	Mandatory / optional	Details
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric		Not available for International Shipments
<b>Notifications</b>				
Notification type	5	Alphanumeric		Not currently available.
<b>Importer Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Mandatory*	This field is required if the country is the Republic of Ireland. Please refer to Irish Counties specified in Supporting Information Reference Guide
Town	30	Alphanumeric	Mandatory	Must include the text 'BFPO' if the country is 17 (HM Forces)
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information Reference Guide for International zip code formats and accepted country codes (where applicable).
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting Reference Information Guide for acceptable country codes
<b>Exporter Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric		Not currently available
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric		Not available for International Shipments
<b>Notifications</b>				
Notification type	5	Alphanumeric		Not currently available.
<b>Exporter Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Mandatory	
Address Line 3	40	Alphanumeric	Mandatory*	*This field is required if the country is the Republic of Ireland. Please refer to Irish Counties specified in Supporting Information Reference Guide
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information Reference Guide for International

Field Name	Max Length	Format	Mandatory / optional	Details
				zip code formats and accepted country codes (where applicable).
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting Reference Information Guide for acceptable country codes
<b>Sender Contact</b> <i>(if the SenderContact node is included then the SenderAddress node is mandatory)</i>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if Notification Type is Email
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	If SMS notification is used (see below) then a telephone number must be provided and formatted with no spaces. It must be 11 characters in length and starts with 01, 02 or 07.
SendersName	25		Optional	If the SendersName is included, then the BusinessName is mandatory.
<b>Notifications</b>				
Notification type	5	Alphanumeric	Optional	Only email notifications are available for International shipments (See Appendix A for conditions).
<b>Sender Address</b> <i>(if the SenderAddress node is included then the SenderContact node is mandatory)</i>				
Address Line 1	24	Alphanumeric	Mandatory	If Senders Address node is included, then this field is mandatory
Address Line 2	24	Alphanumeric	Optional	
Address Line 3	24	Alphanumeric	Optional	
Town	25	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Country	2	Alphanumeric	Mandatory	Mandatory if Senders Address node is included
<b>Enhancement</b>				
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information User Guide Enhanced Compensation Codes for value amount.

Field Name	Max Length	Format	Mandatory / optional	Details
<i>International Information (one per shipment)</i>				
<i>Parcel (multiple parcel contents per shipment)</i>				
Weight	8	Numeric	Mandatory*	Weight is in kilograms and in the format nnnn.nnn. Mandatory for weight-based contracts only
Length	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Width	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Height	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Purpose Of Shipment	16	Alphanumeric	Mandatory*	Mandatory when Documents Only is 0 or false. Refer to Supporting Information Reference Guide Purpose of shipment section for a list of allowed values
Invoice Number	30	Alphanumeric	Optional	
Export License Number	30	Alphanumeric	Optional	
Certificate Number	30	Alphanumeric	Optional	
<i>Content Details (multiple content details per parcel)</i>				
Country Of Manufacture	2	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false Refer to Supporting Information Reference Guide for acceptable country codes
CountryOfOrigin	2	Alphanumeric	Optional	
ManufacturersName	30	Alphanumeric	Optional	
Description	30	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false. Free-format field
Unit Weight	7	Numeric	Mandatory*	Required when Documents Only is set to 0 or false. This is per Unit in the format nnnn.nn
Unit Quantity	3	Numeric (positive)	Mandatory*	Required when Documents Only is set to 0 or false

Field Name	Max Length	Format	Mandatory / optional	Details
				Refer to the Supporting Information document for information on how this field value must be considered for IOSS shipments
Unit Value	8	Numeric	Mandatory*	Required when Documents Only is set to 0 or false. Format is nnnnn.nn.  Refer to the Supporting Information document for information on how this field value must be considered for IOSS shipments
Currency	3	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false Refer to Supporting Information Reference Guide for acceptable currency codes  The Currency must be the same for all <Content Details>
Tariff Code	8 - 10	Numeric	Mandatory	Required when Documents Only is set to 0 or false
Tariff Description	30	Alphanumeric	Mandatory	Required when Documents Only is set to 0 or false.  Also known as Harmonisation Key Words. The Tariff Description should be taken from reputable source of information. For example, the trade tariff pages on gov.uk
ArticleReference				
ShippingCost		Numeric		This field is used on the CN23 form. Format is nnn.nn
ExporterCustoms Reference	30	Alphanumeric	Optional	This is the Sender VAT, EORI or IOSS No. Note that an IOSS and EORI number should never be provided on the same shipment as they apply to different customs processing and clearance mechanisms.

Field Name	Max Length	Format	Mandatory / optional	Details
				A valid IOSS number is defined as 12 characters in length with IM as a 2-character prefix followed by 10 alphanumeric characters.
Recipient Importer VATNo	30	Alphanumeric	Optional	<p>Where both Recipient and Importer VAT Number/EORI are provided a separator “ ” should be placed between the Recipient and the Importer VAT Number/EORI and the Importer’s must appear AFTER the Recipient’s.</p> <p>Where a Recipient/Importer EORI exists, you should not populate the&lt;ExporterCustomsReference&gt; field with an IOSS number, as inclusion of an EORI is indicative of a business delivery, and therefore not suitable for IOSS.</p>
OriginalExport ShipmentNo	30	Alphanumeric	Optional	Consignment Number from original shipment.
Documents Only		Boolean	Mandatory	The following values apply Documents = 1 or true Non-documents = 0 or false
Documents Description	30	Alphanumeric	Mandatory*	Where Documents Only is set to 1 or true, this field must be populated. Refer to Supporting Information Reference Guide Customs descriptions for shipments containing documents for a list of recommended values. However, it is acceptable to submit customer own text (subject to certain restrictions).
Comments		Alphanumeric	Optional	This field is used on both Customs Document and Commercial Invoice documents
Invoice Date		Date	Optional	Format YYYY-MM-DD. This field is used on the Commercial Invoice
Terms of Delivery		Alphanumeric	Optional	This field no longer appears on the Commercial Invoice. The terms of delivery will be preset for the product in the customer setup.
Purchase Order Ref		Alphanumeric	Optional	This field is used on the Commercial Invoice



