MYDHL API

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R2.13.3

DOCUMENT CONTROL

REVISION HISTORY:

Version	Release Date	Comments
2.7.2	26/Feb/2023	List of Reference Data supported for export declaration's invoice and line item level's reference type code and customs document type code.
2.8.0	07/May/2023	1. Added Dangerous Goods Details used in Shipment POST method. 2. Added HTTP Response Status Codes section. 3. Added General Errors section. 4. Added Rating and Product API Errors section. 5. Added Rating and Product API Warnings section. 6. Added Electronic Proof of Delivery API Errors section. 7. Added Upload Image API Errors section. 8. Added Create Shipment API Errors section. 9. Added Create Shipment API Warnings section. 10. Added Upload Invoice Data API Errors section. 11. Added Get Image API Errors section. 12. Added Tracking API Errors section. 13. Added Pickup API Errors section. 14. Added Identifier API Errors section. 15. Added Address API Errors section. 16. Added Address API Warnings section.
2.9.0	20/Aug/2023	Added Reference Data API Errors section.
2.11.0	31/Mac/2024	1. Updated list of supported for exportDeclaration\invoice\customerReferences\typeCode 2. Updated list of supported for exportDeclaration\customsDocuments\typeCode 3. Updated list of supported for exportDeclaration\lineitems\customerReferences\typeCode 4. Updated list of supported for exportDeclaration\lineitems\customsDocuments\typeCode 5. Added Reference Data API Errors section for newly introduced error code for Tracking and Create Shipment flow.
2.11.1	26/May/2024	1. Replaced "PPY-Proof Of Payment" with "PCH-Proof of Purchase" for exportDeclaration\customsDocuments\typeCode 2. Replaced "PPY-Proof Of Payment" with "PCH-Proof of Purchase" for exportDeclaration\lineitems\customsDocuments\typeCode
2.12.0	22/Oct/2024	1. GENERAL ERRORS section Added error code: 9001 2. CREATE SHIPMENT API ERRORS section Added error code: 7156, 8035, 8036
2.12.1	19/Jan/2025	1. Updated list of supported for exportDeclaration\lineitems\customerReferences\typeCode with new document type 'DDS' 2. Updated confidentiality notes

2.13.0	23/Mar/2025	1. Updated error codes for UPLOAD IMAGE API ERRORS 7015, 7018, 7025, 7031, 7033, 410104 2. Updated error codes for GET IMAGE API ERRORS 1502, 1507, 1508, 1509
2.13.1	06/Apr/2025	1. Added error code for CREATE SHIPMENT API ERRORS 7157
2.13.3	01/Jun/2025	1. Only version update in document.

CONFIDENTIALITY

DISCLAIMER (RIGHT TO MODIFY)

TERMS AND CONDITIONS

The requirements and specifications outlined in this manual are governed by DHL's Terms and Conditions of Carriage, found on DHL's website, www.DHL.com.

AUDIENCE

This document is intended to serve as a guide to assist DHL customers and third party developers during the integration development process. The primary audience of this document is intended to be a trading partner's technical resources and internal MyDHL API support staff.

CONTENT

Reference Data Guide

1. exportDeclaration\invoice\customerReferences\typeCode

Listed below are allowed invoice level reference type codes:

Reference type code	Description
ACL	Parent Shipment ID for BBX
CID	Customer Identifier
CN	Contract Number
CU	Consignor reference number
ITN	US Export declaration reference ID
MRN	Movement Reference number
UCN	Unique reference of a consignment (UCRN)
OID	Order Number
PON	Purchase Order Number
RMA	RMA Number
AAM	AWB Ref #
ABT	Goods Declaration number
ADA	Buyer Reference number
AES	AES Post Clearance
AFD	1496 Item number
ANT	Consignee Reference number
BKN	Booking Number
BOL	Bill of Lading Number
CDN	Customs Declaration number
COD	Cash On Delivery
DSC	Weltpaket Reference
FF	Freight forwarder's reference number
FN	Freight bill number
FTR	Post Clearance Exemption US
HWB	Shipment Identifiers
IBC	Inbound center reference number
IPP	Insurance Policy Provider
LLR	Load list reference
MAB	Master Airwaybill Number
MWB	MAWB Reference number
OBC	Outbound center reference number
PD	Vendor Reference Number
PRN	Pickup request number
RTL	Return Leg waybill number
SID	Shipment ID 15 Digit CODA
SS	Seller Reference number
SWN	Original Waybill number (Return)

Note: Multiple unique reference number of 'MRN' reference type is allowed at Invoice Reference Type level.

2. exportDeclaration\customsDocuments\typeCode

Listed below are allowed Customs document type codes:

Document Type Code	Description
972	T2LF Dispense Paiement Droits
AHC	Analysis and Health Certificate
ATA	ATA Carnet
ATR	Preference Certificate ATR
CHD	CHED-D (Common Health Entry Document for Feed and Food of Non-Animal Origin
CHP	CHED-P (Common Health Entry Document for Products)
CIT	CITES Certificate
COO	Generic Certificate of Origin
DEX	Duty Exemption Certificate
EU1	Preference Certificate EUR1
EU2	Preferential Declaration of Origin on the Invoice - EUR2
EUS	End Use Authorization
FMA	Certificate of Origin (Form A)
PHY	Phytosanitary Certificate
VET	Veterinary Entry Document
VEX	VAT Exemption Certificate

Document Type Code	Description
CRL	Control Document
CSD	Consolidated Customs Entry
PCH	Proof of Purchase
CI2	Export-only Invoice
CIV	Customs Invoice Value
DOV	Invoice
INV	Commercial Invoice
PFI	Pro-Forma
ALC	Agricultural License
HLC	Health Products Regulatory Authority (HPRA) Licensing Requirements
JLC	Justice License
LIC	Specific Export Licenses
LNP	License or Permit
PLI	Permits & Licenses
DLI	Driver's License
NID	National Identity Card
PAS	Passport
CHA	Power of Attorney
CPA	Consignee Power of Attorney
POA	Power of Attorney (Customer-based)
BEX	Branch Letter of Exemption
DGD	Dangerous Goods Declaration
IPA	Intellectual Property Authorization
T2M	T2M Transport Accompanying Document
TAD	TAD Transport Accompanying Document T1
TCS	Transportation Charges Statement
ROD	Receipt on Delivery
EXL	DCE Export of Customs Data
HWB	House Waybill
ELP	Export Licenses and Permits

3. exportDeclaration\lineitems\customerReferences\typeCode

Listed below are allowed item level reference type codes:

Reference type Code	Description
AFE	Export Control Classification Number (ECCN)
AAJ	Delivery Order number
ABW	Stock Keeping Unit
ALX	Model
BRD	Brand
DGC	Dangerous Goods Content Identifier
DTC	DDTC Eligibility indicator
DTM	DDTC UOM
DTQ	DDTC Quantity
DTR	DDTC Registraton No
INB	In Bond shipment
ITR	DDTC ITAR Exemption No
MAK	Make
MID	Manufacturers IDentification code
OED	Original Export Date
OET	Original Export OB Tracking ID
OID	Order ID
OOR	Original Outbound Carrier
PAN	Part No
PON	Purchase Order Number
SE	Serial number
SON	Sales order No
SME	DDTC SME Indicator
USM	DDTC USML Category Code
AAM	AWB Ref #
CFR	ECCN License Exemption (CFR#)
DOM	Domestic indicator CoO (US)
FOR	Foreign indicator CoO (US)
USG	Usage
MAT	Material
NLR	ECCN No License Required Indicator
DDS	Due Diligence Statement Reference Number

4. exportDeclaration\lineitems\customsDocuments\typeCode

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972	T2LF Dispense Paiement Droits
AHC	Analysis and Health Certificate
ATA	ATA Carnet
ATR	Preference Certificate ATR
CHD	CHED-D (Common Health Entry Document for Feed and Food of Non-Animal Origin
CHP	CHED-P (Common Health Entry Document for Products)
CIT	CITES Certificate
COO	Generic Certificate of Origin
DEX	Duty Exemption Certificate
EU1	Preference Certificate EUR1
EU2	Preferential Declaration of Origin on the Invoice - EUR2
EUS	End Use Authorization
FMA	Certificate of Origin (Form A)
PHY	Phytosanitary Certificate

Customs Document Type Code	Description
VET	Veterinary Entry Document
VEX	VAT Exemption Certificate
CRL	Control Document
CSD	Consolidated Customs Entry
PCH	Proof of Purchase
CI2	Export-only Invoice
CIV	Customs Invoice Value
DOV	Invoice
INV	Commercial Invoice
PFI	Pro-Forma
ALC	Agricultural License
HLC	Health Products Regulatory Authority (HPRA) Licensing Requirements
JLC	Justice License
LIC	Specific Export Licenses
LNP	License or Permit
PLI	Permits & Licenses
DLI	Driver's License
NID	National Identity Card
PAS	Passport
CHA	Power of Attorney
CPA	Consignee Power of Attorney
POA	Power of Attorney (Customer-based)
BEX	Branch Letter of Exemption
DGD	Dangerous Goods Declaration
IPA	Intellectual Property Authorization
T2M	T2M Transport Accompanying Document
TAD	TAD Transport Accompanying Document T1
TCS	Transportation Charges Statement
ROD	Receipt on Delivery
EXL	DCE Export of Customs Data
HWB	House Waybill
ELP	Export Licenses and Permits

