



# **Operational Specification Royal Mail NetDespatch XML Job Submission**

**Version 2.6**  
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## Table of Contents

Document History .....	4
1 Introduction .....	5
1.1 Intended Audience .....	5
1.2 Overview .....	5
2 Messaging Protocol .....	6
2.1 Submitting Requests to NetDespatch .....	6
2.2 Submission Form for Testing .....	6
3 HTTP Request Header .....	7
4 XML Functions .....	8
4.1 Data types .....	8
5 NDXML Job Submission Request .....	9
5.1 Job Submission Request Structure .....	9
5.2 Job Submission Request .....	9
5.2.1 Credentials .....	10
5.2.2 Job Details .....	10
5.3 Sample NDXML for Job Submission Request .....	12
5.4 Using Issues .....	14
6 NDXML Job Submission Response .....	15
6.1 Job Submission Response Structure .....	15
6.2 Job Submission Response .....	15
6.2.1 Status Code .....	15
6.2.2 Response - NetDespatch Rejection .....	15
6.2.3 Response - NetDespatch Acceptance .....	16
6.3 Sample NDXML for Job Submission Response .....	16
6.3.1 XML Rejection .....	16
6.3.2 Response - NetDespatch Rejection .....	16
6.3.3 Response - NetDespatch Acceptance .....	17
7 NDXML Job Cancellation Request .....	18
7.1 Job Cancellation Request Structure .....	18
7.2 Cancellation Request .....	18
7.2.1 Credentials .....	18
7.2.2 Cancellation Details .....	19
7.3 Sample NDXML for Job Cancellation Request .....	19
8 NDXML Job Cancellation Response .....	20
8.1 Job Cancellation Response Structure .....	20
8.2 Job Cancellation Response .....	20
8.2.1 Status Code .....	20
8.2.2 Response - NetDespatch Rejection .....	20
8.2.3 Response - NetDespatch Acceptance .....	20
8.3 Sample NDXML for Job Cancellation Response .....	21
8.3.1 XML Rejection .....	21

8.3.2	Response - NetDespatch Rejection .....	21
8.3.3	Response - NetDespatch Acceptance.....	21
Appendix A	– Frequently Asked Questions.....	22
Appendix B	– Glossary .....	24

## Document History

Date	Version	By	Reason
23 <sup>rd</sup> October 2012	2.4g	Elliot Evans	Testing Disclaimer
27 <sup>th</sup> August 2103	2.4h	Becky Clark	Addition of Job Number (not used for RM)
27 <sup>th</sup> August 2103	2.4h	Becky Clark	Addition of new Products
14 <sup>th</sup> Dec 2013	2.5	Becky Clark	Addition of FAQs
23 <sup>rd</sup> December	2.5a	Becky Clark	Formatting changes Single submission only
3 <sup>rd</sup> February 2014	2.5b	Becky Clark	Contact updates + correction to para 5.4 in FAQs
8 <sup>th</sup> February 2014	2.5c	Becky Clark	Formatting fix for 5.4 and further FAQs
27 <sup>th</sup> August 2014	2.5c / RM	Becky Clark	Addition of labelURL
18 <sup>th</sup> November 2015	2.6	Rebecca Crossan	Removal of Appendix C (Replaced by Reference to ND RM Domestic and International Product Guide)

# 1 Introduction

The purpose of this document is to describe the Royal Mail NetDespatch XML Interface (NDXML). Versions of the interface with a character suffix (e.g. 1.2a) contain only minor modifications.

All acronyms used in this document can be found in the Glossary in Appendix B.

## 1.1 *Intended Audience*

This document should be read by the person responsible for IT systems integration.

Please note that there is a 'frequently asked questions' section in Appendix A.

## 1.2 *Overview*

NDXML allows shippers to submit requests electronically to the NetDespatch booking and tracking system.

A request is made to NetDespatch by sending a message formatted as a raw HTTP POST using XML over an HTTP or HTTPS connection. A response will be made from NetDespatch over the same connection also formatted as XML. If an error has occurred, the response will include an error code and message.

