Operational Specification
NetDespatch
Velocity International XML
Job Submission

Version 1.9b
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Table of Contents

Document History

Date	Version	By	Reason
21st September 2009	1.0	Becky Clark	VI launch
30th October 2009	1.1	Becky Clark	Correction to alert email field (value = true)
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23rd December 2013	1.9a	Becky Clark	Updates to FAQs Single submission only
8th February 2014	2.5c	Becky Clark	Contact Updates + further FAQs

1   Introduction

The purpose of this document is to describe the NetDespatch Velocity International 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 Velocity 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 Test Platform

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 NetDespatch Velocity 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 = "VCTYInt"`	(one request only)
`responseType="labelURL">`	(see note below)
`<job jobtype="xx">` `(xx = HT, TH, TT)`	
`<options>……     </options>`	
`<international>`	
`<parcels count="1">`	(one only)
`<parcel numParcels="1"  ……/>`	(one only)
`<parcelContent ……/>`	
`</parcel>`	
`<parcels/>`	
`</international>`	
`<segment number="1" type="P">……..` `</segment>`	
`<segment number="2" type="D">…….` `</segment>`	
`</job>`	
`</request>`	
`</ndxml>`	

Notes :
The **DOCTYPE** declaration is critical to ensure various HTML entities are processed (such as £ © and so on).

The 'styleTag' field is 'VCTYInt' (Velocity International) unless otherwise defined in a separately supplied specific NDXML 'style' document.

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 the NetDespatch Velocity International system.

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.

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="Default_Velocity" modifier="en"	

5.2.2 Job Details

Note: Fields defined as 'opt' may have been defined as mandatory within the customer's own 'Order Rules', or else are mandatory only when the defined stationery is to be produced (e.g. CN22 / CN23 or export invoice).

Units of Measure and Currency are those determined by your Carrier unless otherwise specified.

The following Account settings can be applied on request to NetDespatch.
a. For CN23 shipments, an export invoice can be produced
b. For CN22 and CN23 customs declarations can be 'signed' with the 'Booked for' name.
c. The CN23 customs code field can be defaulted

Field	Req?	Notes	Example	Data Type
<job>				
jobType	Yes	Here to There - Delivery (HT) There to Here - Collection (TH), There to There - Collection/Delivery (TT)	HT	XX
tariff code	Yes	Tariff Codes will be provided by your Carrier	TIEC	X[6]
service code	Yes	Fixed	IN	X[6]
account id	Yes	Account IDs will be provided by your Carrier	ND9999	X [15]
pickupDateTime	Yes	Order Date / Date of Collection	date="2014-12-31" time="10:20:00"	Date Time
reference	Opt	Customer Reference	123/456	X [20]
costcentre	Opt	Second Customer Reference	SALES	X [30]
notes	Opt	Collection / Delivery Instructions	Leave with Neighbour	X[255]
options details				
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]
Addressed	No	Addressed or Non Addressed labels Required for some Domestic (Postal) Shipments	true	L
international details	Yes			
exportType	Yes	Non EU shipments - Allowed Export Types will be provided by your Carrier	Returned Goods	X [40]
goodsFOC	Opt	Comm. / Export Invoice only – Is this a ProForma (free of charge) invoice?	false	L