5. valueAddedServicesDefinition\dangerousGoods

Content ID (contentID)	Content short description	Service Code (serviceCode)	Service Name
650	Biological substances UN3373	HY	Biological Substance
A01	Limited quantities to the limits of ADR	HL	Limited Quantities ADR
A02	ADR Load Exemptions	HN	ADR Load Exemption
651	Genetically modified organisms/microorganisms	HY	Biological Substance
HU1	UN3164 PI208a Articles Pressurized Hydraulic	HU	Not Restricted Dangerous Goods
HU4	Exempt Animal Specimen	HU	Not Restricted Dangerous Goods
HU3	Exempt Human Specimen	HU	Not Restricted Dangerous Goods
HT1	UN2807 Magnetized Material	HX	Magnetized Material
901	Dry Ice UN1845	HC	Dry Ice UN1845
E01	Excepted quantities in accordance with IATA	HH	Excepted Quantity
HU5	Not Restricted, Special Provision	HU	Not Restricted Dangerous Goods
910	Dangerous Goods as per associated DGD – PAX	HE	Dangerous Goods
911	Dangerous Goods as per associated DGD – CAO	HE	Dangerous Goods
700	Consumer ID8000	HK	Consumer Goods ID8000
970	Metal PI970 Section II (LiBa in equipment)	HW	Lithium Metal PI970 Section II
969	Metal PI969 Section II (LiBa with equipment)	HM	Lithium Metal PI969 Section II
966	Ion PI966 Section II (LiBa with equipment)	HD	Lithium Ion PI966 Section II
967	Ion PI967 Section II (LiBa in equipment)	HV	Lithium Ion PI967 Section II

HU2	UN3164 PI208a Articles Pressurized Pneumatic	HU	Not Restricted Dangerous Goods
HU6	Not Restricted, Special Provision	HU	Not Restricted Dangerous Goods

6. HTTP RESPONSE STATUS CODES

HTTP response status codes indicate whether a specific HTTP request has been successfully completed.

Status Code	Description
200	The request succeeded. The result meaning of "success" depends on the HTTP method: – GET: The resource has been fetched and transmitted in the message body. POST / PATCH: The resource describing the result of the action is transmitted in the message body.
201	The request succeeded, and a new resource was created as a result.
400	The server cannot or will not process the request due to something that is perceived to be a client error (e.g., malformed request syntax, invalid request message framing, or deceptive request routing).
401	Although the HTTP standard specifies "unauthorized", semantically this response means "unauthenticated". That is, the client must authenticate itself to get the requested response.
403	The client does not have access rights to the content; that is, it is unauthorized, so the server is refusing to give the requested resource. Unlike 401 Unauthorized, the client's identity is known to the server.
404	The server cannot find the requested resource. In the browser, this means the URL is not recognized. In an API, this can also mean that the endpoint is valid but the resource itself does not exist. Servers may also send this response instead of 403 Forbidden to hide the existence of a resource from an unauthorized client. This response code is probably the most well known due to its frequent occurrence on the web.
422	The request was well-formed but was unable to be followed due to semantic errors.
500	The server has encountered a situation it does not know how to handle.

7. GENERAL ERRORS

Unexpected errors are handled with a standard error message. These error messages also contain a process id number, which is used during troubleshooting or follow-up.

Error Code	Error Message
999	Process failure occurred. Process ID associated for that transaction (<sessionID>)
9001	The x-version header value is invalid.

8. RATING AND PRODUCT API ERRORS

The following table contains the possible error for Rating and Product APIs.

Error Code	Error Message
996	The requested product(s) not available based on your search criteria.
998	The account number is not found or invalid. Please check the account number and retry.
998	The account number is not allowed for PaperLessTrade. Please check the account number and retry.
1001	The requested product(s) not available based on your search criteria.
1003	Pick-up service is not provided on this day.
1004	Product not available between this origin and destination.
6016	Invalid combination of RequestValueAddedServices and RequestValueAddedServicesAndRuleGroups, please update and try again.
6017	Requested services cannot be used together <followed by list of couples "service code – service code" separated by ", ">
6018	Requested service XX requires also usage of one of following services < the XX will be replaced by Dependent service (service code) followed by list of Required services (service codes) separated by ", ">
6019	RequestValueAddedServicesGroup cannot be used if request contains required service(s).
6020	Strict validation failed.
6021	Requested service(s) requires usage of just ONE service from – followed by service-service group(s) violated, in from: (DependentService -> list of Required services separated by "-" – each dependent group in separated in brackets e.g. (PZ -> PT-PU-PV-PW)
8003	Account not allowed for this service. Please contact your DHL Express representative.
8032	Not authorized to use this service. Please contact your DHL Express representative.
200000	Invalid message header request type value. Acceptable value is LandedCostRequest. (Invalid Hdr Ty Value. Valid value is LandedCostRequest)
200000	Invalid message header originator country code value. Country code not supported in GTS. (Invalid Orngtr CtryCd value. Not Supportable Country)
200000	Invalid message header originator country code value. If provided, should be in alphabetic format with 2 characters. (Invalid Orngtr CtryCd value. Valid format is [A-Z]{2})
200000	Invalid piece measurement dimension L, W, H UOM value. Dimensions UOM must be the same. (Invalid PcsMeas L, W, H UOM value. Dimensions UOM must be the same)
200000	Invalid monetary amount type code value. Acceptable values are insurance (SINSV), other (MACHG), and freight (MFCHG) charge codes. (Invalid MonAmt TyCd value. Valid values are SINSV, MACHG, MFCHG)
200000	Invalid Shipment Currency value. Currency code not supported in GTS. (Invalid Shipment Currency value. Not Supportable Currency)
200000	Invalid message header request type code. Acceptable values are ItmCstBrkdwnInd|CurCd|ShpPrps|MdOfTrns. (Invalid GenrcRqCritr TyCd. Only accept values ItmCstBrkdwnInd|CurCd|ShpPrps|MdOfTrns)
200000	Invalid line item's line number value. Value should not be zero. (Invalid Ln\LnNo value. Value must be more than 0)
200000	Invalid line item's manufacturing country code value. Country code not supported in GTS. (Invalid Ln\ManCtryCd value. Not Supportable Country)

200000	Invalid line item's unit price currency code value. Currency code not supported in GTS. (Invalid Ln\MonAmt ACUSV CurCd value. Not Supportable Currency)
200000	Invalid line item's unit price currency code value. If provided, should be in alphabetic format. (Invalid Ln\MonAmt ACUSV CurCd value. Expected format is [A-Z]{3})
200000	Invalid line item's unit price value. If provided, should be in decimal format. (Invalid Ln\MonAmt ACUSV value.Value must be BigDecimal and not empty)
200000	Invalid line item's unit price value. Negative value is not allowed. (Invalid Ln\MonAmt ACUSV value. Only allow positive value)
200000	Invalid line item's quantity value. If provided, should be in integer format. (Invalid Ln\Qty value.Value must be BigInteger and not empty)
200000	Invalid line item's quantity value. Negative value is not allowed. (Invalid Ln\Qty value. Only allow positive value)
200000	Invalid line item's quantity UOM. Acceptable values are [PRT, BOX]. (Invalid Ln\Qty uom value. Valid values are [PRT,BOX])
200000	Invalid line item's weight value. If provided, should be in decimal format. (Invalid Ln\Meas\Wgt value.Value must be BigDecimal and not empty)
200000	Invalid line item's weight value. Negative value is not allowed. (Invalid Ln\Meas\Wgt value. Only allow positive value)
200000	Invalid line item's weight value. Value exceeds the limit. (Invalid Ln\Meas\Wgt value. Not Supportable value)
200000	Invalid insurance charge currency code from merchant. Currency code not supported in GTS. (Invalid MonAmt SINSV CurCd value. Not Supportable Currency)
200000	Invalid insurance charge currency code from merchant. If provided, should be in alphabetic format with 3 characters. (Invalid MonAmt SINSV CurCd value. Valid format is [A-Z]{3})
200000	Invalid insurance charge from merchant. If provided, should be in decimal format. (Invalid MonAmt SINSV value.Value must be BigDecimal and not empty)
200000	Invalid insurance charge from merchant. Negative value is not acceptable. (Invalid MonAmt SINSV value. Only allow positive value)
200000	Invalid other charge currency code from merchant. Currency code not supported in GTS. (Invalid MonAmt MACHG CurCd value. Not Supportable Currency)
200000	Invalid other charge currency code from merchant. If provided, should be in alphabetic format with 3 characters. (Invalid MonAmt MACHG CurCd value. Valid format is [A-Z]{3})
200000	Invalid other charges value. If provided, should be in decimal format. (Invalid MonAmt MACHG value.Value must be BigDecimal and not empty)
200000	Invalid other charges value. Negative value is not acceptable. (Invalid MonAmt MACHG value. Only allow positive value)
200000	Invalid freight charge currency code from merchant. Currency code not supported in GTS. (Invalid MonAmt MFCHG CurCd value. Not Supportable Currency)
200000	Invalid freight charge currency code from merchant. If provided, should be in alphabetic format with 3 characters. (Invalid MonAmt MFCHG CurCd value. Valid format is [A-Z]{3})
200000	Invalid freight charge value. If provided, should be in decimal format. (Invalid MonAmt MFCHG value.Value must be BigDecimal and not empty)
200000	Invalid freight charge value. Negative value is not acceptable. (Invalid MonAmt MFCHG value. Only allow positive value)
200000	Invalid piece' weight value. If provided, should be in decimal format. (Invalid PcsMeas\Wgt value.Value must be BigDecimal and not empty)

