



MYDHL API

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R3.3.0



DOCUMENT CONTROL

REVISION HISTORY:

| Version | Release Date | Comments |
|---------|--------------|---|
| 2.7.2 | 26/Feb/2023 | List of Reference Data supported for export declaration's invoice and line item level's reference type code and customs document type code. |
| 2.8.0 | 07/May/2023 | <ol style="list-style-type: none">1. Added Dangerous Goods Details used in Shipment POST method.2. Added HTTP Response Status Codes section.3. Added General Errors section.4. Added Rating and Product API Errors section.5. Added Rating and Product API Warnings section.6. Added Electronic Proof of Delivery API Errors section.7. Added Upload Image API Errors section.8. Added Create Shipment API Errors section.9. Added Create Shipment API Warnings section.10. Added Upload Invoice Data API Errors section.11. Added Get Image API Errors section.12. Added Tracking API Errors section.13. Added Pickup API Errors section.14. Added Identifier API Errors section.15. Added Address API Errors section.16. Added Address API Warnings section. |
| 2.9.0 | 20/Aug/2023 | Added Reference Data API Errors section. |
| 2.11.0 | 31/Mac/2024 | <ol style="list-style-type: none">1. Updated list of supported for exportDeclaration\invoice\customerReferences\typeCode2. Updated list of supported for exportDeclaration\customsDocuments\typeCode3. Updated list of supported for exportDeclaration\lineitems\customerReferences\typeCode4. Updated list of supported for exportDeclaration\lineitems\customsDocuments\typeCode5. Added Reference Data API Errors section for newly introduced error code for Tracking and Create Shipment flow. |
| 2.11.1 | 26/May/2024 | <ol style="list-style-type: none">1. Replaced "PPY-Proof Of Payment" with "PCH-Proof of Purchase" for exportDeclaration\customsDocuments\typeCode2. Replaced "PPY-Proof Of Payment" with "PCH-Proof of Purchase" for exportDeclaration\lineitems\customsDocuments\typeCode |
| 2.12.0 | 22/Oct/2024 | <ol style="list-style-type: none">1. GENERAL ERRORS section Added error code: 90012. CREATE SHIPMENT API ERRORS section Added error code: 7156, 8035, 8036 |
| 2.12.1 | 19/Jan/2025 | <ol style="list-style-type: none">1. Updated list of supported for exportDeclaration\lineitems\customerReferences\typeCode with new document type 'DDS'2. Updated confidentiality notes |

| | | |
|--------|-------------|---|
| 2.13.0 | 23/Mar/2025 | <ol style="list-style-type: none"> Updated error codes for UPLOAD IMAGE API ERRORS 7015, 7018, 7025, 7031, 7033, 410104 Updated error codes for GET IMAGE API ERRORS 1502, 1507, 1508, 1509 |
| 2.13.1 | 06/Apr/2025 | <ol style="list-style-type: none"> Added error code for CREATE SHIPMENT API ERRORS 7157 |
| 2.13.3 | 01/Jun/2025 | <ol style="list-style-type: none"> Only version update in document. |
| 3.0.0 | 13/Jun/2025 | <ol style="list-style-type: none"> Section 8. RATING AND PRODUCT API ERRORS Added error code: 7160 Section 12.CREATE SHIPMENT API ERRORS Added error codes: 7160, 7162 Section 22.ADD PIECE API ERRORS New Add Piece API with error lists Section 23 LANDED COST ESTIMATED RATE TYPE New landed cost estimated rate type information Section 24 GLOBAL PACKAGE TYPE CODE New global package type code information |
| 3.0.1 | 10/Aug/2025 | <ol style="list-style-type: none"> Section 3:exportDeclaration\lineitems\customerReferences\typeCode Added ARN, OP, OSC, TAR and TCO Section 1:exportDeclaration\invoice\customerReferences\typeCode Added TAR, TCO and PX Section 2:exportDeclaration\customsDocuments\typeCode Added ORD Section 4:exportDeclaration\lineitems\customsDocuments\typeCode Added ORD |
| 3.1.0 | 12/Oct/2025 | <ol style="list-style-type: none"> Section 8: RATING AND PRODUCT API ERRORS Added new error code: 6022, 6023 Section 9: RATING AND PRODUCT API WARNINGS Added new error code: 6997 Section 15: GET IMAGE API ERRORS Added new error code: 1510 Section 12: CREATE SHIPMENT API ERRORS Added new error code: 8037, 8038 |
| 3.1.1 | 02/Nov/2025 | <ol style="list-style-type: none"> Section 2:exportDeclaration\customsDocuments\typeCode Added OEI,RGR,CHA,CP2 Section 4:exportDeclaration\lineitems\customsDocuments\typeCode Added OEI,RGR,CHA,CP2 Section 1:exportDeclaration\invoice\customerReferences\typeCode Added PTA Section 3:exportDeclaration\lineitems\customerReferences\typeCode Added AEI,EXN,AFK,AEA,PTA |
| 3.1.2 | 02/Nov/2025 | <ol style="list-style-type: none"> Section 5:registrationNumbers\typeCode Added new section for list of supported registration number type code |
| 3.2.0 | 15/Feb/2026 | <ol style="list-style-type: none"> Re-tidy and rename section title on the reference data. Added new section for: <ol style="list-style-type: none"> Section 1: Country or Region's Postcode Format |

