



# DHL ECOMMERCE API 系统对接手册

客户对接方案书 \_ Ver 1.2.1

DHL eCommerce Greater China



# 目录

<b>1. 介绍</b>	<b>3</b>
1.1 简介	3
1.2 背景	3
1.3 API 流程	3
1.4 方法	4
<b>2. API 沙盒测试系统</b>	<b>5</b>
<b>3. 获取 TOKEN</b>	<b>6</b>
<b>4. 获取标签</b>	<b>7</b>
4.1 RESTFUL API	7
4.2 请求信息字段规范及描述	12
4.2.1 字段定义属性描述及简介	12
4.2.2 请求信息字段规范及描述	13
4.3 返回信息字段描述	19
4.3.1 Response Message Sample – PNG	19
4.3.2 Request Message Sample – PDF	20
<b>5. 可选步骤</b>	<b>21</b>
5.1 编辑发货数据	21
5.2 重新获取标签	26
5.3 追踪信息查询	28
<b>6. 自动提交功能</b>	<b>34</b>
6.1 自动提交功能概述	34
<b>7. 货物保险</b>	<b>34</b>
<b>8. 附录</b>	<b>35</b>
7.1 返回信息编码及释义	35
7.2 服务代码	35
7.3 语言代码	36
语言	36
语言代码	36
<b>9. 联系人清单</b>	<b>37</b>
9.1 客户服务联系人清单	37
9.2 DHL 操作部门联系人清单	37

## 1. 介绍

### 1.1 简介

客户可通过 API 对接实现上传订单、获取标签、修改订单、重新打印标签、追踪信息查询功能。

### 1.2 背景

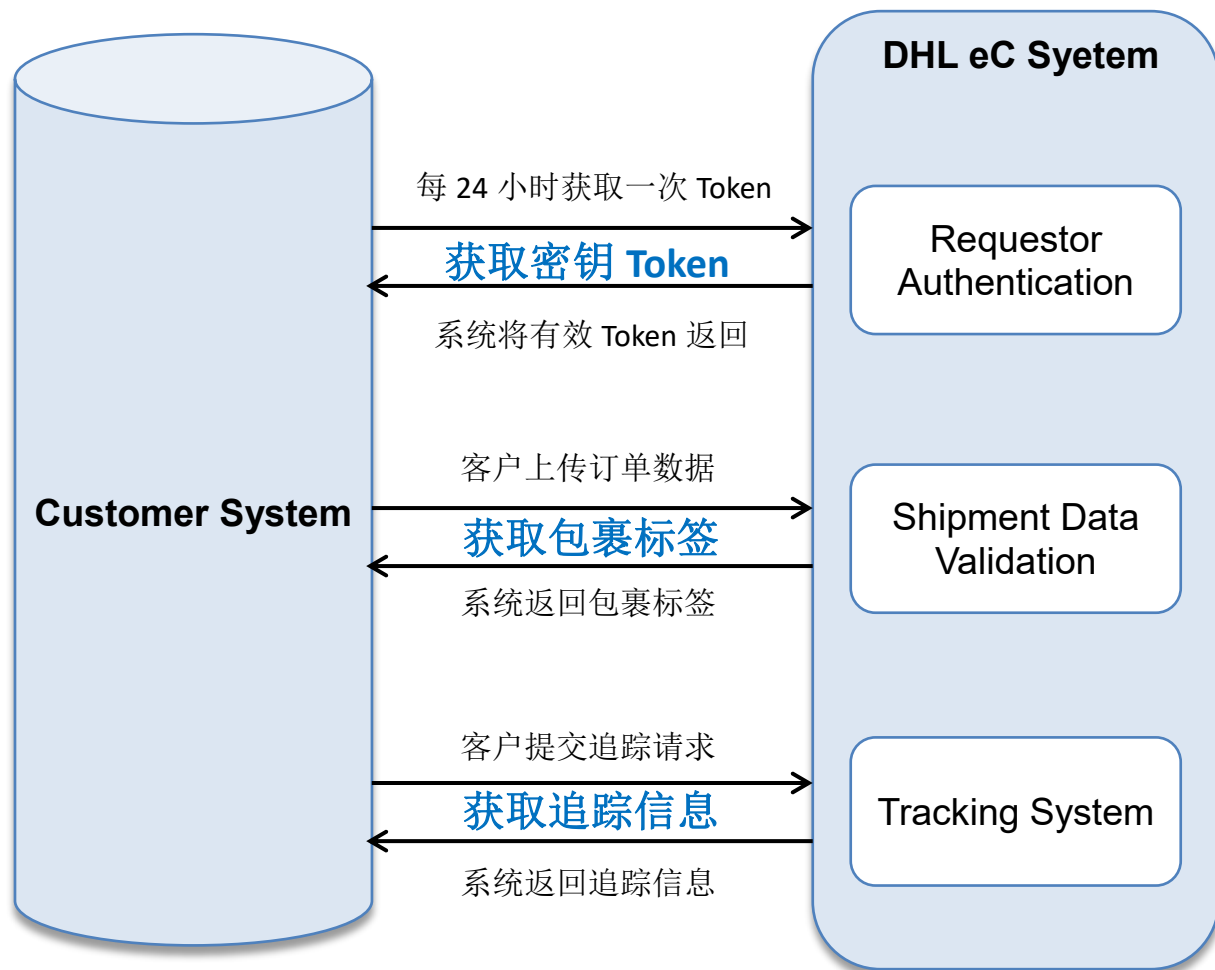
通过 API 对接，DHLeCommerce 将和多家中大型客户实现系统集成。

所有 API 操作都需要提供密钥 Token 才可以进行。我们会为每个进行 API 对接的客户创建账号和密码，客户必须使用正确的账号和密码才可以获取到相应的密钥 Token。（密钥 Token 每 24 小时更新一次）

请联系我司对接顾问获取 API 账号及密码。

### 1.3 API 流程

1. 获取密钥 Token
2. 获取包裹标签
  - 编辑订单信息
  - 重新打印标签
3. 获取追踪信息



#### 1.4 方法

Web Service 网络服务

1. RESTful (简称: Representational State Transfer)
  - a. 通过 HTTP 传输
  - b. 请全部使用 JSON 语句进行数据的上传

**Note:** \_\_\_\_\_



**Error message details can only be displayed in the response message if the HTTP request header is Content – Type and set it to application/json.**