200000	Invalid piece' weight value. Negative value is not acceptable. (Invalid PcsMeas\Wgt value. Only allow positive value)
200000	Invalid piece' weight UOM value. Weights' UOM not supported in GTS. . (Invalid PcsMeas\Wgt uom value. Not Supportable Weights' UOM)
200000	Invalid piece' height dimension value. If provided, should be in decimal format. (Invalid PcsMeas\H value.Value must be BigDecimal and not empty)
200000	Invalid piece' height dimension value. Negative value is not acceptable. (Invalid PcsMeas\H value. Only allow positive value)
200000	Invalid piece' height dimension UOM value. Dimensions' UOM not supported in GTS. . (Invalid PcsMeas\H uom value. Not Supportable Dimensions' UOM)
200000	Invalid piece' length dimension value. If provided, should be in decimal format. (Invalid PcsMeas\L value. Value must be BigDecimal and not empty.)
200000	Invalid piece' length dimension value. Negative value is not acceptable. (Invalid PcsMeas\L value. Only allow positive value.)
200000	Invalid piece' length dimension UOM value. Dimensions' UOM not supported in GTS. . (Invalid PcsMeas\L uom value. Not Supportable Dimensions' UOM)
200000	Invalid piece' width dimension value. If provided, should be in decimal format. (Invalid PcsMeas\W value.Value must be BigDecimal and not empty)
200000	Invalid piece' width dimension value. Negative value is not acceptable. (Invalid PcsMeas\W value. Only allow positive value)
200000	Invalid piece' width dimension UOM value. Dimensions' UOM not supported in GTS. . (Invalid PcsMeas\W uom value. Not Supportable Dimensions' UOM)
200000	Invalid shipper account number value. If provided, should be in numeric format. (Invalid SP Cust\NtwAccNo value. Valid format is \d+)
200000	Invalid shipper's country code value. If provided, should be in alphabetic format with 2 characters. (Invalid SP Cust\Addr\ActPntSp\CtryCd value. Valid format is [A-Z]{2})
200000	Invalid shipper's country code value. Country not supported in GTS. (Invalid SP Cust\Addr\ActPntSp\CtryCd value. Not Supportable Country)
200000	Invalid receiver's country code value. If provided, should be in alphabetic format with 2 characters. (Invalid RV Cust\Addr\ActPntSp\CtryCd value. Valid format is [A-Z]{2})
200000	Invalid receiver's country code value. Country not supported in GTS. (Invalid RV Cust\Addr\ActPntSp\CtryCd value. Not Supportable Country)
200000	Invalid payer account number value. If provided, should be in numeric format. (Invalid PY Cust\NtwAccNo value. Valid format is \d+)
200000	Invalid payer's country code value. Country code not supported in GTS. (Invalid PY Cust\Addr\ActPntSp\CtryCd value. Not Supportable Country)
200000	Invalid line item's import commodity code value. If provided, should be in alphanumeric and dots format. (Invalid Ln\CmdtClss\Ib value. Valid format is [a-zA-Z0-9.]+)
200000	Invalid line item's part number value. If provided, should be in numeric format. (Invalid Ln\PartNo value. Valid format is \d+)
200000	Invalid Shipment Purpose. Acceptable values are [PERSONAL, COMMERCIAL, GIFT] . (Invalid ShpPrps GenRqCritr\Val. Valid values are [PERSONAL,COMMERCIAL,GIFT])
200000	Invalid Transport Mode. Acceptable values are [AIR, OCEAN, LAND]. (Invalid MdOfTrns GenrcRqCritr\Val. Valid values are [AIR,OCEAN,LAND])
200000	Provided product category is invalid. Please look at the possible category values listed under documentation.
200001	At least one item has invalid HS code.

200002	At least one item is Prohibited.
200003	Message header segment is undefined or missing. (Hdr is required)
200003	Message header version is undefined or missing. (Hdr Ver is required)
200003	Message header date and time is undefined or missing. (Hdr Dtm is required)
200003	Message header identification is undefined or missing. (Hdr Id is required)
200003	Message header type is undefined or missing. (Hdr Ty is required)
200003	Message header system environment code is undefined or missing. (Hdr SysEnvCd is required)
200003	Message header general information segment is undefined or missing. (Hdr GI is required)
200003	Message header tracking identifier is undefined or missing. (Hdr TID is required)
200003	Message header sender segment is undefined or missing. (Sndr is required)
200003	Message header sender application code is undefined or missing. (Sndr AppCd is required)
200003	Message header recipient segment is undefined or missing. (Rcp is required)
200003	Message header recipient application code is undefined or missing. (Rcp AppCd is required)
200003	Message originator segment is undefined or missing. (Orgntr is required)
200003	Message header originator application code is undefined or missing. (Orgntr AppCd is required)
200003	Message header originator username is undefined or missing. (Orgntr UsrNm is required)
200003	Message header originator country code is undefined or missing.
200003	Message main body segment is undefined or missing. (Bd is required)
200003	Message shipment quote segment is undefined or missing. (QtdShp is required)
200003	Currency code of insurance charge is required. (MonAmt SINSV CurCd is required)
200003	Currency code of other charges is required. (MonAmt MACHG CurCd is required)
200003	Currency code of freight charge is required. (MonAmt MFCHG CurCd is required)
200003	Payer segment is undefined or missing. (PY Cust (Required if freight charge not provided) is required)
200003	Payer Account No is undefined or missing (PY Cust\NtwAccNo (Required if freight charge not provided) is required)
200003	Payer Country Code is undefined or missing (PY Cust\Addr\ActPntSp\ CtryCd (Required if freight charge not provided) is required)

200003	Shipper customer segment is undefined or missing. (SP Cust is required)
200003	Shipper Country Code is undefined or missing (SP Cust\Addr\ActPntSp\CtryCd is required)
200003	Receiver customer segment is undefined or missing (RV Cust is required)
200003	Receiver country code is required. (RV Cust\Addr\ActPntSp\CtryCd is required)
200003	At least one line item is required. (QtdShp\Ln is required)
200003	Line item's line number is required. (Ln\LnNo is required)
200003	Line item's unit price is required. (Ln\MonAmt ACUSV is required)
200003	Currency code of line item's unit price is required. (Ln\MonAmt ACUSV CurCd is required)
200003	Line item's weight UOM is required. (Ln\Meas\Wgt\Uom is required)
200003	Line item's import commodity code is required. (Missing Ln\CmdtClss\Ib is required)
200003	Shipment piece segment is undefined or missing. (QtdPcs is required)
200003	Shipment piece reference field is undefined or missing. (QtdPcs\Ref is required)
200003	Shipment piece measurement segment is undefined or missing. (PcsMeas is required)
200003	Piece weight is undefined or missing. (PcsMeas\Wgt is required)
200003	Piece weight unit of measure (UOM) is required. (PcsMeas\Wgt\Uom is required)
200003	Piece height dimension is required. (PcsMeas\H (Required if freight charge not provided) is required)
200003	Piece height dimension UOM is required. (PcsMeas\H\Uom is required)
200003	Piece length dimension is required. (PcsMeas\L (Required if freight charge not provided) is required)
200003	Piece length dimension UOM is required. (PcsMeas\L\Uom is required)
200003	Piece width dimension is required. (PcsMeas\W (Required if freight charge not provided) is required)
200003	Piece width dimension UOM is required. (PcsMeas\W\Uom is required)
200003	Request message GenrcRqCritr\TyCd element is required. (GenrcRqCritr TyCd is required)
200003	Request message GenrcRqCritr\Val element is required. (GenrcRqCritr Val is required)
200003	Request item breakdown indicator is required. Indicator to receive details of duties, taxes, fees and surcharges. (GenrcRqCritr with TyCd: ItmCstBrkdwnInd is required)