| | | |
|-------|-------------|--|
| | | <ul style="list-style-type: none"> b) Section 2: Country With No Postal Code c) Section 3: Incoterm d) Section 8: Business Party Type Code e) Section 13: Other Charge Type Code |
| | | <ul style="list-style-type: none"> 3. Section 19: CREATE SHIPMENT API ERRORS Added new error code: 7182 4. Section 23: GET IMAGE API ERRORS Added new error code: 1511 5. Section 24: TRACKING API ERRORS Added new error code: 1013 |
| 3.2.1 | 15/Mac/2026 | <ul style="list-style-type: none"> 1. Section 10: exportDeclaration\customsDocuments\typeCode Added BLI,ICD,EAD,ETD 2. Section 12: exportDeclaration\lineitems\customsDocuments\typeCode Added BLI,ICD,EAD,ETD 3. Section 11: exportDeclaration\lineitems\customerReferences\typeCode Added CLN 4. Section 7: REGISTRATION NUMBER TYPE CODE Added FII |
| 3.2.2 | 05/Apr/2026 | <ul style="list-style-type: none"> 1. No content changes; publish under a new release version number. |
| 3.3.0 | 31/May/2026 | <ul style="list-style-type: none"> 1. Section 17.RATING AND PRODUCT API WARNINGS Added new error code: 6996, 6995, 6994 2. Section 19.CREATE SHIPMENT API ERRORS Added new error code: 7021, 7183, 7184, 7981, 7980, 7982, 7983, 7984, Updated error code: 7132 3. Section 30.ADD PIECE API ERRORS Added new error code: 7021 4. Section 13. SHIPMENT REFERENT TYPE Added new section for shipment reference type 5. Section 13. PIECE REFERENT TYPE Added new section for piece reference type |

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AUDIENCE

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

CONTENT

| | |
|--|----|
| CONTENT..... | 6 |
| Reference Data Guide..... | 7 |
| 1. COUNTRY OR REGION'S POSTCODE FORMAT | 7 |
| 2. COUNTRY WITH NO POSTAL CODE..... | 11 |
| 3. INCOTERM | 14 |
| 4. GLOBAL PACKAGE TYPE CODE | 16 |
| 5. DANGEROUS GOODS | 17 |
| 6. LANDED COST ESTIMATED RATE TYPE..... | 18 |
| 7. REGISTRATION NUMBER TYPE CODE..... | 19 |
| 8. BUSINESS PARTY TYPE CODE..... | 21 |
| 9. INVOICE'S REFERENCE TYPE CODE | 22 |
| 10. INVOICE'S CUSTOMS DOCUMENT TYPE CODE | 23 |
| 11. LINE ITEM'S REFERENCE TYPE CODE..... | 25 |
| 12. LINE ITEM'S CUSTOMS DOCUMENT TYPE CODE | 27 |
| 13. OTHER CHARGE TYPE CODE | 29 |
| 14. SHIPMENT REFERENCE TYPE CODE | 30 |
| 15. PIECE REFERENCE TYPE CODE..... | 31 |
| 16. HTTP RESPONSE STATUS CODES..... | 33 |
| 17. GENERAL ERRORS..... | 33 |
| 18. RATING AND PRODUCT API ERRORS | 33 |
| 19. RATING AND PRODUCT API WARNINGS | 42 |
| 20. ELECTRONIC PROOF OF DELIVERY (EPOD) API ERRORS | 42 |
| 21. CREATE SHIPMENT API ERRORS..... | 43 |
| 22. CREATE SHIPMENT API WARNINGS..... | 52 |
| 23. UPLOAD IMAGE API ERRORS..... | 52 |
| 24. UPLOAD INVOICE DATA API ERRORS | 53 |
| 25. GET IMAGE API ERRORS | 54 |
| 26. TRACKING API ERRORS..... | 54 |
| 27. PICKUP API ERRORS | 55 |
| 28. IDENTIFIER API ERRORS..... | 57 |
| 29. ADDRESS API ERRORS | 57 |
| 30. ADDRESS API WARNINGS | 58 |
| 31. REFERENCE DATA API ERRORS..... | 58 |
| 32. ADD PIECE API ERRORS | 58 |