bookedFor	No	The name of the person for whom this parcel is being shipped. (Can be used as the 'Signature' to print on declarations if set up on your account)	Fred Smith	X [30]	
indiciaNumber	Opt	CN22, DEIS (Direct, Permit). Only required if more than one available for the account.		X [6]	
nonDeliveryInstructions	Opt	CN23 -"RETURN" or "DESTROY" or "NONE" Mandatory for CN23	"RETURN"		
exportEntryNumber	Opt	CN23 – Export Entry Number	EE12342134	X [15]	
certificateNumber	Opt	CN23 – License / Certificate Number	CR1232131	X [15]	
customsCode	Opt	CN23 - Customs Client Code (can be defaulted on your account)	XX123456	X [15]	
invoiceNumber	Opt	Comm. / Export Invoice only – Invoice Number	12345678	X [20]	
consigneeVATNumber	Opt	Comm./ Export Invoice only – Consignee VAT Number (can be "NONE")	GB123123123123	X [14]	
liabilityDesc	Opt	Notes on the Additional Cover required (Mandatory in some systems for 'Other')	Family Heirloom	X[255]	
otherExportType	Opt	Description of Export Type Mandatory if 'Other'	Personal effects	X[30]	
parcels	Yes	*Parcel Group (required for consignments with a pickup or destination outside the European Union, and that are not the same)* count="1"			
parcel	Yes	*Number of Parcels, with dimensions, weight (e.g. 3 parcels have…)* numParcels="1" length="5" width="4" height="3" weight="6.5"			
parcelContent	Yes	*Description, HS Tariff/Commodity Code, Origin, Unit Quantity, Unit Value, Unit Weight(Member UOM), Unit Currency (Default is Member Currency)* productDes="Line 1" HSTariff="12121212" origin="UK" unitQty="6" unitValue="10.0" unitWeight="0.50 unitCurrency="GBP"			
	Yes	There are always 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="2014-12-31" time="10:20:00"	Date Time	
deadlineDateTime	Opt	(P) Closing Time (latest time for collection)	date="2014-12-31" time="17:30:00"	Date Time	
address details					
company	Yes	Company or Contact Name	ABC Ltd	X[40]	
building	Opt			X[40]	
street	Yes	*One address line must be completed*	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	Opt	Zip or Postal Code (Mandatory for certain countries)	SL7 2UL	X[20]	
country	Yes	Country (ISOCode = 3166 country code) see Appendix C	ISOCode="GB" United Kingdom	X[40]	
areaCode	Opt	Area Codes will be supplied by your Carrier (not usually required)	PARIS	X(6)	
contact details					
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)	a@b.com	X[50]	
mobile	No	Contact Mobile telephone number (include country codes outside the U.K.)	07771 123123	X(20)	
shipment details					

pieces	Yes	Number of items (check limits with your Carrier)	2	N[5]
weight	Yes	Total weight of items (to 2 decimal places)	10	N[10,2]
nonDocs	Yes	Consignment Type Documents = 'false' NonDocuments='true'	"false"	L
insuranceValue	No	Additional Cover Value (if it exceeds the amount of cover included for the service) in Member currency	2000	$
alertEmail	No	Is a NetDespatch alert email required?	"false"	L
</job>				

5.3 Sample NDXML for Job Submission Request

```xml
<?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>
        <language name="Default_Velocity" modifier="en"/>
    </credentials>
  <request id="1" function="createNewJob" styleTag="VCTYInt"  responseType="labelURL">
        <job jobType="HT">
            <tariff code="TIEC"/>
            <service code="IN"/>
            <account id="ND9999"/>
            <pickupDateTime date="2010-09-21" time="15:00:00"/>
            <reference>Customer Ref</reference>
            <costcentre>CC1</costcentre>
            <notes>Some notes</notes>
            <options>
                <confirmEmail>confirm@example.com</confirmEmail>
                <PODEmail>POD@example.com</PODEmail>
                <addressed>true</addressed>
            </options>
            <international>
                <exportType>Returned Goods</exportType>
                <goodsFOC>false</goodsFOC>
                <bookedFor>Mr. Jo Bloggs</bookedFor>
                <indiciaNumber></indiciaNumber>
                <nonDeliveryInstruction>RETURN</nonDeliveryInstruction>
                <exportEntryNumber>EE:12345</exportEntryNumber>
                <certificateNumber>LC:565656</certificateNumber>
                <customsCode>CC:123456</customsCode>
                <invoiceNumber>IP:12345689</invoiceNumber>
                <consigneeVATNumber>GB1234567890</consigneeVATNumber>
                <liabilityDesc></liabilityDesc>
                <otherExportType></otherExportType>
                <parcels count="1">
                    <parcel numParcels="1" length="5" width="4" height="3"
weight="6.5">
                        <parcelContent productDes="Line 1" HSTariff="12121212"
origin="UK" unitQty="6" unitValue="10.0" unitWeight="0.50" unitCurrency="GBP"/>
                        <parcelContent productDes="Line 2" HSTariff="13131313"
origin="UK" unitQty="6" unitValue="10.0" unitWeight="0.50" unitCurrency="GBP"/>
                    </parcel>
                </parcels>
            </international>
```

```xml
<segment number="1" type="P">
    <orderDateTime date="2010-09-21" time="15:00:00"/>
    <deadlineDateTime date="2010-09-21" time="16:00:00"/>
    <address>
        <company>NetDespatch Test Account</company>
        <building>Century House</building>
        <street>19 High Street</street>
        <locality></locality>
        <town>Wellington</town>
        <county></county>
        <zip>2999</zip>
        <country ISOCode="NZ">New Zealand</country>
    </address>
    <contact>
        <name>Main Reception</name>
        <telephone ext="123">01922 666666</telephone>
        <fax>01922 7777777</fax>
        <email>becky@despatch.net</email>
        <mobile>07979 534567</mobile>
    </contact>
    <pieces>1</pieces>
    <weight>6.5</weight>
    <nonDocs value="true"/>
    <insuranceValue></insuranceValue>
    <alertEmail value="false"/>
</segment>
<segment number="2" type="D">
    <orderDateTime date="2010-09-21" time="15:00:00"/>
    <deadlineDateTime date="2010-09-21" time="16:00:00"/>
    <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 7777777</fax>
        <email>becky@despatch.net</email>
        <mobile>07979 534567</mobile>
    </contact>
    <pieces>1</pieces>
    <weight>6.5</weight>
```