200003	Request currency code is required. (GenrcRqCritr with TyCd: CurCd is required)
200003	Measurement UOM is not supported in GTS. (Measurement <sourceMeasurementType> could not be found in database)
200003	Measurement UOM is not convertible. (Measurement <sourceMeasurementType> is a non convertable SubType)
200003	Measurement UOM cannot be converted to the target measurement UOM. (Cannot convert <sourceMeasurementType> to <destinationMeasurementType> Measurement of SubType=<sourceMeasurementType> cannot be converted to SubType=<destinationMeasurementType>)
200003	Source measurement conversion factor is 0. (srcMeasurement's conversion factor is 0)
200003	Internal GTS conversion error. (caught exception : <Various Java Exception>)
200003	Measurement UOM cannot be converted to the target measurement UOM. (applyMeasurementConversion : either src or dest measurement SubType is null)
200003	Required characteristics <CHAR TYPE> value is missing. (<CHAR TYPE> characteristic is missing)
200003	Required fee <FEE TYPE> is missing. (<FEE TYPE> FEE is missing.)
200003	Shipper's state code is required. (SP Cust\Addr\ActPntSp\Lty\CtryDiv\TyCd where Cd=S is missing)
200003	Carrier name is required. (DataEl MrchtSelCrrNm is missing)
200004	Requested preferential rate not found.
200005	Requested trade regime rate not found. Regime ID does not exist or has expired.
200101	Landed cost calculation failed. (<technical error message generated by the exception>)
200101	Internal GTS error during service call. (<technical error message generated by the exception>)
200101	GTS Duty and Tax Calculator encountered an internal error. (Duty and Tax Calculation Failed.)
200101	Duty & tax calculation is not possible since full import HS code is not available
200102	At least one line item encounter issue in landed cost estimation.
210000	DCT failed to calculate freight charge. DCT response do not have required information. (No Response Body / Response Missing Required Info from DCT)
340001	The origin country code could not be found. Please check the country code.
340002	The destination country code could not be found. Please check the country code.
340003	The payment country code could not be found.
340004	The location information is missing. At least one attribute post code, city name or suburb name should be provided
340005	The pickup date is missing. The pickup date is a mandatory field.
340006	The ready time is missing. This is a mandatory parameter.
340007	The commodity code could not be found, please check the commodity code.
340008	The piece weight is missing. This is mandatory information.
340009	The number of pieces is missing.
340010	The total shipment volume is missing.
340011	The maximum piece weight is missing.
340012	The maximum piece height is missing.
340013	The maximum piece length is missing.

340014	The maximum piece width/diameter is missing.
340015	The declared value is missing.
340016	The piece type is invalid.
340017	The unit of weight is missing.
340018	The declared value cannot exceed the limit set for the country.
340019	Unknown unit of measure for weight.
340020	Unknown unit of measure for dimensions.
340021	The currency is missing.
340022	The maximum piece weight is greater than the total shipment weight.
340023	Unknown currency symbol.
340024	The global or local product code(s) missing.
340025	The global or local service code(s) missing.
340026	Invalid combination of units of weight and dimension.
340027	Invalid product service combination.
340028	The unit of measure is missing.
340029	UOM should be same for all dimensions
340030	Unknown Generic Criteria code
340031	The format of the dimensions is not correct. Please check the dimensions format.
340032	The format of the weight is not correct. Please check the weight format.
340033	Invalid ready time format
340035	The unit of dimension is missing
340036	Outbound departure date should have format YYYY-MM-DD
340038	VLDPICKUP = N set in the request then Facility Departure Date should be part of request
340039	VLDPICKUP = Y set in the request then Facility Departure Date should NOT be part of request
340040	The only allowed operators are 'eq'- equal, 'ge' - greater than or equal, 'gt' - greater than
340041	Generic criterion OSINFO cannot be used if request contains required service(s)
410101	The shipment weight exceeds max
410102	The shipment height exceeds max
410103	The shipment length exceeds max
410104	The shipment width/diameter exceeds max
410105	The requested product(s) not available
410106	The piece weight exceeds max
410107	The piece height exceeds max
410108	The piece length exceeds max
410109	The piece width/diameter exceeds max
410110	The shipment weight exceeds min
410111	The shipment height exceeds min
410112	The shipment length is not within the restrictions
410113	The shipment width/diameter under min
410114	The min piece dimension not reached
410115	The mid piece dimension not reached
410116	The max piece dimension not reached
410117	The minimum piece weight not met
410118	Number of pieces exceeded
410119	The min shipment dimension not reached
410120	The mid shipment dimension not reached

410121	The max shipment dimension not reached
410122	The minimum shipment weight not met
410123	The max shipment declared value exceeded
410124	Geographical market rule applied
410125	Minimal inbound currency value not met
410126	Maximum inbound currency value exceeded
410127	Minimum number of pieces not met
410128	Minimal outbound currency value not met
410129	Maximum outbound currency value exceeds
410130	Minimal number of pallet not met
410131	Maximum number of pallet exceeds
410132	Minimal pallet weight not met
410133	Maximum pallet weight exceeds
410134	The max(length; width; height) piece exceeds max
410135	Requested product(s) not available at origin <list of products global/local separated by ", ">
410136	Requested product(s) not available at destination <list of products global/local separated by ", ">
410137	Product filtered out on delivery side because actual delivery time configured in TTS is greater than marketed delivery time configured in GREF <list of products separated by ", ">
410138	Requested product(s) not available at payer <list of products global/local separated by ", ">
410139	Requested product(s) available only with contractual agreement <list of products global/local separated by ", ">
410140	Requested product(s) not available in required network <list of products global/local separated by ", ">
410145	Requested product(s) not available with requested service(s) – followed by list of couples "products global/local code – service code" separated by ", "
410146	Requested services cannot be used together <followed by list of couples "service code – service code" separated by ", ">
410147	Requested service XX requires also usage of one of following services < the XX will be replaced by Dependent service (service code) followed by list of Required services (service codes) separated by ", ">
410201	Pick-up service is not provided on this day.
410202	The pickup date is outside of sliding window: dateFrom-dateTo
410203	Ready time is outside of pickup window
410301	Product not available between this origin and destination (network segment).
410302	Temporary network target change
410303	Avaliable products removed by Marketed filtering
410304	No products available
410501	Pickup PL ambiguity rule applied. More than 1 PL is available for the given PL attributes.
410502	Pickup PL fallback rule applied : PS->CP
410503	Pickup PL fallback rule applied : PS->CP->P
410504	Pickup PL fallback rule applied : PS->CP->P->C
410505	Pickup PL fallback rule applied : CP->P
410506	Pickup PL fallback rule applied : CP->P->C
410507	Pickup PL fallback rule applied : P->C
410508	Pickup PL fallback rule applied : S->C

410509	Delivery PL ambiguity rule applied. More than 1 PL is available for the given PL attributes.
410510	Delivery PL fallback rule applied : PS->CP
410511	Delivery PL fallback rule applied : PS->CP->P
410512	Delivery PL fallback rule applied : PS->CP->P->C
410513	Delivery PL fallback rule applied : CP->P
410514	Delivery PL fallback rule applied : CP->P->C
410515	Delivery PL fallback rule applied : P->C
410517	The origin facility is suspended
410518	The destination facility is suspended
420501	The origin country code could not be found. Please check the country code.
420502	The destination country code could not be found. Please check the country code.
420503	The payment country code could not be found.
420504	The origin location is invalid. Please check the data.
420505	The destination location is invalid. Please check the data.
420506	Postcode not found. Expected formats: <country specific post code format>

9. RATING AND PRODUCT API WARNINGS

The following table contains the possible warnings for Rating and Product APIs.

Warning Code	Warning Message
200200	Duty calculation is not possible since full import HS code is not available.
200201	Landed cost is estimated based on full Import HS code retrieved from product catalogue.
200202	Ballpark landed cost is returned.
200203	The provided HS code is not a valid full Import HS code. Ballpark landed cost is estimated using the provided 6-digit HS Code.
200204	Provided Import HS code (full or 6-digit) is invalid. Landed cost is estimated based on full Import HS code retrieved from product catalogue.
200205	Provided Import HS code (full or 6-digit) is invalid. Ballpark landed cost is returned.
200030	Standard duty is not applicable (<INPUT HS CODE>).
200031	Standard duty is not applicable (<INPUT HS CODE>). This tariff code maybe prohibited.

10. ELECTRONIC PROOF OF DELIVERY (EPOD) API ERRORS

The following table contains the possible errors for Electronic Proof of Delivery (EPOD) API.

Error Code	Error Message
100000	Service operation execution finished successfully
100002	Service operation request message data validation failed
100010	When requesting ePod details account number and customer role must be provided

11. UPLOAD IMAGE API ERRORS

The following table contains the possible errors for Upload Image API.