Reference Data Guide

1. COUNTRY OR REGION'S POSTCODE FORMAT

| Country/Region Code | Country/Region Name | Postcode Format Code | Significant Character | Effective Date (DD/MM/YYYY) |
|---------------------|----------------------------------|----------------------|-----------------------|-----------------------------|
| AD | Andorra | 5 | 99999 | 10-Jan-2009 |
| AD | Andorra | 5 | AA999 | 25-Sep-2012 |
| AM | Armenia | 4 | 9999 | 01-Jan-1969 |
| AR | Argentina | 4 | 9999 | 01-Jan-1969 |
| AS | American Samoa | 5 | 99999 | 01-Jan-1969 |
| AT | Austria | 4 | 9999 | 01-Jan-1969 |
| AU | Australia | 4 | 9999 | 01-Jan-1969 |
| AZ | Azerbaijan | 4 | 9999 | 01-Jan-1969 |
| AZ | Azerbaijan | 6 | 999999 | 01-Jan-1969 |
| BA | Bosnia and Herzegovina | 5 | 99999 | 01-Jan-1969 |
| BD | Bangladesh | 4 | 9999 | 01-Jan-1969 |
| BE | Belgium | 4 | 9999 | 01-Jan-1969 |
| BG | Bulgaria | 4 | 9999 | 01-Jan-1969 |
| BN | Brunei Darussalam | 6 | AA9999 | 01-Jan-1969 |
| BR | Brazil | 5 | 99999 | 01-Jan-1969 |
| BR | Brazil | 5 | 99999-999 | 01-Jan-1969 |
| BR | Brazil | 5 | 99999999 | 13-Jun-2013 |
| BY | Belarus | 6 | 999999 | 01-Jan-1969 |
| CA | Canada | 7 | A9A 9A9 | 07-Jun-2025 |
| CH | Switzerland | 4 | 9999 | 01-Jan-1969 |
| CN | China | 6 | 999999 | 01-Jan-1969 |
| CO | Colombia | 6 | 999999 | 01-May-2015 |
| CU | Cuba | 5 | 99999 | 01-Jan-1969 |
| CY | Cyprus | 4 | 9999 | 01-Jan-1969 |
| CZ | Czech Republic | 6 | 999 99 | 01-Jan-1969 |
| DE | Germany | 5 | 99999 | 01-Jan-1969 |
| DK | Denmark | 4 | 9999 | 01-Jan-1969 |
| DZ | Algeria | 5 | 99999 | 01-Jan-1969 |
| EC | Ecuador | 6 | 999999 | 04-Jul-2014 |
| EE | Estonia | 5 | 99999 | 01-Jan-1969 |
| ES | Spain | 5 | 99999 | 01-Jan-1969 |
| FI | Finland | 5 | 99999 | 01-Jan-1969 |
| FM | Micronesia (Federated States of) | 5 | 99999 | 01-Jan-1969 |
| FO | Faroe Islands | 3 | 999 | 01-Jan-1969 |
| FR | France | 5 | 99999 | 01-Jan-1969 |
| GB | United Kingdom | 4 | A9 9AA | 02-Apr-2016 |
| GB | United Kingdom | 5 | A99 9AA | 02-Apr-2016 |
| GB | United Kingdom | 5 | A9A 9AA | 02-Apr-2016 |
| GB | United Kingdom | 5 | AA9 9AA | 02-Apr-2016 |
| GB | United Kingdom | 6 | AA99 9AA | 02-Apr-2016 |
| GB | United Kingdom | 6 | AA9A 9AA | 02-Apr-2016 |
| GE | Georgia | 4 | 9999 | 01-Jan-1969 |
| GF | French Guiana | 5 | 99999 | 01-Jan-1969 |

| | | | | |
|----|---------------------|---|------------|-------------|
| GG | Guernsey | 3 | AA9 9AA | 01-Jan-2017 |
| GG | Guernsey | 4 | AA99 9AA | 01-Jan-2017 |
| GL | Greenland | 4 | 9999 | 01-Jan-1969 |
| GP | Guadeloupe | 5 | 99999 | 01-Jan-1969 |
| GR | Greece | 6 | 999 99 | 01-Jan-1969 |
| GU | Guam | 5 | 99999 | 01-Jan-1969 |
| GU | Guam | 5 | 99999-9999 | 01-May-2015 |
| HR | Croatia | 5 | 99999 | 01-Jan-1969 |
| HU | Hungary | 4 | 9999 | 01-Jan-1969 |
| IC | CANARY ISLANDS, THE | 5 | 99999 | 01-Jan-1969 |
| ID | Indonesia | 5 | 99999 | 01-Jan-1969 |
| IE | Ireland | 8 | A99 9999 | 07-Feb-2023 |
| IE | Ireland | 8 | A99 999A | 07-Feb-2023 |
| IE | Ireland | 8 | A99 99A9 | 07-Feb-2023 |
| IE | Ireland | 8 | A99 99AA | 07-Feb-2023 |
| IE | Ireland | 8 | A99 9A99 | 07-Feb-2023 |
| IE | Ireland | 8 | A99 9A9A | 07-Feb-2023 |
| IE | Ireland | 8 | A99 9AA9 | 07-Feb-2023 |
| IE | Ireland | 8 | A99 9AAA | 07-Feb-2023 |
| IE | Ireland | 8 | A99 A999 | 07-Feb-2023 |
| IE | Ireland | 8 | A99 A99A | 07-Feb-2023 |
| IE | Ireland | 8 | A99 A9A9 | 07-Feb-2023 |
| IE | Ireland | 8 | A99 A9AA | 07-Feb-2023 |
| IE | Ireland | 8 | A99 AA99 | 07-Feb-2023 |
| IE | Ireland | 8 | A99 AA9A | 07-Feb-2023 |
| IE | Ireland | 8 | A99 AAA9 | 07-Feb-2023 |
| IE | Ireland | 8 | A99 AAAA | 07-Feb-2023 |
| IE | Ireland | 8 | A9A 9999 | 07-Feb-2023 |
| IE | Ireland | 8 | A9A 999A | 07-Feb-2023 |
| IE | Ireland | 8 | A9A 99A9 | 07-Feb-2023 |
| IE | Ireland | 8 | A9A 99AA | 07-Feb-2023 |
| IE | Ireland | 8 | A9A 9A99 | 07-Feb-2023 |
| IE | Ireland | 8 | A9A 9A9A | 07-Feb-2023 |
| IE | Ireland | 8 | A9A 9AA9 | 07-Feb-2023 |
| IE | Ireland | 8 | A9A 9AAA | 07-Feb-2023 |
| IE | Ireland | 8 | A9A A999 | 07-Feb-2023 |
| IE | Ireland | 8 | A9A A99A | 07-Feb-2023 |
| IE | Ireland | 8 | A9A A9A9 | 07-Feb-2023 |
| IE | Ireland | 8 | A9A A9AA | 07-Feb-2023 |
| IE | Ireland | 8 | A9A AA99 | 07-Feb-2023 |
| IE | Ireland | 8 | A9A AA9A | 07-Feb-2023 |
| IE | Ireland | 8 | A9A AAA9 | 07-Feb-2023 |
| IE | Ireland | 8 | A9A AAAA | 07-Feb-2023 |
| IL | Israel | 7 | 9999999 | 11/19/2012 |
| IN | India | 6 | 999999 | 01-Jan-1969 |
| IS | Iceland | 3 | 999 | 01-Jan-1969 |
| IT | Italy | 5 | 99999 | 01-Jan-1969 |
| JE | Jersey | 3 | AA9 9AA | 01-Jan-1969 |
| JP | Japan | 8 | 999-9999 | 01-Jan-1969 |
| KG | Kyrgyzstan | 6 | 999999 | 01-Jan-1969 |
| KH | Cambodia | 6 | 999999 | 25-Jun-2018 |
| KR | Korea | 5 | 99999 | 25-Jul-2015 |