## 2 Messaging Protocol

### 2.1 Submitting Requests to NetDespatch

Messages are sent to NetDespatch using an HTTP or HTTPS POST request. The XML message is included as raw content after the HTTP(S) Request Header.

Each message sent contains a credentials section used to authenticate the client and validate the document. Upon receiving the message, the NetDespatch XML Gateway assigns a handler to the request. The handler authenticates the user, validates & processes the request and immediately returns a response over the established HTTP(S) connection.

If the request was unsuccessful, an error code is returned with an appropriate error message explaining the reason for rejection.

XML requests to NetDespatch Velocity should be sent to  
<http://www.vtp.netdespatch.com/NDServe/XAServer> (UAT)  
<http://xmlapi.emea.netdespatch.com/NDServe/XAServer> (Live)

### 2.2 Submission Form for Testing

Test requests to NetDespatch Velocity can be sent manually using  
<http://www.vtp.netdespatch.com/xml/testXAServe.php> (UAT)  
<http://emea.netdespatch.com/xml/testXAServe.php> (Live)

***\*Warning: The UAT platform is used by both customers and the NetDespatch UAT teams. It may become unavailable at any time due to deployment activity, and on occasion the data will be 'rolled back' to a previous 'snapshot'.***

***Please keep NetDespatch Support informed if you are conducting extensive tests on this platform so that they can warn you on these occasions.\****

### 3 HTTP Request Header

Each request to Royal Mail on the NetDespatch platform must be initiated with an HTTP Request Header.

```
POST /NDServe/XAServer HTTP/1.1
Host: xmlapi.emea.netdespatch.com
Connection: Close
Pragma: no-cache
Cache-Control: no-cache
Accept: */*
Content-Type: text/xml; charset=utf-8
Content-Length: 3653
User-Agent: NDHttp/1.1 (compatible; MSIE 5.5; Linux)
Referer: YourCompany;YourApplication

<?xml version="1.0" encoding="UTF-8"?>
<ndxml versi.....
```

The Request Header fields are fixed up to “Content-Length”. This and subsequent fields should contain appropriate information for the request.



## 4 XML Functions

The following functions are implemented in the NDXML Job Submission interface:

- Job Submission Request
- Job Submission Response
- Job Cancellation
- Job Cancellation Response

The remaining sections define the data fields required in the requests, with examples, and the expected responses. The following notation is used.

### 4.1 Data types

The following format is used for the Data Type:

- **N** [a,b] – Numeric of maximum length [a] digits with [b] decimal places
- **\$** - Currency (N [10,2])
- **C** – Char
- **X** [a]- String of maximum length [a]
- **L** - Logical (“True” or “False”)
- **Date** - format YYYY-MM-DD
- **Time** - format HH:MM:SS (24 Hour clock)

## 5 NDXML Job Submission Request

### 5.1 Job Submission Request Structure

Notes	
<?xml version="1.0" encoding="UTF-8"?>	
<!DOCTYPE ndxml PUBLIC "-//NETDESPATCH/ENTITIES/Latin" "ndentity.ent">	(see note below)
<ndxml version="2.0">	
<credentials> .... </credentials>	
<request id="1" function="createNewJob" styleTag= "ROYALMAIL"	(one request only)
responseType="labelURL">	(see note below)
<job jobtype="xx">	(xx = HT, TH, TT)
<options>..... </options>	
<segment number="1" type="P">..... </segment>	
<segment number="2" type="D">..... </segment>	
</job>	
</request>	
</ndxml>	

Note : The **DOCTYPE** declaration is critical to ensure various HTML entities are processed (such as &pound; &copy; and so on).

The 'styleTag' field must be declared as 'ROYALMAIL' to ensure that data is processed correctly.

**The responseType option should only be used if a URL from which to print a label is required in the response.**

### 5.2 Job Submission Request

This function is used to submit a new job to Royal Mail on the NetDespatch platform.