Error Code	Error Message
998	The account number is not found or invalid. Please check the account number and retry.
8003	Account not allowed for this service. Please contact your DHL Express representative.
7003	Document image data 'DocumentImages/DocumentImage' or 'PaperlessTradeImages' failed in validation due to wrong data. Please provide valid image instead of text data.
7015	DocumentImages cannot be provided with Packages (piece details) in request message. Please check the request message and retry.
7018	Image Upload is not supported for non-PLT shipment
7025	Document image data 'DocumentImages/DocumentImage' cannot exceed "{0}". Please check the Document image size and retry.
7031	Image upload is not possible for this shipment at this point.
7033	Packages section is required to be provided in request message to perform shipment consolidation. Please check the request message and retry.
8032	Not authorized to use this service. Please contact your DHL Express representative.
410104	Invalid combination of shipment parameters in the request, please update and try again."

12. CREATE SHIPMENT API ERRORS

The following table contains the possible errors for Create Shipment API.

Error Code	Error Message
803	Account not allowed for this service. Please contact your DHL Express representative.
996	The requested product(s) not available based on your search criteria.
997	Invalid typeCode #/customerDetails/{0}/registrationNumbers/{1}/typeCode: {2} is not a valid value, please update and try again.
998	The shipment date cannot be in the past or more than 10 days in future. Please check the shipment date and retry.
998	The account number is not found or invalid. Please check the account number and retry.
998	The account number is not allowed for PaperLessTrade. Please check the account number and retry.
998	Process failure occurred. Process ID associated for that transaction (<Process ID>)
1001	The requested product(s) not available based on your search criteria.
1003	Pick-up service is not provided on this day.
1004	Product not available between this origin and destination.
6016	Invalid combination of #/RequestValueAddedServices and #/getAdditionalInformation where typeCode=allValueAddedServices, please update and try again.
6017	Requested services cannot be used together <followed by list of couples "service code – service code" separated by ", ">
6018	Requested service XX requires also usage of one of following services < the XX will be replaced by Dependent service (service code) followed by list of Required services (service codes) separated by ", ">
6019	RequestValueAddedServicesGroup cannot be used if request contains required service(s).
6020	Strict validation failed.
6021	Requested service(s) requires usage of just ONE service from – followed by service-service group(s) violated, in from: (DependentService -> list of Required services separated by "-" – each dependent group in separated in brackets e.g. (PZ -> PT-PU-PV-PW)

7003	Document image data #/documentImages/0/content failed in validation due to wrong data. Please provide valid image instead of text data.
7004	Signature image data in #/content/exportDeclaration/invoice/signatureImage failed in validation due to wrong data. Please provide valid image instead of text data.
7005	Customer logo image data failed in validation due to wrong data. Please provide valid image instead of text data.
7007	#/valueAddedServices/serviceCode must be set to "WY" or "PK" for Paperless Trade (PLT) shipment.
7008	Requested product(s) not available with requested service(s) <followed by list of couples "products global/local code – service code" separated by ", ">
7009	The '#/outputImageProperties/customerLogos/0/content' cannot be exceed <configurable logo image size>. Please check the Customer Logo image size and retry.
7011	Email address for shipment email notification is required. Please update and re-try.
7012	You are not allowed to prepare Paperless Trade (PLT) shipment . Please contact your DHL account manager.
7013	Pickup is not allowed for this shipment date. Please update and re-try again.
7014	Shipment consolidation is not possible for the shipper country. Please contact your DHL account manager.
7015	DocumentImages cannot be provided with Packages (piece details) in request message. Please check the request message and retry.
7016	Missing "IncludePreviousPieceLabels" in the request message. Please check the request message and retry.
7017	Exceeded the maximum pieces allowed for a single shipment. Please check the request message and retry.
7018	Image Upload is not supported for non-PLT shipment.
7019	An email with invalid format has been provided. Please update and try again.
7022	The Piece weight must be greater than <global or customer profile level> <global or customer profile level minimum weight>. Please update #/content/packages/0/weight field value and try again.
7023	The Customs Value must be greater than <global or customer profile level><global or customer profile level minimum weight>. Please update #/content/declaredValue field value and try again.
7024	The Paperless Trade (PLT) image file size of the export documentation is too large. Please ensure that this does not exceed "{0}" and is either a pdf, jpg or png file type.
7025	Document image data #/documentImages/0/content cannot exceed <configurable document image size>. Please check the document image size and try again.
7027	Failure to upload the Paperless Trade (PLT) image. Please check the document image and try again or contact your DHL technical representative.
7028	Net weight value must be greater than <global or customer profile level> <global or customer profile level minimum weight>. Please update #content/exportDeclaration/lineItems/0/weight/netValue field value and try again.
7029	Failure to send email.
7030	Unsupported combination. #/outputImageProperties/allDocumentsInOneImage option is only allowed for PDF output types. Please update and try again.
7031	Image upload is not possible for this shipment at this point.
7032	For #/outputImageProperties/imageOptions/0/typeCode = 'invoice' and #/outputImageProperties/imageOptions/0/isRequested = 'true', then fields within #/content/exportDeclaration/invoice section are required. Please check the request message and try again.
7033	Packages section is required to be provided in the request message to perform shipment consolidation. Please check the request message and try again.

7034	Unit Price value must be greater than <"global or customer profile level" + global or customer profile level minimum Customs Value>. Please update #/content/exportDeclaration/lineItems/0/price field value and retry it again. "
7035	Shipment charges is mandatory for a CASH shipment. Please provide shipment charges and resubmit.
7036	Request labels to fit A4 format is applicable for label type of PDF. Please update and re-try again
7037	Customer is not allowed to request courier pickup. Please contact your DHL account manager.
7057	Document image data #/documentImages/0/content failed in validation due to wrong data. Please provide valid image instead of text data.
7069	Invalid unitOfMeasurement #/content/exportDeclaration/lineItems/{0}/quantity/unitOfMeasurement: {1} is not a valid value, please update and try again.
7070	Invalid typeCode #/content/customerDetails/{0}/typeCode: {1} is not a valid value, please update and try again.
7071	Invalid typeCode #/content/exportDeclaration/customsDocuments/{0}/typeCode: {1} is not a valid value, please update and try again.
7072	Invalid exportReasonType #/content/exportDeclaration/exportReasonType: {0} is not a valid value, please update and try again. Invalid exportReasonType #/content/exportDeclaration/lineItems/{0}/exportReasonType: {1} is not a valid value, please update and try again.
7073	Duplicate values found in #/content/exportDeclaration/invoice/customerReferences/0/typeCode, please update and try again
7074	Invalid typeCode #/content/exportDeclaration/invoice/customerReferences/{0}/typeCode: {1} is not a valid value, please update and try again.
7075	Duplicate values found in #/content/exportDeclaration/additionalCharges/0/typeCode, please update and try again.
7076	Invalid typeCode #/content/exportDeclaration/additionalCharges/{0}/typeCode: {1} is not a valid value, please update and try again.
7077	Duplicate values found in #/content/exportDeclaration/lineItems/0/customerReferences/0/typeCode, please update and try again.
7078	Invalid typeCode #/content/exportDeclaration/lineItems/{0}/customerReferences/{1}/typeCode: {2} is not a valid value, please update and try again.
7079	Invalid typeCode #/content/exportDeclaration/lineItems/{0}/customsDocuments/{1}/typeCode: {2} is not a valid value, please update and try again.
7080	Missing required field PlaceOfIncoterm #/content/exportDeclaration/placeOfIncoterm, please update and try again.
7082	Missing required field typeCode #/content/exportDeclaration/additionalCharges/0/typeCode, please update and try again.
7083	Element isRequested value "N" for typeCode value "label" is only valid for Label-Free Shipment
7084	If using Label-Free template, please ensure to provide the DHL Express Label-Free Service code and Advance Shipment Service Code under #/valueAddedServices/0/serviceCode
7085	For the feature "{0}" as LID, please ensure to provide the DHL Express Label-Free Service code under #/content/packages/0/customerReferences/0/typeCode
7086	#/content/packages/0/customerReferences/0/value is not well formatted. (Expected Sample Format : 'DHL0123456789123YY')
7087	You are not authorized to prepare Label-Free shipment. Please contact your DHL account manager.

