DHL API Developer Portal
Freight APIs Product Manual

Version: Sprint 2025/R04

Updated: 28-06-2025

Content

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1   Release notes

1.1   Release notes of Sprint 2025/R04

Chapter(s)	Comments
4.2 8.19 8.19	▪ Enable Ukraine as TO (Destination Terminal) for ECI product ▪ Extend Pickup and Delivery Instructions to MAX as 512 chars ▪ Remove Parties based references while shipment level references

1.2   Product Manual version history

Please refer section _9 Product Manual version history_ for details.

2   Scope

This manual covers the information needed for booking a shipment, also called the transport instruction (shipment order) and related printable barcode labels (license plates) in DHL API Developer Portal.

There are several other API's available for e.g. retrieving master data and validating allowed products and additional services. More details can be found in the next chapters.

The document has a regular release plan compatible with Freight APIs sprints. An updated version will be published when changes in products and/or additional services are done, when products are added or removed or when country coverage has been changed (freight payer country and/or trade lanes).

The latest version can always be found at DHL API Developer Portal.

Please read and familiarize yourself with the DHL Group Terms of Use.

See: https://developer.dhl.com/terms-use.

The purpose of this document is to describe features and attributes for road based products for DHL Freight Global, **excluding** freight payer in SE-Sweden.

Currently the documentation and relevant API's are only available for transportation where the customer (freight payer) is in either one of the following countries:

AT - Austria	DK – Denmark	GR - Greece	LV – Latvia	SI – Slovenia
BE - Belgium	EE – Estonia	HR - Croatia	NL - Netherlands	SK - Slovakia
BG - Bulgaria	ES - Spain	HU - Hungary	PL - Poland	TR – Turkey
CH - Switzerland	FI – Finland	IE – Ireland	PT - Portugal	
CZ - Czech Republic	FR - France	IT - Italy	RO - Romania	
DE - Germany	GB – United Kingdom	LT – Lithuania	RS - Serbia	

Notes:

- **For Sweden, also API's are available but with different documentation and services.**
  Please get in contact with us, for implementing your API's with Sweden.
- **For Delivery Term DDP, DAP and CIP this means the consignor needs to be in above listed countries.**

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- **For Delivery Term EXW this means the consignee needs to be in above listed countries.**

Transportation countries from and to must be covered by the selected transportation product. See for this: Appendix N – Country codes, names and product availability

There are different limitations when it comes to geographical coverage, min and max weight, dimensions etc. Different additional services can be selected depending on the transport product.

Customs, dangerous goods DGD/IMDG or transportation related documents must be sent by e-mail to your local country customer service with reference to your business country, shipment number and customer account number. See Appendix S – DHL Freight Customer Service Email Addresses.

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3   Available Freight APIs

The following APIs are currently available in DHL API Developer Portal.

3.1   Shipment Booking API as TransportInstruction API

TransportInstruction API (= Shipment Booking API)	
Description/usage	This is the main API where you can immediately book your shipment with DHL Freight.
Transaction Description	https://api-sandbox.dhl.com/freight/shipping/orders/v1/sendtransportinstruction
	Provide your selected DHL product code (ECD, ECI, ERI, ELD, ELI, ERD, SPD, PPD, HDL, HDI, SPI and PPI), related party addresses and their customer ID (consignor, consignee, pickup, delivery), relevant dates, requested additional services, and your cargo details (pieces) with dangerous goods information (if applicable). Do not use the customs segment, but provide us with your customs documents, See Appendix S – DHL Freight Customer Service Email Addresses
	See Appendix R – Booking API Fields overview for a detailed explanation on how to use the fields of the Booking API.
	If your booking was successfully validated, you'll receive your shipment ID "FRT-999999999" immediately, that you can use for e.g. tracking. The success response can also be used as input for the Print API for the required barcode labels.
	If your booking was unsuccessfully validated, you'll receive the respective validation errors.
	If you provide your own ANSIFACT (ANSI standard ASC MH10) or GS1 (GS1-128) license plates, these are used for your shipment and labels. If you don't, DHL Freight will generate GS1 license plates for you
	Use below described other API's for supporting you in selecting the right product, additional services, package types etc.
Optional segments	Following segments are optional and only need to be provided when they apply: - Parties: Pickup and Delivery addresses are optional and only required when they deviate from consignor/consignee address. Note: Consignor and Consignee party roles are mandatory. - additionalServices Only select the services that you require and that are available for the respective product. - dangerousGoods

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TransportInstruction API (= Shipment Booking API)	

Usage of date fields	• pickupDate (requested)
	Default pickup date is next working day. For Eurapid same day pickup options are possible. Special customer agreements may exist as well. Provide this date as the earliest pickup date. Depending on booking deadline and availability the pickup date may be altered by DHL Freight. Also use this pickup date when using the Timetable API.
	• requestedDeliveryDate
	This date will be processed depending on following situations:
	   o If you ordered Eurapid (premium product) this date will be handled as the committed delivery date. Assure yourself that this date is confirmed to you by using the Timetable API! This date will also be printed on your label as committed delivery date (CDD).
	   o If you ordered the additional service fixedDeliveryDate this date (after short storage) will be the agreed date for delivery. Assure yourself that this date is confirmed to you by using the Timetable API for products EuroConnect Domestic (ECD) or EuroConnect International (ECI)! This date will also be printed on your label as fixed delivery date (FDD). Also provide this same date in your additional service "date" field.
	   o In other cases, your requested delivery date will be handled as the earliest delivery date and is not committed. Delivery can take place on a later date.
	• fixedDeliveryDate (of the additional service): see previous point, 2nd sub point. Assure yourself that this date is confirmed to you by using the Timetable API for products EuroConnect Domestic (ECD) or EuroConnect International (ECI)! This date will also be printed on your label as fixed delivery date (FDD). Also provide this same date in your requestedDeliveryDate field.

Usage of street	Please only use the field "street" to provide **both** your street and street number (house number) in one single field.
Usage of postalCode	Please always provide the right official format and content for your relevant postal codes. Because of high performance requirements, addresses and postal codes are not fully validated by the API!
Usage of References on **shipment level**	Here you must provide a qualifier and a reference value. It is strongly advised to use only 1 reference value per qualifier type. E.g. only 1 reference with type "CNR" (consignor), only 1 reference with type "CNZ"

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TransportInstruction API (= Shipment Booking API)	
	(consignee) and only 1 reference with type "INV" (invoice). Only this enables you to easily track your shipment with your reference. In case you would provide more references for one qualifier type, your values are concatenated into one value with comma separator. Tracking via such reference is only possible on the full concatenated reference string. More details on reference qualifier see: Appendix Q - How to use references.
Usage of References on **party level**	References in the "parties" segment are not sent into DHL Freight's transportation management system. They are only used on the print-out of your labels. For the parties consignor and consignee you can provide a single reference for each of them. These references will **ONLY** appear on the label. You may use (if needed) the same value(s) as for your references on shipment level (previous point).
Usage of Additional Information	This segment is only relevant for country specific requirements, e.g. Hungarian EKAER, Polish SENT and Romania UIT.
Obsolete fields	The following fields can be ignored in the TransportInstruction API: - messageSenderInternalId - messageReceiverInternalId - featureCode - dhlNetworkId (as part of the parties segment) - customsInformation (complete segment), the customs segment is currently not (yet) in use.

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3.2 Labelling API as Print API

Print API (=Labelling API)	
Description/usage	With this API you can create your required barcode labels, shipment list or waybill/CMR for your shipment.
Transactions Description	https://api-sandbox.dhl.com/freight/shipping/labels/v1/print/printdocumentsbyid This transaction is strongly advised and allows you to use the Print API by Shipment ID(s). Precondition is that you've already created your Booking(s) with the TransportInstruction API and you use the returned shipment ID(s) in this request to the Print API. Note: you can use an array (up to 999) ID's for the Print API. https://api-sandbox.dhl.com/freight/shipping/labels/v1/print/printdocuments Use your TransportInstruction API response (with minor adjustments) to invoke the Print API. This Print API method can also be used standalone, without first creating bookings via the TransportInstruction API. In this case we require you, prior to using the Print API, to provide your bookings via EDI containing your own license plates in GS1 or ANSIFACT. Provide these same license plates in your Print API request. If your API call was successful, you'll receive the requested document information as a Base64 text string. Please convert this string into a PDF document on your client's side and you'll create the respective PDF document(s). The Print API has different PrintOptions that are explained below.
PrintOption "label"	Use this PrintOption to create barcode labels (license plates) for your shipping units (e.g. pallets). These barcode labels are scanned throughout the DHL network and its terminals and provide valuable track & trace information. Note: You do not need to create labels for the products Euroline Domestic (ELD) and EuroLine International (ELI). These are part loads (> 2.500 kg) and full loads that are not handled via terminals and therefore not scanned.
PrintOption "shipmentList"	Use this PrintOption to create a list of your shipment details. Note: Currently, you can only create a list per single shipment.
PrintOption "waybill"	Use this PrintOption to create a waybill/CMR for your shipment.
PrintOption "guarantee"	➔ Obsolete. Do not use.

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PrintOption "returnLabel"	➔ Obsolete. Do not use.
PrintOption "licensePlateBarCode"	➔ Obsolete. Do not use.

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3.3 Product API

Product API	
Description/usage	Retrieve all available products and their related master data. You can additionally also use country from/to in order to determine available products for your specific transportation lane. Note: Please do not use the "payer code"
Transaction Description	https://api-sandbox.dhl.com/freight/info/products/services/v1/products Retrieve all available products and their related master data (countries from/to, payer codes, package types, available additional services)
Transaction Description	https://api-sandbox.dhl.com/freight/info/products/services/v1/products/{productCode} Retrieve for the selected product all related master data (countries from/to, payer codes, package types, available additional services)
Transaction Description	https://api-sandbox.dhl.com/freight/info/products/services/v1/productmatches Provide your consignor and consignee address with cargo details to determine which Freight products can be offered to you. Note: Use "marketAvailability" equal to "B2B" (business to business).
Transaction Description	https://api-sandbox.dhl.com/freight/info/products/services/v1/packagetypes/{productCode} Retrieve available package types for a selected product
Transaction Description	https://api-sandbox.dhl.com/freight/info/products/services/v1/chargeableweight/calculationresults Determine the chargeable weight based on cargo details with weights, dimensions, volume, loading meters and pallet places. Note: this is the default determination of chargeable weight. Customer specific agreements may exist, but are not calculated here.
Transaction Description	https://api-sandbox.dhl.com/freight/info/products/services/v1/packagetypes Obsolete! Do not use anymore. Alternatively, Package types are provided via the transaction /products/{productCode} for the respective product.