如果 HTTP 请求是以 Content – Type 为首并将其设置为 application / json，则错误的详细信息将会显示在返回信息中。

## 2. API 沙盒测试系统

我司提供沙盒系统供用户测试使用，进行对接前的测试及检验。

沙盒测试系统：

沙盒测试账号						
销售区域	客户名称	SAP 账号	AP-Portal 账号	Client ID	API 密码	标签尺寸
SZX / CN43	SZX API TEST CUST 1	5999999300	990001482	LTIwNTI1NDUzMA==	MjAzMDI5MTU	4' x 4'
SHA / CN42	SHA API TEST CUST 1	5999999201	990001483	MjA2MjUyNDg1MA==	MjAzMDI5MTU	4' x 4'
HKG / 5002	HKG API TEST CUST 1	521176	990001484	MTA2NDg0ODE1OA==	MjAzMDI5MTU	4' x 4'
HKG / 5002	HKG API TEST CUST 3	521178	990001485	LTE5ODE2MTQ4MDY=	MjAzMDI5MTU	4' x 6'
SZX / CN43	SZX WS API CUST TEST 1	5999999302	5999999302	LTEzMDQ3ODk4NA==	MjAzMDI5MTU	WS 4' x 4'
SZX / CN43	SZX WS API CUST TEST 1 Pickup 2	5999999302	5330741	LTEyNzg0MjgwNjg=	MjAzMDI5MTU	WS 4' x 4'
SZX / CN43	SZX WS API CUST TEST 1 Pickup 3	5999999302	5330742	MTEyNjc0MDAzNA==	MjAzMDI5MTU	WS 4' x 4'
SHA / CN42	SHA WS API CUST TEST 1	5999999202	5999999202	MTU5MzUzNjIwMA==	MjAzMDI5MTU	WS 4' x 4'
HKG / 5002	HKG WS API CUST TEST 1	521177	521177	LTEyNjUwNDUzMDZg=	MjAzMDI5MTU	WS 4' x 6'

Get Label:

<https://sandbox.dhlecommerce.asia/rest/v2/Label>

Label Reprint:

<https://sandbox.dhlecommerce.asia/rest/v2.Label.Reprint/>

Tracking:

<https://sandbox.dhlecommerce.asia/rest/v2/Tracking>

### 3. 获取 Token

用户在通过 API 访问 DHL 电子商务获取标签、追踪信息等资源时，必须同时提供正确的密钥。

用户可通过 API 账号及密码来获取密钥，密钥有效期为 24 小时。

当使用失效的密钥进行提交请求时，系统会返回“令牌验证失败”的错误信息，请用户重新获取最新密钥。

**Note:**

建议用户每 24 小时获取一次密钥，并保存在本地，方便随时调用。

请勿在短时间内多次获取 Token，此动作会导致账户锁定。

URL endpoint	Host Name	https://sandbox.dhlecommerce.asia
	REST Resource	/rest/v1/OAuth/AccessToken
	Full Service URL	<a href="https://sandbox.dhlecommerce.asia/rest/v1/OAuth/AccessToken?clientId=&lt;client ID assigned&gt;&amp;password=&lt;password assigned during subscription&gt;&amp;returnFormat=&lt;json&gt;">https://sandbox.dhlecommerce.asia/rest/v1/OAuth/AccessToken?clientId=&lt;client ID assigned&gt;&amp;password=&lt;password assigned during subscription&gt;&amp;returnFormat=&lt;json&gt;</a>
Method	GET	
Parameters	ClientId	Client identification assigned when user/client subscribe to the API
	Password	Password assigned when user/client subscriber to the API
	ReturnFormat	Return message format. Option of <ul style="list-style-type: none"><li>• json (default)</li><li>• xml</li></ul> Case sensitive. If not provided, default is json.
Request Message Sample (请求举例)		<a href="https://sandbox.dhlecommerce.asia/rest/v1/OAuth/AccessToken?clientId=MjA2MjUyNDg1MA==&amp;password=MjAzMDI5MTU&amp;returnFormat=json">https://sandbox.dhlecommerce.asia/rest/v1/OAuth/AccessToken?clientId=MjA2MjUyNDg1MA==&amp;password=MjAzMDI5MTU&amp;returnFormat=json</a>

Response message Sample (返回信息举例)	<pre>{   "accessTokenResponse": {     "token": "b3f2a8700c721b34b187ffffe75e7b4",     "token_type": "Bearer",     "expires_in_seconds": "86400",     "client_id": "MjA2MjUyNDg1MA==",     "responseStatus": {       "code": "100000",       "message": "Service operation completed successfully",       "messageDetails": "Access token assigned."     }   } }</pre>
-------------------------------------	---

## 4. 获取标签

### 4.1 RESTful API

Service Name	获取发货面单
Endpoint URL	<a href="https://sandbox.dhlecommerce.asia/rest/v2/Label">https://sandbox.dhlecommerce.asia/rest/v2/Label</a>
Method	Post