Field Name	Max Length	Format	Mandatory / optional	Details
<i>Additional Information</i>				
ReferenceNumber1	35	Alphanumeric	Optional	
ReferenceNumber2	35	Alphanumeric	Optional	
ReferenceNumber3	35	Alphanumeric	Optional	
ReferenceNumber4	35	Alphanumeric	Optional	
ReferenceNumber5	35	Alphanumeric	Optional	
Special Instructions 1	25	Alphanumeric	Optional	
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	Not printed on International labels
Special Instructions 4	25	Alphanumeric	Optional	Not printed on International labels

### Response Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Completed Shipment (confirmation)</i>				
Status	9	Alphanumeric	Mandatory	Set to PRINTED
Shipment Number	14	Alphanumeric	Mandatory	Tracking number assigned by Parcelforce Worldwide
Data	N/A	N/A	N/A	XML Data Stream

## 6.11 Raise Domestic Collection request

This XML Request uses the Create Shipment web call to generate a collection request from a third-party location with a Parcelforce Worldwide shipment number. This is utilised for domestic services as defined in section 6.1.

A collection request can be made up to 6 days in advance.

If <PrintOwnLabel> is included in Domestic Collection request with a value of 1 or true, then a PrintLabel request can be performed.

**IMPORTANT:** If a label is not printed having entered 1 or true in the PrintLabel request, then a collection will still be triggered, and a driver will call to collect but will not take a label.

\*Further details on using the Enhanced Returns (Pending Return) functionality can be found in the Technical User Guide Supporting Information document.

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Requested Shipment</i>				
Department Id	4	Integer	Mandatory*	Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account.
Shipment Type	10	Alphanumeric	Mandatory	Set to COLLECTION
Contract Number	8	Alphanumeric	Mandatory	Customer contract number.
Service Code	4	Alphanumeric	Mandatory	Domestic services as per Supporting Information User Guide Service Codes
Shipping Date	10	Alphanumeric	Optional	YYYY-MM-DD. Not used when creating a Pending Return.
<i>Recipient Contact</i>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Mandatory	
Email Address	50	Alphanumeric	Mandatory*	Required if Notification Type is Email
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	

Field Name	Max Length	Format	Mandatory / optional	Details
Mobile Phone	11	Numeric	Optional	The telephone number, if provided must be 11 characters in length and starts with 01, 02 or 07 with no spaces.
<b>Notifications</b>				
Notification Type	18	Alphanumeric	Optional	A list of available Notification Types can be found in Appendix A
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information User Guide. Postcode must exist.
Country	2	Alphanumeric	Mandatory	Set to "GB"
Total Number of Parcels	3	Numeric	Mandatory	
Total Shipment Weight	8	Numeric	Mandatory*	Weight is in kilograms and in the format nnnn.nnn. This field is only used if service contract is weight based.
<b>Enhancement</b>				
Saturday Delivery Required		Boolean	Optional	If field is used, then following values apply: 1 or true – Saturday Delivery 0 or false – Not required
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information Reference Guide for value amount
<b>Delivery Options</b>				
<b>Hazardous Goods</b>				
LQDGUNCode	6	Alphanumeric	Optional	If used, then the format is 2 alphas in upper case followed by 4 numerics. See Supporting Information Reference Guide for allowed values
LQDGDDescription	48	Alphanumeric	Conditional	Mandatory if the LQDGUNCode field is populated
LQDGVVolume	8		Conditional	Mandatory if the LQDGUNCode field is populated. The weight is in kilograms and in the format nnnn.nnn.
Firearms	48	Alphanumeric	Optional	Firearms and LQDG are not allowed together, either LQDG or Firearms for a shipment can be declared. See

Field Name	Max Length	Format	Mandatory / optional	Details
				Supporting Information Reference Guide for value amount
<b>Returns*</b>				
ReturnsEmail	50		Optional	Validates email address e.g. checks for '@' and '.'
EmailMessage	255	Alphanumeric	Optional	Overwrites the default email message
EmailLabel		Boolean	Optional	1 or true – Label requested 0 or false – Label not requested
<b>DropOff Indicator</b>				
DropOffInd	24	Alphanumeric	Optional	Valid values are 'PO' and 'DEPOT'
<b>Print Own Label</b>				
PrintOwnLabel	24	Boolean	Optional	1 or true – Label requested 0 or false – Label not requested
<b>Collection Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Mandatory	
Email Address	50	Alphanumeric	Optional	
Telephone	15	Numeric	Mandatory	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	The telephone number, if provided must be 11 characters in length and starts with 01, 02 or 07 with no spaces.
<b>Notifications</b>				
Notification Type	18	Alphanumeric	Optional	EMAIL for Email notification. EMAILCOLLRECEIVED for Email collection confirmation. SMSCOLLRECEIVED for SMS collection confirmation.
<b>Collection Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide
Country	2	Alphanumeric	Mandatory	Set to "GB"
<b>Collection Time</b>				
From	19	DateTime	Mandatory*	Format of field is yyyy-mm-ddTnn:nn:nn Not used when creating a Pending Return

Field Name	Max Length	Format	Mandatory / optional	Details
To	19	DateTime	Mandatory*	Format of field is yyyy-mm-ddTnn:nn:nn Not used when creating a Pending Return
<b>Additional Information</b>				
ReferenceNumber1	35	Alphanumeric	Optional	First 14 characters only visible in Parcelforce Worldwide tracking system
ReferenceNumber2	35	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber3	35	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber4	35	Alphanumeric	Optional	Will only be visible in WDM Online
ReferenceNumber5	35	Alphanumeric	Optional	
Special Instructions 1	25	Alphanumeric	Optional	
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	
Special Instructions 4	25	Alphanumeric	Optional	

## Response Details

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
<b>Completed Shipment Info(confirmation)</b>				
Status	9	Alphanumeric	Mandatory	ALLOCATED or PENDINGRETURN*
Shipment Number	14	Numeric	Mandatory	Shipment number assigned by Parcelforce Worldwide

## 6.12 Create Return Shipment

This XML Request uses the ReturnShipment web call to activate a pending return\* (generated previously from an undated domestic collection request). This is utilised for domestic services as defined in section 6.1.