| | | | | |
|----|--------------------------|---|------------|-------------|
| KV | Kosovo | 5 | 99999 | 01-Jan-1969 |
| KZ | Kazakhstan | 6 | 999999 | 01-Jan-1969 |
| LI | Liechtenstein | 4 | 9999 | 01-Jan-1969 |
| LK | Sri Lanka | 5 | 99999 | 01-Oct-2021 |
| LT | Lithuania | 5 | 99999 | 01-Jan-1969 |
| LU | Luxembourg | 4 | 9999 | 01-Jan-1969 |
| LV | Latvia | 4 | 9999 | 01-Jan-1969 |
| MA | Morocco | 5 | 99999 | 01-Jan-1969 |
| MC | Monaco | 5 | 99999 | 01-Jan-1969 |
| MD | Moldova | 4 | 9999 | 01-Jan-1969 |
| ME | Republic of Montenegro | 5 | 99999 | 01-Jan-1969 |
| MG | Madagascar | 3 | 999 | 01-Jan-1969 |
| MH | Marshall Islands | 5 | 99999 | 01-Jan-1969 |
| MK | Macedonia | 4 | 9999 | 01-Jan-1969 |
| MN | Mongolia | 5 | 99999 | 11-Mar-2009 |
| MN | Mongolia | 6 | 999999 | 01-Jan-1969 |
| MP | Northern Mariana Islands | 5 | 99999 | 01-Jan-1969 |
| MQ | Martinique | 5 | 99999 | 01-Jan-1969 |
| MV | Maldives | 4 | 9999 | 01-Jan-1969 |
| MV | Maldives | 5 | 99999 | 01-Jan-1969 |
| MX | Mexico | 5 | 99999 | 01-Jan-1969 |
| MY | Malaysia | 5 | 99999 | 01-Jan-1969 |
| NC | New Caledonia | 5 | 99999 | 01-Jan-1969 |
| NL | Netherlands | 4 | 9999 | 01-Jan-1969 |
| NL | Netherlands | 4 | 9999 AA | 01-Jan-1969 |
| NO | Norway | 4 | 9999 | 01-Jan-1969 |
| NZ | New Zealand | 4 | 9999 | 01-Jan-1969 |
| PF | French Polynesia | 5 | 99999 | 04-Jan-2018 |
| PG | Papua New Guinea | 3 | 999 | 11-Mar-2009 |
| PH | Philippines | 4 | 9999 | 01-Jan-1969 |
| PK | Pakistan | 5 | 99999 | 01-Jan-1969 |
| PL | Poland | 6 | 99-999 | 01-Jan-1969 |
| PR | Puerto Rico | 5 | 99999 | 01-Jan-1969 |
| PR | Puerto Rico | 5 | 99999-9999 | 01-Mar-2021 |
| PT | Portugal | 8 | 9999-999 | 07-Feb-2017 |
| PW | Palau | 5 | 99999 | 01-Jan-1969 |
| RE | Reunion | 5 | 99999 | 01-Jan-1969 |
| RO | Romania | 6 | 999999 | 01-Jan-1969 |
| RS | Republic of Serbia | 5 | 99999 | 01-Jan-1969 |
| RU | Russian Federation | 6 | 999999 | 01-Jan-1969 |
| SE | Sweden | 6 | 999 99 | 01-Jan-1969 |
| SG | Singapore | 6 | 999999 | 01-Jan-1969 |
| SH | Saint Helena | 8 | AAAA 9AA | 02-Sep-2017 |
| SI | Slovenia | 4 | 9999 | 01-Jan-1969 |
| SK | Slovakia | 6 | 999 99 | 01-Jan-1969 |
| SM | San Marino | 5 | 99999 | 01-Jan-1969 |
| SZ | Eswatini | 4 | A999 | 01-Jan-1969 |
| TH | Thailand | 5 | 99999 | 01-Jan-1969 |
| TJ | Tajikistan | 6 | 999999 | 01-Jan-1969 |
| TM | Turkmenistan | 6 | 999999 | 06/24/2018 |
| TN | Tunisia | 4 | 9999 | 01-Jan-1969 |
| TR | Turkey | 5 | 99999 | 01-Jan-1969 |