#### Request Message Sample

报文范例:

```
{
  "labelRequest": {
    "hdr": {
      "accessToken": "86d367d0c91713059790fffe8bfc7e0b",
      "messageDateTime": "2017-03-27T15:28:15+08:00",
      "messageLanguage": "zh_CN",
      "messageType": "LABEL",
      "messageVersion": "1.4"
    }
  },
}
```

```
"bd": {
  "pickupAccountId": "5999999201",
  "soldToAccountId": "5999999201",
  "pickupDateTime": "2017-03-27T15:28:15+08:00",
  "pickupAddress": {
    "address1": "Pickupaddress1",
    "address2": "Pickupaddress2",
    "address3": "Pickupaddress3",
    "city": "PickupCity",
    "companyName": "Pickupcompanyname",
    "country": "CN",
    "district": "Pickupdistrict",
    "email": "pickup@email.com",
    "name": "pickupname",
    "phone": "13590205306",
    "postCode": "518109",
    "state": "pickupstate"
  },
  "shipperAddress": {
    "address1": "shipperaddress1",
    "address2": "shipperaddress2",
    "address3": "shipperaddress3",
    "city": "shipperCity",
    "companyName": "shippercompanyname",
    "country": "CN",
    "district": "shipperdistrict",
    "email": "shipper@email.com",
    "name": "shippername",
    "phone": "13590205306",
    "postCode": "518109",
    "state": "shipperstate"
  },
  "shipmentItems": [
    {
      "consigneeAddress": {
        "idNumber": null,
        "idType": null,
        "address1": "consigneeaddress1",
        "address2": "consigneeaddress2",
        "address3": "consigneeaddress3",
        "city": "consigneecity",
        "companyName": "consigneecompanyname",
```



```
    "country": "DE",
    "district": "consigneedistrick",
    "email": "consignee@email.com",
    "name": "consigneeName",
    "phone": "1234567890",
    "postCode": "627008",
    "state": "ConsigneeState"
  },
  "returnAddress": {
    "address1": "Returnaddress1",
    "address2": "Returnaddress2",
    "address3": "Returnaddress3",
    "city": "ReturnCity",
    "companyName": "Returncompanyname",
    "country": "CN",
    "district": "Returndistrict",
    "email": "Return@email.com",
    "name": "Returnname",
    "phone": "13590205306",
    "postCode": "518109",
    "state": "Returnstate"
  },
  "shipmentID": "TEST201708150001",
  "deliveryConfirmationNo": null,
  "packageDesc": "ShipmentDescription",
  "totalWeight": 660,
  "totalWeightUOM": "G",
  "codValue": 0,
  "contentIndicator": "00",
  "totalValue": 10,
  "currency": "USD",
  "customerReference1": "customerReference1",
  "customerReference2": "customerReference2",
  "freightCharge": 0,
  "height": null,
  "length": null,
  "width": null,
  "dimensionUOM": "CM",
  "incoterm": "DDU",
  "insuranceValue": 0,
  "productCode": "PPS",
  "remarks": "remarks",
```

```
      "shipmentContents": [  
        {  
          "contentIndicator": "00",  
          "countryOfOrigin": "CN",  
          "description": "contentdescription",  
          "descriptionExport": "中文描述",  
          "descriptionImport": "ENGdescription",  
          "grossWeight": 200,  
          "weightUOM": "G",  
          "hsCode": null,  
          "itemQuantity": 1,  
          "itemValue": 10,  
          "skuNumber": "SKU12345"  
        }  
      ],  
      "label": {  
        "format": "PNG",  
        "layout": "1x1",  
        "pageSize": "400x400"  
      }  
    }  
  }  
}
```

报文 4 级叠起:

```
{  
  "labelRequest": {  
    "hdr": {  
      "accessToken": "86d367d0c91713059790fffe8bfc7e0b",  
      "messageDateTime": "2017-03-27T15:28:15+08:00",  
      "messageLanguage": "zh_CN",  
      "messageType": "LABEL",  
      "messageVersion": "1.4"  
    }  
  }  
}
```

```
    },  
    "bd": {  
      "pickupAccountId": "5999999201",  
      "soldToAccountId": "5999999201",  
      "pickupDateTime": "2017-03-27T15:28:15+08:00",  
      "pickupAddress": {  
      },  
      "shipperAddress": {  
      },  
      "shipmentItems": [  
      ],  
      "label": {  
      }  
    }  
  }  
}
```

报文 5 级叠起:

```
{  
  "labelRequest": {  
    "hdr": {  
      "accessToken": "86d367d0c91713059790fffe8bfc7e0b",  
      "messageDateTime": "2017-03-27T15:28:15+08:00",  
      "messageLanguage": "zh_CN",  
      "messageType": "LABEL",  
      "messageVersion": "1.4"  
    },  
    "bd": {  
      "pickupAccountId": "5999999201",  
      "soldToAccountId": "5999999201",  
      "pickupDateTime": "2017-03-27T15:28:15+08:00",  
      "pickupAddress": {  
        "address1": "Pickupaddress1",  
        "address2": "Pickupaddress2",  
        "address3": "Pickupaddress3",  
        "city": "PickupCity",  
        "companyName": "Pickupcompanyname",  
        "country": "CN",  
        "district": "Pickupdistrict",  
        "email": "pickup@email.com",  
        "name": "pickupname",  
        "phone": "13590205306",  
        "postCode": "518109",  
        "state": "pickupstate"  
      }  
    }  
  }  
}
```

```
"shipperAddress": {  
  "address1": "shipperaddress1",  
  "address2": "shipperaddress2",  
  "address3": "shipperaddress3",  
  "city": "shipperCity",  
  "companyName": "shippercompanyname",  
  "country": "CN",  
  "district": "shipperdistrict",  
  "email": "shipper@email.com",  
  "name": "shippername",  
  "phone": "13590205306",  
  "postCode": "518109",  
  "state": "shipperstate"  
},  
"shipmentItems": [  
  { ... }  
],  
"label": {  
  "format": "PNG",  
  "layout": "1x1",  
  "pageSize": "400x400"  
}  
}  
}
```

## 4.2 请求信息字段规范及描述

### 4.2.1 字段定义属性描述及简介

字段属性全称	字段属性简称	字段属性描述
Mandatory	M	必须使用
Conditional	C	根据服务渠道来选择是否填写
Optional	O	选择使用
Not used	X	不被使用

#### 4.2.2 请求信息字段规范及描述

获取面单请求						
字段	路径	最短长度	最长长度	数据类型	属性	描述
LabelRequest	labelRequest	-	-	Group	M	
hdr	labelRequest/hdr	-	-	Group	M	
accessToken	labelRequest/hdr/accessToken	32	32	String	M	
messageDateTime	labelRequest/hdr/messageDateTime	-	-	Data Time	M	请求日期和时间 格式: CCYY-MMDDThh:mm:ssTZD 举例: 2017-03-27T15:28:15+08:00
messageLanguage	labelRequest/hdr/messageLanguage	-	-	String	M	语言: en/zh_CH/th_TH (英文、中文、泰语)
messageType	labelRequest/hdr/messageType	5	5	String	M	必须为“LABEL”
messageVersion	labelRequest/hdr/messageVersion	-	-	String	M	默认为“1.4”
bd	labelRequest/bd	-	-	Group	M	
pickupAccountId	labelRequest/bd/pickupAccountId	6	10	String	M	DHL Soldto Account
soldToAccountId	labelRequest/bd/soldToAccountId	6	10	String	M	DHL Pickup Account
pickupDateTime	labelRequest/bd/pickupDateTime	-	-	Data Time	M	提货日期和时间 格式: CCYY-MMDDThh:mm:ssTZD 举例: 2017-03-27T15:28:15+08:00
pickupAddress	labelRequest/bd/pickupAddress	-	-	Group	O	提货地址详情
address1	labelRequest/bd/pickupAddress/address1	1	50	String	M	提货地址栏位 1
address2	labelRequest/bd/pickupAddress/address2	1	50	String	O	提货地址栏位 2
address3	labelRequest/bd/pickupAddress/address3	1	30	String	O	提货地址栏位 3
city	labelRequest/bd/pickupAddress/city	1	30	String	M	提货地址城市
companyN	labelRequest/bd/pickupAddress/companyN	1	30	String	O	提货公司名称