For full details of the exact XML format for each field, see the example in 5.3. The following tables define the content for each field, the length and type and whether it is mandatory.

Note: Fields defined as 'opt' may have been defined as mandatory within the customer's own 'Order Rules'.

When the Request has been submitted (section 2) the same rules, workflow and functions will be triggered as if the job had been entered using an online booking form. The NDXML processor will return an XML Response (see section 6) signalling whether the job submission has been accepted or rejected.

## 5.2.1 Credentials

This section is required to authenticate the user.

Field / <Section>	Req?	Notes	Data Type
identity	Yes	NetDespatch User ID (lower case)	X [25]
password	Yes	NetDespatch Password (case sensitive)	X [25]
language	Yes	"name="" modifier="en"	

## 5.2.2 Job Details

*Note: Fields defined as 'opt' are mandatory only when the account has been set up to require them.*

Units of Measure and Currency are Kilograms, Millimetres and GBP.

Field	Req?	Notes	Example	Data Type
<job>		Only one per submission		
jobType	Yes	Here to There - Delivery (HT)	HT	XX
tariff code	Yes	Allowed Tariff Code (Please refer to the ND Royal Mail Domestic and International Product Guide for available Tariff Codes)	TPN01P	X[6]
service code	Yes	Fixed	ON	X[6]
account id	Yes	Your Royal Mail Account ID	1234567890	X [15]
pickupDateTime	Yes	Order Date / Date of Collection	date="2014-10-21" time="10:20:00"	Date Time
reference	Opt	Your Reference	123/456	X [20]
costcentre	Opt	Second Customer Reference	SALES	X [30]
notes	No	Safe Place Instructions (Safe Place tariffs only)	Leave in porch	X[30]
<i>options</i>				
confirmEmail	No	Email address for NetDespatch Confirmation / Accept Email. Multiple email addresses can be entered separated by a space	a@b.com	X[150]
PODEmail	No	Email address for NetDespatch POD email. Multiple email addresses can be entered separated by a space	a@b.com	X[150]
<segment>	Yes	There must always be two segments number = "1" type = "P" (pickup details) number = "2" type = "D" (delivery details)	number="1" type="P"	
orderDateTime	Yes	Order Date (same as pickupDateTime)	date="2015-10-21" time="10:20:00"	Date Time
deadlineDateTime	Opt	(P) Closing Time (latest time for collection)	date="2015-10-21" time="17:30:00"	Date Time
description	Opt	Description of Goods	General Goods	X(40)
<i>address details</i>				
company	Yes	Company or Contact Name	ABC Ltd	X[40]
building	Opt			X[40]
street	Yes		High St	X[40]

locality	Opt			X[40]
town	Yes	City or Town Name	Marlow	X[40]
county	Opt	County or State		X[40]
zip	Yes	Post Code (Mandatory for GB)	SL7 2UL	X[20]
country	Yes	Country (ISOCode = 3166 country code) May only be 'GB'	ISOCode="GB" United Kingdom	X[40]
<i>contact details</i>				
name	Opt	Contact full name	Mr. Jo Smith	X[40]
telephone	Opt	Contact (extension &) telephone number (include country codes outside the U.K.)	ext = "123" 01628 471047	X(10) X[20]
fax	No	Fax number (include country codes outside the U.K.)	441628 470671	X(20)
email	No	Contact Email Address(es) – separate with space	a@b.com	X[50]
mobile	No	Contact Mobile telephone number (include country codes outside the U.K.)	07771 123123	X(20)
pieces	Yes	Number of items (always 1)	1	N[5]
weight	Yes	Total weight of items (to 2 decimal places)	10	N[10,2]
dimensions x,y,z	Opt	Dimensions of the parcel. Either provide all three dimensions or none at all.	x="5" y="10" z="20"	N[10] N[10] N[10]
alertEmail	No	Is a NetDespatch alert email required?	"false"	L
</segment>				
</job>				