\*Further details on using the Enhanced Returns (pending return) functionality can be found in the Technical User Guide Supporting Information document.

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Shipment Details</i>				
Shipment Number	14	Alphanumeric	Mandatory	Include shipment number obtained from Create Shipment PENDINGRETURN Collection web call response.
<i>Collection Time</i>				
From	19	DateTime	Optional	Format of field is yyyy-mm-ddTnn:nn:nn
To	19	DateTime	Optional	Format of field is yyyy-mm-ddTnn:nn:nn

### Response Details

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Completed Shipment Info(confirmation)</i>				
Status	9	Alphanumeric	Mandatory	ALLOCATED
Shipment Number	14	Numeric	Mandatory	New shipment number assigned by Parcelforce Worldwide

## 6.13 Raise International Collection Request

This XML Request uses the CreateShipment web call to request a collection by Parcelforce Worldwide from a third-party location in the UK for delivery to a non-UK location. This is utilised for international services as defined in section 6.1.

This Request includes Importer and Exporter contact and address details fields for CUSTOMS DOCUMENT and Commercial Invoice forms should they be required for international non-document shipments destined for outside the EU. See also the Print Document section.

The reply contains the requested shipment number(s), including tracking numbers for third party carriers where applicable.

\*Further details on using the Global Priority Returns (Pending Return) functionality can be found in the Technical User Guide Supporting Information document.

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Requested Shipment</i>				
Department Id	4	Integer	Mandatory*	As provided by Parcelforce Worldwide; case sensitive Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account.
Shipment Type	10	Alphanumeric	Mandatory	Set to COLLECTION
Contract Number	8	Alphanumeric	Mandatory	Customer contract number.
Service Code	4	Alphanumeric	Mandatory	International services as per Service Codes specified in Supporting Information User Guide.
Shipping Date	10	Date	Mandatory*	Format of the field is YYYY-MM-DD.  <u>*Conditions</u> If the service code is GEX (global <b>express</b> ) then only the current shipping date can be used.

Field Name	Max Length	Format	Mandatory / optional	Details
				If the current time is after the collection time allowed for global <sup>express</sup> shipments for a given shipper location, then the shipping date must be the next day.
<b>Recipient Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if notification type is Email
Telephone	15	Numeric	Mandatory	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	Not available for International shipments
<b>Notifications</b>				
Notification type	5	Alphanumeric	Optional	Only email notifications are available for International shipments (See Appendix A for conditions).
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Mandatory*	This field is required if the country is the Republic of Ireland. Please refer to Irish Counties specified in Supporting Information User Guide
Town	30	Alphanumeric	Mandatory	Must include the text 'BFPO' if the country is 17 (HM Forces)
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information User Guide for International zip code formats. If the country code is 17 (HM Forces) then the field must include the BFPO number only. The field can be left empty if a country code does not have a zip code mask. Note that Parcelforce Worldwide will not validate the actual zip code, except for the global <sup>express</sup> service (GEX).



Field Name	Max Length	Format	Mandatory / optional	Details
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting User Information Guide for acceptable country codes
Total Number of Parcels	3	Numeric	Mandatory*	Only required for European services.
Total Shipment Weight	8	Numeric	Mandatory*	Not required for International services
<b>Importer Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Not currently available.
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	Not available for International Shipments
<b>Notifications</b>				
Notification type	5	Alphanumeric	Optional	Not currently available
<b>Importer Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Mandatory*	This field is required if the country is the Republic of Ireland. Please refer to Irish Counties specified in Supporting Information Reference Guide
Town	30	Alphanumeric	Mandatory	Must include the text 'BFPO' if the country is 17 (HM Forces)
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information Reference Guide for International zip code formats and accepted country codes (where applicable).
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting Reference Information Guide for acceptable country codes
<b>Exporter Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Not currently available
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric	Mandatory*	Not available for International Shipments
<b>Notifications</b>				
Notification type	5	Alphanumeric	Optional	Not currently available

Field Name	Max Length	Format	Mandatory / optional	Details
<b>Exporter Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 1	40	Alphanumeric	Mandatory*	*This field is required if the country is the Republic of Ireland. Please refer to Irish Counties specified in Supporting Information Reference Guide
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information Reference Guide for International zip code formats and accepted country codes (where applicable).
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting Reference Information Guide for acceptable country codes
<b>Collection Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide
Country	2	Alphanumeric	Mandatory	Set to "GB"
<b>Collection Time</b>				
From	19	DateTime	Mandatory	Format of field is yyyy-mm-ddTnn:nn:nn
To	19	DateTime	Mandatory	Format of field is yyyy-mm-ddTnn:nn:nn
<b>Enhancement</b>				
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information User Guide Enhanced Compensation Codes for value amount. 0 is required when service = GXE.
<b>International Information (one per shipment)</b>				
<b>Parcel (multiple parcel contents per shipment)</b>				
Weight	8	Numeric	Mandatory*	Weight is in kilograms and in the format nnnn.nnn. Mandatory for weight-based contracts only
Length	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm).