	ame	ess/companyName					
	country	labelRequest/bd/pickupAddress/country	2	2	String	M	提货地址国家
	district	labelRequest/bd/pickupAddress/district	1	20	String	O	提货地址地区
	email	labelRequest/bd/pickupAddress/email	1	50	String	O	提货联系人邮箱
	name	labelRequest/bd/pickupAddress/name	1	30	String	M	提货联系人姓名
	phone	labelRequest/bd/pickupAddress/phone	1	20	String	O	提货联系人电话
	postCode	labelRequest/bd/pickupAddress/postCode	1	11	String	O	提货地址邮编
	state	labelRequest/bd/pickupAddress/state	2	20	String	O	提货地址州
	shipperAddress	labelRequest/bd/shipperAddress	-	-	Group	M	发件人地址详情
	address1	labelRequest/bd/shipperAddress/address1	1	130	String	M	发货地址栏位
	city	labelRequest/bd/shipperAddress/city	1	30	String	M	发货地址城市
	companyName	labelRequest/bd/shipperAddress/companyName	1	30	String	O	发货公司名称
	country	labelRequest/bd/shipperAddress/country	2	2	String	M	发货地址国家
	district	labelRequest/bd/shipperAddress/district	1	20	String	O	发货地址地区
	email	labelRequest/bd/shipperAddress/email	1	50	String	O	发货联系人邮箱
	name	labelRequest/bd/shipperAddress/name	1	30	String	M	发货联系人姓名
	phone	labelRequest/bd/shipperAddress/phone	1	20	String	O	发货联系人电话
	postCode	labelRequest/bd/shipperAddress/postCode	1	11	String	O	发货地址邮编
	state	labelRequest/bd/shipperAddress/state	2	20	String	O	发货地址州
	shipmentItems	labelRequest/bd/shipmentItems	-	-	Group	M	发货包裹信息详情
	consigneeAddress	labelRequest/bd/shipmentItems/consigneeAddress	-	-	String	M	收件人地址详情
	idNumber	labelRequest/bd/shipmentItems/consigneeAddress/idNumber	1	30	String	O	收件人 id, 默认为 null

	ber					
idType	labelRequest/bd/shipmentItems/consigneeAddress/idType	1	2	String	O	收件人 id 类型，默认为 null
address 1	labelRequest/bd/shipmentItems/consigneeAddress/address1	1	50	String	M	收件人地址栏位 1
address 2	labelRequest/bd/shipmentItems/consigneeAddress/address2	1	50	String	O	收件人地址栏位 2
address 3	labelRequest/bd/shipmentItems/consigneeAddress/address3	1	30	String	O	收件人地址栏位 3
city	labelRequest/bd/shipmentItems/consigneeAddress/city	1	30	String	M	收件人地址城市
companyName	labelRequest/bd/shipmentItems/consigneeAddress/CompanyName	1	30	String	O	收件人公司名称
country	labelRequest/bd/shipmentItems/consigneeAddress/country	2	2	String	M	收件人地址国家
district	labelRequest/bd/shipmentItems/consigneeAddress/district	1	20	String	O	收件人地址地区
email	labelRequest/bd/shipmentItems/consigneeAddress/email	1	50	String	O	收件联系人邮箱
name	labelRequest/bd/shipmentItems/consigneeAddress/name	1	30	String	M	收件联系人姓名
phone	labelRequest/bd/shipmentItems/consigneeAddress/phone	1	20	String	O	收件联系人电话
postCode	labelRequest/bd/shipmentItems/consigneeAddress/postCode	1	11	String	M	收件人地址邮编
state	labelRequest/bd/shipmentItems/consigneeAddress/state	2	20	String	C	收件人地址州（中美专线为必填项，且只接受 State 2 字代码，参考附件《美国州代码》）
returnAddress	labelRequest/bd/shipmentItems/returnAddress	-	-	Group	O	退件地址详情
address 1	labelRequest/bd/shipmentItems/returnAddress/address1	1	50	String	M	退件地址栏位 1
address 2	labelRequest/bd/shipmentItems/returnAddress/address2	1	50	String	O	退件地址栏位 2
address	labelRequest/bd/shipmentItems/returnAddress/address	1	30	String	O	退件地址栏位 3

3	ms/returnAddress/address3					
city	labelRequest/bd/shipmentItems/returnAddress/city	1	30	String	M	退件地址城市
companyName	labelRequest/bd/shipmentItems/returnAddress/companyName	1	30	String	O	退件联系人公司名称
country	labelRequest/bd/shipmentItems/returnAddress/country	2	2	String	M	退件地址国家
district	labelRequest/bd/shipmentItems/returnAddress/district	1	20	String	O	退件地址地区
email	labelRequest/bd/shipmentItems/returnAddress/email	1	50	String	O	退件联系人邮箱
name	labelRequest/bd/shipmentItems/returnAddress/name	1	30	String	M	退件联系人姓名
phone	labelRequest/bd/shipmentItems/returnAddress/phone	1	20	String	O	退件联系人电话
postCode	labelRequest/bd/shipmentItems/returnAddress/postCode	1	11	String	O	退件地址邮编
state	labelRequest/bd/shipmentItems/returnAddress/state	2	20	String	O	退件人地址州
shipmentID	labelRequest/bd/shipmentItems/shipmentID	1	35	String	M	发货号码（物流商流水号） 由客户自定义，必须以客户唯一前缀为首。 举例：HKABC1234567890
deliveryConfirmationNo	labelRequest/bd/shipmentItems/deliveryConfirmationNo	1	40	String	O	追踪号，默认为 null
packageDesc	labelRequest/bd/shipmentItems/packageDesc	3	50	String	M	包裹品类概括描述： 例如： Fashion/Watch/Electronic
totalWeight	labelRequest/bd/shipmentItems/totalWeight	1	5	Numeric	M	包裹总重量
totalWeightUOM	labelRequest/bd/shipmentItems/totalWeightUOM	1	3	String	M	包裹总重量单位：默认为“G”
codValue	labelRequest/bd/shipmentItems/codValue	-	-	Numeric	O	货到付款金额，默认为 0.00
contentIndicator	labelRequest/bd/shipmentItems/contentIndicator	2	2	String	M	包裹属性标识。 如客户未开通带电，则默认 null。 如客户开通带电，则 00 - 普货，04 - 带电。
totalValue	labelRequest/bd/shipmentItems/totalValue	-	-	Numeric	M	包裹总价值
currency	labelRequest/bd/shipmentItems/currency	3	3	String	M	包裹总价值币种