### 5.3 Sample NDXML for Job Submission Request

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE ndxml PUBLIC "-//NETDESPATCH//ENTITIES/Latin" "ndentity.ent">
<ndxml version="2.0">
  <credentials>
    <identity>userid</identity>
    <password>password</password>
    <language name="" modifier="en"/>
  </credentials>

  <request id="1" function="createNewJob" styleTag="ROYALMAIL"
responseType="labelURL">
    <job jobType="HT">
      <tariff code="TPN01P"/>
      <service code="ON"/>
      <account id="Test"/>
      <pickupDateTime date="2014-10-26" time="21:30:00"/>
      <reference>XML Ref</reference>
      <costcentre>XML CC1</costcentre>
      <notes>Leave with neighbour</notes>

      <options>
        <confirmEmail>confirm@example.com</confirmEmail>
        <PODEmail>POD@example.com</PODEmail>
      </options>

      <segment number="1" type="P">
        <orderDateTime date="2014-10-26" time="21:30:00"/>
        <deadlineDateTime date="2014-10-26" time="23:30:00"/>
        <description>GENERAL GOODS</description>
        <address>
          <company>XYZ Computer Security Ltd</company>
          <building>Unit 999</building>
          <street>A Business Park</street>
          <locality>Example Road South</locality>
          <town>ExampleTown</town>
          <county>W Midlands</county>
          <zip>WS10 8PP</zip>
          <country ISOCode="GB">United Kingdom</country>
        </address>
        <contact>
          <name>Main Reception </name>
          <telephone ext="123">01922 666666</telephone>
          <fax>01922 777777</fax>
          <email>becky@despatch.net</email>
          <mobile>07979 534567</mobile>
        </contact>
        <pieces>1</pieces>
        <weight>5</weight>
        <dimensions x="1" y="2" z="3"/>
        <alertEmail value="false"/>
      </segment>
    </job>
  </request>
</ndxml>
```

```
<segment number="2" type="D">
    <orderDateTime date="2010-14-26" time="21:30:00"/>
    <description>GENERAL GOODS</description>
    <address>
        <company>Biotechnology Sciences Research
Council</company>
        <building>Computing Centre</building>
        <street>West Common</street>
        <locality>The Heath</locality>
        <town>Harpenden</town>
        <county>Herts</county>
        <zip>AL5 2JE</zip>
        <country ISOCode="">United Kingdom</country>
    </address>
    <contact>
        <name>B Smith </name>
        <telephone ext="1000">0115 678905</telephone>
        <fax>01234 567890</fax>
        <email>someone@example.com</email>
        <mobile>07999 987987</mobile>
    </contact>
    <pieces>1</pieces>
    <weight>5</weight>
    <dimensions x="1" y="2" z="3"/>
    <alertEmail value="true"/>
</segment>
</job>
</request>
</ndxml>
```

## 5.4 Using Issues

If you receive an error 8070 in the response, it indicates that certain options have been set for your account that under some conditions generate an 'issue' that requires a true / false response e.g. Saturday reminder, aggregate parcels. Use the code below to set the 'issue' to true or false. Alternatively ask your carrier to unset the options on your account.

An xml issue can be affirmed (1) by placing the 'issues' code after the last job segment.