5.4.2 Job Details

The following fields can be added for use of Non Latin Characters in the sections detailed below. The namespace MUST be used to ensure that the characters are correctly stored.

Field	Req?	Notes	Comment	Data Type
<job>				
nlc:notes	No	Collection / Delivery Instructions		X[90]
	Yes	There are always always two segments number = "1" type = "P" (pickup details) number = "2" type = "D" (delivery details)	number="1" type="P"	
address details				
nlc:company	Yes	Company or Contact Name		X[40]
nlc:building	No			X[40]
nlc:street	Yes			X[40]
nlc:locality	No			X[40]
nlc:town	Yes	City or Town Name		X[40]
nlc:county	No	USA = "State"		X[40]
nlc:zip	Yes	Zip or Postal Code		X[15]
contact details				
nlc:name	Yes	Contact full name		X[40]
</job>				

5.4.3 Sample NDXML for Job Submission Request

The namespace fields should follow the 'normal' field in the appropriate section.

```
…….
        <reference>Customer Ref</reference>
        <costcentre>CC1</costcentre>
        <notes>Some notes</notes>
        <nlc:notes>…..</nlc:notes>
        <options>
```

5.5 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.

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

Issue Code	Meaning
2	Saturday Reminder required (true = Saturday delivery required)
512	Missed Account cut-off (true = OK)
1024	Collection Date more than 30 days ahead (true = OK)
16384	Aggregate Parcels (false = Stop)
32768	Allow other Cover (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="99999z1539" jobRef="1539" >
<consignment number="XXXXXXXXXXXX" />
<reference>Customer Ref</reference>
<deadlineDateTime date="2010-09-21" time="16:00:00" />
<jobNumber>XXXXXXXXXXXXXX</jobNumber>
</job>
</response
</ndxml>

6.2 Job Submission Response

Each job submitted to NetDespatch Velocity will be validated at two levels
- a) XML formatting
- b) Normal Velocity 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 - Velocity 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 - Velocity Acceptance

Field	Req?	Notes	Example	Data Type
response id	Yes	"1" + the requested function	createNewJob id="1"	X[255]
<job>				
uniqueref	Yes	NetDespatch Unique Reference Number	uniqueRef="4574z	X[255]

		uniqueRef – complete reference jobRef – partial	1539" jobRef="1539" />	
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	A calculated value saved in jobNumber for specific tariffs for specific carriers. (e.g. an alternate consignment number)	jobNumber="XYZ 1234567A001"	X(25)
<labelData>	No	only returned when responseType = labelURL		
url	No	url from which a label can be printed (if requested)	http://.......	X[255]
</labelData>	No			
</job>	Yes			
</response>	Yes			

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 - Velocity 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 - Velocity 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="xxxxxxxxxxxxx" />
               <reference>Customer Ref</reference>
               <deadlineDateTime date="2010-10-06" time="16:00;00" />
               <jobNumber>xxxxxxxxxxxxx</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 £ © and so on).