	ms/currency					
customerReference1	labelRequest/bd/shipmentItems/customerReference1	1	50	String	O	默认为 null
customerReference2	labelRequest/bd/shipmentItems/customerReference2	1	50	String	O	默认为 null
freightCharge	labelRequest/bd/shipmentItems/freightCharge	-	-	Numeric	O	货运费，默认为 0.00。
height	labelRequest/bd/shipmentItems/height	-	-	Numeric	O	包裹高
length	labelRequest/bd/shipmentItems/length	-	-	Numeric	O	包裹长
width	labelRequest/bd/shipmentItems/width	-	-	Numeric	O	包裹宽
dimensionUOM	labelRequest/bd/shipmentItems/dimensionUOM	2	2	String	M	包裹长度单位
incoterm	labelRequest/bd/shipmentItems/incoterm	3	3	String	M	国际贸易简制 (DDU - 平邮、挂号、中英、中澳) (DDP - 中美、中以)
insuranceValue	labelRequest/bd/shipmentItems/insuranceValue	-	-	Numeric	M	包裹保险金额
productCode	labelRequest/bd/shipmentItems/productCode	3	3	String	M	包裹产品编码
workshareIndicator	labelRequest/bd/shipmentItems/workshareIndicator	2	2	String	C	此字段只针对 WS 客户，直客无需填写。
remarks	labelRequest/bd/shipmentItems/remarks	1	200	String	O	包裹备注（会出现在报关标签中的 Remarks 中）
shipmentContents	labelRequest/bd/shipmentItems/shipmentContents	-	-	Group	M	包裹物品详细描述
contentIndicator	labelRequest/bd/shipmentItems/shipmentContents/contentIndicator	2	2	String	M	产品属性标识。 如客户未开通带电，则默认 null。 如客户开通带电，则 00 - 普货，04 - 带电。
countryOfOrigin	labelRequest/bd/shipmentItems/shipmentContents/countryOfOrigin	2	2	String	M	产品原产国。
description	labelRequest/bd/shipmentItems/shipmentContents/description	3	50	String	M	产品描述。
descriptionExport	labelRequest/bd/shipmentItems/shipmentContents/descriptionExport	1	50	String	M	产品中文出口描述。
descripti	labelRequest/bd/shipmentItems	1	50	String	M	产品英文进口描述。

			onImport	ms/shipmentContents/descriptionImport					
			grossWeight	labelRequest/bd/shipmentItems/shipmentContents/grossWeight	1	6	Numeric	O	产品净重。
			weightUOM	labelRequest/bd/shipmentItems/shipmentContents/weightUOM	1	6	String	M	产品净重单位。
			hsCode	labelRequest/bd/shipmentItems/shipmentContents/hsCode	6	20	String	O	产品海关编码（如果不确定就定义为 null，或 1234567890）
			itemQuantity	labelRequest/bd/shipmentItems/shipmentContents/itemQuantity	-	-	Integer	M	产品数量。
			itemValue	labelRequest/bd/shipmentItems/shipmentContents/itemValue	-	-	Numeric	O	产品单价。
			skuNumber	labelRequest/bd/shipmentItems/shipmentContents/skuNumber	1	50	String	M	产品 SKU 编码。
			label	inlineLabelReturn					仅可定义三个值： Y - 直接返回面单 N - 不返回面单，仅获取追踪号 U - 返回 URL 面单链接
				labelRequest/bd/inlineLabelReturn	1	1	String	O	
				format	-	-	Group	M	
				labelRequest/bd/label/format	3	3	String	M	包裹标签输出格式（PNG、PDF）
			layout	labelRequest/bd/label/layout	1	10	String	M	默认为"1x1"
			pageSize	labelRequest/bd/label/pageSize	1	10	String	M	包裹标签大小。（400x400 或 400x600）

## 4.3 返回信息字段描述

### 4.3.1 Response Message Sample - PNG

```
{
  "labelResponse": {
    "hdr": {
      "messageType": "LABEL",
      "messageDateTime": "2017-09-18T16:24:54+08:00",
      "messageVersion": "1.4",
      "messageLanguage": "zh_CN"
    },
    "bd": {
      "labels": [
        {
          "shipmentID": "TESTLY20170918001",
          "deliveryConfirmationNo": "LW156499151DE",
          "labelURL": null,
          "content": "第一张 PNG 图片 Base64 字节流",
          "responseStatus": {
            "code": "200",
            "message": "成功",
            "messageDetails": [
              {
                "messageDetail": "货次已处理，而标签亦已生成；"
              }
            ]
          }
        },
        {
          "shipmentID": "TESTLY20170918001",
          "deliveryConfirmationNo": "LW156499151DE",
          "labelURL": null,
          "content": "第二张 PNG 图片 Base64 字节流",
          "responseStatus": {
            "code": "200",
            "message": "成功",
            "messageDetails": [

```

```
        "messageDetail": "货次已处理，而标签亦已生成；"
      }
    ]
  },
  "responseStatus": {
    "code": "200",
    "message": "成功",
    "messageDetails": [
      {
        "messageDetail": "所有货次已顺利处理。"
      }
    ]
  }
}
```

**Note:** 此处 Base 64 字节为 PNG 格式。请 IT 将 Base64 字节流转化为 PNG 格式。

#### 4.3.2 Request Message Sample – PDF

```
{
  "labelResponse": {
    "hdr": {
      "messageType": "LABEL",
      "messageDateTime": "2017-09-18T16:41:41+08:00",
      "messageVersion": "1.4",
      "messageLanguage": "zh_CN"
    },
    "bd": {
      "labels": [
        {
          "shipmentID": "TESTLY20170918002",
          "deliveryConfirmationNo": "LW156499678DE",
          "labelURL": null,