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3.4 AdditionalService API

AdditionalService API	
Description /usage	Retrieve all available additional services and their related master data. You can additionally also use country from/to in order to determine available products and services for your specific transportation lane. Note: Please do not use the "payer code"
Transaction Description	https://api-sandbox.dhl.com/freight/info/additionalservice/v1/additionalservices Retrieves all available additional services for all products. Note: Obsolete. please do not use. Instead use the next transaction /products/{productId}/additionalservices
Transaction Description	https://api-sandbox.dhl.com/freight/info/additionalservice/v1/products/{productId}/additionalservices Retrieves all available additional services for a specific product. You can additionally also use country from/to. Do not use the "payer code"
Transaction Description	https://api-sandbox.dhl.com/freight/info/additionalservice/v1/additionalservices/validationresults Checks whether your selected group of additional services (equal to "true") are allowed as a combination. E.g. Eurapid Priority Service P10 and Priority Service P12 cannot be combined. See also: Appendix M – Overview additional services per product
Transaction Description	https://api-sandbox.dhl.com/freight/info/additionalservice/v1/products/{productId}/additionalservices/validationresults Checks whether your selected group of additional services (equal to "true") for your selected product are allowed as a combination. E.g. Eurapid Priority Service P10 and Priority Service P12 cannot be combined for Eurapid (ERI). See also: Appendix M – Overview additional services per product

3.5   TimeTable API

TimeTable API	
Description/usage	Products/Service availability and Lead Times Retrieve available products/services and lead times for your (requested) pickupDate and combination of pickup and delivery country and postal code. Note: be sure to use your correct (requested) pickupDate in this API!
Transaction	https://api-sandbox.dhl.com/freight/info/time-table/v1/timetable/gettimetable
Used for products regarding requested delivery date and Eurapid same day pickup	ECD, ECI, ERI, ERD, HDL, and PPI Check availability for these products. For EuroConnect (ECD, ECI) only an <u>estimated</u> delivery date is offered. You may use this date as your requestedDeliveryDate but it will not be committed. If you want a committed delivery date, then select the product Eurapid, that offers a committed delivery date. For Eurapid (ERI), Eurapid Domestic (ERD) and DHL Premium Pallet International (PPI) a <u>committed</u> delivery date is offered. Please use this date as your requestedDeliveryDate! For Eurapid International (ERI) and Eurapid Domestic (ERD) same day pickup options Pre-12 and Pre-15 are provided which indicate (true/false) a same day pickup possibility when booking is done before 12:00 hour or 15:00 hour. Note: Customer specific agreements regarding same day pickup may exist, but are not evaluated by the TimeTable API.
Used for additional services	For Eurapid International (ERI), Eurapid Domestic (ERD) and DHL Premium Pallet International (PPI) the availability of Priority service P10 and Priority service P12 is validated and offered if available. PriorityServiceP10 (delivery before 10:00 hour) and/or PriorityServiceP12 (delivery before 12:00 hour) are then marked as "true" (available) in the response. For EuroConnect International (ECI) and DHL Standard Pallet International (SPI) the availability of Fixed Delivery Day is validated and 5 possible delivery dates are offered to the user to select from. Please provide this date as your requestedDeliveryDate and also provide this date in the date field of the fixedDeliveryDate additional service! For EuroConnect Domestic (ECD) and EuroLine (ELD/ELI) no fixedDeliveryDates are offered nor validated. Contact your local country Customer Service for availability of Fixed Delivery Date for these products.

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3.6   Price Quote API

Price Quote API (= Rating API)

Description/usage	To get a price quote for a planned Road Freight shipment with DHL Freight. Price Quote API allows you to get a price quote for your shipment to be booked.
	
	Precondition:
	
	• For existing DHL Freight **business** customers with a valid contract.
	• For domestic and international **palletized road freight** transport orders (> 35 kg) across Europe.
	• Customer must already have an **eID** (user/password) by DHL Freight Customer Service.
	
	Price Quote API will provide you with the freight amount and additional services based on your contract with DHL Freight for the respective products. In addition to the OAuth credentials you also need an eID that consists of a username and password.
	The eID can be requested at DHL Freight. After validation and approval your eID will be setup for your relevant account number(s) and Freight transportation products.
	
	Your Price Quote request must contain:
	
	• eID (username / password)
	• Shipment details containing
	• transportation product code (e.g. ECI)
	• payer code / delivery term (e.g. DAP)
	• total weight, volume, loading meter and pieces details
	• parties and account number
	• party type:
	    o Consignor/Sender and Consignee/Receiver are mandatory
	    o Pickup and Delivery are required only if they are different from Consignor or Consignee
	    o account number (id), only required for the freight payer party, based on payerCode
	    o party address containing country code, postal code and city name. additional services that you require
	
	Optionally you can provide an "own surcharge" as percentage or amount to be added to the total amount calculated.
	This may be needed when you want to offer your retrieved quote to your

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Price Quote API (= Rating API)	
	customer with a mark up. The Price Quote response contains the rating details, split into freight amount and additional services that apply. For the freight amount, also the calculation basis (e.g. chargeable weight in kg) is returned.
Transaction	https://api-sandbox.dhl.com/freight/info/pricequote/v1/pricequote/quoteforprice
Used for products	The API is available for the products where the customer has a contract for with DHL Freight, please get in touch with DHL Freight Customer Services.
Used for additional services	Check availability for additional services.

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3.7   Unified – Shipment Tracking API

Unified – Shipment Tracking	(DHL Group Cross Business Units Tracking API)
Description/usage	The DHL Group Unified Tracking API (UTAPI) provides basic checkpoint and event data as public data. This API is suitable for most/basic tracking purposes. If more detailed or customer specific data is required, we recommend implementing our Freight specific (Private) Active Tracing webservices. Please contact your Freight's integration counterpart or our local Customer Service for more details.
Transaction	https://api-eu.dhl.com/track/shipments
Usage	This API is a DHL Group cross business unit tracking API that covers all DHL Group Business Units for tracking. This API is not on Freight API Farm, but can be found here in DHL API Developer Portal: https://developer.dhl.com/api-reference/shipment-tracking You need to sign up on : https://developer.dhl.com/ After that you can register your APP and select this tracking API. You can use your FRT-999999999 shipment ID for tracking. By providing "freight" as service you immediately get your information from the business unit DHL Freight only (and response is faster).

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4 Description of Freight Products

4.1 *DHL EUROCONNECT DOMESTIC (ECD)*

Freight Product Code											
ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI

Number of decimals	(note: decimal separator is a ".")			
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific

- Our domestic Less-than-Truck-Load (LTL) network product for palletized and non-palletized groupage shipments offers superior quality, highly reliable, cost efficient door-to-door connections. Shipments up to 2,500 kg. Maximum weight per item: 1,500 kg.
- This product can be used for <u>domestic</u> road freight inside below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer)
- The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, PL, PT, RO, RS, SI, SK, TR
- Further shipment restrictions, see: Appendix A - DHL EUROCONNECT DOMESTIC (ECD) min and max weight & dimensions
- Transport supplier specific references for Hungary and Poland, see: Appendix T - How to Use Transport Supplier Specific References

Instructions

- Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service.
  See Appendix S – DHL Freight Customer Service Email Addresses
- Booking cancellation cannot be done electronically.

Valid countries from

AD, AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GI, GR, HR, HU, IE, IT, LT, LV, MC, NL, PL, PT, RO, RS, SI, SK, SM, TR, VA

Valid countries to

AD, AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GI, GR, HR, HU, IE, IT, LI, LT, LU, LV, MA, MC, MK, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR, ~~UA~~, VA

Excluded regions: Crimea/Sebastopol region - postal codes starting with 95-96-97-98-99 (UA)

Currently Ukraine (UA) is not serviced as country from/to

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Allowed Parties (roles)	
Consignor	Sender of the goods
Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

Payer codes (Delivery Terms)		Transport			Customer (Freight Payer)
		Domestic	**intra-EU**	**EU from/to non-EU**	
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	**X 1)**	**X 1)**	**X**	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, **consignor** pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)			**X**	Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	**X 1)**	**X 1)**	**X**	Consignor is customer who orders export or outbound domestic transport

X shows valid usage of the related delivery term for the respective transport and related customer.
1) Export and Import clearance usually do not apply to domestic and intra-EU transports

DHL account number format
8 digits, followed by "." , followed by 2 character country code, followed by 4 digits. E.g. 12345678.FR0001

Precondition: You are already registered as a customer with DHL Freight.

This account number will be provided to you by customer service before setting up your API.

In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types
Any available package type can be used. See: Appendix O – Package Types

Available documents via Print API		
Label(s)	Waybill/CMR	Shipment list
Yes (mandatory)	Yes	Yes

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Booking deadline
• One working day before pickup
• Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

Additional services available for product DHL EUROCONNECT DOMESTIC (ECD)
Available Pickup Time
Available Delivery Time
Cash on Delivery
Dangerous Goods
DHL Insurance
Drop Off By Consignor
Fixed Delivery Day
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading
Time Slot Booking Pickup
Time Slot Booking Delivery

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4.2 DHL EUROCONNECT INTERNATIONAL (ECI)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals		(note: decimal separator is a ".")		
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific
• Our international Less-than-Truck-Load (LTL) network product for palletized and non-palletized groupage shipments offers superior quality, highly reliable, cost efficient door-to-door connections across Europe. Shipments up to 2,500 kg. Maximum weight per item: 1,500 kg. • This product can be used for <u>international</u> road freight between below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer) • The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, PL, PT, RO, RS, SI, SK, TR • Further shipment restrictions, see: Appendix B - DHL EUROCONNECT INTERNATIONAL (ECI) min and max weight & dimensions • Transport supplier specific references for Hungary and Poland, see: Appendix T - How to Use Transport Supplier Specific References

Instructions
• Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix S – DHL Freight Customer Service Email Addresses • Booking cancellation cannot be done electronically.

Valid countries from
AD, AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GI, GR, HR, HU, IE, IT, LT, LU, LV MC, MT, NL, PL, PT, RO, RS, SI, SK, SM, TR, VA

Valid countries to
AD, AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GI, GR, HR, HU, IE, IT, LI, LT, LU, LV, MA, MC, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR, UA, VA
Excluded regions: Crimea/Sebastopol region - postal codes starting with 95-96-97-98-99 (UA)
Currently Ukraine (UA) is not serviced as country FROM

Allowed Parties (roles)	
Consignor	Sender of the goods

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Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

Payer codes (Delivery Terms)		Transport			Customer (Freight Payer)
		Domestic	**intra-EU**	**EU from/to non-EU**	
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	**X 1)**	**X 1)**	**X**	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, **consignor** pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)			**X**	Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	**X 1)**	**X 1)**	**X**	Consignor is customer who orders export or outbound domestic transport
CIP	Carriage and Insurance paid to, **consignor** pays Export clearance and freight cost and insurance		**X 1)**	**X**	Consignor is customer who orders export transport

X shows valid usage of the related delivery term for the respective transport and related customer.

1) Export and Import clearance usually do not apply to domestic and intra-EU transports

DHL account number format
8 digits, followed by ".", followed by 2 character country code, followed by 4 digits. E.g. 12345678.FR0001

Precondition: You are already registered as a customer with DHL Freight.

This account number will be provided to you by customer service before setting up your API.

In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types
Any available package type can be used. See: Appendix O – Package Types

Available documents via Print API		
Label(s)	Waybill/CMR	Shipment list
Yes (mandatory)	Yes	Yes
Booking deadline		

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- One working day before pickup
- Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

Additional services available for product DHL EUROCONNECT INTERNATIONAL (ECI)
Available Pickup Time
Available Delivery Time
Cash on Delivery
Dangerous Goods
DHL Insurance
Drop Off By Consignor
Fixed Delivery Day
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading
Time Slot Booking Pickup
Time Slot Booking Delivery

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4.3 DHL EURAPID INTERNATIONAL (ERI)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals		(note: decimal separator is a ".")		
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific
• The premium LTL service connects Europe's most important regions every day mostly within 24 or 48 hours. Besides offering the highest reliability and priority, we assure that your shipments are climate neutral. Shipments up to 2,500 kg. Maximum weight per item: 1,000 kg.   • Eurapid has a committed delivery date and can be ordered in specified regions with delivery before 10:00 hour or 12:00 hour. See related additional services Priority Service P10 and Priority Service P12.   • This product can be used for <u>international</u> priority road freight between below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer)   • The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, HR, HU, IE, IT, LT, LV, NL, NO, PL, PT, RO, SK   • In case Eurapid is not available for your shipment, please order our standard product EuroConnect International (ECI)   • Further shipment restrictions, see: Appendix C - DHL EURAPID (ERI) – ONLY INTERNATIONAL min and max weight & dimensions   • Transport supplier specific references for Hungary and Poland, see: Appendix T - How to Use Transport Supplier Specific References

Instructions
• Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service.   See Appendix S – DHL Freight Customer Service Email Addresses   • Booking cancellation cannot be done electronically.

Valid countries from
AD, AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, HR, HU, IE, IT, LT, LU, LV, MC, NL, PL, PT, RO, SK, SM, VA

Valid countries to
AD, AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LI, LT, LU, LV, MC, NL, NO, PL, PT, RO, SE, SK, SM, VA

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Allowed Parties (roles)	
Consignor	Sender of the goods
Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

Payer codes (Delivery Terms)		Transport			Customer (Freight Payer)
		Domestic	**intra-EU**	**EU from/to non-EU**	
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	**X 1)**	**X 1)**	**X**	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, **consignor** pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)			**X**	Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	**X 1)**	**X 1)**	**X**	Consignor is customer who orders export or outbound domestic transport

X shows valid usage of the related delivery term for the respective transport and related customer.