| | | | | |
|----|-------------------------------|---|------------|-------------|
| TW | Taiwan | 3 | 999 | 01-Jan-1969 |
| TW | Taiwan | 5 | 99999 | 01-Jan-1969 |
| TW | Taiwan | 6 | 999999 | 28-Mar-2021 |
| UA | Ukraine | 5 | 99999 | 01-Jan-1969 |
| US | United States | 5 | 99999 | 01-Jan-1969 |
| US | United States | 5 | 99999-9999 | 01/15/2023 |
| UZ | Uzbekistan | 6 | 999999 | 01-Jan-1969 |
| VA | Vatican City State (Holy See) | 5 | 99999 | 01-Jan-1969 |
| VI | Virgin Islands (U.S.) | 5 | 99999 | 01-Jan-1969 |
| VI | Virgin Islands (U.S.) | 5 | 99999-9999 | 01-Mar-2021 |
| XY | ST. BARTHELEMY | 5 | 99999 | 01-Jan-1969 |
| YT | Mayotte | 5 | 99999 | 28-Oct-2009 |
| ZA | South Africa | 4 | 9999 | 01-Jan-1969 |

2. COUNTRY WITH NO POSTAL CODE

| Country/Region Code | Country/Region |
|---------------------|-----------------------------------|
| AE | UNITED ARAB EMIRATES |
| AF | AFGHANISTAN |
| AG | ANTIGUA |
| AI | ANGUILLA |
| AL | ALBANIA |
| AO | ANGOLA |
| AW | ARUBA |
| BB | BARBADOS |
| BF | BURKINA FASO |
| BH | BAHRAIN |
| BI | BURUNDI |
| BJ | BENIN |
| BM | BERMUDA |
| BO | BOLIVIA |
| BS | BAHAMAS |
| BT | BHUTAN |
| BW | BOTSWANA |
| BZ | BELIZE |
| CD | CONGO, THE DEMOCRATIC REPUBLIC OF |
| CF | CENTRAL AFRICAN REPUBLIC |
| CG | CONGO |
| CI | COTE D IVOIRE |
| CK | COOK ISLANDS |
| CL | CHILE |
| CM | CAMEROON |
| CR | COSTA RICA |
| CV | CAPE VERDE |
| DJ | DJIBOUTI |
| DM | DOMINICA |
| DO | DOMINICAN REPUBLIC |
| EG | EGYPT |
| ER | ERITREA |
| ET | ETHIOPIA |
| FJ | FIJI |
| FK | FALKLAND ISLANDS |
| GA | GABON |
| GD | GRENADA |
| GH | GHANA |
| GI | GIBRALTAR |
| GM | GAMBIA |
| GN | GUINEA REPUBLIC |
| GQ | GUINEA-EQUATORIAL |
| GT | GUATEMALA |
| GW | GUINEA-BISSAU |
| GY | GUYANA (BRITISH) |
| HK | HONG KONG SAR, CHINA |
| HN | HONDURAS |
| HT | HAITI |
| IQ | IRAQ |

| | |
|----|---------------------------------|
| IR | IRAN (ISLAMIC REPUBLIC OF) |
| JM | JAMAICA |
| JO | JORDAN |
| KE | KENYA |
| KI | KIRIBATI |
| KM | COMOROS |
| KN | ST. KITTS |
| KP | KOREA, THE D.P.R OF (NORTH K.) |
| KW | KUWAIT |
| KY | CAYMAN ISLANDS |
| LA | LAO PEOPLES DEMOCRATIC REPUBLIC |
| LB | LEBANON |
| LC | ST. LUCIA |
| LR | LIBERIA |
| LS | LESOTHO |
| LY | LIBYA |
| ML | MALI |
| MM | MYANMAR |
| MO | MACAO SAR, CHINA |
| MR | MAURITANIA |
| MS | MONTserrat |
| MT | MALTA |
| MU | MAURITIUS |
| MW | MALAWI |
| MZ | MOZAMBIQUE |
| NA | NAMIBIA |
| NE | NIGER |
| NG | NIGERIA |
| NI | NICARAGUA |
| NP | NEPAL |
| NR | NAURU, REPUBLIC OF |
| NU | NIUE |
| OM | OMAN |
| PA | PANAMA |
| PE | PERU |
| PY | PARAGUAY |
| QA | QATAR |
| RW | RWANDA |
| SA | SAUDI ARABIA |
| SB | SOLOMON ISLANDS |
| SC | SEYCHELLES |
| SD | SUDAN |
| SL | SIERRA LEONE |
| SN | SENEGAL |
| SO | SOMALIA MOGADISHU |
| SR | SURINAME |
| SS | SOUTH SUDAN |
| ST | SAO TOME AND PRINCIPE |
| SV | EL SALVADOR |
| SY | SYRIA |
| TC | TURKS AND CAICOS ISLANDS |
| TD | CHAD |

| | |
|----|--------------------------|
| TG | TOGO |
| TL | TIMOR LESTE |
| TO | TONGA |
| TT | TRINIDAD AND TOBAGO |
| TV | TUVALU |
| TZ | TANZANIA |
| UG | UGANDA |
| UY | URUGUAY |
| VC | ST. VINCENT |
| VE | VENEZUELA |
| VG | VIRGIN ISLANDS (BRITISH) |
| VN | VIETNAM |
| VU | VANUATU |
| WS | SAMOA |
| XB | BONAIRE |
| XC | CURACAO |
| XE | ST. EUSTATIUS |
| XM | ST. MAARTEN |
| XN | NEVIS |
| XS | SOMALIA HARGEISA |
| YE | YEMEN, REPUBLIC OF |
| ZM | ZAMBIA |
| ZW | ZIMBABWE |