7092	If using label template for LBBX, the Parent Shipment\u0027s IdentificationNumber field is required: #/identifiers/0/value where #/identifiers/0/typeCode=\u0027parentId\u0027. Please update the request and retry.
7093	You are not authorized to prepare shipment with feature #/valueAddedServices/0/serviceCode = "PM". Please contact your DHL account manager.
7094	ExportDeclaration cannot be provided with feature Service Type = 'PM'. Please check the request and retry.
7095	ShipmentReference with ShipmentReferenceType = 'CU' is required for feature Service Type = 'PM'. Please check the request and retry.
7096	The provided Shipment Identification Number is invalid. Please check the request message and retry.
7097	Exceeded the maximum invoices allowed for a single shipment. Please check the request message and retry.
7098	Duplicate values found in <xpath>/InvoiceNumber. Please check the request message and retry.
7099	Missing the Shipper Reference in #/content/exportDeclaration/0/invoice/customerReferences/0/value with typeCode = 'CU' in request. Please check the request message and retry.
7100	Invalid value of country code in <xpath>. Please check the request message and retry.
7101	Invalid value NumberTypeCode <xpath>. Please update and try again.
7104	Duplicate values found in #/content/exportDeclaration/0/invoice/customerReferences/0/typeCode, please update and try again
7107	Duplicate values found in #/content/exportDeclaration/0/additionalCharges/0/typeCode, please update and try again.
7114	Missing line item Net weight or Gross Weight at <xpath>, please update the request and try again.
7115	UploadCINData is not allowed for your username. Please contact your DHL sales representative.
7116	Duplicate values found in #/customerDetails/{0}/registrationNumbers/typeCode.
7118	Provided Piece Identification Number Data Identifier is invalid. Please check the request message and retry.
7119	Invalid incoterm #/content/incoterm: {0} is not a valid value, please update and try again.
7120	Required either #/outputImageProperties/imageOptions where typeCode=invoice or provide #/documentImages
7121	#/content/exportDeclaration is mandatory when provided product is dutiable, please update and try again.
7122	#/outputImageProperties/imageOptions/0/templateName where typeCode=invoice is not a valid value
7123	You are not authorized to prepare shipment with serviceCode of {0}. Please contact your DHL account manager.
7124	Not authorized to bypass PLT Validation. Please contact your DHL Express representative.
7125	Domestic shipment for Mexico is not allowed for your username. Please contact your DHL sales representative.
7126	COMMERCIAL_INVOICE_P_10 or COMMERCIAL_INVOICE_L_10 must be used as the Commercial Invoice Template #/outputImageProperties/imageOptions/0/templateName where typeCode=invoice for Import Customs Duties or Import Taxes to be shown in the Commercial Invoice.
7127	Invalid value of country code in {role}. Please check the request message and retry.
7128	Invalid value found in #/customerDetails/{0}/registrationNumbers{0}/issuerCountryCode.
7129	Country code in #/content/exportDeclaration/lineItems/{0}/manufacturerCountry: {1} is not a valid value, please update and try again.

7132	The dangerous goods custom description(s) has exceeded the combined value of 200 characters.
7133	COMMERCIAL_INVOICE_P_10 or COMMERCIAL_INVOICE_L_10 must be used as the Commercial Invoice Template #/outputImageProperties/imageOptions/{0}/templateName where typeCode=invoice for Import Customs Duties or Import Taxes to be shown in the Commercial Invoice.
7136	Duplicate values found in #/content/exportDeclaration/lineItems/number, please update and try again.
7139	Request message must contain content/declaredValueCurrency for declarable shipments.
7140	Request message must contain content/incoterm for declarable shipments.
7141	Request message must contain all precalculated value fields.
7142	Shipment data validation has failed, please contact customer support, or try again later.
7143	Shipment description must contain at least 3 characters. Please update #/content/content/description field value and try again.
7144	Export line item description must contain at least 3 characters. Please update #/content/exportdeclaration/lineitems/{0}/description field value and try again.
7145	#/content/declaredValueCurrency is required if #/content/exportDeclaration or #/content/declaredValue is provided.
7146	Field ShipmentRequest/RequestedShipment/ShipmentInfo/DocumentImages/DocumentImage/DocumentImage or ShipmentRequest/RequestedShipment/ShipmentInfo/LabelOptions/RequestDHLCustomsInvoice is mandatory when ServiceType is set as PJ.
7147	The shipment description #/content/description <GSS-$.ShpPcdDetailsMsg.Bd.Shp[0].DatElGrp[n].DatEl.Val.$>. Please update the shipment description and retry.
7148	#/outputImageProperties/imageOptions/{0}/templateName where typeCode=shipmentReceipt is not a valid value.
7149	#/outputImageProperties/imageOptions/{0}/typeCode=receipt and #/outputImageProperties/imageOptions/{1}/typeCode=shipmentReceipt cannot both have isRequested=true set. Please check the request and try again.
7150	Invalid value combination of languageCode, languageCountryCode and languageScriptCode provided in #/outputImageProperties/imageOptions/ where typeCode = 'shipmentReceipt' provided, please update and try again.
7151	#/outputImageProperties/splitDocumentsByPages=true required when #/getAdditionalInformation/typeCode='linkLabelsByPieces' is provided with isRequested=true. Please check the request and try again.
7152	#/outImageProperties/allDocumentsInOneImage option is not allowed when #/getAdditionalInformation/typeCode=linkLabelsByPieces is provided with isRequested=true. Please check the request and try again.
7153	#/content/packages/referenceNumber must be provided for all packages. Please check the request and try again.
7154	Duplicate values found in #/content/packages/referenceNumber, please update and try again.
7156	Line Item Description contains invalid characters. Characters which are not allowed are {0}. Please remove any invalid characters and try again.
7157	You are not authorized to prepare shipment with feature Service Type = '{0}'. Please contact your DHL account manager.
8003	Account not allowed for this service. Please contact your DHL Express representative.
8003	Account not allowed for this service. Please contact your DHL Express representative.
8007	The Shipper Account is invalid.
8032	Not authorized to use this service. Please contact your DHL Express representative.

8035	Product code provided not matching the account's network type code. Please update and try again.
8036	Product code is not allowed for account number's network type code.
20001	Neither local nor Network Product Code is present.
20002	Origin country code is absent.
20003	Origin service area code is absent.
20004	Destination country code is absent.
20017	Neither destination postcode nor destination code is present.
30001	Maximum length of local specific code exceeded.
30002	Invalid postcode format.
40001	Product short name is not found.
40002	Product content code is not found.
40004	Destination code is not found
50003	More than one destination service area codes are found.
90001	Unclassified error.
90002	Invalid XML.
90003	Error while accessing the cache.
99999	GLS servers are not reachable.
100002	The Dangerous Goods Content ID requested is invalid. Please update and try again
100002	The Dry Ice Net Weight is missing in the request for the Dangerous Goods Content ID: 901. Please update and try again.
100002	The UN code is missing in the request for the Dangerous Goods Content ID: E01. Please update and try again
340001	The origin country code could not be found. Please check the country code.
340002	The destination country code could not be found. Please check the country code.
340003	The payment country code could not be found.
340004	The location information is missing. At least one attribute post code, city name or suburb name should be provided
340005	The pickup date is missing. The pickup date is a mandatory field.
340006	The ready time is missing. This is a mandatory parameter.
340007	The commodity code could not be found, please check the commodity code.
340008	The piece weight is missing. This is mandatory information.
340009	The number of pieces is missing.
340010	The total shipment volume is missing.
340011	The maximum piece weight is missing.
340012	The maximum piece height is missing.
340013	The maximum piece length is missing.
340014	The maximum piece width/diameter is missing.
340015	The declared value is missing.
340016	The piece type is invalid.
340017	The unit of weight is missing.
340018	The declared value cannot exceed the limit set for the country.
340019	Unknown unit of measure for weight.
340020	Unknown unit of measure for dimensions.
340021	The currency is missing.
340022	The maximum piece weight is greater than the total shipment weight.
340023	Unknown currency symbol.
340024	The global or local product code(s) missing.

340025	The global or local service code(s) missing.
340026	Invalid combination of units of weight and dimension.
340027	Invalid product service combination.
340028	The unit of measure is missing.
340029	UOM should be same for all dimensions
340030	Unknown Generic Criteria code
340031	The format of the dimensions is not correct. Please check the dimensions format.
340032	The format of the weight is not correct. Please check the weight format.
340033	Invalid ready time format
340035	The unit of dimension is missing
340036	Outbound departure date should have format YYYY-MM-DD
340038	VLDPICKUP = N set in the request then Facility Departure Date should be part of request
340039	VLDPICKUP = Y set in the request then Facility Departure Date should NOT be part of request
340040	The only allowed operators are 'eq'- equal, 'ge' - greater than or equal, 'gt' - greater than
340041	Generic criterion OSINFO cannot be used if request contains required service(s)
400201	Failure during booking
400202	Missing field(s)",
400203	Error occurred while creating GNS521 file
400204	Error while uploading manifest file to FTP server
400205	Error while transforming result to XML
410101	The shipment weight exceeds max
410102	The shipment height exceeds max
410103	The shipment length exceeds max
410104	The shipment width/diameter exceeds max
410105	The requested product(s) not available
410106	The piece weight exceeds max
410107	The piece height exceeds max
410108	The piece length exceeds max
410109	The piece width/diameter exceeds max
410110	The shipment weight exceeds min
410111	The shipment height exceeds min
410112	The shipment length is not within the restrictions
410113	The shipment width/diameter under min
410114	The min piece dimension not reached
410115	The mid piece dimension not reached
410116	The max piece dimension not reached
410117	The minimum piece weight not met
410118	Number of pieces exceeded
410119	The min shipment dimension not reached
410120	The mid shipment dimension not reached
410121	The max shipment dimension not reached
410122	The minimum shipment weight not met
410123	The max shipment declared value exceeded
410124	Geographical market rule applied
410125	Minimal inbound currency value not met
410126	Maximum inbound currency value exceeded

