



Parcelforce Customer Solutions

File Specification for Customer Event Download (Integrated Tracking via FTP)

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1. Introduction

1.1 Purpose

This document describes the steps required to utilise the event update mechanism provided by Parcelforce. The document is intended for use by Parcelforce customers who wish to receive notification of tracking events associated with their parcels.

The document should be used as a guide to receiving and processing event detail files created by Parcelforce, and is to be used in conjunction with the “Internet FTP Access” document also supplied.

Parcelforce will always transfer all events relating to a consignment. Therefore it is the decision of the customer as to which events are processed and which are ignored.

NOTE:- a consignment can be a single item consignment, or a multi item consignment

1.2 Document Overview

This document will set out the structure of the events file, plus additional information required in order to fully understand how to receive and process Customer Event Downloads – Tracking events.

2. Record Layout

2.1 Event Record

Field Number	Name	Format	Max Size	Opt/ Mand	Comments
1	Record type indicator	Numeric	1	M	Set to '1'
2	Wire number	Alphanumeric	4	M	FTP mailbox i.e. directory unique to customer, from which the event files should be retrieved. This will be advised to the customer in advance
3	Contract number	Alphanumeric	8	M	Contract number under which despatch is sent
4	Consignment number	Alphanumeric	16	M	Consignment number allocated to the shipment N.B. events are applied at item level, so for multi item consignments it will not be possible to tell which item within the consignment the event applies.
5	Incident type code	Alphanumeric	4	M	Incident (event) code – see section 3.4 for a full list of possible codes
6	Event date	Alphanumeric (YYMMDD)	6	M	Date on which the event occurred
7	Event time	Alphanumeric (HHMMSS)	6	M	Time at which the event occurred
8	Event Location/ Signatory	Alphanumeric	25	O	Signatory, if the event indicates a delivery has been made. Event location otherwise – i.e. depot
9	Sender's reference	Alphanumeric	25	O	Sender's reference associated with the consignment
10	Additional text (1)	Alphanumeric	25	O	Additional text containing supplementary information. Any text above 25 characters will be contained in the Additional Text (2) field. It is possible for this field to be empty but Additional Text (2) to be populated
11	Additional text (2)	Alphanumeric	25	O	Continuation of Additional Text (1) field, or additional text if Additional Text (1) is empty
12	Filler	Alphanumeric	25	O	Spare field

3. Additional Information

N.B. File transfer protocols are described in a separate document.

3.1 Character set

- The file will comprise standard ASCII characters

3.2 File delimiters

- All records will begin with a plus (+) character
- All records will be terminated by a plus (+) character and carriage return/line feed
- All fields within each record will be delimited by a plus (+) character. This includes empty fields
- The fields within the record may be of variable length, but all 12 fields will always be present for each record
- Any plus characters within the actual field content will be stripped out and replaced with a space
- Example Record
+1+WIRE+CONTRACT+AB1234567+I156+110113+092335+MILTON KEYNES+SENDERS REF+3
ITEMS+++
- Typical collective group of events showing journey of a parcel through the Parcelforce Collection and Delivery pipeline

ICRR – Receipt of pre-advice (system generated event)

I139 – Parcel collected by Parcelforce

I155 – Parcel forwarded to national hub for sorting

ISCN – Confirmation Parcelforce have parcel (systems generated event post physical scan of parcel)

I101 – Parcel arrived at delivery depot

I156 – Parcel on route for delivery

IPDF – Parcel delivered

```
+1+WIRE+CONTRACT+AB1234567+ICRR+110113+084500+MK7 8LE+SENDERS REF+1 ITEMS+++  
+1+WIRE+CONTRACT+AB1234567+I139+110113+125000+MANCHESTER+SENDERS REF+1 ITEMS+++  
+1+WIRE+CONTRACT+AB1234567+I155+110113+125100+COVENTRY NAT HU+SENDERS REF+1 ITEMS+++  
+1+WIRE+CONTRACT+AB1234567+ISCN+110113+125100+MK7 8LE+SENDERS REF+1 ITEMS+++  
+1+WIRE+CONTRACT+AB1234567+I101+110114+034000+MILTON KEYNES+SENDERS REF+1 ITEMS+++  
+1+WIRE+CONTRACT+AB1234567+I156+110113+034500+MILTON KEYNES+SENDERS REF+1 ITEMS+++  
+1+WIRE+CONTRACT+AB1234567+IPDF+110113+094500+MILTON KEYNES+SENDERS REF+1 ITEMS+++
```

3.3 File naming

- The format of the file name will be xxxxmmdd.nnn, where
 - xxxx = the unique wire number for the customer
 - mmdd = the month number and day number on which the file was created
 - nnn = an incremental number
- Therefore the first file to a customer with wire number ABCD and created on 31st December would be called ABCD1231.000

3.4 Event Codes

Event codes currently in use by Parcelforce are available from your Parcelforce Customer Solutions Consultant.

Care should also be taken when interpreting events and their narrative. i.e. the actual parcel status event is determined not only by the actual event code applied, but also the location/ time and what the event has been applied by e.g. driver's scanner, in depot scanner, hub scanners

4. Confidentiality

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