3. INCOTERM

| Code | Description | Definition |
|------|--------------------------------|---|
| EXW | Ex Works | "Ex Works" means that the seller delivers when it places the goods at the disposal of the buyer at the seller's premises or at another named place (i.e., works, factory, warehouse, etc.). The seller does not need to load the goods on any collecting vehicle, nor does it need to clear the goods for export, where such clearance is applicable. |
| FCA | Free Carrier | "Free Carrier" means that the seller delivers the goods to the carrier or another person nominated by the buyer at the seller's premises or another named place. The parties are well advised to specify as clearly as possible the point within the named place of delivery, as the risk passes to the buyer at that point. |
| CPT | Carriage Paid To | "Carriage Paid To" means that the seller delivers the goods to the carrier or another person nominated by the seller at an agreed place (if any such place is agreed between parties) and that the seller must contract for and pay the costs of carriage necessary to bring the goods to the named place of destination. |
| CFR | Cost and Freight | "Cost and Freight" means that the seller delivers the goods on board the vessel or procures the goods already so delivered. The risk of loss of or damage to the goods passes when the goods are on board the vessel. the seller must contract for and pay the costs and freight necessary to bring the goods to the named port of destination. |
| CIP | Carriage and Insurance Paid To | "Carriage and Insurance Paid to" means that the seller delivers the goods to the carrier or another person nominated by the seller at an agreed place (if any such place is agreed between parties) and that the seller must contract for and pay the costs of carriage necessary to bring the goods to the named place of destination. "The seller also contracts for insurance cover against the buyer's risk of loss of or damage to the goods during the carriage. The buyer should note that under CIP the seller is required to obtain insurance only on minimum cover. Should the buyer wish to have more insurance protection, it will need either to agree as much expressly with the seller or to make its own extra insurance arrangements." |
| CIF | Cost, Insurance and Freight | "Cost, Insurance and Freight" means that the seller delivers the goods on board the vessel or procures the goods already so delivered. The risk of loss of or damage to the goods passes when the goods are on board the vessel. The seller must contract for and pay the costs and freight necessary to bring the goods to the named port of destination. "The seller also contracts for insurance cover against the buyer's risk of loss of or damage to the goods during the carriage. The buyer should note that under CIF the seller is required to obtain insurance only on minimum cover. Should the buyer wish to have more insurance protection, it will need either to agree as much expressly with the seller or to make its own extra insurance arrangements." |
| DAF | Delivered at Frontier | This term can be used when the goods are transported by rail and road. The seller pays for transportation to the named place of delivery at the frontier. The buyer arranges for customs clearance and pays for transportation from the frontier to his factory. The passing of risk occurs at the frontier. |
| DAT | Delivered At Terminal | "Delivered at Terminal" means that the seller delivers when the goods, once unloaded from the arriving means of transport, are placed at the disposal of the buyer at a named terminal at the named port or place of destination. "Terminal" includes a place, whether covered or not, such as a quay, warehouse, container yard or road, rail or air cargo terminal. The seller bears all risks involved in bringing the goods to and unloading them at the terminal at the named port or place of destination. |

| | | |
|-----|-----------------------------|--|
| DAP | Delivered At Place | "Delivered at Place" means that the seller delivers when the goods are placed at the disposal of the buyer on the arriving means of transport ready for unloading at the named place of destination. The seller bears all risks involved in bringing the goods to the named place. |
| DDP | Delivered Duty Paid | "Delivered Duty Paid" means that the seller delivers the goods when the goods are placed at the disposal of the buyer, cleared for import on the arriving means of transport ready for unloading at the named place of destination. The seller bears all the costs and risks involved in bringing the goods to the place of destination and has an obligation to clear the goods not only for export but also for import, to pay any duty for both export and import and to carry out all customs formalities. |
| DDU | Delivered Duty Unpaid | This term means that the seller delivers the goods to the buyer to the named place of destination in the contract of sale. A transaction in international trade where the seller is responsible for making a safe delivery of goods to a named destination, paying all transportation and customs clearance expenses but not the duty. The seller bears the risks and costs associated with supplying the goods to the delivery location, where the buyer becomes responsible for paying the duty and taxes. |
| DPU | Delivered At Place Unloaded | DELIVERED DUTY PAID (DDP) means that the seller delivers the goods to the buyer when the goods are placed at the disposal of the buyer, cleared for import, on the arriving means of transport, ready for unloading, at the named place of destination or at the agreed point within that place, if any such point is agreed. The seller bears all risks involved in bringing the goods to the named place of destination or to the agreed point within that place. In this Incoterms rule, therefore, delivery and arrival at destination are the same. |
| DES | Delivered ex Ship | Where goods are delivered ex ship, the passing of risk does not occur until the ship has arrived at the named port of destination and the goods made available for unloading to the buyer. The seller pays the same freight and insurance costs as he would under a CIF arrangement. Unlike CFR and CIF terms, the seller has agreed to bear not just cost, but also Risk and Title up to the arrival of the vessel at the named port. Costs for unloading the goods and any duties, taxes, etc. are for the Buyer. A commonly used term in shipping bulk commodities, such as coal, grain, dry chemicals; and where the seller either owns or has chartered their own vessel. |
| DEQ | Delivery ex Quay | This is similar to DES, but the passing of risk does not occur until the goods have been unloaded at the port of discharge. |
| FAS | FAS Free Alongside Ship | "Free Alongside Ship" means that the seller delivers when the goods are placed alongside the vessel (e.g., on a quay or a barge) nominated by the buyer at the named port of shipment. The risk of loss of or damage to the goods passes when the goods are alongside the ship, and the buyer bears all costs from that moment onwards. |
| FOB | FOB Free On Board | "Free On Board" means that the seller delivers the goods on board the vessel nominated by the buyer at the named port of shipment or procures the goods already so delivered. The risk of loss of or damage to the goods passes when the goods are on board the vessel, and the buyer bears all costs from that moment onwards. |