410127	Minimum number of pieces not met
410128	Minimal outbound currency value not met
410129	Maximum outbound currency value exceeds
410130	Minimal number of pallet not met
410131	Maximum number of pallet exceeds
410132	Minimal pallet weight not met
410133	Maximum pallet weight exceeds
410134	The max(length; width; height) piece exceeds max
410135	Requested product(s) not available at origin <list of products global/local separated by ", ">
410136	Requested product(s) not available at destination <list of products global/local separated by ", ">
410137	Product filtered out on delivery side because actual delivery time configured in TTS is greater than marketed delivery time configured in GREF <list of products separated by ", ">
410138	Requested product(s) not available at payer <list of products global/local separated by ", ">
410139	Requested product(s) available only with contractual agreement <list of products global/local separated by ", ">
410140	Requested product(s) not available in required network <list of products global/local separated by ", ">
410145	Requested product(s) not available with requested service(s) – followed by list of couples "products global/local code – service code" separated by ", "
410146	Requested services cannot be used together <followed by list of couples "service code – service code" separated by ", ">
410147	Requested service XX requires also usage of one of following services < the XX will be replaced by Dependent service (service code) followed by list of Required services (service codes) separated by ", ">
410201	Pick-up service is not provided on this day.
410202	The pickup date is outside of sliding window: dateFrom–dateTo
410203	Ready time is outside of pickup window
410301	Product not available between this origin and destination (network segment).
410302	Temporary network target change
410303	Avaliable products removed by Marketed filtering
410304	No products available
410501	Pickup PL ambiguity rule applied. More than 1 PL is available for the given PL attributes.
410502	Pickup PL fallback rule applied : PS->CP
410503	Pickup PL fallback rule applied : PS->CP->P
410504	Pickup PL fallback rule applied : PS->CP->P->C
410505	Pickup PL fallback rule applied : CP->P
410506	Pickup PL fallback rule applied : CP->P->C
410507	Pickup PL fallback rule applied : P->C
410508	Pickup PL fallback rule applied : S->C
410509	Delivery PL ambiguity rule applied. More than 1 PL is available for the given PL attributes.
410510	Delivery PL fallback rule applied : PS->CP
410511	Delivery PL fallback rule applied : PS->CP->P
410512	Delivery PL fallback rule applied : PS->CP->P->C
410513	Delivery PL fallback rule applied : CP->P
410514	Delivery PL fallback rule applied : CP->P->C
410515	Delivery PL fallback rule applied : P->C
410517	The origin facility is suspended

410518	The destination facility is suspended
410928	Booking adapter error response failure PU009a, 'Pickup NOT scheduled. There is no weekend pickup service at the location.
410928	Booking adapter error response failure PU003, Routing Service could not determine Origin Service Area. No pickup scheduled
410928	Booking adapter error response failure PU004, Account number or account type is some type of external billing account. Pickup Service requires a domestically billed shipper account. No pickup scheduled
410928	Booking adapter error response failure PU005, Account number is not found in IBS records. No pickup scheduled
410928	Booking adapter error response failure PU007a, Account numberspecified has a credit status of CUTDirected to IBS. No pickup scheduled
410928	Booking adapter error response failure PU007b, Account number does not have a credit standing of "good standing" or "removed from credit suspension" No pickup scheduled
410928	Booking adapter error response failure PU009a, The pickup date is a weekend at the origin service area that has no pickup service. No pickup scheduled
410928	Booking adapter error response failure PU009b, The Pickup Ready-by time from the client is before the Station Pickup start time or after the Station Pickup end time. No pickup scheduled
410928	Booking adapter error response failure PU009c, The pickup date is a holiday at (origin service area). No pickup scheduled
410928	Booking adapter error response failure PU011a, The pickup request time is less than 1 hour of the station pickup end time. No pickup scheduled.
410928	Booking adapter error response failure PU011b, At least one day of advance notice is required for pickup at <location>. Sufficient notice not provided. No pickup scheduled
410928	Booking adapter error response failure PU012, Ready by time is past the station ready by cutoff of <x>. No pickup scheduled.
410928	Booking adapter error response failure PU013a, Insufficient time between pickup request time and pickup end time. Pickups require at least one hour before station pickup end time.
410928	Booking adapter error response failure PU013b, Insufficient time between (current time), and (closing time). A business pickup requires one hour. A residence pickup requires two hours.
411402	ShipmentManifest consumer timed out.
420501	The origin country code could not be found. Please check the country code.
420502	The destination country code could not be found. Please check the country code.
420503	The payment country code could not be found.
420504	The origin location is invalid. Please check the data.
420505	The destination location is invalid. Please check the data.
420506	Postcode not found. Expected formats: <country specific post code format>

13. CREATE SHIPMENT API WARNINGS

The following table contains the possible warnings for Create Shipment API.

Warning Code	Warning Message
7986	Provided BypassPLTError is ignored. Your username is setup for no products and services validation.
7986	Shipment description(s) not validated.
7987	Provided BypassPLTError is ignored. Please provide ServiceType value as WY to bypass PLT lane validation.

7988	Please note on printing the hardcopy of all the shipment paperwork and affix it to the package.
7988	Please note on printing the hardcopy of all the shipment paperwork and affix it to the package.
7989	Provided Piece Identification Number Data Identifier is ignored. Please provide UseOwnPieceIdentificationNumber value as Y to use own piece identification number.
7990	Rendered commercial invoice PDF can only print certain number of shipping roles and addresses.
7991	Rate Request service failure. No charges returned in response message.
7992	State or Province code has been replaced to valid GREF State or Provicen Code.
7993	No Estimated Delivery Date details returned in response message.
7994	Transliteration texts is not supported for the requested Shipper's Country Code.
7995	No charges returned in response message.
7996	Shipment's destination country is not On Demand Delivery deployed country.
7997	Shipment Waybill Number, Origin Service Area Code, Destination Service Area Code or Shipper Account Number value is not available in request message. Please re-check.
7998	Account not white-listed for this On Demand Delivery service. Please contact your DHL account manager.
7999	Incorrect ODD request type is provided. Please re-check the generic type.

14. UPLOAD INVOICE DATA API ERRORS

The following table contains the possible errors for Upload Invoice Data API.

Error Code	Error Message
7096	The provided Shipment Identification Number is invalid. Please check the request message and retry.
7097	Exceeded the maximum invoices allowed for a single shipment. Please check the request message and retry.
7098	Duplicate values found in #/content/exportDeclaration/${indexValue}/invoice/number. Please check the request message and retry.
7099	Missing the Account Number and Shipper Reference in #/content/exportDeclaration/${indexValue}/invoice/customerReferences/0/value with typeCode = 'CU' in request. Please check the request message and retry.
7100	The #/customerDetails/{0}/postalAddress/countryCode value provided is invalid.
7104	Duplicate values found in #/content/exportDeclaration/{0}/invoice/customerReferences/{1}/typeCode, please update and try again.
7107	Duplicate values found in #/content/exportDeclaration/{0}/additionalCharges/{1}/typeCode, please update and try again.
7111	Duplicate values found in #/content/exportDeclaration/{0}/lineItems/{1}/customerReferences/{2}/typeCode, please update and try again.
7114	Missing Net Weight or Gross Weight in #/content/exportDeclaration/{0}/lineItems/{1}/weight, please update the request and try again.
7115	UploadInvoiceData is not allowed for your username. Please contact your DHL sales representative.
7117	Duplicate values found in #/customerDetails/{0}Details/registrationNumbers/typeCode.

Error Code	
7130	The #/customerDetails/{0}/registrationNumbers/{1}/issuerCountryCode value provided is invalid.
7131	The #/content/exportDeclaration/[{0}]/lineItems/[{1}]/manufacturerCountry value provided is invalid
7133	COMMERCIAL_INVOICE_P_10 or COMMERCIAL_INVOICE_L_10 must be used as the Commercial Invoice Template UploadInvoiceDataRequest/InvoiceData/ShipmentInfo/OutputImageOptions/CustomsInvoiceTemplate for Import Customs Duties or Import Taxes to be shown in the Commercial Invoice.
7135	Child nodes exceed limit --- UploadInvoiceDataRequest/InvoiceData/ExportDeclarations/ExportDeclaration[{0}]/InvoiceReferences/InvoiceReference, please update and try again.
7137	Duplicate values found in #/content/exportDeclaration/lineItems/number, please update and try again
7141	Request message must contain all precalculated value fields.
8007	ERROR: The Shipper Account is invalid. Please use a valid Shipper account and retry.

15. GET IMAGE API ERRORS

The following table contains the possible errors for Get Image API.