```

```
"content": "PDF 标签文档 Base64 字节流",
"responseStatus": {
  "code": "200",
  "message": "成功",
  "messageDetails": [
    {
      "messageDetail": "货次已处理，而标签亦已生成；"
    }
  ]
},
],
"responseStatus": {
  "code": "200",
  "message": "成功",
  "messageDetails": [
    {
      "messageDetail": "所有货次已顺利处理。"
    }
  ]
}
}
```

**Note:** 此处 Base 64 字节为 PDF 格式。请 IT 将 Base64 字节流转化为 PDF 文档。

## 5. 可选步骤

### 5.1 编辑发货数据

Service Name	编辑包裹信息
Endpoint URL	<a href="https://sandbox.dhlecommerce.asia/rest/v2/Label/Edit">https://sandbox.dhlecommerce.asia/rest/v2/Label/Edit</a>
Method	Post

请务必保证以下 3 个字段的准确（需与第一次 Label Request 报文中的字段赋值相同）：

**"pickupAccountId": "5999999201",**

**"soldToAccountId": "5999999201",**

**"shipmentID": "TEST20170926001"**

Note: 发货数据只可以在数据自动提交之前进行编辑。

**数据自动提交时间为每天 2:00pm / 6:00pm / 23:00pm**

编辑包裹信息报文 edit shipment label request sample:

```
{
  "labelRequest": {
    "hdr": {
      "accessToken": "7c638df0983a11499014fffff84929c2",
      "messageDateTime": "2017-03-27T15:28:15+08:00",
      "messageLanguage": "zh_CN",
      "messageType": "EDITSHIPMENT",
      "messageVersion": "1.4"
    },
    "bd": {
      "pickupAccountId": "5999999201",
      "soldToAccountId": "5999999201",
      "pickupDateTime": "2017-03-27T15:28:15+08:00",
      "pickupAddress": {
        "address1": "Pickupaddress1",
        "address2": "Pickupaddress2",
        "address3": "Pickupaddress3",
        "city": "PickupCity",
        "companyName": "Pickupcompanyname",
        "country": "CN",
        "district": "Pickupdistrict",
        "email": "pickup@email.com",
        "name": "pickupname",
        "phone": "13590205306",
        "postCode": "518109",
      }
    }
  }
}
```

```
        "state": "pickupstate"
    },
    "shipperAddress": {
        "address1": "shipperaddress1",
        "address2": "shipperaddress2",
        "address3": "shipperaddress3",
        "city": "shipperCity",
        "companyName": "shippercompanyname",
        "country": "CN",
        "district": "shipperdistrict",
        "email": "shipper@email.com",
        "name": "shippername",
        "phone": "13590205306",
        "postCode": "518109",
        "state": "shipperstate"
    },
    "shipmentItems": [
        {
            "consigneeAddress": {
                "idNumber": null,
                "idType": null,
                "address1": "consigneeaddress1",
                "address2": "consigneeaddress2",
                "address3": "consigneeaddress3",
                "city": "consigneecity",
                "companyName": "consigneecompanyname",
                "country": "DE",
                "district": "consigneedistrict",
                "email": "consignee@email.com",
                "name": "consigneename",
                "phone": "1234567890",
                "postCode": "627008",
                "state": "ConsigneeState"
            },
            "returnAddress": {
                "address1": "Returnaddress1",
                "address2": "Returnaddress2",
                "address3": "Returnaddress3",
                "city": "ReturnCity",
                "companyName": "Returncompanyname",
                "country": "CN",
                "district": "Returndistrict",
```

```
        "email": "Return@email.com",
        "name": "Returnname",
        "phone": "13590205306",
        "postCode": "518109",
        "state": "Returnstate"
    },
    "shipmentID": " TEST20170926001",
    "deliveryConfirmationNo": null,
    "packageDesc": "ShipmentDescription",
    "totalWeight": 660,
    "totalWeightUOM": "G",
    "codValue": 0,
    "contentIndicator": "00",
    "totalValue": 10,
    "currency": "USD",
    "customerReference1": "customerReference1",
    "customerReference2": "customerReference2",
    "freightCharge": 0,
    "height": null,
    "length": null,
    "width": null,
    "dimensionUOM": "CM",
    "incoterm": "DDU",
    "insuranceValue": 0,
    "productCode": "PPS",
    "remarks": "remarks",
    "shipmentContents": [
        {
            "contentIndicator": "00",
            "countryOfOrigin": "CN",
            "description": "contentdescription",
            "descriptionExport": "中文描述",
            "descriptionImport": "ENGdescription",
            "grossWeight": 200,
            "weightUOM": "G",
            "hsCode": null,
            "itemQuantity": 1,
            "itemValue": 10,
            "skuNumber": "SKU12345"
        }
    ]
}
```



```
    ],  
    "label": {  
      "format": "PNG",  
      "layout": "1x1",  
      "pageSize": "400x400"  
    }  
  }  
}  
}
```

编辑包裹返回报文:

```
{  
  "labelResponse": {  
    "hdr": {  
      "messageType": "EDITSHIPMENT",  
      "messageDateTime": "2017-10-13T08:25:29Z",  
      "messageVersion": "1.4",  
      "messageLanguage": "zh_CN"  
    },  
    "bd": {  
      "labels": [  
        {  
          "shipmentID": "TEST201710130001",  
          "deliveryConfirmationNo": "RX524229233DE",  
          "labelURL": null,  
          "content": "标签 PDFBase64 字节流",  
          "responseStatus": {  
            "code": "200",  
            "message": "成功",  
            "messageDetails": [  
              {  
                "messageDetail": "货次已处理，而标签亦已生成；"  
              }  
            ]  
          }  
        }  
      ]  
    }  
  },  
  "responseStatus": {
```

```
    "code": "200",
    "message": "成功",
    "messageDetails": [
      {
        "messageDetail": "所有货次已顺利处理。"
      }
    ]
  }
}
```

**Note:** 请 IT 将 Base64 字节流转化为 PDF 文档。

## 5.2 重新获取标签

Service Name	重新获取标签
Endpoint URL	<a href="https://sandbox.dhlecommerce.asia /rest/v2.Label.Reprint/">https://sandbox.dhlecommerce.asia /rest/v2.Label.Reprint/</a>
Method	Post

重新获取标签报文:

```
{
  "labelReprintRequest": {
    "hdr": {
      "messageType": "LABELREPRINT",
      "messageDateTime": "2016-01-12T11:20:27+08:00",
      "accessToken": "c08a192076a61375bbd1ffffc7f047f3",
      "messageVersion": "1.0",
      "messageLanguage": "zh_CN"
    },
    "bd": {
      "pickupAccountId": "5999999201",
      "soldToAccountId": "5999999201",
      "shipmentItems": [
```

```
{
  {
    "shipmentID": "TEST201710100002"
  }
]
```