```
</segment>  
<issues>  
<issue id="16384">1</issue>  
</issues>  
</job>
```

Issue Code	Meaning
2	Saturday Reminder required (true = Saturday delivery required)
1024	Collection Date more than 30 days ahead (true = OK)

## 6 NDXML Job Submission Response

### 6.1 Job Submission Response Structure

Notes
<?xml version="1.0" encoding="UTF-8"?>
<ndxml version="2.0">
<status code="OK" />
<response id="1" function="createNewJob">
<status code="OK" />
<job uniqueRef="4574z1539" jobRef="1539" >
<consignment number="XXXXXXXXXXXXX" />
<reference>Customer Ref</reference>
<deadlineDateTime date="2010-09-21" time="16:00:00" />
<jobNumber />
<labelData>
<url>http://.....</url>
</labelData>
</job>
</response>
</ndxml>

### 6.2 Job Submission Response

Each job submitted to Royal Mail on the NetDespatch platform will be validated at two levels

- XML formatting
- Normal NetDespatch validation

#### 6.2.1 Status Code

Field	Req?	Notes	Example	Data Type
status code	Yes	ERROR - XML formatting error errorCode="9999" followed by error message OK – XML is OK	ERROR	X[5]

#### 6.2.2 Response - NetDespatch Rejection

Field	Req?	Notes	Example	Data Type
response id	Yes	"1" + the requested function	createNewJob	X[255]
niceError	Yes	NetDespatch error message	Access Denied	X[255]
status code	Yes	NetDespatch Internal Error Code	4003	N[4]



### 6.2.3 Response - NetDespatch Acceptance

Field	Req?	Notes	Example	Data Type
response id	Yes	"1" + the requested function	createNewJob	X[255]
job	Yes	NetDespatch Unique Reference Number uniqueRef – complete reference jobRef – partial	uniqueRef="4574z1539" jobRef="1539" />	X[255]
consignment number	Yes	Consignment Number generated (up to 20 characters)	consignment number = "EP500596935NZ"	X(20)
reference	No	The Customer reference supplied in 'Your reference'	reference = "ABCD"	X(20)
deadlineDateTime	No	The calculated deadline date and time	date="2014-09-21" time = "16:00:00"	Date Time
jobNumber	No	Not used for Royal Mail	jobNumber=""	X(25)
labelData	No	only returned when responseType = labelURL		
url	No	url from which a label can be printed (if requested) http://.....		X[255]

## 6.3 Sample NDXML for Job Submission Response

### 6.3.1 XML Rejection

```
<?xml version="1.0" encoding="UTF-8"?>
<ndxml version="2.0">
  <status code="ERROR" errorCode="1000">Error on line 12: Element
type "tariff" must be followed by either attribute specifications, ">"
or ">".</status>
</ndxml>
```

### 6.3.2 Response - NetDespatch Rejection

```
<?xml version="1.0" encoding="UTF-8"?>
<ndxml version="2.0">
  <status code="OK" />
  <response id="1" function="createNewJob">
    <niceError>Access Denied (check credentials)</niceError>
    <status code="ERROR" errorCode="4003"></status>
  </response>
</ndxml>
```

### 6.3.3 Response - NetDespatch Acceptance

```
<?xml version="1.0" encoding="UTF-8"?>
<ndxml version="2.0">
  <status code="OK" />
  <response id="1" function="createNewJob">
    <status code="OK" />
    <job uniqueRef="4574z1539" jobRef="1539" >
      <consignment number="xxxxxxxxxxxxxx" />
      <reference>Customer Ref</reference>
      <deadlineDateTime date="2010-10-06" time="16:00;00" />
      <jobNumber />
      <labelData>
        <url>http://.....</url>
      </labelData>
    </job>
  </response>
</ndxml>
```

## 7 NDXML Job Cancellation Request

### 7.1 Job Cancellation Request Structure

Notes
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE ndxml PUBLIC "-//NETDESPATCH/ENTITIES/Latin" "ndentity.ent">
<ndxml version="2.0">
<credentials> .... </credentials>
<request id="1" function="cancelJob" >
<trackingUpdate>
</trackingUpdate>
</request>
</ndxml>

Note: The **DOCTYPE** declaration is critical to ensure various HTML entities are processed (such as &pound; &copy; and so on).

### 7.2 Cancellation Request

This function is used to cancel an existing job in the Royal Mail Velocity system.

For full details of the exact XML format for each field, see the example in 7.3. The following tables define the content for each field, the length and type and whether it is mandatory.

When the Request has been submitted (section 2) the same rules, workflow and functions will be triggered as if the job had been cancelled using the client option.

The NDXML processor will return an XML Response (see section 8) signalling whether the cancellation submission has been accepted or rejected.

#### 7.2.1 Credentials

This section is required to authenticate the user.

Field / <Section>	Req?	Notes	Data Type
identity	Yes	NetDespatch User ID (lower case - Client or Member only)	X [25]
password	Yes	NetDespatch Password (case sensitive)	X [25]
language	Yes	"name="Default_Velocity" modifier="en"	

## 7.2.2 Cancellation Details

Field	Req?	Notes	Example	Data Type
<trackingUpdate>				
uniqueRef	Yes	Format can be 999z9999 or just 9999 (after the z)	2z8888 or 8888	X(15)
code	Yes	Tracking Code	CAN	X(6)
detail	Yes	Reason	Duplicate	X(30)
trackingDateTime	Yes	Date / Time of Cancellation	date="2005-07-21" time="10:20:00"	Date Time
carrierCode	Yes	Not used (but must be present)		X(6)
</trackingUpdate>				

## 7.3 Sample NDXML for Job Cancellation Request