4. GLOBAL PACKAGE TYPE CODE

The following table lists the global package type code supported by DHL:

| Package Type Code | Package Type Description | External type - Measurement | | | | | |
|-------------------|--------------------------|-----------------------------|--------|-------|--------|-----------|--------|
| | | Dimension UOM | Length | Width | Height | Weigh UOM | Weight |
| TBS | Tube Small | CM | 47.5 | 15.5 | 13.4 | KG | 2 |
| 1CE | Card Envelope | CM | 35 | 27.5 | 2 | KG | 0.5 |
| CE1 | Card Envelope | IN | 13.8 | 10.82 | 0.4 | LB | 1 |
| 2BC | Box 2 (Cube) | CM | 26 | 15 | 15 | KG | 1 |
| XPD | Express Envelope | CM | 31.7 | 23.8 | 1 | KG | 0.3 |
| 2BP | Box 2 (Pizza) | CM | 34 | 33 | 6 | KG | 1.5 |
| WB1 | Box 2 (1 Bottle) | CM | 39 | 14.1 | 14.1 | KG | 1.5 |
| WB3 | Box 4 (3 Bottles) | CM | 40.6 | 14.1 | 38.2 | KG | 5 |
| TBL | Tube Large | CM | 97.6 | 17.6 | 15.2 | KG | 5 |
| WB2 | Box 3 (2 Bottles) | CM | 38.2 | 27.4 | 14.1 | KG | 3 |
| WB6 | Box 5 (6 Bottles) | CM | 40.6 | 27.4 | 38.3 | KG | 10 |
| 2BX | Box 2 (Shoe) | CM | 34 | 18 | 8 | KG | 1.5 |
| 3BX | Box 3 | CM | 34 | 32 | 9 | KG | 2.5 |
| 4BX | Box 4 | CM | 34 | 32 | 18 | KG | 5 |
| 5BX | Box 5 (Jumbo Small) | CM | 34 | 32 | 35 | KG | 10 |
| 6BX | Box 6 | CM | 42 | 36 | 37 | KG | 15 |
| 7BX | Box 7 | CM | 48 | 40 | 39 | KG | 20 |
| 8BX | Box 8 (Jumbo Large) | CM | 54 | 45 | 41 | KG | 25 |

5. DANGEROUS GOODS

| Content ID | Content short description | Service Code | Service Name |
|------------|---|--------------|--------------------------------|
| 650 | Biological substances UN3373 | HY | Biological Substance |
| A01 | Limited quantities to the limits of ADR | HL | Limited Quantities ADR |
| A02 | ADR Load Exemptions | HN | ADR Load Exemption |
| 651 | Genetically modified organisms/microorganisms | HY | Biological Substance |
| HU1 | UN3164 PI208a Articles Pressurized Hydraulic | HU | Not Restricted Dangerous Goods |
| HU4 | Exempt Animal Specimen | HU | Not Restricted Dangerous Goods |
| HU3 | Exempt Human Specimen | HU | Not Restricted Dangerous Goods |
| HT1 | UN2807 Magnetized Material | HX | Magnetized Material |
| 901 | Dry Ice UN1845 | HC | Dry Ice UN1845 |
| E01 | Excepted quantities in accordance with IATA | HH | Excepted Quantity |
| HU5 | Not Restricted, Special Provision | HU | Not Restricted Dangerous Goods |
| 910 | Dangerous Goods as per associated DGD - PAX | HE | Dangerous Goods |
| 911 | Dangerous Goods as per associated DGD - CAO | HE | Dangerous Goods |
| 700 | Consumer ID8000 | HK | Consumer Goods ID8000 |
| 970 | Metal PI970 Section II (LiBa in equipment) | HW | Lithium Metal PI970 Section II |
| 969 | Metal PI969 Section II (LiBa with equipment) | HM | Lithium Metal PI969 Section II |
| 966 | Ion PI966 Section II (LiBa with equipment) | HD | Lithium Ion PI966 Section II |
| 967 | Ion PI967 Section II (LiBa in equipment) | HV | Lithium Ion PI967 Section II |
| HU2 | UN3164 PI208a Articles Pressurized Pneumatic | HU | Not Restricted Dangerous Goods |
| HU6 | Not Restricted, Special Provision | HU | Not Restricted Dangerous Goods |