1) Export and Import clearance usually do not apply to domestic and intra-EU transports

DHL account number format
8 digits, followed by "." , followed by 2 character country code, followed by 4 digits. E.g. 12345678.FR0001
Precondition: You are already registered as a customer with DHL Freight.
This account number will be provided to you by customer service before setting up your API.
In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types
Any available package type can be used. See: Appendix O – Package Types

Available documents via Print API		
Label(s)	Waybill/CMR	Shipment list
Yes (mandatory)	Yes	Yes

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Booking deadline

- One working day before pickup
- Until 12:00 (noon) on pickup day for pickup in dedicated areas (as per TimeTable API)
- Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

Additional services available for product DHL EURAPID INTERNATIONAL (ERI)

Available Pickup Time
Available Delivery Time
Dangerous Goods
DHL Insurance
Delivery Before 10:00 hour (Pre 10)
Delivery Before 12:00 hour (Pre 12)
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading

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4.4 DHL EUROLINE DOMESTIC (ELD)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals		(note: decimal separator is a ".")		
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific
• Flexible domestic Door-to-Door direct transport of your part- and full load shipments up to 24,500 Kg inside below listed valid countries (trade lanes). Note: Some countries may have a deviating maximum weight. Temperature controlled and highly secured transports are available as additional services. • The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, PL, PT, RO, RS, SI, SK, TR • Further shipment restrictions, see: Appendix D - DHL EUROLINE DOMESTIC (ELD) min and max weight & dimensions • Transport supplier specific references for Hungary and Poland, see: Appendix T - How to Use Transport Supplier Specific References

Instructions
• Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix S – DHL Freight Customer Service Email Addresses • Booking cancellation cannot be done electronically.

Valid from/to countries
AD, AL, AT, BA, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GI, GR, HR, HU, IE, IT, KZ, LI, LT, LU, LV, MA, MC, MD, ME, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR, ~~UA~~, VA, XK. Excluded regions: Crimea/Sebastopol region - postal codes starting with 95-96-97-98-99 (UA) **Currently Ukraine (UA) is not serviced as country from/to**

Allowed Parties (roles)	
Consignor	Sender of the goods
Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

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Payer codes (Delivery Terms)		Transport			Customer (Freight Payer)
		Domestic	**intra-EU**	**EU from/to non-EU**	
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	**X 1)**	**X 1)**	**X**	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, **consignor** pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)			**X**	Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	**X 1)**	**X 1)**	**X**	Consignor is customer who orders export or outbound domestic transport

X shows valid usage of the related delivery term for the respective transport and related customer.

1) Export and Import clearance usually do not apply to domestic and intra-EU transports

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DHL account number format

8 digits, followed by "." , followed by 2 character country code, followed by 4 digits. E.g. 12345678.FR0001

Precondition: You are already registered as a customer with DHL Freight.

This account number will be provided to you by customer service before setting up your API.

In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types

Any available package type can be used. See: Appendix O – Package Types

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Available documents via Print API

Label(s)	Waybill/CMR	Shipment list
Yes, but not needed/relevant	Yes	Yes

Booking deadline

- One working day before pickup
- Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

Additional services available for product DHL EUROLINE DOMESTIC (ELD)
Available Pickup Time
Available Delivery Time
Dangerous Goods
DHL Insurance
High Value Shipment
Fixed Delivery Day
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading
Time Slot Booking Pickup
Time Slot Booking Delivery
Thermo Cold

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4.5 DHL EUROLINE INTERNATIONAL (ELI)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals		(note: decimal separator is a ".")		
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific
• Flexible international Door-to-Door direct transport of your part- and full load shipments up to 24,500 Kg across Europe for below listed valid countries (trade lanes). Note: Some countries may have a deviating maximum weight. Temperature controlled and highly secured transports are available as additional services. • The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, PL, PT, RO, RS, SI, SK, TR • Further shipment restrictions, see: Appendix E - DHL EUROLINE INTERNATIONAL (ELI) min and max weight & dimensions • Transport supplier specific references for Hungary and Poland, see: Appendix T - How to Use Transport Supplier Specific References

Instructions
• Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix S – DHL Freight Customer Service Email Addresses • Booking cancellation cannot be done electronically.

Valid from/to countries
AD, AL, AT, BA, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GI, GR, HR, HU, IE, IT, KZ, LI, LT, LU, LV, MA, MC, MD, ME, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR, ~~UA~~, VA, XK Excluded regions: Crimea/Sebastopol region - postal codes starting with 95-96-97-98-99 (UA) **Currently Ukraine (UA) is not serviced as country from/to**

Allowed Parties (roles)	
Consignor	Sender of the goods
Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

Payer codes (Delivery Terms)		Transport			Customer (Freight Payer)
		Domestic	intra-EU	EU from/to non-EU	
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	X 1)	X 1)	X	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, **consignor** pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)			X	Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	X 1)	X 1)	X	Consignor is customer who orders export or outbound domestic transport
CIP	Carriage and Insurance paid to, **consignor** pays Export clearance and freight cost and insurance		X 1)	X	Consignor is customer who orders export transport

X shows valid usage of the related delivery term for the respective transport and related customer.

1) Export and Import clearance usually do not apply to domestic and intra-EU transports

DHL account number format
8 digits, followed by "." , followed by 2 character country code, followed by 4 digits. E.g. 12345678.FR0001

Precondition: You are already registered as a customer with DHL Freight.

This account number will be provided to you by customer service before setting up your API.

In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types
Any available package type can be used. See: Appendix O – Package Types

Available documents via Print API		
Label(s)	Waybill/CMR	Shipment list

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Yes, but not needed/relevant	Yes	Yes

Booking deadline

- One working day before pickup
- Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

Additional services available for product DHL EUROLINE INTERNATIONAL (ELI)
Available Pickup Time
Available Delivery Time
High Value Shipment
Fixed Delivery Day
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading
Time Slot Booking Pickup
Time Slot Booking Delivery
Thermo Cold

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4.6 DHL EURAPID DOMESTIC (ERD)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals		(note: decimal separator is a ".")		
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific
• Germany's domestic premium Less-than-Truck-Load (LTL) network product for palletized and non-palletized groupage shipments offers superior quality, highly reliable, cost efficient door-to-door connections and next day delivery across Germany. Shipments up to 2,500 kg. Maximum weight per item: 1,000 kg.   • This product can be used for <u>domestic</u> road freight in Germany   • The Freight payer country code must be DE   • Further shipment restrictions, see: Appendix F - DHL EURAPID DOMESTIC (ERD) min and max weight & dimensions

Instructions
• Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service.   See Appendix S – DHL Freight Customer Service Email Addresses   • Booking cancellation cannot be done electronically.

Valid countries from
DE

Valid countries to
DE

Allowed Parties (roles)	
Consignor	Sender of the goods
Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

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Payer codes (Delivery Terms)		Domestic Transport	Customer (Freight Payer)
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	X	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, **consignor** pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)	X	Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	X	Consignor is customer who orders export or outbound domestic transport

X shows valid usage of the related delivery term for the respective transport and related customer.

DHL account number format
For Germany (DE): 8 digits, followed by ".", followed by 2 character country code, followed by 4 digits. E.g. 12345678.DE0001
Precondition: You are already registered as a customer with DHL Freight.
This account number will be provided to you by customer service before setting up your API.
In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types
Any available package type can be used. See: Appendix O – Package Types

Available documents via Print API		
Label(s)	Waybill/CMR	Shipment list
Yes (mandatory)	Yes	Yes

Booking deadline
• One working day before pickup
• Until 12:00 (noon) on pickup day for pickup in dedicated areas (as per TimeTable API)
• Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

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Additional services available for product DHL EURAPID DOMESTIC (ERD)
Available Pickup Time
Available Delivery Time
Dangerous Goods
DHL Insurance
Delivery Before 10:00 hour (Pre 10)
Delivery Before 12:00 hour (Pre 12)
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading

4.7 DHL STANDARD PALLET DOMESTIC (SPD)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals	(note: decimal separator is a ".")			
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific
• Austria and France's standard domestic Less-than-Truck-Load (LTL) network product for palletized groupage shipments offers superior quality, highly reliable, cost efficient door-to-door connections and 24-72 hours transit time. Shipments up to 5,000 kg. Maximum weight per item: 800 kg. • This product can be used for <u>domestic</u> road freight inside AT and FR, where special restrictions apply for the country of the freight payer (customer) • The Freight payer country code must be AT or FR • Further shipment restrictions, see: Appendix G - DHL STANDARD PALLET DOMESTIC (SPD) min and max weight & dimensions

Instructions
• Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix S – DHL Freight Customer Service Email Addresses • Booking cancellation cannot be done electronically.

Valid countries from
AT, FR

Valid countries to
AT, FR

Allowed Parties (roles)	
Consignor	Sender of the goods
Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

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Payer codes (Delivery Terms)		Domestic Transport	Customer (Freight Payer)
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	X	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, **consignor** pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)		Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	X	Consignor is customer who orders export or outbound domestic transport

X shows valid usage of the related delivery term for the respective transport and related customer.

DHL account number format

8 digits, followed by ".", followed by 2 character country code, followed by 4 digits. E.g. 12345678.FR0001

Precondition: You are already registered as a customer with DHL Freight.

This account number will be provided to you by customer service before setting up your API.

In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types

Must always be one of the following pallet types: FPLE, FPLH, H1, HPLZ, PAL, PLD, PLE, PLH, PLL, PLO, PLX and PLZ.
See details in: Appendix O – Package Types

Available documents via Print API

Label(s)	Waybill/CMR	Shipment list
Yes (mandatory)	Yes	Yes

Booking deadline

- One working day before pickup
- Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

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Additional services available for product DHL STANDARD PALLET DOMESTIC (SPD)
Available Pickup Time
Available Delivery Time
Dangerous Goods
DHL Insurance
Drop Off By Consignor
Fixed Delivery Day
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading
Time Slot Booking Pickup
Time Slot Booking Delivery

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4.8   DHL PREMIUM PALLET DOMESTIC (PPD)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals		(note: decimal separator is a ".")		
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific
• Austria and France's premium domestic Less-than-Truck-Load (LTL) network product for palletized groupage shipments offers superior quality, highly reliable, cost efficient door-to-door connections and 24-48 hours transit time. Shipments up to 5,000 kg. Maximum weight per item: 800 kg.   • This product can be used for <u>domestic</u> road freight inside AT and FR, where special restrictions apply for the country of the freight payer (customer)   • The Freight payer country code must be AT or FR   • Further shipment restrictions, see: Appendix H - DHL PREMIUM PALLET DOMESTIC (PPD) min and max weight & dimensions

Instructions
• Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service.   See Appendix S – DHL Freight Customer Service Email Addresses   • Booking cancellation cannot be done electronically.

Valid countries from
AT, FR

Valid countries to
AT, FR

Allowed Parties (roles)	
Consignor	Sender of the goods
Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

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Payer codes (Delivery Terms)		Domestic Transport	Customer (Freight Payer)
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	X	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, **consignor** pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)		Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	X	Consignor is customer who orders export or outbound domestic transport

X shows valid usage of the related delivery term for the respective transport and related customer.

DHL account number format

8 digits, followed by ".", followed by 2 character country code, followed by 4 digits. E.g. 12345678.FR0001

Precondition: You are already registered as a customer with DHL Freight.

This account number will be provided to you by customer service before setting up your API.

In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types

Must always be one of the following pallet types: FPLE, FPLH, H1, HPLZ, PAL, PLD, PLE, PLH, PLL, PLO, PLX and PLZ.
See details in: Appendix O – Package Types

Available documents via Print API

Label(s)	Waybill/CMR	Shipment list
Yes (mandatory)	Yes	Yes

Booking deadline

- One working day before pickup
- Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

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Additional services available for product DHL PREMIUM PALLET DOMESTIC (PPD)
Available Pickup Time
Available Delivery Time
Dangerous Goods
DHL Insurance
Drop Off By Consignor
Fixed Delivery Day
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading
Time Slot Booking Pickup
Time Slot Booking Delivery

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4.9   DHL HOME DELIVERY DOMESTIC (HDL)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals		(note: decimal separator is a ".")		
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific
• Our Home Delivery product for curb-side delivery of shipments up to 2.500kg based on our unique Freight network.
• This product can be used for <u>domestic</u> road freight inside below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer)
• The Freight payer country code must be one these countries: AT, CZ, DE, FR, ES
• Further shipment restrictions, see: Appendix I - DHL HOME DELIVERY DOMESTIC (HDL) min and max weight & dimensions

Instructions
• Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix S – DHL Freight Customer Service Email Addresses
• Booking cancellation cannot be done electronically.