```

<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE ndxml PUBLIC "-//NETDESPATCH//ENTITIES/Latin"
"ndentity.ent">
<ndxml version="2.0">
  <credentials>
    <identity>User Id</identity>
    <password>Password</password>
  </credentials>
  <request id="1" function="cancelJob">
    <trackingUpdate>
      <uniqueRef>60590</uniqueRef>
      <code>CAN</code>
      <detail>Reason for cancel</detail>
      <trackingDateTime date="2006-04-28" time="16:05:00" />
      <carrierCode/>
    </trackingUpdate>
  </request>
</ndxml>

```

## 8 NDXML Job Cancellation Response

### 8.1 Job Cancellation Response Structure

Notes
<?xml version="1.0" encoding="UTF-8"?>
<ndxml version="2.0">
<status code="OK" />
<response id="1" function="cancelJob">
<status code="OK" />
</response>
</ndxml>

### 8.2 Job Cancellation Response

Each job submitted to Royal Mail Velocity will be validated at two levels

- c) XML formatting
- d) Normal Velocity validation

#### 8.2.1 Status Code

Field	Req?	Notes	Example	Data Type
status code	Yes	ERROR - XML formatting error errorCode="9999" followed by error message OK – XML is OK	ERROR	X[5]

#### 8.2.2 Response - NetDespatch Rejection

Field	Req?	Notes	Example	Data Type
response id	Yes	"1" + the requested function	createNewJob	X[255]
niceError	Yes	NetDespatch error message	Access Denied	X[255]
status code	Yes	NetDespatch Internal Error Code	4003	N[4]

#### 8.2.3 Response - NetDespatch Acceptance

Field	Req?	Notes	Example	Data Type
response id	Yes	"1" + the requested function	createNewJob	X[255]

## 8.3 Sample NDXML for Job Cancellation Response

### 8.3.1 XML Rejection

```
<?xml version="1.0" encoding="UTF-8"?>
<ndxml version="2.0">
  <status code="ERROR" errorCode="1000">Error on line 12: Element type
"tariff" must be followed by either attribute specifications, ">" or
"/>".</status>
</ndxml>
```

### 8.3.2 Response - NetDespatch Rejection

```
<?xml version="1.0" encoding="UTF-8"?>
<ndxml version="2.0">
  <status code="OK" />
  <response id="1" function="cancelJob">
    <niceError>Access Denied (check credentials)</niceError>
    <status code="ERROR" errorCode="4003"></status>
  </response>
</ndxml>
```

### 8.3.3 Response - NetDespatch Acceptance