Field Name	Max Length	Format	Mandatory / optional	Details
				Mandatory for volumetric based contracts only
Width	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Height	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Purpose Of Shipment	16	Alphanumeric	Mandatory*	Mandatory when Documents Only is 0 or false. Refer to Supporting Information Reference Guide Purpose of shipment section for a list of allowed values
Invoice Number	30	Alphanumeric	Optional	
Export License Number	30	Alphanumeric	Optional	
Certificate Number	30	Alphanumeric	Optional	
<b>Content Details (multiple content details per parcel)</b>				
Country Of Manufacture	2	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false Refer to Supporting Information Reference Guide for acceptable country codes
Description	30	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false Free-format field
Unit Weight	7	Numeric	Mandatory*	Required when Documents Only is set to 0 or false. This is per Unit in the format nnnn.nn
Unit Quantity	3	Numeric (positive)	Mandatory*	Required when Documents Only is set to 0 or false  Refer to the User Guide Supporting Information document for information on how this field value must be considered for IOSS shipments
Unit Value	8	Numeric	Mandatory*	Required when Documents Only is set to 0 or false. Format is nnnnn.nn.

Field Name	Max Length	Format	Mandatory / optional	Details
				Refer to the User Guide Supporting Information document for information on how this field value must be considered for IOSS shipments
Currency	3	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false Refer to Supporting Information Reference Guide for acceptable currency codes  The Currency must be the same for all <Content Details>
Tariff Code	8 - 10	Numeric	Mandatory	Required when Documents Only is set to 0 or false
Tariff Description	30	Alphanumeric	Mandatory	Required when Documents Only is set to 0 or false.  Also known as Harmonisation Key Words. The Tariff Description should be taken from reputable source of information. For example, the trade tariff pages on gov.uk
ArticleReference				
ShippingCost		Numeric		Format is nnn.nnn
ExporterCustoms Reference	30	Alphanumeric	Optional	This is the Sender VAT, EORI or IOSS No. Note that an IOSS and EORI number should never be provided on the same shipment as they apply to different customs processing and clearance mechanisms.  A valid IOSS number is defined as 12 characters in length with IM as a 2-character prefix followed by 10 alphanumeric characters.
Recipient Importer VAT Number	30	Alphanumeric	Optional	Where both Recipient and Importer VAT Number/EORI are provided a separator “ ” should be placed between the Recipient and the Importer VAT Number/EORI

Field Name	Max Length	Format	Mandatory / optional	Details
				and the Importer's must appear AFTER the Recipient's.  Where a Recipient/Importer EORI exists, you should not populate the <ExporterCustomsReference> field with an IOSS number, as inclusion of an EORI is indicative of a business delivery, and therefore not suitable for IOSS.
OriginalExport ShipmentNo	30	Alphanumeric	Optional	Consignment Number from original shipment.
Documents Only		Boolean	Mandatory	The following values apply Documents = 1 or true Non-documents = 0 or false
Documents Description	30	Alphanumeric	Mandatory*	Where Documents Only is set to 1 or true, this field must be populated. Refer to Supporting Information Reference Guide Customs descriptions for shipments containing documents for a list of recommended values. However, it is acceptable to submit customer own text (subject to certain restrictions).
ValueUnder200USDollars		Boolean	Mandatory*	Not available for International Collections
Shipment Description	30	Alphanumeric	Mandatory*	Not available for International Collections
Comments		Alphanumeric	Optional	This field is used on both Customs Document and Commercial Invoice documents
Invoice Date		Date	Optional	Format YYYY-MM-DD. This field is used on the Commercial Invoice
Terms of Delivery		Alphanumeric	Optional	This field no longer appears on the Commercial Invoice. The terms of delivery will be preset for the product in the customer setup.
Purchase Order Ref		Alphanumeric	Optional	This field is used on the Commercial Invoice
<b>DropOff Indicator</b>				
DropOffInd	24	Alphanumeric	Optional	Valid values are 'PO' and 'DEPOT'
<b>Print Own Label</b>				
PrintOwnLabel	24	Boolean	Optional	1 or true – Label requested

Field Name	Max Length	Format	Mandatory / optional	Details
				0 or false – Label not requested
<i>Additional Information</i>				
ReferenceNumber1	35	Alphanumeric	Optional	
ReferenceNumber2	35	Alphanumeric	Optional	
ReferenceNumber3	35	Alphanumeric	Optional	
ReferenceNumber4	35	Alphanumeric	Optional	
ReferenceNumber5	35	Alphanumeric	Optional	
Special Instructions 1	25	Alphanumeric	Optional	
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	
Special Instructions 4	25	Alphanumeric	Optional	

### Response Details

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Completed Shipment Info(confirmation)</i>				
Status	9	Alphanumeric	Mandatory	Set to ALLOCATED
Shipment Number	14	Numeric	Mandatory	Shipment number assigned by Parcelforce Worldwide

## 6.14 Raise International Returns Request

This XML Request uses the International Returns web call to generate a label request for the Global Priority Returns service. Further details on using the Global Priority Returns functionality can be found in the Technical User Guide Supporting Information document.

This XML Request includes Importer and Exporter contact and address details fields for Customs Documents and Commercial Invoice forms should they be required for international non-document shipments destined for outside the EU. See also the Print Document section.

The maximum number of ContentDetails is restricted to 20 items.

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Requested Shipment</i>				
Department Id	4	Integer	Mandatory*	For EPR, use the corresponding Returns Address Department which will have been set up as an International Returns Department type as provided by Parcelforce Worldwide; case sensitive
Shipment Type	10	Alphanumeric	Mandatory	Set to RETURN
Contract Number	8	Alphanumeric	Mandatory	Customer contract number.
Service Code	4	Alphanumeric	Mandatory	Set to EPR
PrePrinted		Boolean		If True or 1 then the shipment is recorded in the database as Pre-Printed
Shipping Date	10	Date		Not required.
<i>Recipient Contact</i>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if notification type is Email
Telephone	15	Numeric	Mandatory	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric		Not available for International shipments
SendersName	25	Alphanumeric	Mandatory	
<i>Notifications</i>				

Field Name	Max Length	Format	Mandatory / optional	Details
Notification type	5	Alphanumeric	Optional	Only email notifications are available for International shipments (See Appendix A for conditions).
<b>Recipient Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information User Guide for International zip code formats.
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting User Information Guide for acceptable country codes
<b>Importer Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Not currently available
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric		Not available for International Shipments
SendersName	25	Alphanumeric	Mandatory	
<b>Notifications</b>				
Notification type	5	Alphanumeric	Optional	Not currently available
<b>Importer Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information Reference Guide for International zip code formats and accepted country codes (where applicable).
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting Reference Information Guide for acceptable country codes
<b>Exporter Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Not currently available
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	