Valid countries from
AT, CZ, DE, FR, ES

Valid countries to
AT, CZ, DE, FR, ES

Allowed Parties (roles)	
Consignor	Sender of the goods
Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

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Payer codes (Delivery Terms)		Transport			Customer (Freight Payer)
		Domestic	**intra-EU**	**EU from/to non-EU**	
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	**X 1)**	**X 1)**	**X**	Consignee is customer who orders import- or inbound domestic transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	**X 1)**	**X 1)**	**X**	Consignor is customer who orders export or outbound domestic transport

X shows valid usage of the related delivery term for the respective transport and related customer.

1) Export and Import clearance usually do not apply to domestic and intra-EU transports

DHL account number format
For Austria, Czech, France, Germany and Spain: 8 digits, followed by "." , followed by 2 character country code, followed by 4 digits. E.g. 12345678.AT001

Precondition: You are already registered as a customer with DHL Freight.

This account number will be provided to you by customer service before setting up your API.

In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types
Any available package type can be used. See: Appendix O – Package Types

Available documents via Print API		
Label(s)	Waybill/CMR	Shipment list
Yes (mandatory)	Yes	Yes

Booking deadline

- One working day before pickup
- Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

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Additional services available for product DHL HOME DELIVERY DOMESTIC (HDL)
After 12 Delivery
Available Pickup Time
Available Delivery Time
Cash on Delivery
Dangerous Goods
Delivery Before 12:00 hour (Pre 12)
DHL Insurance
Drop Off By Consignor
Fixed Delivery Day
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading
Time Slot Booking Pickup
Time Slot Booking Delivery

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4.10   DHL HOME DELIVERY INTERNATIONAL (HDI)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals		(note: decimal separator is a ".")		
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific
• Our international home delivery product for shipments up to 2,500kg serving B2C with standard 1 man curbside delivery based on our international Freight network.   • This product can be used for <u>international</u> road freight inside below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer)   • The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, NO, PL, PT, RO, SI, SK, SE   • Further shipment restrictions, see: Appendix J - DHL HOME DELIVERY INTERNATIONAL (HDI) min and max weight & dimensions

Instructions
• Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service.   See Appendix S – DHL Freight Customer Service Email Addresses   • Booking cancellation cannot be done electronically.

Valid countries from
AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, LU, NL, NO, PL, PT, RO, SI, SK, SE

Valid countries to
AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, LU, NL, NO, PL, PT, RO, SI, SK, SE

Allowed Parties (roles)	
Consignor	Sender of the goods
Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

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Payer codes (Delivery Terms)		Transport			Customer (Freight Payer)
		Domestic	**intra-EU**	**EU from/to non-EU**	
DDP	Delivered Duty Paid, consignor pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)		**X 1)**		Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.		**X 1)**		Consignor is customer who orders export or outbound domestic transport

X shows valid usage of the related delivery term for the respective transport and related customer.

1) Export and Import clearance usually do not apply to domestic and intra-EU transports

---

DHL account number format

8 digits, followed by "." , followed by 2 character country code, followed by 4 digits. E.g. 12345678.AT001

Precondition: You are already registered as a customer with DHL Freight.

This account number will be provided to you by customer service before setting up your API.

In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types

Any available package type can be used. See: Appendix O – Package Types

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Available documents via Print API

Label(s)	Waybill/CMR	Shipment list
Yes (mandatory)	Yes	Yes

Booking deadline

- One working day before pickup
- Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

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Additional services available for product DHL HOME DELIVERY INTERNATIONAL (HDI)
After 12 Delivery
Cash on Delivery
Dangerous Goods
Delivery Before 12:00 hour (Pre 12)
DHL Insurance
Drop Off By Consignor
Fixed Delivery Day
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading
Time Slot Booking Pickup
Time Slot Booking Delivery

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4.11   DHL STANDARD PALLET INTERNATIONAL (SPI)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals		(note: decimal separator is a ".")		
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific

- Our international Terminal Based Operation (TBO) network product for standard palletized shipments offers superior quality, highly reliable, cost efficient door-to-door connections across Europe. Shipments up to 2,640 kg. Maximum weight per item: 750 kg.
- This product can be used for <u>international</u> road freight between below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer)
- The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, NO, PL, PT, RO, RS, SK, TR
- Further shipment restrictions, see: Appendix K - DHL STANDARD PALLET INTERNATIONAL (SPI) min and max weight & dimensions
- Transport supplier specific references for Hungary and Poland, see: Appendix T - How to Use Transport Supplier Specific References

Instructions

- Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service.
  See Appendix S – DHL Freight Customer Service Email Addresses
- Booking cancellation cannot be done electronically.

Valid countries from

AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GI, GR, HR, HU, IE, IT, LI, LT, LU, LV MA, MC, MK, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR, VA

Valid countries to

AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GI, GR, HR, HU, IE, IT, LI, LT, LU, LV MA, MC, MK, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR, ~~UA~~, VA

Excluded regions: Crimea/Sebastopol region - postal codes starting with 95-96-97-98-99 (UA)

Currently Ukraine (UA) is not serviced as country from/to

Allowed Parties (roles)

Consignor	Sender of the goods

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Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

Payer codes (Delivery Terms)		Transport			Customer (Freight Payer)
		Domestic	intra-EU	EU from/to non-EU	
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	**X 1)**	**X 1)**	**X**	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, **consignor** pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)			**X**	Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	**X 1)**	**X 1)**	**X**	Consignor is customer who orders export or outbound domestic transport

X shows valid usage of the related delivery term for the respective transport and related customer.

1) Export and Import clearance usually do not apply to domestic and intra-EU transports

DHL account number format
8 digits, followed by "." , followed by 2 character country code, followed by 4 digits. E.g. 12345678.FR0001
Precondition: You are already registered as a customer with DHL Freight.
This account number will be provided to you by customer service before setting up your API.
In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types
Must always be one of the following pallet types: FPLE, FPLH, H1, HPLZ, IBC, PAL, PLE, PLH and PLZ. See details in: Appendix O – Package Types

Available documents via Print API		
Label(s)	Waybill/CMR	Shipment list
Yes (mandatory)	Yes	Yes
Booking deadline		
• One working day before pickup		

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Product manual for
customers and
application developers

**DHL API Developer Portal
DHL Freight APIs Product Manual**

DHL

- Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

Additional services available for product DHL STANDARD PALLET INTERNATIONAL (SPI)
Available Pickup Time
Available Delivery Time
Cash on Delivery
Dangerous Goods
DHL Insurance
Drop Off By Consignor
Fixed Delivery Day
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading
Time Slot Booking Pickup
Time Slot Booking Delivery

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4.12 DHL PREMIUM PALLET INTERNATIONAL (PPI)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Number of decimals		(note: decimal separator is a ".")		
Weight	Volume	Loading meter	Pallet place	Dimensions (cm)
0	3	1	0	0

Product specific

- Our day-definite, International door-to-door priority service for standardized palletized groupage shipments up to 2,640 kg. Maximum weight per item: 750 kg.
- PPI has a committed delivery date and can be ordered in specified regions with delivery before 10:00 hour or 12:00 hour. See related additional services Priority Service P10 and Priority Service P12.
- This product can be used for <u>international</u> priority road freight between below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer)
- The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, HR, HU, IE, IT, LT, LV, NL, NO, PL, PT, RO, SK
- In case PPI is not available for your shipment, please order our standard product SPI
- Further shipment restrictions, see: Appendix L - DHL PREMIUM PALLET INTERNATIONAL (PPI) – min and max weight & dimensions
- Transport supplier specific references for Hungary and Poland, see: Appendix T - How to Use Transport Supplier Specific References

Instructions

- Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service.
  See Appendix S – DHL Freight Customer Service Email Addresses
- Booking cancellation cannot be done electronically.

Valid countries from

AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, HR, HU, IE, IT, LI, LT, LU, LV, MC, NL, NO, PL, PT, RO, SE, SK, SM, VA

Valid countries to

AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, HR, HU, IE, IT, LI, LT, LU, LV, MC, NL, NO, PL, PT, RO, SE, SK, SM, VA

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Allowed Parties (roles)	
Consignor	Sender of the goods
Consignee	Receiver of the goods
Pickup	Pickup address (only provide this if different from Consignor's address)
Delivery	Delivery address (only provide this if different from Consignee's address)

Payer codes (Delivery Terms)		Transport			Customer (Freight Payer)
		Domestic	intra-EU	EU from/to non-EU	
EXW	Ex Works, **consignee** pays freight cost and both export- and import customs clearance.	X 1)	X 1)	X	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, **consignor** pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)			X	Consignor is customer who orders export transport
DAP	Delivered At Place, **consignor** pays Export clearance and freight cost, but not Import clearance.	X 1)	X 1)	X	Consignor is customer who orders export or outbound domestic transport

X shows valid usage of the related delivery term for the respective transport and related customer.

1) Export and Import clearance usually do not apply to domestic and intra-EU transports

DHL account number format
8 digits, followed by ".", followed by 2 character country code, followed by 4 digits. E.g. 12345678.FR0001

Precondition: You are already registered as a customer with DHL Freight.

This account number will be provided to you by customer service before setting up your API.

In case of payer code (delivery terms) "DAP" or "DDP", please provide your customer account number in the ID field of the consignor party. In case of payer code (delivery terms) "EXW", please provide your customer account number in the ID field of the consignee party.

Package types
Must always be one of the following pallet types: FPLE, FPLH, H1, HPLZ, IBC, PAL, PLE, PLH and PLZ. See details in: Appendix O – Package Types

Available documents via Print API		
Label(s)	Waybill/CMR	Shipment list
Yes (mandatory)	Yes	Yes

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Booking deadline

- One working day before pickup
- Until 12:00 (noon) on pickup day for pickup in dedicated areas (as per TimeTable API)
- Differentiating customer specific arrangements may exist as per your commercial agreement with DHL Freight

Additional services available for product DHL PREMIUM PALLET INTERNATIONAL (PPI)
Available Pickup Time
Available Delivery Time
Dangerous Goods
Delivery Before 10:00 hour (Pre 10)
Delivery Before 12:00 hour (Pre 12)
DHL Insurance
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading

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5 Additional Services / Features

Please see appendix for an overview of additional services per product. This is also visible in the chapters for each single product and each single additional service.

All additional services	
After 12 Delivery	True/false, delivery of DHL HDL (Home Delivery Domestic) and DHL HDI (Home Delivery International) service after 12:00 hour.
Available Pickup Time	Use this time frame for indicating pickup location's opening hours or when your goods are available for pickup. For a fixed aligned pickup time slot window, please use the respective additional services time slot booking.
Available Delivery Time	Use this time frame for indicating delivery location's opening hours or when your goods are available for delivery. For a fixed aligned delivery time slot window, please use the respective additional services time slot booking.
Cash on Delivery (C.O.D)	Provide currency code and amount and we'll collect this for you at the consignee. Only valid for certain products and only use this for outbound transports.
Dangerous Goods	True/false, also provide the dangerous goods details in the pieces segment of your cargo description.
DHL Insurance	Provide currency code and amount and we'll offer you an insurance
Drop Off By Consignor	True/false, drop your cargo off at the DHL terminal in your region. Only available after agreement with DHL Freight.
Fixed Delivery Day	Have your shipment picked up and stored for a few days at DHL Freight prior to delivery. Provide one of the five available dates from the TimeTable API.
Pre-Advice (for Delivery)	True/false. Be notified prior to delivery at your warehouse. Additionally provide the consignee's phone number.
High Value Shipment	Provide currency code and amount and we'll offer you a high value transport. Only available for non-terminal based transportation.
Priority Service P10	True/false. Have your Eurapid priority shipment delivered before 10:00 hour on the committed delivery date. Please validate upfront via the TimeTable API if Priority Service P10 is available and what the offered committed delivery date is.
Priority Service P12	True/false. Have your Eurapid priority shipment delivered before 12:00 hour on the committed delivery date. Please validate upfront via the TimeTable API if Priority Service P12 is available and what the offered committed delivery date is.
Side Loading Pickup	Indicate whether you require a truck with side loading capability for your pickup.