7.2 Cancellation Request

This function is used to cancel an existing job in the NetDespatch 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 followed by time format	date="2014-07-21" 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
<?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="2009-09-28" 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 NetDespatch 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 - Velocity 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 - Velocity 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 - Velocity 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 - Velocity 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.

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=""/>
Invalid Export Type (or similar)	This may because you have submitted a field that is not required – for instance an EU-EU item will not require an Export Type as it does not require a commercial invoice.
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 www.netdespatch.com/support
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 Velocity Connector

	making sure that the account submitted in the XML is registered. For more information on Velocity Connector please request this through our support portal at www.netdespatch.com/support.
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 - see section 5.4.
Can I get a label returned in the response	You can request that the URL from which a label can be retrieved as a PDF, is included in the response. See section 5.1 response type and 6.3.3 for an example of the response.
My url label prints on two sheets	Change the media type in your printer configuration to 'Label Default'.
I can't print my url label from my browser	The '&' sign is passed in the XML as '&' which is the plain text equivalent of '&'. When the code '&' is processed by a machine it will convert it to '&' and the link would work. If the URL is copied and pasted into the address bar of a browser it will not convert the characters, so you must remove them.
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: • emea.netdespatch.com • xmlapi.emea.netdespatch.com • soapapi.emea.netdespatch.com
Can I alter a booking once it has been accepted?	No, but you can cancel it and submit a replacement. See para 7.
Can't view the label by clicking the label url	The url is designed to be processed by a server, and therefore the '&' sign is passed as '&'. To click to view the url remove the 'amp;' from each occurrence.

Appendix B – Glossary

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

Appendix C – ISO 3166 Country Codes

This table provides the ISO 3166-1-Alpha-2 code elements available for use with NetDespatch Velocity as at 30th November 2013. The table is subject to change when the ISO 3166 Maintenance Agency modifies the official code list.

Afghanistan	AF
Aland Islands	AX
Albania	AL
Alderney	AY
Algeria	DZ
American Samoa	AS
Andorra	AD
Angola	AO
Anguilla	AI
Antarctica	AQ
Antigua and Barbuda	AG
Argentina	AR
Armenia	AM
Aruba	AW
Ascension Island	AC
Australia	AU
Austria	AT
Azerbaijan	AZ
Azores	AA
Bahamas	BS
Bahrain	BH
Bangladesh	BD
Barbados	BB
Belarus	BY
Belgium	BE
Belize	BZ
Benin	BJ
Bermuda	BM
Bhutan	BT
Bolivia	BO
Bonaire, Sint Eustatius and Saba	BQ
Bosnia and Herzegovina	BA
Botswana	BW
Bouvet Island	BV

Brazil	BR
British Indian Ocean Ter	IO
Brunei Darussalam	BN
Bulgaria	BG
Burkina FASO	BF
Burundi	BI
Cambodia	KH
Cameroon	CM
Canada	CA
Canary Islands	IC
Cape Verde	CV
Cayman Islands	KY
Central African Rep	CF
Ceuta, Melilla	EA
Chad	TD
Chile	CL
China - Peoples Republic of	CN
Christmas Island	CX
Cocos (Keeling) Is	CC
Colombia	CO
Comoros	KM
Congo	CG
Congo, democ. republic	CD
Cook Islands	CK
Costa Rica	CR
Cote d'Ivoire	CI
Croatia	HR
Cuba	CU
Curacao	CW
Cyprus	CY
Czech Republic	CZ
Denmark	DK
Djibouti	DJ
Dominica	DM
Dominican Republic	DO
East Timor	TP
Ecuador	EC
Egypt	EG
El Salvador	SV
Equatorial Guinea	GQ
Eritrea	ER