Field Name	Max Length	Format	Mandatory / optional	Details
Mobile Phone	11	Numeric		Not available for International Shipments
SendersName	25	Alphanumeric	Mandatory	
<b>Notifications</b>				
Notification type	5	Alphanumeric	Optional	Not currently available
<b>Exporter Address</b>				
Address Line 1	40	Alphanumeric	Mandatory	
Address Line 2	40	Alphanumeric	Optional	
Address Line 3	40	Alphanumeric	Optional	
Town	30	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory*	Refer to Supporting Information Reference Guide for International zip code formats and accepted country codes (where applicable).
Country	2	Alphanumeric	Mandatory	Refer to specified in Supporting Reference Information Guide for acceptable country codes
<b>Sender Contact</b>				
Business Name	40	Alphanumeric	Mandatory	
Contact Name	30	Alphanumeric	Optional	
Email Address	50	Alphanumeric	Mandatory*	Required if notification type is Email
Telephone	15	Numeric	Optional	
Fax	15	Numeric	Optional	
Mobile Phone	11	Numeric		Not available for International Shipments
SendersName	25	Alphanumeric	Mandatory	
<b>Notifications</b>				
Notification type	5	Alphanumeric	Optional	Only email notifications are available for International shipments (See Appendix A for conditions).
<b>Sender Address</b>				
Address Line 1	24	Alphanumeric	Mandatory	
Address Line 2	24	Alphanumeric	Optional	
Address Line 3	24	Alphanumeric	Optional	
Town	25	Alphanumeric	Mandatory	
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide
Country	2	Alphanumeric	Mandatory	GB
Total Number of Parcels	3	Numeric	Mandatory*	Only required for European services.
Total Shipment Weight	8	Numeric		Not required for International services
<b>Enhancement</b>				

Field Name	Max Length	Format	Mandatory / optional	Details
Enhanced Compensation	1	Alphanumeric	Optional	0 – 5 as required. See Supporting Information User Guide Enhanced Compensation Codes for value amount.
<b>International Information (one per shipment)</b>				
<b>Parcel (multiple parcel contents per shipment)</b>				
Weight	8	Numeric	Mandatory*	Weight is in kilograms and in the format nnnn.nnn. Mandatory for weight-based contracts only
Length	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Width	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Height	8	Numeric	Mandatory*	Provide in centimetres in the format nnnnn (cm). Mandatory for volumetric based contracts only
Purpose Of Shipment	16	Alphanumeric	Optional	If included, then only 'Returned Goods' is allowed. If not included, then 'Returned Goods' will be used by the system.
Invoice Number	30	Alphanumeric	Optional	
Export License Number	30	Alphanumeric	Optional	
Certificate Number	30	Alphanumeric	Optional	
<b>Content Details (multiple content details per parcel)</b>				
Country Of Manufacture	2	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false Refer to Supporting Information Reference Guide for acceptable country codes
Country Of Origin	2	Alphanumeric	Mandatory	Must be the same as Country of Manufacture.
Description	30	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false Free-format field
Unit Weight	7	Numeric	Mandatory*	Required when Documents Only is set to 0 or false. This is per Unit in the format nnnn.nn

Field Name	Max Length	Format	Mandatory / optional	Details
Unit Quantity	3	Numeric (positive)	Mandatory*	Required when Documents Only is set to 0 or false
Unit Value	8	Numeric	Mandatory*	Required when Documents Only is set to 0 or false. Format is nnnnn.nn.
Currency	3	Alphanumeric	Mandatory*	Required when Documents Only is set to 0 or false Refer to Supporting Information Reference Guide for acceptable currency codes  The Currency must be the same for all <Content Details>
Tariff Code	8 - 10	Numeric	Mandatory	Must be included where the ShipmentType = RETURN
Tariff Description	30	Alphanumeric	Mandatory	Must be included where the ShipmentType = RETURN  Also known as Harmonisation Key Words. The Tariff Description should be taken from reputable source of information. For example, the trade tariff pages on gov.uk
Article Reference	30	Alphanumeric	Optional	
ShippingCost		Numeric		Format is nnn.nn
ExporterCustoms Reference	30	Alphanumeric	Optional	This is the Sender VAT/EORI No.
Recipient Importer VAT Number	30	Alphanumeric	Optional	Where both Recipient and Importer VAT Number/EORI are provided a separator “ ” should be placed between the Recipient and the Importer VAT Number/EORI and the Importer’s must appear AFTER the Recipient’s.
OriginalExport ShipmentNo	30	Alphanumeric	Optional	Consignment Number from original shipment.
ShipperExporter VatNo	30	Alphanumeric	Optional	Not used in Version 14.
Documents Only		Boolean	Mandatory	The following values apply Documents = 1 or true Non-documents = 0 or false

Field Name	Max Length	Format	Mandatory / optional	Details
Documents Description	30	Alphanumeric	Mandatory*	Where Documents Only is set to 1 or true, this field must be populated. Refer to Supporting Information Reference Guide Customs descriptions for shipments containing documents for a list of recommended values. However, it is acceptable to submit customer own text (subject to certain restrictions).
ValueUnder200USDollars		Boolean		Not available for International Returns
Shipment Description	30	Alphanumeric		Not available for International Returns
Comments		Alphanumeric	Optional	This field is used on both Customs Document and Commercial Invoice documents
Invoice Date		Date	Optional	Format YYYY-MM-DD. This field is used on the Commercial Invoice
Terms of Delivery		Alphanumeric	Optional	This field no longer appears on the Commercial Invoice. The terms of delivery will be preset for the product in the customer setup.
Purchase Order Ref		Alphanumeric	Optional	This field is used on the Commercial Invoice
<b>Additional Information</b>				
ReferenceNumber1	35	Alphanumeric	Optional	
ReferenceNumber2	35	Alphanumeric	Optional	
ReferenceNumber3	35	Alphanumeric	Optional	
ReferenceNumber4	35	Alphanumeric	Optional	
ReferenceNumber5	35	Alphanumeric	Optional	
Special Instructions 1	25	Alphanumeric	Optional	
Special Instructions 2	25	Alphanumeric	Optional	
Special Instructions 3	25	Alphanumeric	Optional	
Special Instructions 4	25	Alphanumeric	Optional	