All additional services	
Side Unloading Delivery	Indicate whether you require a truck with side unloading capability for delivery.
Tail Lift Loading	True/false. Indicate whether your shipment needs to be picked up by a truck with a tail lift.
Tail Lift Unloading	True/false. Indicate whether your shipment needs to be delivered by a truck with a tail lift.
Thermo Cold	Provide minimum and maximum temperatures for your cargo during transportation. Only available for non-terminal based transportation.
Time Slot Booking Pickup	Indicate whether you require a pickup appointment. Will make a loading appointment with you for a certain time window.
Time Slot Booking Delivery	Indicate whether you require a delivery appointment. Will make an unloading appointment with you for a certain time window.

Note: Omitting any of the additional services in your booking request equals to "false" and no additional service will apply.

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5.1   Cash on Delivery (C.O.D)

Freight Product Code											
ECD	**ECI**	ERI	ELD	ELI	ERD	SPD	PPD	**HDL**	**HDI**	**SPI**	PPI

Instructions
• We collect the consignor's amount for sold goods at the consignee and transfer this to the consignor.

Related fields		Booking
cashOnDelivery		
C.O.D amount	N..13 (two decimals)	M
C.O.D currency	AN3	M

Validations
• Allowed currencies: EUR, CZK, PLN, HUF, TRY, RSD, BGN, RON, CHF, GBP to be extended with future additional country currencies.
• Consignee phone number must be entered.
• Only use COD for outbound transports with delivery term DAP or DDP.

Code on the label	**C.O.D**

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5.2   Dangerous goods

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Instructions
• Provide this service with "true" or "false". • In case of "false" or when omitting this service no dangerous goods are processed. • Additionally, also provide the dangerous goods details as part of the Pieces (cargo description) segment. See below: additional required fields. • Dangerous Goods segment is accepting multiple records on a single piece (e.g. palette) which means if the booking has more than 1 dangerous goods, the segment is compatible with this usage. • For dangerous goods, DGD/IMDG documents must be sent by e-mail to your local country customer service with reference to your country, shipment number and customer account number. See Appendix S – DHL Freight Customer Service Email Addresses

Service specific
• In general, DHL Freight does not accept dangerous goods for classes: 1 (1.4S excepted), 2.3, 6.1 (packing group I, excepted), 6.2 and 7. • More dangerous goods detailed exclusions and exceptions are listed below.

Related fields		Booking
dangerousGoods	"true" or "false"	M

Cannot be combined with		
Fixed Delivery Day	Priority Service P10	Priority Service P12

Additional required fields		Booking
DGM Id (exclude this field or provide 0)	N4	O
Proper Shipping Name	AN..45	C
ADR class (Mandatory, except for limited quantity or excepted quantity)	AN..7	C
UN number	N4	M
Flash point (in °C)	N4	C
Packing group (I, II or III)	AN..3	O
Tunnel code	AN..6	M
Gross weight (kg) per dangerous good	N..18	M
Quantity Measurement Qualifier (weight / volume)	AN..3 (KG, LTR)	C

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Additional required fields		Booking
Quantity Measurement Value	N..15	C
Number of units	N..15	M
Package code	AN..6	O
Official technical name (only for certain UN numbers that require this additional technical name)	AN..70	C
Marine pollutant (true or false)	AN1	C
Marine pollutant name	AN..70	C
Excepted quantity (true or false)	AN1	C
Limited quantity (true or false)	AN1	C
Empty container (true or false)	AN1	C
Environmental Hazardous (true or false)	AN1	C
Waste (true or false)	AN1	C

Code on the label	**ADR**

The following ADR goods are not accepted by DHL Freight:

ADR Class	Exclusion (**not** allowed) / Exception (allowed)
Class 1	all excluded, with exception of UN codes 0323, 0432, 0454 and UN code 0014 in respect of cartridges for tools only
Class 2.3	all excluded
Class 4.1	excluded: UN codes 3231 to 3240, UN 3533, UN 3534, UN 3364, UN 3365, UN 3367 and UN 3368
Class 5.2	excluded: UN codes 3111 to 3120
Class 6.1	excluded: except packing group I
Class 6.2	all excluded
Class 7	all excluded
Class 9	excluded: UN codes 2212, 2590, 2315, 3151, 3152 and lithium ion batteries and lithium metal batteries (UN 3480, 3481, 3090 and 3091) that are damaged or defective as defined in Special Provision 376, and battery-powered vehicles (UN 3171) whose battery is damaged or defective as defined in Special Provision 376). Exceptions are possible for the batteries and battery-powered vehicles mentioned above only. These require DHL Freight's express written approval before start of the business.

In certain countries some of the above restrictions relating to dangerous goods may not apply to domestic transportation.

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5.3   DHL Insurance

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Related fields		Booking
insurance		
value (insured value)	N..13 (two decimals)	M
currency	AN3	M

Validations
• Allowed currencies: EUR, CZK, PLN, HUF, TRY, RSD, BGN, RON, CHF, GBP to be extended with future additional country currencies
• Maximum Insurance value: 100,000 EUR (or equivalent in other currencies)
• The maximum insured value may vary by country and commodity class. Please contact sales or customer service for more details on Cargo Insurance.

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5.4   *Drop Off By Consignor*

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Instructions
• Prior agreement with DHL Freight is necessary to use this additional service!
• Provide this service with "true" or "false". Omitting this service equals "false"

Related fields		Booking
dropOffByConsignor	"true" or "false"	M

Cannot be combined with		
Time Slot Booking Pickup		

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5.5   Fixed Delivery Day

Freight Product Code											
ECD	**ECI**	ERI	**ELD**	**ELI**	ERD	**SPD**	PPD	HDL	HDI	**SPI**	PPI

Service specific

For network based transportation (ECD, ECI, SPI):

• Have your shipment picked up and stored for a few days at DHL Freight prior to delivery.
• Use the TimeTable API only for EuroConnect International (ECI) and Standard Pallet International (SPI) to obtain five possible delivery dates. User must select one.

For EuroConnect Domestic (ECD) and EuroLine Domestic/International (ELD, ELI):

• Contact your local country Customer Service for availability and provide your requested fixed delivery date (do not use the TimeTable API)

Related fields		Booking	Shipm.instr
fixedDeliveryDate	N8	-	M

Cannot be combined with		
Dangerous Goods	Priority Service P10	Priority Service P12
Time Slot Booking Delivery		

API

Only for product EuroConnect International (ECI) and Standard Pallet International (SPI): Please use the TimeTable API to retrieve possible Fixed Delivery Dates to select from.

Code on the label	**FDD with date**

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5.6 Pre-advice (for Delivery)

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Instructions
• Provide this service with "true" or "false". Omitting this service equals "false"   • Additionally the consignee's phone number is mandatory.

Related fields		Booking
preAdvice	"true" or "false"	M

Cannot be combined with		
Time Slot Booking Delivery		

Validations
• Consignee phone number must be entered.

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5.7   High Value Shipment

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Instructions
• Service for high risk customers' orders that require additional security measures (e.g. due to its value, but not limited to)
• Only allowed for non-terminal based transportation (ELD/ELI) as part- or full loads.

Related fields		Booking
highValueShipment		
value (goods value)	N..13 (two decimals)	M
currency	AN3	M

Validations
• Allowed currencies: EUR, CZK, PLN, HUF, TRY, RSD, BGN, RON, CHF, GBP to be extended with future additional country currencies
• Maximum Insurance value: 100,000 EUR (or equivalent in other currencies)
• The maximum insured value may vary by country and commodity class. Please contact sales or customer service for more details on Cargo Insurance.

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5.8   Priority Service P10

Freight Product Code										
ECD	ECI	**ERI**	ELD	ELI	**ERD**	SPD	PPD	HDL	HDI	SPI	**PPI**

Instructions
• Delivery of ERI, ERD and PPI services before 10:00 hour   • Provide this service with "true" or "false". Omitting this service equals "false"   • This service is only valid for DHL Eurapid and only covered in specific countries and postal code areas. Therefore, validate upfront the availability of Priority Service P10 via the TimeTable API!

Related fields		Booking
priorityServiceP10	"true" or "false"	M

Cannot be combined with		
Priority Service P12	Dangerous Goods	Fixed Delivery Day

API
DHL Eurapid (ERI) and DHL Premium Pallet International (PPI): Use TimeTable API to validate availability of ERI product and optional available Priority Service P10/P12. Also retrieve the committed delivery date.

Code on the label	P10 and CDD with Date

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5.9   *Priority Service P12*

Freight Product Code											
ECD	ECI	**ERI**	ELD	ELI	**ERD**	SPD	PPD	**HDL**	**HDI**	SPI	**PPI**

Instructions
• Delivery of ERI, ERD, HDL, HDI and PPI servives before 12:00 hour as priority service • Provide this service with "true" or "false". Omitting this service equals "false" • This service is valid for DHL Eurapid, DHL Home Delivery and DHL Pallet International • Also only covered in specific countries and postal code areas for DHL Eurapid. Therefore, validate upfront the availability of Priority Service P12 via the TimeTable API for ERI and ERD products.

Related fields		Booking
priorityServiceP12	"true" or "false"	M

Cannot be combined with		
Priority Service P10	Dangerous Goods	Fixed Delivery Day
After 12 Delivery		

API
DHL Eurapid (ERI) and DHL Premium Pallet International (PPI): Use TimeTable API to validate availability of ERI product and optional available Priority Service P10/P12. Also retrieve the committed delivery date.

Code on the label	P12 and CDD with Date

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5.10   Tail lift loading

Freight Product Code											
ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI

Instructions
• Provide this service with "true" or "false". Omitting this service equals "false"

Related fields		Booking
tailLiftLoading	"true" or "false"	M

Validations
• Maximum piece (pallet) weight when using a tail lift is 1000 kg

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5.11   Tail lift unloading

Freight Product Code											
ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI

Instructions
• Provide this service with "true" or "false". Omitting this service equals "false"

Related fields		Booking
tailLiftUnloading	"true" or "false"	M

Validations
• Maximum piece (pallet) weight when using a tail lift is 1000 kg

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5.12   Thermo cold

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Instructions
• Specialized temperature controlled transport, only allowed for non-terminal based transportation (ELD/ELI) as part- or full loads.
• Provide this service with a minimum and maximum temperature in degrees Celsius.

Related fields		Booking
thermoCold		
min	N..2 (no decimals)	M
max	N..2 (no decimals)	M

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5.13 *Time slot booking pickup*

Freight Product Code											
ECD	**ECI**	ERI	**ELD**	**ELI**	ERD	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	PPI

Service specific
If you select this service we will make a loading appointment with you for a certain time window. Indicate whether you require a pickup appointment.

Related fields	Booking
timeSlotBookingPickup (true/false)	

Cannot be combined with		
Drop Off By Consignor		

Validations
• Consignor contact person is mandatory. • Consignor phone number is mandatory.

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5.14 Time slot booking delivery

Freight Product Code											
ECD	**ECI**	ERI	**ELD**	**ELI**	ERD	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	PPI

Service specific
If you select this service we will make an unloading appointment with you for a certain time window. Indicate whether you require a delivery appointment.

Related fields	Booking
timeSlotBookingDelivery (true/false)	

Cannot be combined with		
Pre-advise (for Delivery)	Fixed Delivery Day	

Validations
• Consignee contact person is mandatory.   • Consignee phone number is mandatory.