Error Code	Error Message
1501	The provided Shipment Identification Number is invalid. Please check the request message and retry.
1502	Number of typeCode parameters exceeded maximum limit. Please update and try again.
1504	No document images found for the provided search criteria.
1505	Unable to query document due to shipment data not found.
1506	encodingFormat TIFF is not applicable in combination with allInOnePDF = true. Please check the request message and retry.
1507	The provided DocumentTypeName[n] is invalid. Please check the request message and retry
1508	Incomplete parameters to retrieve Customs Entry. Please contact your DHL Express representative
1509	The provided DocumentTypeName is not allowed for this user. Please contact your DHL Express representative.
8001	The account number is not found or invalid. Please check the account number and retry.
8003	Account not allowed for this service. Please contact your DHL Express representative.
8032	Not authorized to use this service. Please contact your DHL Express representative.

16. TRACKING API ERRORS

The following table contains the possible errors for Tracking APIs.

Error Code	Error Message
801	The account number is not found or invalid. Please check the account number and retry.
8032	Not authorized to use this service. Please contact your DHL Express representative.
-	No Shipments Found for ReferenceID	<shipmentReference>

Error Code	Error Message
1011	You do not have the necessary permissions to view controlled access data for this shipment. If you believe this is an error, please contact your DHL Express representative.
1012	Parameter requestControlledAccessData is not allowed for your username. Please contact your DHL Express representative.

17. PICKUP API ERRORS

The following table contains the possible errors for Pickup APIs.

Error Code	Error Message
5001	The pickup request is past the booking cutoff time for the pickup location (this includes taking the time zone into consideration if applicable).
5002	The Pickup time window for a collection to take place is too small (Pickup Location close time – PickupTimestamp).
5003	The Pickup time window overlap is too small. Please ensure that the overlap between your provided request and the courier pickup window has the minimum required Pickup Time window overlap.
5004	The pickup request must be at least {X hrs} before the provided PickupLocationClose time.
5005	The minimum pickup time window overlap for your requested origin is a minimum of {X} minutes with a same day pickup initiated latest by {A} today. Please note that couriers are available for a pickup at the requested origin between {B} and {C}. Times are based on the origin timezone.
5006	Pickup is not allowed for this shipment date. Please update and re-try again.
5007	Recipient address is required for remote booking request. Please provide the Recipient section and retry.
5008	UnitOfMeasurement is required for booking request. Please provide the UnitOfMeasurement and retry.
5010	Pickup/Contact/CompanyName is required for booking request. Please provide the CompanyName and retry.
5012	Recipient/Contact/CompanyName is required for booking request. Please provide the CompanyName and retry.
5013	At least one piece details is required for booking request. Please provide the Packages section and retry.
5018	Account number must be provided to the booking request.
5019	The shipment date cannot be in the past. Please check the shipment date and retry.
5020	The shipment date cannot be more than 10 days in future. Please check the shipment date and retry.
5021	Pickup Location Close Time is not well formatted.(Expected Sample Format : '17:10')
5022	Pickup Time Stamp is not well formatted.(Expected Sample Format : '2010-02-11T17:10:09 GMT+01:00')
5023	The Pickup Location Close Time cannot be earlier than Shipment Time. Please check the request and retry.
5024	For Remote Booking, Shipper/Pickup Country Code must be different from Booking Requestor Country Code. Please check the request message and retry.
5555	Update of booking was not successful. Requested Pickup was not found.
5556	The Original Shipper Account Number must match with the Shipper Account Number used previously to create/update successful pickup request. Please check the Original Shipper Account Number and retry.
5557	The Original Shipper Account Number element is mandatory. Please provide the updatePickupRequest/OriginalShipperAccountNumber and retry.
8003	Account not allowed for this service. Please contact your DHL Express representative.

8003	Account not allowed for this service. Please contact your DHL Express representative.
8032	Not authorized to use this service. Please contact your DHL Express representative.
8032	Not authorized to use this service. Please contact your DHL Express representative.
201003	The input message has missing Account Number
201004	The input message has missing Pickup Country
201009	The input message has missing Pickup Route
201019	The input message has missing GMT offset
201045	The input message has missing Pickup Date
201049	The input message has missing company name
201050	The input message has missing Telephone
201055	The input message has missing application name
201056	The input message has missing pickup service area
201067	The input message has missing address
201071	The input message has missing ready time
201110	The input message has missing delivery address
201111	The input message has missing delivery telephone number
201112	The input message has missing delivery company name
201113	The input message has missing delivery contact person name
201114	The input message has missing delivery country code
201115	The input message has missing destination Service Area
201118	The input message has missing default payment type
201200	Either pickup route or sector should be present
201204	The input message has missing close time
201206	The input message has missing payer account number
201210	The input message has missing requestor address
201211	The input message has missing requestor city
201212	The input message has missing requestor company name
201213	The input message has missing requestor contact person name
201216	The input message has missing requestor telephone number
201217	The input message has missing booking event state code
201218	The input message has missing Payer (Billing) Country
202003	The input message has invalid Account Number
202004	The input message has invalid Pickup Country
202007	The input message has invalid Account Sequence
202009	The input message has invalid Pickup Route
202012	The input message has invalid Service Area
202019	The input message has invalid GMT Offset
202023	The input message has invalid local product code
202024	The input message has invalid Dest Service Area
202025	The input message has invalid Dest Facility
202044	The input message has invalid Number Of Pieces
202048	The input message has invalid Facility
202062	There are not enough characters in Contact Person
202064	The input message has invalid Pickup Type
202067	The input message has invalid City
202072	The input message has invalid Default Pay Type

202073	The input message has invalid Payer (Billing) Country
202110	Close Time must be later than ready time
202113	Phone Number Length below Minimum Supported Length
202114	Pickup date is a holiday for country XX
202115	Ready time cannot be greater than close time
202118	The input message has invalid piece type
202121	The input message has invalid weight/length unit
202122	The difference between ready time and close time must be at least XX minutes
202123	Account payment is not allowed for stopped credit customer
202124	Remote Booking can only be made by IMP Account
202128	The Pickup date is earlier than the current date
202129	The input message has invalid delivery country code
202131	Account payment is not allowed for cut credit customer
202132	Account payment is not allowed for cash customer
202137	Total shipments value exceeded 99999999.999
202140	Remote Booking is not supported by this interface, please contact CS Advisor
202141	Invalid payer account number
202401	No billing address found
202405	No pickup address found

18. IDENTIFIER API ERRORS

The following table contains the possible errors for Identifier API.

Error Code	Error Message
801	The account number is not found or invalid. Please check the account number and retry.

19. ADDRESS API ERRORS

The following table contains the possible errors for Address API.

Error Code	Error Message
3001	The identified service area for the given address is currently suspended.
3002	The identified service area for the given address is currently unavailable.
3003	The identified service area for the given address is not yet open.
3004	The identified service area for the given address is closed.
3005	The identified service area for the given address has an unknown status.
3006	The origin country code could not be found. Please check the country code.
3007	The origin/destination location is invalid. Please check the data.
3008	PostalCode not found. Expected formats: <country-specific post code format.>
3009	Address validation failed.
3010	At least a City or PostalCode must be provided in the request.
3011	Service is unavailable for the given origin address.
8003	Account not allowed for this service. Please contact your DHL Express representative.

| | 8032 | Not authorized to use this service. Please contact your DHL Express representative. |

20. ADDRESS API WARNINGS

The following table contains the possible warnings for Address API.

Warning Code	Warning Message
3998	Partial match result found.
3999	Multiple matches found.

21. REFRENCE DATA API ERRORS

The following table contains the possible errors for Reference Data API.

Error Code	Error Message
5025	Parameters not having correct format: datasetName (valid parameters for datasetName are [value from configuration list])
5026	Parameters not having correct format: filterByAttribute is invalid for datasetName [value of provided datasetName] (valid parameters for datasetName are [value from configuration list])
5027	Parameters not having correct format: comparisonOperator is not supported for datasetName [value of provided datasetName]
5028	Parameters not having correct format: filterByValue and filterByAttribute must be provided together
5029	Parameters not having correct format: queryString must be provided in format [filterByAttribute:filterByValue:comparisonOperator]
5030	No reference data found
5031	Too many filter parameters
5032	Not authorized to use this service. Please contact your DHL Express representative.
5033	Requested datasetName is not allowed for your username. Please contact your DHL Express representative.
5034	Parameters not having correct format: filterByAttribute within the queryString is invalid for datasetName [value of provided datasetName] (valid parameters for datasetName are [value from configuration list])
5035	Parameters not having correct format: comparisonOperator within the queryString is not supported for datasetName [value of provided datasetName]
5036	Query Parameter name(s) not having correct format (valid query parameter names are [value from configuration list])
5037	Parameters not having correct format: datasetName=all cannot be used in combination with other query parameters.
5038	Missing mandatory parameter: datasetName