## Response Details

All fields in the request will be included in the response with the addition of the following:

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Completed Shipment Info(confirmation)</i>				
Status	9	Alphanumeric	Mandatory	Set to ALLOCATED
Shipment Number	14	Numeric	Mandatory	Shipment number assigned by Parcelforce Worldwide

## 6.15 (Re) print label

A separate print request web call needs to be transmitted to obtain the label(s) after a shipment has been created. This XML Request can request all labels associated with a shipment, including router labels for third party network partners such as GLS. Labels can be printed up until 01:50 of the following morning to the day of shipping, i.e. before the Clean Sweep process after which the shipment is archived and labels cannot be reprinted.

If <PrintOwnLabel> is included in the CreateShipment request with a value of 1 or true, then a PrintLabel request can be performed for a COLLECTION shipment.

In addition to the response being a PDF pre-formatted label, also offered is the option to return labels as an XML data stream. This will include all the data elements required to build a label.

The functionality to print the Parcelforce or the Partner label in different formats is available. For example, the Parcelforce label as XML and the Partner label as PDF.

The label design models are shown in the Supporting Information document. It is important that the font size of the fields should be as close as possible to the examples and the labels are signed off by Customer Solutions before go-live

Note: For service codes that use FedEx (GlobalExpress), only Parcelforce generated data will be included in the response. FedEx data is excluded from the data stream response.

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Shipment Details</i>				
Shipment Number	14	Alphanumeric	Mandatory	Include shipment number or the Exchange Outbound/Inbound shipment number obtained from Create Shipment web call response
Print Format	5	Alphanumeric	Optional	The following options are available:- PDF - to return a PDF image of the Label. XML - to return a data stream in order to create own label.

Field Name	Max Length	Format	Mandatory / optional	Details
				PDF-XML – to return the Parcelforce label as PDF and the Partner label as XML. XML-PDF – to return the Parcelforce label as XML and the Partner label as PDF Note: default will be PDF format if not included.
BarCode Format		Alphanumeric	Optional	Set to PNG to return image of Barcode in Base64 code.
Print Type	15	Alphanumeric	Optional	Allowed values are: ALL_PARCELS – return all labels relating to a consignment. This is the default setting if no Print Type is entered for domestic shipments. SINGLE_PARCEL – return labels relating to one specific parcel within a consignment; only valid for international shipments. This is the default setting if no Print Type is entered for international shipments.

### Response Detail for PDF Output

Field Name	Max Length	Format	Mandatory / optional	Details
Data	N/A	N/A	N/A	Base64-encoded version of the PDF label(s)

## 6.16 Print Document

A separate print document request web call needs to be transmitted to obtain the Customs Documentation types Customs Document and Commercial Invoice. Customs Documents are produced for non-EU, non-document and non-Globalexpress international shipments.

The Print Document requests either Customs Document or Commercial Invoice, i.e. one call per document type.

These details are required where Importer and/or Exporter Agencies are used.

If one or neither Importer or Exporter contact details are entered and a Commercial Invoice is requested, then the default details of the Shipper details are used instead of the Exporter details and the Recipient details are used instead of the Importer details.

In addition to the response being a PDF for either document types, also offered is the option to return the Commercial Invoice as an XML data stream. The Commercial Invoice design model is shown in the Supporting Information document. It is important that the font size of the fields should be as close as possible to the examples and the Commercial Invoices are signed off by Customer Solutions before go-live

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parccelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parccelforce Worldwide; case sensitive
<i>Shipment Details</i>				
Shipment Number	14	Alphanumeric	Mandatory	The lead shipment number obtained from Create Shipment web call response
Document Type	1	Integer	Mandatory	1 for CUSTOMS DOCUMENT 2 for Commercial Invoice
Print Format	5	Alphanumeric	Optional	Set to PDF to return a PDF image. Set to XML to return a data stream in order to create own Commercial Invoice. Note: default will be PDF format if not included.



### Response Detail for PDF Output

Field Name	Max Length	Format	Mandatory / optional	Details
Data	N/A	N/A	N/A	Base64-encoded version of the PDF

## 6.17 Create Manifest

This XML Request is used to generate a PDF manifest which contains all printed shipments that have not previously been manifested. Up to six manifest types may be provided per department in the response; this is because domestic shipments (DOM), Secure domestic shipments (DOMS), international shipments (INT), domestic collection (COL), Secure domestic collection (COLS) and international collections (ICOL) are recorded on separate manifests.

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
User Name	80	Alphanumeric	Mandatory	As provided by Parccelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parccelforce Worldwide; case sensitive
Department Id	4	Integer	Mandatory*	Not required where there is only one department for the shipper account. Must be included where there are two or more departments set up for the shipper account. If a Department has been deleted it is still possible to Create Manifest using the deleted department Id (so to allow billing)

### Response Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Completed Manifest Information</i>				
Department Id	4	Integer	Mandatory	Returns the Department Id requested
Manifest Number	3	Numeric	Mandatory	
Manifest Type	4	Alphanumeric	Mandatory	DOM = Domestic shipments DOMS = Secure domestic shipments INT = International shipments COL = Domestic collections COLS = Secure domestic collections ICOL = International collections

Field Name	Max Length	Format	Mandatory / optional	Details
Total Shipment count	5	Numeric	Mandatory	Number of shipments in manifest
<i>Manifest Shipment</i>				
Shipment Number	14	Numeric	Mandatory	Contains Parcelforce Worldwide shipment number
Service Code	4	Alphanumeric	Mandatory	Defines service code that the above shipment number has been assigned to. Refer to Supporting Information User Guide for values

## 6.18 (Re) print Manifest

After the Create Manifest Request has been completed this Request must be run to print the manifest(s).