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5.15   After 12 Delivery

Freight Product Code											
ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	**HDL**	**HDI**	SPI	PPI

Instructions
• Delivery of DHL HDL (Home Delivery Domestic) and DHL HDI (Home Delivery International) service after 12:00 hour • Provide this service with "true" or "false". Omitting this service equals "false"

Related fields		Booking
after12Delivery	"true" or "false"	M

Cannot be combined with
Priority Service P12

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5.16   Available Pickup Time

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

- Use this time frame for indicating pickup location's opening hours or when your goods are available for pickup. For a fixed aligned pickup time slot window, please use the respective additional services time slot booking.
- Provide this service with time format as "HH:MM".

Related fields		Booking
availablePickupTime	fromTime as "HH:MM" and toTime as "HH:MM"	O

Cannot be combined with
Time Slot Booking Pickup

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5.17 Available Delivery Time

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Instructions
• Use this time frame for indicating delivery location's opening hours or when your goods are available for pickup. For a fixed aligned delivery time slot window, please use the respective additional services time slot booking.   • Provide this service with time format as "HH:MM".

Related fields		Booking
availableDeliveryTime	fromTime as "HH:MM" and toTime as "HH:MM"	O

Cannot be combined with
Time Slot Booking Delivery

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5.18   Side Loading Pickup

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Instructions
Indicate whether you require a truck with side loading capability for your pickup.

Related fields		Booking
sideLoadingPickup	"true" or "false"	O

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5.19   Side Unloading Delivery

Freight Product Code											
ECD	**ECI**	**ERI**	**ELD**	**ELI**	**ERD**	**SPD**	**PPD**	**HDL**	**HDI**	**SPI**	**PPI**

Instructions
Indicate whether you require a truck with side unloading capability for delivery.

Related fields		Booking
sideUnloadingDelivery	"true" or "false"	O

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6   Shipment and package identifiers

6.1   Calculation of check digit for License plate (SSCC GS1-128)

Example Serial Shipping Container Code: 37399999123456789?

Begin by adding every second digit from the <u>right</u>.
Multiply the sum with 3.

3 7 3 9 9 9 9 9 1 2 3 4 5 6 7 8 9

3 + 3 + 9 + 9 + 1 + 3 + 5 + 7 + 9 = 49   x 3 = 147

Add the rest of the digits.

7 + 9 + 9 + 9 + 2 + 4 + 6 + 8 = 54

Add both sums.
147 + 54 = 201

Subtract the total sum (201) from nearest higher 10th fraction, in this case 210.
Solution: 210 - 201 = 9
The check digit in this example is 9. (In case the sum is 10, the check digit is 0.)
The complete SSCC in this example is **373999991234567899**.

When SSCC is written in plain text, i.e. on labels, an application identifier (AI) will be added by the Print API. The application identifier (AI) for SSCC is (00).
Including AI, the complete code to be printed is (00)373999991234567899.
Please notice that the AI should NOT be included in API request when you provide your own license plates, only send the 18 digits without AI. It will only be printed on labels (in the barcode and plain text).

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7   Label

Labels can be produced with the Print API and need to be attached to your shipping units before pickup at your pickup location. Shipping units are e.g. pallets or skeleton boxes. So not all parcels/cartons on a pallet must be labelled. Only the shipping unit where they are shipped within will be scanned.

The labels are used for routing your shipment through the DHL Freight network of terminals. Labels are allowed but not required for the products EuroLine Domestic (ELD) and EuroLine International (ELI) since these products are non-terminal based products and not routed (not scanned) via DHL Freight terminals.

The label contains information of pickup and destination. It also contains information of identification (barcodes), routing, additional services and information relevant for sorting and handling.

If you provide your own ANSIFACT or GS1 license plates, these are used for your shipment and printed labels. If you don't, DHL Freight will generate GS1 license plates for you.

Use the response information from the Transport Instruction (Booking) API and request the document type "Label". The Print API will return the labels in a Base64 text string that has to be decoded to a PDF document on the client's side.

7.1.1 Label layout and content

Section		Height
Header	1 2 3	10 mm
Sender address	4 5 6	25 mm
Delivery address	7 8 9	30 mm
Manual sort instruction	10	10 mm
Product features	11 11b	10 mm
Shipment information	12 13	12 mm
	14	15 mm
Customer information	15	33 mm
Routing barcode	16	37 mm
License plate barcode	17	37 mm
Application information	18	3 mm

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7.1.2 Description of fields on label

The first column shows an indicator if the field is M=Mandatory, C=Conditional or O=Optional.

	Section	Comments	
	General	Use a clear font type like Arial, Courier, Helvetica or equal. **Do not** use italic, underlining or any other irregularity. Use black color characters on white background.	
C	1 CMR symbol	CMR logo (Convention on the Contract for the International Carriage of Goods by Road) is mandatory for all road transport between the European countries. If the printer does not support graphics, the letters 'CMR' can be printed as text. For domestic shipments within Sweden the following text may be written instead: INRIKES SVERIGE	
M	2 Transport product	DHL transport product with block letters.	
		ECD EUROCONNECT DOMESTIC ECI EUROCONNECT INTERNATIONAL ERI EURAPID (INTERNATIONAL) ELD EUROLINE DOMESTIC ELI EUROLINE INTERNATIONAL ERD EUROLINE DOMESTIC SPD STANDARD PALLET DOMESTIC PPD PREMIUM PALLET DOMESTIC HDL HOME DELIVERY DOMESTIC HDI HOME DELIVERY INTERNATIONAL	
		Font size: Minimum 5 mm.	
M	3 DHL Logo	Black and white DHL logo shall be used.	
M	4 Sender address	Consignor or pickup party name and address details. Font size: 2 mm.	
M	5 Sender DHL account number	Consignor DHL account number. **Currently not printed on the label!** Heading: Account no. Font size: 2 mm.	

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	Section	Comments
M	6 Sender phone number	Consignor or pickup party phone number. Heading: Phone no. Font size: 2 mm.
M	7 Receiver address	Consignee or delivery party name and address details, including country name in plain text on last row. Valid for all products: This field must be surrounded by marked corners, with the following characteristics: Line thickness: 1,0 mm. Line length: 10 mm. Quiet zone between address and corners: 5 - 10 mm. Font size: 3 mm.
C	8 Receiver DHL account number or id	Consignee DHL account number. **Currently not printed on the label!** Heading: Account no. Font size: 2 mm.
C	9 Receiver phone number	Consignee or delivery party phone number. Heading: Phone no. Font size: 2 mm.
O	10 Manual sort instruction	-- NOT USED --
C	11 Product features / Handling code	Codes connected to product features or additional services, white text on black background (reverse video). Valid for all products: If more than one feature/service is selected, a dash sign (-) has to be used as divider, e.g. AVI - LEV. If there is not enough space for codes/text to be used on one row it is ok to add another row. An alternative is to end the row with a plus sign (+) to indicate there are codes missing. Font size: Minimum 5 mm.

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	Section	Comments
M	11 Product features / Handling code DHL EURAPID (ERI)	Default text: P10 or P12 Font size row 1: Minimum 5 mm. P10 / P12 Please also see section 11b.
C	11b Committed delivery day (CDD) for product DHL EURAPID (ERI)	Committed delivery day (CDD). Black text on white background. Font size: Minimum 4 mm. P10/P12 **CDD:** **202-04-01** Please also see section 11.
C	11b Additional service Fixed delivery day (FDD)	Fixed delivery day (FDD). Black text on white background. Font size: Minimum 4 mm. **FDD:** **2022-04-01**
M	12 Shipment information	<u>Heading</u> <u>Content</u> Shipment Id: Shipment identification (number) Date: Shipping date (when known) – usually not available Payer account no: Freight payer DHL account number Senders ref: Senders reference Receivers ref: Receivers reference Weight: Package weight / Shipment weight, e.g. 5 / 12 kg If any of the weights are unknown, it may be replaced with a dash (-), e.g. - / 12 kg or 5 / - kg Delivery instr: Delivery instructions Delivery instr: Delivery instructions Font size: 2 mm.
M	13 Number of packages	Relative and Total number of packages. Example: A shipment containing three packages should be marked 1 / 3, 2 / 3 and 3 / 3. If any of the values are unknown, it may be replaced with a dash (-), e.g. 1 / - or - / 3. Font size: Minimum 5 mm.

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	Section	Comments	
M	14 Weight symbol	To reduce risk for personal injury, every package with known weight should be marked with weight symbol. Minimum size of symbol: 15 x 15 mm. Note: This is currently not used on the label for DHL Freight!	0 - 15 kg 16 - 25 kg > 25 kg
O	15 Customer information	This section can be used for additional description or information. There are no restrictions as long as the content does not interfere with other information on the label. If barcodes are used, they must follow standards other than those used by DHL for routing and license plate. Several bar codes can be used, linear as well as two-dimensional.	
M	16 Routing barcode	Destination coded routing information expressed as one-dimensional barcode and as plain text. Barcode: One of the following barcode standards should be used: - ANSI standard ASC MH10, with 2L as Data Identifier, in symbology Code 128. - GS1-128, starting with FNC1, with 403 as Application Identifier, in symbology Code 128. For barcode layout description, please see separate section below. Plain text: Font size: 2,5 mm. Content: The following two examples are used to highlight each position for destination France with postal code 75011: (2L)FR75011+11000000 (403)25075011+11000000	
		(2L)FR75011+02000000 (403)25075011+11000000 Data identifier (DI) Application identifier (AI) (2L) = ANSI standard (403) = GS1-128 standard	

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Section	Comments
	(2L)FR75011+11000000 (403)25075011+11000000 Country code 2 letter country code (ISO 3166) 3 digit country code (ISO 3166)
	(2L)FR75011+11000000 (403)25075011+11000000 Postal code Postal code, without spaces or special characters, max 9 characters
	(2L)FR75011+11000000 (403)25075011+11000000 Separator + character as separator
	(2L)FR75011+11000000 (403)25075011+11000000 Pos 1-2: Product code 11 = DHL EUROCONNECT (ECI/ECD) 10 = DHL EURAPID (ERI) 00 = Other products (e.g. EUROLINE ELD/ELI, but usually no labels Are created for this product)

	(2L)FR75011+11000000 (403)25075011+11000000
	
	Pos 3-4: Type of delivery
	
	00 = Default
	dd = Fixed Delivery Day, day number. E.g. FDD 15-04-2022 = 15 or
	          Committed Delivery Day for product Eurapid (ERI).
	          E.g. CDD 18-04-2022 = 18

	(2L)FR75011+11000000 (403)25075011+11000000 Pos 5: Reserved for future use 0 = Default
	(2L)FR75011+02000000 (403)25075011+80000000 Pos 6-8: Feature code 000 = Default

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	Section	Comments
M	17 License plate barcode	Unique item Identifier expressed as one-dimensional barcode and as plain text. Barcode One of the following barcode standards can be used: - ANSI standard ASC MH10, with J, 1J, 2J, 3J, 4J, 5J, 6J, 7J, 8J or 9J as Application Identifier, in symbology Code 128. - GS1-128, starting with FNC1, with 00 as Application Identifier, in symbology Code 128. **DHL Freight prefers the ANSIFACT standard.** Please see separate chapter for calculation of check digit. Plain text Font size: 2,5 mm.
O	18 Application info	Name and version (if used) of system /software / application that created the label. Font size: Maximum 1,5 mm, aligned to the right.

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7.1.3   Rules for barcodes

	ASC MH10	GS1
Symbology	Code 128	Code 128
Start character	A, B or C	A, B or C C is recommended
X-dimension	0330-0510 mm	0330-0510 mm
Barcode quality	A minimum B	A minimum B
Quiet zone left	Minimum 5 mm	Minimum 5 mm
Quiet zone right	Minimum 5 mm	Minimum 5 mm
Height	Minimum 25 mm	Minimum 25 mm
Width	Maximum 91 mm	Maximum 91 mm
Orientation	Portrait (fence)	Portrait (fence)
Character	B or C is optimal	C is optimal
Check digit	-	Yes
Print quality	Minimum grade B " Tested according to EN 1635	Minimum grade B " Tested according to EN 1635

GS1-128 is not in itself a bar code symbology but a standard that defines both data and data formats.