Estonia	EE
Ethiopia	ET
Falkland Islands	FK
Faroe Islands	FO
Fiji	FJ
Finland	FI
France	FR
French Guiana	GF
French Polynesia (Tahiti)	PF
French Southern Ter	TF
Gabon	GA
Gambia	GM
Georgia	GE
Germany	DE
Ghana	GH
Gibraltar	GI
Greece	GR
Greenland	GL
Grenada	GD
Guadeloupe	GP
Guam	GU
Guatemala	GT
Guernsey	GG
Guinea	GN
Guinea-Bissau	GW
Guyana	GY
Haiti	HT
Heard and McDonald Is	HM
Holy See (Vatican City State)	VA
Honduras	HN
Hong Kong	HK
Hungary	HU
Iceland	IS
India	IN
Indonesia	ID
Iran	IR
Iraq	IQ
Ireland	IE
Isle of Man	IM
Israel	IL
Italy	IT

Jamaica	JM
Japan	JP
Jersey	JE
Jordan	JO
Kazakhstan	KZ
Kenya	KE
Kiribati	KI
Kosovo	KO
Kuwait	KW
Kyrgyzstan	KG
Lao People's Dem Rep	LA
Latvia	LV
Lebanon	LB
Lesotho	LS
Liberia	LR
Libya	LY
Liechtenstein	LI
Lithuania	LT
Luxembourg	LU
Macau	MO
Macedonia	MK
Madagascar	MG
Malawi	MW
Malaysia	MY
Maldives	MV
Mali	ML
Malta	MT
Marshall Islands	MH
Martinique	MQ
Mauritania	MR
Mauritius	MU
Mayotte	YT
Mexico	MX
Micronesia	FM
Midway Island	MI
Moldova, Republic of	MD
Monaco	MC
Mongolia	MN
Montenegro	ME
Montserrat	MS
Morocco	MA

Mozambique	MZ
Myanmar	MM
Namibia	NA
Nauru	NR
Nepal	NP
Netherlands	NL
Netherlands Antilles	AN
New Caledonia	NC
New Zealand	NZ
Nicaragua	NI
Niger	NE
Nigeria	NG
Niue	NU
Norfolk Island	NF
North Korea	KP
Northern Mariana Is.	MP
Norway	NO
Oman	OM
Pakistan	PK
Palau	PW
Palestine	PS
Panama	PA
Papua New Guinea	PG
Paraguay	PY
Peru	PE
Philippines	PH
Pitcairn	PN
Poland	PL
Portugal	PT
Puerto Rico	PR
Qatar	QA
Reunion	RE
Romania	RO
Russian Federation	RU
Rwanda	RW
Saint Kitts and Nevis	KN
Saint Lucia	LC
Saint-Martin	MF
Samoa (Independent)	WS
San Marino	SM
Sao Tome and Principe	ST

Saudi Arabia	SA
Senegal	SN
Serbia	RS
Serbia and Montenegro	CS
Seychelles	SC
Sierra Leone	SL
Singapore	SG
Sint Maarten	SX
Slovakia	SK
Slovenia	SI
Solomon Islands	SB
Somalia	SO
South Africa	ZA
South Georgia	GS
South Korea	KR
South Sudan	SS
Spain	ES
Sri Lanka	LK
St Barthelemy	BL
St Eustatius	XE
St Vincent and Grenadines	VC
St. Helena	SH
St. Pierre And Miquelon	PM
Sudan	SD
Suriname	SR
Svalbard and Jan Mayen Is.	SJ
Swaziland	SZ
Sweden	SE
Switzerland	CH
Syrian Arab Republic	SY
Taiwan	TW
Tajikistan	TJ
Tanzania	TZ
Thailand	TH
Timor Leste	TL
Togo	TG
Tokelau	TK
Tonga	TO
Trinidad and Tobago	TT
Tristan da Cunha	TA
Tunisia	TN

Turkey	TR
Turkmenistan	TM
Turks and Caicos Islands	TC
Tuvalu	TV
Uganda	UG
Ukraine	UA
United Arab Emirates	AE
United Kingdom	GB
United Kingdom	UK
United States	US
United States minor outlying isl.	UM
Uruguay	UY
Uzbekistan	UZ
Vanuatu	VU
Venezuela	VE
Vietnam	VN
Virgin Islands, British	VG
Virgin Islands, U.S.	VI
Wake Island	WK
Wallis and Futuna	WF
Western Sahara	EH
Yemen	YE
Zambia	ZM
Zimbabwe	ZW