### Request Detail

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Manifest Details</i>				
Manifest Number	14	Numeric	Mandatory	Includes manifest number obtained from Create Manifest web call response
Print format	5	Alphanumeric	Optional	Set to PDF to return a PDF image of the manifest

### Response Detail

Field Name	Max Length	Format	Mandatory / optional	Details
Data	N/A	N/A	N/A	Base64-encoded version of the PDF label(s)

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## 6.19 Cancel Shipment

This XML Request uses the Cancel Shipment web call to cancel one or more Delivery shipments that have been printed but have not already appeared on a Manifest.

Please note that Exchange or Collection services cannot be cancelled.

### Cancellation Request

By submitting the shipment number, the status will be changed to 'CANCELLED'.

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Shipment Number</i>				
ShipmentNumber	14	Alphanumeric	Mandatory	

### Cancellation Response

The following fields will be included in the response:

Field Name	Max Length	Format	Details
Status		Alphanumeric	CANCELLED
ShipmentNumber	14	Alphanumeric	The shipment number included in the response

## 6.20 Find

This XML Request uses the Find web call to look up information relating to the Delivery Options elements in the Create Shipment request.

Each Find request can include multiple types of lookup in each request.

### 6.20.1 Convenient Collect Request Detail

By submitting a single valid UK postcode all participating Convenient Collect Post Office details will be returned.

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Find Request</i>				
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.

### Convenient Collect Response Detail

The following fields will be included in the response:

Field Name	Max Length	Format	Details
<i>Convenient Collect</i>			
Postcode	8	Alphanumeric	The Postcode from the request
Business	25	Alphanumeric	The business name of the participating Convenient Collect Post Office  This information is then used in the Create Shipment request.
AddressLine1	40	Alphanumeric	The first address line of participating Convenient Collect Post Office  This information is then used in the Create Shipment request.
AddressLine2	40	Alphanumeric	The second address line of the participating Convenient Collect Post Office

Field Name	Max Length	Format	Details
			This information is then used in the Create Shipment request.
AddressLine3	40	Alphanumeric	The third address line of the participating Convenient Collect Post Office  This information is then used in the Create Shipment request.
Town	30	Alphanumeric	The town name of the participating Convenient Collect Post Office  This information is then used in the Create Shipment request.
Postcode	8	Alphanumeric	The post code of the participating Convenient Collect Post Office  This information is then used in the Create Shipment request.
Country	2	Alphanumeric	The country code of the participating Convenient Collect Post Office  This information is then used in the Create Shipment request.
Day of the Week	3	Date	DDD  The day of the week to which the opening hours relate.
Open	5	Time	Opening time
Close	5	Time	Closing time
CloseLunch	5	Time	Closing time for lunch
AfterLunchOpening	5	Time	Reopening time after lunch
Distance		Numeric	Distance of Post Office from Postcode entered in the Find request (in miles)
Availability		alpha	The response will be either true or false depending on whether the Post Office has space for storing the parcel.
Longitude		Numeric	The map reference of the Post Office
Latitude		Numeric	The map reference of the Post Office
BookingReference		Alphanumeric	Post Office Booking Reference number.  Used in the CC Reserve request to return the Booking ID
Count	2	Numeric	Count of participating Post Offices in the response

## 6.20.2 Specified Neighbour Request Detail

The lookup function is called PAF. By submitting a single valid UK postcode valid PAF addresses close to the postcode will be returned.

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Find PAF Request</i>				
Postcode	16	Alphanumeric	Mandatory	Acceptable postcode format as per Supporting Information Reference Guide. The postcode must exist.
Count	2	numeric		Returns the number of addresses specified in the <Count> field.

## Specified Neighbour Response Detail

The following fields will be included in the response:

Field Name	Max Length	Format	Details
<i>PAF</i>			
Postcode	8	Alphanumeric	The Postcode from the request
Count	2	Numeric	Returns the number of addresses specified in the <Count> field.
<i>Specified Neighbour</i>			
AddressLine1	40	Alphanumeric	The first address line from the PAF data returned This information is then used in the Create Shipment Specified Neighbour request.
AddressLine2	40	Alphanumeric	The second address line from the PAF data returned This information is then used in the Create Shipment Specified Neighbour request.
AddressLine3	40	Alphanumeric	The third address line from the PAF data returned This information is then used in the Create Shipment Specified Neighbour request.
Town	30	Alphanumeric	The town name from the PAF data returned This information is then used in the Create Shipment Specified Neighbour request.
Postcode	8	Alphanumeric	The post code from the PAF data returned



Field Name	Max Length	Format	Details
			This information is then used in the Create Shipment Specified Neighbour request.
Country	2	Alphanumeric	The country code from the PAF data returned This information is then used in the Create Shipment Specified Neighbour request.

### 6.20.3 Safe Place Request Detail

The lookup function will return all valid Safe Place options.

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Find Request</i>				
SafePlaces		Boolean	Mandatory	true

### Safe Place Response Detail

The following fields will be included in the response:

Field Name	Max Length	Format	Details
<i>Safe Place</i>			
SafePlace		Alphanumeric	List of valid Safe Places available for the Safe Place Delivery Option

## 6.20.4 Specified Post Office Request Detail

The lookup function will return a list of Post Offices options.