重新获取标签返回报文:

```
{
  "labelReprintResponse": {
    "hdr": {
      "messageType": "LABELREPRINT",
      "messageDateTime": "2017-10-11T16:24:32+08:00",
      "accessToken": "c08a192076a61375bbd1ffffc7f047f3",
      "messageVersion": "1.0",
      "messageLanguage": "zh_CN"
    },
    "bd": {
      "shipmentItems": [
        {
          "shipmentID": "TEST201710100002",
          "deliveryConfirmationNo": "RX590415529DE",
          "content": " PDF 标签文档 Base64 字节流",
          "responseStatus": {
            "code": "200",
            "message": "成功",
            "messageDetails": "标签重印成功。"
          }
        }
      ]
    },
    "responseStatus": {
      "code": "200",
      "message": "成功",
      "messageDetails": "所有的包裹标签重印成功。"
    }
  }
}
```

```
}
```

**Note:** 请 IT 将 Base64 字节流转化为 PDF 文档。

### 5.3 追踪信息查询

Service Name	获取包裹追踪信息
Endpoint URL	https://sandbox.dhlecommerce.asia/rest/v2/Tracking
Method	Post

Tracking Request Sample:

追踪信息查询报文:

```
{
  "trackItemRequest": {
    "trackingReferenceNumber": [
      "CNBBTP0125103680"
    ],
    "messageLanguage": "zh_CN",
    "messageVersion": "1.1",
    "token": "38186820de8a1358bb27fffea578a5f5"
  }
}
```

Response Message Sample:

返回报文示例:

```
{
  "trackItemResponse": {
    "messageLanguage": "zh_CN",
    "messageVersion": "1.1",
    "responseText": "1 发现物品..成功",
  }
}
```

```
"responseCode": 0,
"items": [
  {
    "id": null,
    "shipmentID": "CNBBTP0125103680",
    "trackingID": "LW079789432DE",
    "orderNumber": "89996325948",
    "consignmentNoteNumber": "89996325948",
    "serviceCode": {
      "code": "PPS",
      "mailTerminalId": null
    },
    "destination": {
      "countryCode": "SE"
    },
    "weight": "146.96",
    "weightUnit": "G",
    "events": [
      {
        "status": "71005",
        "description": "SUBMITTED",
        "timestamp": "2017-08-31 10:00:13",
        "timezone": "GMT",
        "address": {
          "city": "Longhua District SZ",
          "postalCode": "518000",
          "state": "190",
          "countryCode": "CN"
        }
      },
      {
        "status": "77123",
        "description": "Electronic Notification Received",
        "timestamp": "2017-08-31 18:14:12",
        "timezone": "LT",
        "address": {
          "city": null,
          "postalCode": null,
          "state": null,
          "countryCode": "CN"
        }
      }
    ]
  },
]
```

```
{
  "status": "77206",
  "description": "PICKED UP",
  "timestamp": "2017-09-04 22:28:48",
  "timezone": "LT",
  "address": {
    "city": "深圳市",
    "postalCode": null,
    "state": null,
    "countryCode": "CN"
  }
},
{
  "status": "77014",
  "description": "Arrival at Facility",
  "timestamp": "2017-09-05 17:49:26",
  "timezone": "LT",
  "address": {
    "city": "Shenzhen",
    "postalCode": null,
    "state": null,
    "countryCode": "CN"
  }
},
{
  "status": "77015",
  "description": "Processing at DHLeC Facility",
  "timestamp": "2017-09-05 20:50:10",
  "timezone": "LT",
  "address": {
    "city": "Shenzhen",
    "postalCode": null,
    "state": null,
    "countryCode": "CN"
  }
},
{
  "status": "77032",
  "description": "Departed DHLeC Facility",
  "timestamp": "2017-09-06 03:15:12",
  "timezone": "LT",
  "address": {
```

```
        "city": "Shenzhen",
        "postalCode": null,
        "state": null,
        "countryCode": "CN"
    },
    {
        "status": "77052",
        "description": "Processing at Facility",
        "timestamp": "2017-09-07 10:35:27",
        "timezone": "LT",
        "address": {
            "city": "MT Hongkong",
            "postalCode": null,
            "state": null,
            "countryCode": " "
        }
    },
    {
        "status": "77052",
        "description": "Processing at Facility",
        "timestamp": "2017-09-07 17:22:16",
        "timezone": "LT",
        "address": {
            "city": "Deutsche Post Singapore",
            "postalCode": null,
            "state": null,
            "countryCode": "SG"
        }
    },
    {
        "status": "77203",
        "description": "Departed on Outbound Flight",
        "timestamp": "2017-09-08 10:10:00",
        "timezone": "LT",
        "address": {
            "city": "HONG KONG",
            "postalCode": null,
            "state": null,
            "countryCode": "CN"
        }
    },
    ],
```

```
{
  "status": "77200",
  "description": "Departed from Transit Facility",
  "timestamp": "2017-09-07 13:46:24",
  "timezone": "LT",
  "address": {
    "city": "DPHKG",
    "postalCode": null,
    "state": null,
    "countryCode": "DP"
  }
},
{
  "status": "77235",
  "description": "Shipment arrived at destination country",
  "timestamp": "2017-09-09 12:45:00",
  "timezone": "LT",
  "address": {
    "city": "Arlanda",
    "postalCode": null,
    "state": null,
    "countryCode": "SE"
  }
},
{
  "status": "77057",
  "description": "Arrival at Destination Country",
  "timestamp": "2017-09-10 20:44:00",
  "timezone": "LT",
  "address": {
    "city": "STOCKHOLM",
    "postalCode": null,
    "state": null,
    "countryCode": "SE"
  }
},
{
  "status": "77201",
  "description": "Departed from Local Distribution Center",
  "timestamp": "2017-09-11 16:10:00",
  "timezone": "LT",
  "address": {
```