```
<?xml version="1.0" encoding="UTF-8"?>
<ndxml version="2.0">
  <status code="OK" />
  <response id="1" function="cancelJob">
    <status code="OK" />
  </response>
</ndxml>
```

## Appendix A – Frequently Asked Questions

Before you contact the NetDespatch support team, please read the following frequently raised questions. If they do not answer your question then please log a case on-line at [www.netdespatch.com/support](http://www.netdespatch.com/support).

Error	Answer
Invalid user ID or Password	You must use a correct (case sensitive) user ID and password, allocated by the carrier, for the account(s) you have specified in the XML request. Make sure that you are submitting your requests to the correct platform (test or live) see para 2.
errorCode = "8070"	An option requiring a yes/no response ('issue') has been set up by the carrier for this account (examples are 'Saturday reminder' or 'late cut off'). See section 5.5., or ask your carrier to remove them.
Invalid Tariff Code	Make sure that you have used a tariff code allocated by the carrier, and also that you have completed the pieces, weight, nonDocs, insuranceValue and alertEmail tags in BOTH segments.
Premature End of File	Make sure that your header is correctly formatted. See section 3. In particular make sure you have ndxml = <ndxml> as the first line of the body, and also have included the Cache-Control line. Make sure you are sending the complete url – not split into POST and Host. Remove all spurious carriage returns and line-feeds.
Invalid Source Document – Error on line nn	You have used a reserved XML formatting character such as '&' in a data field. You will need to submit the full entity name in its place. &quot; (quote); &apos; (apostrophe); &amp; (ampersand); &lt; (less than);&gt; (greater than).
An unknown error has occurred	You have omitted mandatory fields from your XML, or have included one that is not allowed e.g. <session id=""/>
Account NNNN is not currently available for on-line booking	This message indicates that the account specified has been suspended. Please contact your carrier.
Question	Answer
Can I try out my XML?	Yes see section 2.2 – as some browsers truncate the response, this is best used with Firefox.
Is there an XSD?	No
Can I have a test account?	Yes, please request one through our support portal at <a href="http://www.netdespatch.com/support">www.netdespatch.com/support</a>
How do I print a label?	The XML will only generate a booking. To print a label you will need to use print / reprint from your menu, or else use NetDespatch Connector making sure that the account submitted in the XML is registered. For more information on NetDespatch Connector please request

	this through our support portal at <a href="http://www.netdespatch.com/support">www.netdespatch.com/support</a> .
Is the request or response a file?	No, you will need to use a web services submission formatted as a raw HTML POST using XML over an HTTPS connection. See section 1.2.
There is no response to my submission	Make sure that your header is correctly formatted. See section 3, and make sure you have completed the items highlighted in blue correctly, in particular that content-length is the actual number of characters in the request.
Can we omit the optional elements?	Yes, but it is recommended that you insert the element, but leave the data blank.
What is the encoding format?	UTF-8, restricted to Latin-1 (this includes western European accented characters), unless the 'nlc' namespace is used in section 5.4.
How many requests (shipments) can I include in each submission?	Just one request (shipment) for each submission.
Which URLs should I white-list, and where	On ports 80 - HTTP and 443 – HTTPS: <ul style="list-style-type: none"> <li>• <a href="http://emea.netdespatch.com">emea.netdespatch.com</a></li> <li>• <a href="http://xmlapi.emea.netdespatch.com">xmlapi.emea.netdespatch.com</a></li> <li>• <a href="http://soapapi.emea.netdespatch.com">soapapi.emea.netdespatch.com</a></li> </ul>
Can I alter a booking once it has been accepted?	No, but you can cancel it and submit a replacement. See para 7.



## Appendix B – Glossary

<b>ADSL</b>	Asymmetric Digital Subscriber Line
<b>DSL</b>	Digital Subscriber Line
<b>FTP</b>	File Transfer Protocol
<b>HTTP</b>	Hypertext Transport Protocol
<b>HTTPS</b>	Secure Hypertext Transport Protocol
<b>ISO</b>	International Organization for Standardization or International Standards Organization
<b>SMTP</b>	Simple Mail Transfer Protocol
<b>SSL</b>	Secure Socket Layer
<b>URL</b>	Uniform Resource Locator
<b>UTC</b>	Coordinated Universal Time
<b>XML</b>	Extensible Markup Language