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Specified Post Office</i>				
Postcode			Mandatory	
Count			Optional	

## Specified Post Office Response Detail

The following fields will be included in the response:

Field Name	Max Length	Format	Details
<i>Specified Post Office</i>			
Postcode	8	Alphanumeric	The Postcode from the request
Count			
Business	40	Alphanumeric	The business name of the Post Office
AddressLine1	40	Alphanumeric	The first address line of Post Office
AddressLine2	40	Alphanumeric	The second address line of the Post Office
AddressLine3	40	Alphanumeric	The third address line of the Post Office
Town	30	Alphanumeric	The town name of the Post Office
Postcode	8	Alphanumeric	The post code of the Post Office
Country	2	Alphanumeric	The country code of Post Office
Day of the Week	3	Date	DDD  The day of the week to which the opening hours relate.
Open	5	Time	Opening time
Close	5	Time	Closing time
CloseLunch	5	Time	Closing time for lunch
AfterLunchOpening	5	Time	Reopening time after lunch
Count	2	Numeric	Count of Post Offices in the response

## 6.20.5 Postcode Exclusion Request Detail

The lookup function will return a list of available services per department for the Postcode entered for the delivery and/or the collection of a parcel.

Field Name	Max Length	Format	Mandatory / optional	Details
<i>Authentication</i>				
User Name	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
Password	80	Alphanumeric	Mandatory	As provided by Parcelforce Worldwide; case sensitive
<i>Postcode Exclusion</i>				
DeliveryPostcode	8	Alphanumeric	Optional	
CollectionPostcode	8	Alphanumeric	Optional	

## Postcode Exclusion Response Detail

The following fields will be included in the response:

Field Name	Max Length	Format	Details
<i>Postcode Exclusions</i>			
DeliveryPostcode	8	Alphanumeric	The Postcode from the request
DepartmentID			
ServiceCodes	25	Alphanumeric	

## 7 Appendix A – Email and SMS Codes

Code	Description	Notes
EMAIL	Email notification	
EMAILDODINT	Email Day of Despatch interactive	Domestic Delivery and Collections.  Not available for Convenient Collect
EMAILATTEMPTDELIVERY	Email Attempted Delivery notification to recipient	Domestic Delivery and Collections.
EMAILCOLLRECEIVED	Email Collection Request received notification	Domestic Collection shipments only.
EMAILSTARTOFDELIVERY	Email Start of Delivery Day	Domestic Delivery and Collections plus Convenient Collect
DELIVERYNOTIFICATION	Email notification	International shipments only to countries where GLS is the network partner.
SMSDAYOFDESPATCH	SMS message on day the parcel is to be despatched	Domestic Delivery and Collections plus Convenient Collect. Not available for Sunday Deliveries
SMSSTARTOFDELIVERY	SMS message on day of delivery	Domestic Delivery and Collections plus Convenient Collect.
SMSATTEMPTDELIVERY	SMS Attempted Delivery, notification	Domestic Delivery and Collections.
SMSCOLLRECEIVED	SMS Collection request received, notification	Domestic Collection shipments only.

### Interactive Default Responses Available to SMS Recipient

- **Deliver Next Working Day**
- **Deliver Two Working Days**
- **Deliver to Neighbour**
- **Deliver to Post Office**

## 8 Version control

### Version History

Version	Change Date	Change History
1.0.0.	11 <sup>th</sup> February 2010	Document Created
1.2.1	24 <sup>th</sup> March 2010	Reference to specific document versions removed from the Scope section. Document format changes
1.2.2	29 <sup>th</sup> April 2010	Example XML calls updated
1.2.3	6 <sup>th</sup> July 2010	New Service Codes added. Boolean values revised. Further explanation of when weight / measurements become mandatory
2.0.1	20 <sup>th</sup> October 2010	New WSDL added New Service Code added
2.02	16 <sup>th</sup> February 2011	Amendments for BFPO label changes
3.0.0	8 <sup>th</sup> April 2011	New WSDL added. Enhanced Returns added
3.0.1	21 <sup>st</sup> April 2011	Document format revisions
3.0.2	28 <sup>th</sup> April 2011	Document format revisions
4.0.0	22 <sup>nd</sup> July 2011	New WSDL V4 added
4.0.1	25 <sup>th</sup> July 2011	Document format revisions
5.0.0	4 <sup>th</sup> October 2011	New WSDL V5 added
5.0.1	26 <sup>th</sup> October 2011	Document format revisions
6.0.1	30 <sup>th</sup> October 2012	New WSDL V6 added
6.0.2	4 <sup>th</sup> November 2012	Document format revisions
6.0.3	12 <sup>th</sup> November 2012	Document format revisions
8.0.0	23 <sup>rd</sup> August 2013	New WSDL V8 added
9.0.0	3 <sup>rd</sup> February 2014	New WSDL V9 added
9.0.2	10 <sup>th</sup> February 2014	Document format revisions
9.0.3	21 <sup>st</sup> February 2014	Document format revisions
9.0.4	15 <sup>th</sup> October 2014	Document revisions regarding Convenient Collect
9.0.5	31 <sup>st</sup> October 2014	Document revisions regarding Convenient Collect
9.0.5.D0	1 <sup>st</sup> December 2014	New Delivery Options added
11.0.1	1 <sup>st</sup> October 2015	New WSDL V11 added
11.0.3	4 <sup>th</sup> January 2016	Document revisions regarding Delivery Options
12.0.1	14 <sup>th</sup> June 2016	New WSDL V12 added
12.0.3	12 <sup>th</sup> Sept 2016	Label update
14.0.2	14 <sup>th</sup> October 2016	New WSDL V14 added
14.0.4	27 <sup>th</sup> September 2017	Collection Time validation removed.
14.0.5	27 <sup>th</sup> November 2017	Tariff Codes and Description update
14.1.2	5 <sup>th</sup> December 2017	International Email FDS Notifications added
14.1.3	19 <sup>th</sup> April 2018	Addition of new SMS and Email notification codes
14.1.4/5	15 <sup>th</sup> November 2019	Further detail on Convenient Collect Find response
14.1.6	6 <sup>th</sup> April 2020	Changes to Euro Priority service
14.1.7	23 <sup>rd</sup> October 2020	Terms of Delivery description update
14.1.8	17 <sup>th</sup> June 2021	IOSS added and updates to CCRserve call