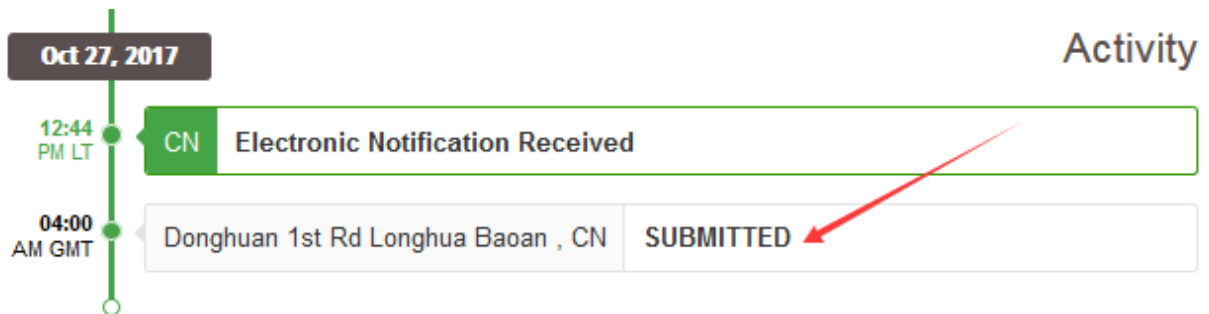
```
        "city": "SESTOA",
        "postalCode": null,
        "state": null,
        "countryCode": "SE"
    },
    {
        "status": "77090",
        "description": "Out for Delivery",
        "timestamp": "2017-09-12 14:17:00",
        "timezone": "LT",
        "address": {
            "city": null,
            "postalCode": null,
            "state": null,
            "countryCode": "SE"
        }
    },
    {
        "status": "77093",
        "description": "Delivered",
        "timestamp": "2017-09-14 17:11:00",
        "timezone": "LT",
        "address": {
            "city": null,
            "postalCode": null,
            "state": null,
            "countryCode": "SE"
        }
    }
]
```

请 IT 依次读取追踪信息返回报文中的 Description 以形成完整的追踪轨迹。

## 6. 自动提交功能

### 6.1 自动提交功能概述

- 包裹的第一条追踪信息将在数据自动提交之后出现。



- 提交动作有 DHL 后台自动运行，客户无需做任何动作。
- 如客户需要更改数据自动提交时间，请联系我司对接顾问。

## 7. 货物保险

在 API 中为货物购买保险，将包裹的保险金额添加到 insuranceValue 字段。

```

"shipmentID": "TEST20170926001",
"deliveryConfirmationNo": null,
"packageDesc": "ShipmentDescription",
"totalWeight": 660,
"totalWeightUOM": "G",
"codValue": 0,
"contentIndicator": "00",
"totalValue": 10,
"currency": "USD",
"customerReference1": "customerReference1",
"customerReference2": "customerReference2",
"freightCharge": 0,
"height": null,
"length": null,
"width": null,
"dimensionUOM": "CM",
"incoterm": "DDU",
"insuranceValue": 0,
    
```

SVP 包裹索赔仅限签订 SVP 索赔合同的客户使用，且仅适用于 DHL 跨境电商专线包裹 PLT/PLE, DHL 跨境电商可追踪包裹 PPS, DHL 跨境电商德国速通可追踪包裹 PPM.更多详情请参考附件” 索赔指引 DHL eCommerce Claims Submission Guideline 2019\_v3.2”

## 8. 附录

### 7.1 返回信息编码及释义

Value	Description
200	发货创建成功
201	因其他发货数据错误，导致此条发货未成功。
202	发货创建失败（请检查数据）
400	运行时发生错误
203	标签重新打印成功

### 7.2 服务代码

服务代码	服务名称
PKD	上海/深圳/香港 DHL 跨境电商标准包裹
PPS	上海/深圳/香港 DHL 跨境电商可追踪包裹
PKG	上海/深圳/香港 DHL 跨境电商经济包裹
PKM	上海/深圳/香港 DHL 跨境电商德国速通标准包裹
PPM	上海/深圳/香港 DHL 跨境电商德国速通可追踪包裹
PLT	上海/深圳/香港 DHL 跨境电商专线标准包裹(中法专线)
PLT	上海/深圳/香港 DHL 跨境电商专线标准包裹(中德专线)
PLT	上海/深圳/香港 DHL 跨境电商专线标准包裹(中加专线)
PLT	上海/深圳/香港 DHL 跨境电商专线标准包裹(中美专线)
PLT	上海/深圳/香港 DHL 跨境电商专线标准包裹(中澳专线)
PLT	上海/深圳/香港 DHL 跨境电商专线标准包裹(中以专线)

PLT	上海/深圳/香港 DHL 跨境电商专线标准包裹(泰国专线)
PLT	上海/深圳/香港 DHL 跨境电商专线标准包裹(马来西亚专线)
PLT	上海/深圳/香港 DHL 跨境电商专线标准包裹(新加坡专线)
PLT	上海/深圳/香港 DHL 跨境电商专线标准包裹(墨西哥专线)
PLE	上海/深圳/香港 DHL 跨境电商专线特快包裹(中美特快专线)
PLE	上海/深圳/香港 DHL 跨境电商专线特快包裹(马来西亚特快专线)
PLE	上海/深圳/香港 DHL 跨境电商专线特快包裹(新加坡特快专线)
PLE	上海/深圳/香港 DHL 跨境电商专线特快包裹(泰国特快专线)

### 7.3 语言代码

语言	语言代码
中文	en
英文	zh_CN
泰文	th_TH

如贵司对 API 对接有任何问题，请随时与我司对接顾问联系。

更多 API 对接资料请参考以下网址获取：

<https://sandbox.dhlecommerce.asia/API/docs/v2/overview.html#varNav=overview&CSUM=1>



## 9. 联系人清单

### 9.1 客户服务联系人清单

联系人	联系方法
Customer Service Team 客户服务团队（香港）	Phone: +852 2342 0702 Email: cs-ecom.hk@dhl.com
Customer Service Team 客户服务团队（华南）	Phone: 400 888 3500 Email: cs-ecom.cn@dhl.com
Customer Service Team 客户服务团队（华东）	Phone: 400 888 3500 Email: cs-ecom.cn@dhl.com

### 9.2 DHL 操作部门联系人清单



联系人	联系方法
Ivan Ip 操作部经理（香港）	Phone: +852 2342 0721 Email: ivan.ip@dhl.com
Poko Zhu 操作部经理（深圳）	Phone: +86 (755) 6129 8525 Email: poko.zhu@dhl.com
Rogen Xu 操作部经理（上海）	Phone: +86 (186) 1632 3465 Email: rogen.xu@dhl.com