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8   Appendices

8.1   Appendices overview

Appendix A - DHL EUROCONNECT DOMESTIC (ECD) min and max weight & dimensions

Appendix B - DHL EUROCONNECT INTERNATIONAL (ECI) min and max weight & dimensions

Appendix C - DHL EURAPID (ERI) – ONLY INTERNATIONAL min and max weight & dimensions

Appendix D - DHL EUROLINE DOMESTIC (ELD) min and max weight & dimensions

Appendix E - DHL EUROLINE INTERNATIONAL (ELI) min and max weight & dimensions

Appendix F - DHL EURAPID DOMESTIC (ERD) min and max weight & dimensions

Appendix G - DHL STANDARD PALLET DOMESTIC (SPD) min and max weight & dimensions

Appendix H - DHL PREMIUM PALLET DOMESTIC (PPD) min and max weight & dimensions

Appendix I - DHL HOME DELIVERY DOMESTIC (HDL) min and max weight & dimensions

Appendix J - DHL HOME DELIVERY INTERNATIONAL (HDI) min and max weight & dimensions

Appendix K - DHL STANDARD PALLET INTERNATIONAL (SPI) min and max weight & dimensions

Appendix L - DHL PREMIUM PALLET INTERNATIONAL (PPI) – min and max weight & dimensions

Appendix M - Overview additional services per product

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Appendix O – Package Types

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Appendix Q - How to use references

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Appendix S – DHL Freight Customer Service Email Addresses

Appendix T – How to Use Transport Supplier Specific References

8.2 *Appendix A – DHL EUROCONNECT DOMESTIC (ECD) min and max weight & dimensions*

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	1500	2500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	400 x 220 x 220	-
Max volume (cbm)	-	10
Max loading metres (ldm)	-	1.51

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8.3 *Appendix B – DHL EUROCONNECT INTERNATIONAL (ECI) min and max weight & dimensions*

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	1500	2500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	400 x 220 x 220	-
Max volume (cbm)	-	10
Max loading metres (ldm)	-	1.51

8.4 Appendix C - DHL EURAPID (ERI) – ONLY INTERNATIONAL min and max weight & dimensions

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	1000	2500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	240 x 120 x 220	-
Max volume (cbm)	-	10
Max loading metres (ldm)	-	1.51

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8.5   Appendix D – DHL EUROLINE DOMESTIC (ELD) min and max weight & dimensions

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	24500	24500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	1360 x 245 x 280	-
Max volume (cbm)	-	85
Max loading metres (ldm)	-	13.6

Note: Some countries may have a deviating maximum weight or volume

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8.6   Appendix E - DHL EUROLINE INTERNATIONAL (ELI) min and max weight & dimensions

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	24500	24500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	1360 x 245 x 280	-
Max volume (cbm)	-	85
Max loading metres (ldm)	-	13.6

Note: Some countries may have a deviating maximum weight or volume

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8.7   Appendix F - DHL EURAPID DOMESTIC (ERD) min and max weight & dimensions

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	1000	2500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	240 x 120 x 220	-
Max volume (cbm)	-	10
Max loading metres (ldm)	-	1.51

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8.8 Appendix G – DHL STANDARD PALLET DOMESTIC (SPD) min and max weight & dimensions

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	6
Min actual weight (kg)	1	1
Max actual weight (kg)	800	5000
Min dimensions, L x W x H (cm)	10 x 10 x 1	-
Max dimensions, L x W x H (cm)	240 x 160 x 220	-
Max volume (cbm)	-	13
Max loading metres (ldm)	-	-

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8.9   Appendix H – DHL PREMIUM PALLET DOMESTIC (PPD) min and max weight & dimensions

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	6
Min actual weight (kg)	1	1
Max actual weight (kg)	800	5000
Min dimensions, L x W x H (cm)	10 x 10 x 1	-
Max dimensions, L x W x H (cm)	240 x 160 x 220	-
Max volume (cbm)	-	13
Max loading metres (ldm)	-	-

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8.10 *Appendix I – DHL HOME DELIVERY DOMESTIC (HDL) min and max weight & dimensions*

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	1500	2500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	400 x 220 x 220	-
Max volume (cbm)	-	10
Max loading metres (ldm)	-	1.51

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8.11 Appendix J - DHL HOME DELIVERY INTERNATIONAL (HDI) min and max weight & dimensions

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	1500	2500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	400 x 220 x 220	-
Max volume (cbm)	-	10
Max loading metres (ldm)	-	1.51

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8.12   Appendix K - DHL STANDARD PALLET INTERNATIONAL (SPI) min and max weight & dimensions

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	10
Min actual weight (kg)	1	1
Max actual weight (kg)	750	2640
Min dimensions, L x W x H (cm)	80 x 60 x 3	-
Max dimensions, L x W x H (cm)	120 x 100 x 220	-
Max volume (cbm)	2.64	10.56
Max loading metres (ldm)	-	2

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8.13   Appendix L - DHL PREMIUM PALLET INTERNATIONAL (PPI) – min and max weight & dimensions

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	10
Min actual weight (kg)	1	1
Max actual weight (kg)	750	2640
Min dimensions, L x W x H (cm)	80 x 60 x 3	-
Max dimensions, L x W x H (cm)	120 x 100 x 220	-
Max volume (cbm)	2.64	10.56
Max loading metres (ldm)	-	2

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8.14   Appendix M – Overview additional services per product

The below information can be retrieved by AdditionalService API.

Additional Service	Valid for green highlighted products below:											
	ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI
After 12 Delivery									Δ	Δ		
Available Pickup Time	★	★		★	★		★	★	★	★	★	
Available Delivery Time	◉	◉		◉	◉		◉	◉	◉	◉	◉	
Cash on Delivery												
Dangerous goods	❑	❑	❑	❑	❑	❑			❑	❑	❑	❑
DHL Insurance												
Drop off by consignor	★	★					★	★	★	★	★	
Fixed Delivery Day	❑ Δ	❑ Δ		❑ Δ	❑ Δ						❑ Δ	
Pre-advise (for Delivery)	◉	◉		◉	◉		◉	◉	◉	◉	◉	
High Value Shipment												
Priority Service P10			❑ ★			❑ ★						❑ ★
Priority Service P12			❑ ★			❑ ★			❑ Δ	❑ Δ		❑ ★
Side Loading Pickup												
Side Loading Delivery												
Tail lift loading												
Tail lift unloading												
Thermo cold												
Time Slot Booking Pickup	★	★		★	★		★	★	★	★	★	
Time Slot Booking Delivery	◉ Δ	◉ Δ		◉ Δ	◉ Δ		◉	◉	◉	◉	◉ Δ	

🟩 : Available additional services for a product.

❑ : These additional services cannot be combined inside one booking.

★ : These additional services cannot be combined inside one booking.

◉ : These additional services cannot be combined inside one booking.

Δ : These additional services cannot be combined inside one booking.

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8.15   Appendix N – Country codes, names and product availability

Below country list shows where which products are offered and what respective pickup and delivery countries are available for it. Please notice that there might be excluded regions. See product descriptions.

Legend for the table:

B = Country can be **B**oth pickup and/or destination country

D = Country can only be **D**estination country

Country	Name	ECD/ECI	ELD/ELI	ERI	ERD	SPD/PPD	HDL	HDI	SPI	PPI
AD	Andorra	B	B	B						
AL	Albania		B							
AT	Austria	B	B	B		B	B	B	B	B
BA	Bosnia & Herzegovina		B							
BE	Belgium	B	B	B				B	B	B
BG	Bulgaria	B	B	B				B	B	B
BY	Belarus									
CH	Switzerland	B	B	B				B	B	B
CY	Cyprus	D	B							
CZ	Czech Republic	B	B	B			B	B	B	B
DE	Germany	B	B	B	B		B	B	B	B
DK	Denmark	B	B	B				B	B	B
EE	Estonia	B	B	B				B	B	B
ES	Spain	B	B	B			B	B	B	B
FI	Finland	B	B	B				B	B	B
FR	France	B	B	B		B	B	B	B	B
GB	United Kingdom	B	B	B				B	B	B
GI	Gibraltar	B	B							
GR	Greece	B	B					B	B	
HR	Croatia	B	B	B				B	B	B
HU	Hungary	B	B	B				B	B	B
IE	Ireland	B	B	B				B	B	B
IL	Israel									
IT	Italy	B	B	B				B	B	B
KZ	Kazakhstan		B							
LI	Liechtenstein	D	B	D					B	B
LT	Lithuania	B	B	B				B	B	B
LU	Luxembourg	B	B	B				B	B	B
LV	Latvia	B	B	B				B	B	B
MA	Morocco	D	B						B	
MC	Monaco	B	B	B					B	B
MD	Moldova		B							
ME	Montenegro		B							

Country	Name	ECD/ECI	ELD/ELI	ERI	ERD	SPD/PPD	HDL	HDI	SPI	PPI
MK	Macedonia, FYRO	D	B						B	
MT	Malta	B	B							
NL	Netherlands	B	B	B				B	B	B
NO	Norway	D	B	D				B	B	B
PL	Poland	B	B	B				B	B	B
PT	Portugal	B	B	B				B	B	B
RO	Romania	B	B	B				B	B	B
RS	Serbia	B	B						B	
SE	Sweden	D	B	D				B	B	B
SI	Slovenia	B	B					B	B	
SK	Slovakia	B	B	B				B	B	B
SM	San Marino	B	B	B					B	B
TR	Turkey	B	B						B	
UA	Ukraine	- (D)								
VA	Vatican City	B	B	B					B	B
XK	Kosovo		B							

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8.16 Appendix O – Package Types

Available Package Types:

Packaging Code	Description
BB	RO/BOBBIN
BE	BUNDLE
BG	BAG / SACK
BL	BALE
BX	BOX / CASE
CA	CAN
CG	CAGE
CR	CRATE
CT	CARTON / PACKAGE
DL	DOLLY
DR	DRUM / BARREL
FPLE	EURO-PALLET (WITH FRAME)
FPLH	HALF EURO-PALLET (WITH FRAME)
GR	GARMENT ROLLER
H1	H1 FOOD PALLET
HPLZ	HALF PALLET (NO POOLING)
IBC	IBC
OC	OCTABIN
PAL	PALLET
PLD	PALLET - DOUBLE EXTRA LARGE
PLE	EURO-PALLET
PLH	HALF PALLET
PLL	PALLET - LARGE
PLO	PALLET - OVERSIZED
PLX	PALLET - EXTRA LARGE
PLZ	PALLET EURO SIZE
SK	SKELETON BOX
TK	TANKTAINER

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8.17   Appendix P - Phone number validation

In all occurrences of phone numbers, it is important that only valid formats can be entered.

The following prefixes and characters can be used in phone number fields:

0046 or +46 or 46 (first zero in area code must be removed)

0047 or +47 or 47 (ok with foreign country prefixes)

Notice that only one prefix can be used (not e.g. +0046)

Numbers (0 to 9)

Dash/hyphen character (-)

Space character ( )

No other characters can be used in phone number fields. For example:

Letters (A-Ö / a-ö)

Slash character (/)

Point character (.)

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8.18   *Appendix Q – How to use references*

References on Shipment:

References that are provided on shipment, include a qualifier (see table below) are transferred into the transportation management system (TMS) of DHL Freight and used for printing on your labels.. Only the first consignor and first consignee reference is printed on the label. So if multiple CNR's or CNZ's are provided, only the 1st one is printed on the label.These references can be tracked or appear on your invoice. In future more reference qualifier types might be added.

To cover different needs, behavior and usage of references, DHL Freight allows below defined reference types (qualifier) to be used. A reference can contain a maximum of 35 characters.

References on Shipment	
Qualifier	**Type of reference**
CNR	Consignor reference
CNZ	Consignee reference
INV	Invoice reference

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8.19   Appendix R – Booking API Fields overview

The Freight Global Booking API is a generic API also serving other purposes than the Booking API. Therefore it also contains several fields and segments that cannot be used for the booking process.

In below table the different segments and fields are described with following information:

- Fieldname
- In use for DHL Freight Booking API (Y/N)
  This describes which fields can and cannot be used in the booking API
- Mandatory (M), Optional (O), Conditional (C), N/A (-)
  This describes which segments/fields are mandatory, optional or not relevant since not used.
- Comment/explanation, provides some additional information.

Note:

- Field names followed by a ":" are headers and are marked for usage as either:
  - "Y, group", indicating a single field or single group of fields are contained in it.
  - "Y, group (array)", indicating a single field or single group of fields are contained in it and can be provided multiple times (array).
- Fields that are part of a header are indented below the header field they belong to.

Below table contains following main sections:

- Shipment main part
- Business parties (roles)
- Additional services
- Pieces and dangerous goods
- Additional information (**only to be used for country specific shipment information**)

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Datafield in the Booking API	Usage for DHL Freight Booking API	Mandatory (M) Optional (O) Conditional (C), N/A (-)	Comment / explanation
id	N	-	obsolete, do not use or leave empty
productCode	Y	M	**See available products (ECD, ECI, ERI, ELD, ELI, ERD, SPD, PPD, HDL, HDI)**
pickupDate	Y	O	provide in JSON format e.g. 2022-02-02T14:14:13.631Z Assure yourself that this pickup date is possible (see products and their booking deadlines and TimeTable API)
requestedDeliveryDate	Y	O	provide in JSON format e.g. 2022-02-02T14:14:13.631Z Validate this date via TimeTable API for: - Eurapid (ERI) - EuroConnect (ECD, ECI) with the additional service Fixed Delivery Date - Home Delivery (HDL) with the additional service Fixed Delivery Date and Priority Service P12
deliveryInstruction	Y	O	free text, MAX length is 512 chars
pickupInstruction	Y	O	free text, MAX length is 512 chars
totalNumberOfPieces	Y	M	numeric, integer
totalWeight	Y	M	Total weight in full kg's (no decimals)
totalVolume	Y	O	Total volume in m3 with decimal point (no comma)
totalLoadingMeters	Y	O	Total loading meters with 3 decimal point (no comma)
totalPalletPlaces	Y	O	numeric, integer. Total pallet places
goodsDescription	Y	O	free text
goodsValue	Y	O	Goods value in monetary
goodsValueCurrency	Y	O	ISO 4217 codes are three-letter currency codes
references:	Y, group (array)	O	group (array) for different references
qualifier	Y	O	**See allowed reference qualifier types (CNR, CNZ, INV)**
value	Y	O	free text, preferably provide only 1 reference per qualifier. Multiple references will be concatenated into 1 single string with comma separator and are only trackable with full string
payerCode:	Y, group	M	
code	Y	M	**See allowed payer codes (DDP, DAP, EXW, CIP)**
location	N	-	obsolete, do not use or leave empty
parties:	Y, group (array)	M/O	group (array) for consignor, consignee, pickup, delivery. Consignor and Consignee are mandatory
id	Y	M/O	Your customer account number you have at DHL Freight (mandatory for relevant freight payer role, consignor or consignee) For payerCode DAP,DDP and CIP consignor account ID is mandatory For payerCode EXW consignee account ID is mandatory

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Datafield in the Booking API	Usage for DHL Freight Booking API	Mandatory (M) Optional (O) Conditional (C), N/A (-)	Comment / explanation
type	Y	M/O	**See allowed parties (roles): consignor (M), consignee (M)** Only deviating from consignor/consignee: pickup (O), delivery (O)
vatEoriSocialSecurityNumber	Y	M/O	provide your VAT number (only for relevant freight payer role, consignor or consignee)
name	Y	M	
contactName	Y	M	
address:	Y, group	M	
street	Y	M	Provide street and housenumber as one single field
additionalAddressInfo	Y	O	2nd line of address info
cityName	Y	M	
postalCode	Y	M	Provide the correct country format for the postal code
countryCode	Y	M	Use ISO country codes, alpha-2
phone	Y	M	
email	Y	M	
additionalServices:	Y, group (array)	O	only limited services, marked in **red**, available for DHL Freight!
cashOnDelivery:	Y, group	O	**Service available**
amount	Y	O	**Service available**
currency	Y	O	**Service available**
dangerousGoods	Y, group (array)	O	**Service available, true/false (also provide dangerous goods details)**
insurance:	Y, group	O	**Service available**
value	Y	O	**Service available**
currency	Y	O	**Service available**
highValueShipment:	Y, group	O	**Service available**
value	Y	O	**Service available**
currency	Y	O	**Service available**
preAdvice	Y	O	**Service available**, true/false (provide contact details for the consignee/delivery party role)
tailLiftLoading	Y	O	**Service available**, true/false
tailLiftUnloading	Y	O	**Service available**, true/false
sideLoadingPickup	Y	O	**Service available**, true/false
sideUnloadingDelivery	Y	O	**Service available**, true/false
Datafield in the Booking API	**Usage for DHL Freight Booking API**	**Mandatory (M) Optional (O) Conditional (C), N/A (-)**	**Comment / explanation**
thermoCold:	Y, group	O	**Service available**
min	Y	O	min temperature in celcius

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max	Y	O	max temperature in celcius
timeSlotBookingPickup	Y	O	**Service available, true/false**
timeSlotBookingDelivery	Y,	O	**Service available, true/false**
fixedDeliveryDate:	Y, group	O	**Service available**
date	Y	O	**Service available** (validate this date via the TimeTable API)
priorityServiceP10	Y	O	**Service available, true/false**
priorityServiceP12	Y	O	**Service available, true/false**
dropOffByConsignor	Y	O	**Service available, true/false**
after12Delivery	Y	O	**Service available, true/false**
availablePickupTime	Y, group	O	**Service available**
fromTime	Y	M	provide in JSON format e.g. 14:13 Assure yourself that this delivery time is possible
toTime	Y	M	
availableDeliveryTime	Y, group	O	**Service available**
fromTime	Y	M	provide in JSON format e.g. 14:13 Assure yourself that this delivery time is possible
toTime	Y	M	
pieces:	Y, group (array)	M	
id:	Y, group (array)	O	provide your own ANSIFACT or GS1 license plates (if available)
value(s)	Y	O	if empty, the license plates are generated by DHL Freight
goodsType	Y	O	free text
packageType	Y	M	**See allowed package types**
marksAndNumbers	Y	M	free text
numberOfPieces	Y	M	numeric, integer
weight	Y	M	weight **per piece** in full kg's (no decimals)
volume	Y	O	volume **per piece** in m3 with decimal point (no comma)
loadingMeters	Y	O	loading meters with 3 decimal point (no comma)
palletPlaces	Y	O	numeric, integer
width	Y	M	width **per piece** in cm
height	Y	M	height **per piece** in cm
length	Y	M	length **per piece** in cm
stackable	Y	M	true/false
dangerousGoods:	Y, group	O	Note: follow the ADR dangerous goods rules and provide correct values!
dgmId	Y	O	optional
properShippingName	Y	C	
adrClass	Y	C	Mandatory, except for limited quantity or excepted quantity
unNumber	Y	M	
flashpointValue	Y	C	
packageGroup	Y	M	
tunnelCode	Y	M	

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Datafield in the Booking API	Usage for DHL Freight Booking API	Mandatory (M) Optional (O) Conditional (C), N/A (-)	Comment / explanation
grossWeight	Y	M	Gross weight for **per piece** in kg with decimal point (no comma)
quantityMeasurementUnitQualifier	Y	M	KG or LTR
quantityMeasurementValue	Y	M	Value for **per piece** in KG or LTR, depending on the UN-number
numberOfPieces	Y	M	numeric, integer
packageType	Y	M	
officialNameTechDescription	Y	O	Only if UN-number requires additional technical name to be provided
marinePollutant	Y	M	true/false
marinePollutantName	Y	O	Only if marinePollutant is true
exceptedQuantity	Y	M	true/false
limitedQuantity	Y	M	true/false
emptyContainer	Y	M	true/false
environmentHazardous	Y	M	true/false
waste	Y	M	true/false
additionalInformation:	Y, group	O	obsolete do not use if not covered in Appendix T– How to Use Transport Supplier Specific References
code	Y	O	obsolete do not use if not covered in Appendix T– How to Use Transport Supplier Specific References
stringValue	Y	O	obsolete do not use if not covered in Appendix T– How to Use Transport Supplier Specific References

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8.20 Appendix S – DHL Freight Customer Service Email Addresses

In case you need to provide us customs, transportation or dangerous goods related documents, please provide them to below listed country Customer Service email addresses with PDF files.

In the subject of your email always provide your:

- business country (ISO 2 country code), e.g. FR for France
- shipment number (FRT-999999999) from your Booking API response
- your customer account number for Germany (DE), e.g. 123456789
- your customer account number for other countries, e.g. 12345678.FR0001

For example:

- Email subject: FR / FRT-123456789 / 12345678.FR0001
- Email subject: DE / FRT-123456789 / 123456789

Code	Country	Customer Service Email address	Code	Country	Customer Service Email address
AT	Austria	dhlfreight.at@dhl.com	IE	Ireland	api4freight@dhl.com
BE	Belgium	dhlfreight.be@dhl.com	IT	Italy	dhlfreight.it@dhl.com
BG	Bulgaria	dhlfreight.bg@dhl.com	LT	Latvia	dhlfreight.lv@dhl.com
CH	Switzerland	dhlfreight.ch@dhl.com	LV	Lithuania	dhlfreight.lt@dhl.com
CZ	Czech Republic	dhlfreight.cz@dhl.com	NL	Netherlands	freight.nl@dhl.com
DE	Germany	See this link	NO	Norway	customerservice.dgff.no@dhl.com
DK	Denmark	dhlfreight.dk@dhl.com	PL	Poland	dhlfreight.pl@dhl.com
EE	Estonia	dhlfreight.ee@dhl.com	PT	Portugal	dhlfreight.pt@dhl.com
ES	Spain	es.customerservice@dhl.com	RO	Romania	freight.ro@dhl.com
FI	Finland	dhlfreight.fi@dhl.com	RS	Serbia	rs-frt-cs@dhl.com
FR	France	fr.freight.monserviceclient@dhl.com	SI	Slovenia	si.freight@dhl.com
GB	United Kingdom	UKEuroconnectCS@dhl.com	SK	Slovakia	skfreight@dhl.com
GR	Greece	freight.gr@dhl.com	TR	Turkey	dhlfreight.tr@dhl.com
HR	Croatia	sls.hrfreight@dhl.com	UA	Ukraine	freight.ua@dhl.com
HU	Hungary	dhlfreight.hu@dhl.com			

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8.21   Appendix T– How to Use Transport Supplier Specific References

These optional references prepared for specific transport suppliers only. References that are provided on shipment level include a qualifier (see table below) and are transferred into the transportation management system (TMS) of DHL Freight. Please consult Appendix R – Booking API Fields overview and Appendix Q - How to use references for its usage.

References on shipment level and in **additionalInformation** group in Booking API			
Code	**Type of reference**	**Type of Value**	**Sample for "code" and "stringValue"**
EKAER_FREE	Transport supplier specific reference – Hungary	true/false	"code": "EKAER_FREE" "stringValue":"true"
EKAER_NUMBER	Transport supplier specific reference – Hungary	string	"code": "EKAER_NUMBER" "stringValue":"1234-5678-9012-345"
SENT_REF	Transport supplier specific reference – Poland	string	"code": "SENT_REF" "stringValue":" REF12345"
SENT_CARKEY	Transport supplier specific reference - Poland	string	"code": "SENT_CARKEY" "stringValue":" CK6789"
UIT_FREE	Transport supplier specific reference – Romania	true/false	"code": "UIT_FREE" "stringValue":"true"
UIT_NUMBER	Transport supplier specific reference – Romania	string	"code": "UIT_NUMBER" "stringValue": "1234-5678-9012-345"

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9   Product Manual version history

Sprint/Date	Chapter(s)	Comments
Sprint 2025/R04 28-06-2025	4.2 8.19 8.19	▪ Enable Ukraine as TO (Destination Terminal) for ECI product ▪ Extend Pickup and Delivery Instructions to MAX as 512 chars ▪ Remove Parties based references while shipment level references
Sprint 2025/R03 12-05-2025	5.16, 5.17, 5.18, 5.19	▪ Added new additional services: Available Pickup Time, Available Delivery Time, Side Loading Pickup, Side Unloading Delivery

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