6. LANDED COST ESTIMATED RATE TYPE

The following table lists the MyDHL API landed cost estimated rate type and GTS service info with its purpose:

| Tariff Rate Type (MyDHL API) | Tariff Rate Type (GTS service) | Full / Partial / Both HS Code | Purpose – What does it do? |
|------------------------------|--------------------------------|-------------------------------|---|
| Not provided or default_rate | S | Full Import HS Code | Support landed cost calculation using full Import HS Code. For customer who would like to calculate using standard/regular rate without considering preferential treatment. |
| derived_rate | D | 6-digit HS Code | Support customer who does not have destination full Import HS code and allowing ballpark landed cost calculation using 6-digit HS Code/SKU/product category/description |
| highest_rate | H | 6-digit HS Code | Support customer who does not have destination full Import HS code and allowing ballpark landed cost calculation using 6-digit HS Code/SKU/product category/description |
| center_rate | C | 6-digit HS Code | Support customer who does not have destination full Import HS code and allowing ballpark landed cost calculation using 6-digit HS Code/SKU/product category/description |
| lowest_rate | L | 6-digit HS Code | Support customer who does not have destination full Import HS code and allowing ballpark landed cost calculation using 6-digit HS Code/SKU/product category/description |
| preferential_rate | P | Full Import HS Code | Support landed cost calculation using full Import HS Code. For customer who would like to calculate using preferential rate |

7. REGISTRATION NUMBER TYPE CODE

| Registration Type Code | Description | Issuing Country Code | Applicable Shipping Role |
|------------------------|---|---|--|
| CNP | Brazil CNPJ/CPF Federal Tax | BR | All |
| DAN | Deferment Account Duties Only | All | Importer / Exporter |
| DTF | Deferment Account Duties, Taxes and Fees Only | All | Importer /Exporter |
| DUN | Data Universal Numbering System | US,CN,EE | All |
| EIN | Employer Identification Number | US | All |
| EOR | Economic Operator Registration ID | AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IC, IE, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK, UA, MY | All |
| FED | Federal Tax ID | US, MY | All |
| FTZ | Free Trade Zone ID | All | All |
| NID | National Identity Card | VN, ID, AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GR, HR, HU, IE, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK, KW, MY,EG,JO,QA,ZA,TR | All |
| PAS | Passport | VN, ID, AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GR, HR, HU, IE, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK, MY,EG,JO,QA,ZA,TR | All |
| RGP | EU Registered Exporters registration ID | AT, BE, BG, CN, CY, CZ, DE, DK, EE, ES, FI, FR, GR, HR, HU, IE, IT, LT, LU, LV, MT, NL, NZ, PL, PT, RO, SE, SI, SK | Exporter, Shipper, Receiver, Importer, Buyer, Seller, Broker |

| | | | |
|-----|------------------------------------|--|--------------------|
| SDT | Import One-Stop-Shop (IOSS) | AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GR, HR, HU, IC, IE, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK | Shipper |
| SDT | Overseas Registered Supplier (LVG) | NZ | Shipper |
| SDT | AUSid GST Registration (OSR) | AU | Shipper |
| SDT | GB VAT (foreign) registration | GB | Shipper |
| SDT | VAT on E-Commerce | NO | Shipper |
| SDT | OVR GSTN | SG | Shipper |
| SDT | LVG Registration Number | MY | Shipper |
| SSN | Social Security Number | US | All |
| STA | State Tax ID | US | All |
| STA | Brazil State Tax ID IE/RG | BR | All |
| TAN | Deferment Account Tax Only | All | Importer, Exporter |
| VAT | VAT Registration | All | All |
| IMS | Internal Market Scheme | GB | All |
| EIC | eInvoice Carrier | TW | Shipper, Payer |
| FTN | Foreign Tax Identification Number | MX | Receiver |
| CIC | Customs Identification Number | ZA | Shipper, Receiver |
| PEP | Peppol ID | BE | Shipper |
| FII | Foreign Importer Identifier | US | All |

Note: 'IMS' code will be available in Production by the end of March 2025.

8. BUSINESS PARTY TYPE CODE

| DHL Short Code | Name | Description | Applicable in Country |
|----------------|-----------------|---|-----------------------|
| BU | Business | Commercial operation (For Profit, Non Profit, NGOs, Clubs, Associations et al) | |
| DC | Direct Consumer | To be used ex US only, applicable if Ultimate Consignee selected as a Business Part Role type. Private. | US |
| GV | Government | Official Government business - globally available - specifically applicable ex US if Ultimate Consignee selected as a Business Part Role type | |
| OT | Other | To be used ex US only, applicable if Ultimate Consignee selected as a Business Part Role type | US |
| PR | Private | Noncommercial entity, Individual persons, no professional association | |
| RE | Reseller | To be used ex US only, applicable if Ultimate Consignee selected as a Business Part Role type. Business. | US |

9. INVOICE'S REFERENCE TYPE CODE

Listed below are allowed invoice level reference type codes:

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

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

10. INVOICE'S CUSTOMS DOCUMENT TYPE CODE

Listed below are allowed Customs document type codes:

| Document Type Code | Description |
|--------------------|--|
| 972 | T2LF Dispense Paiement Droits |
| AHC | Analysis and Health Certificate |
| ATA | ATA Carnet |
| ATR | Preference Certificate ATR |
| CHD | CHED-D (Common Health Entry Document for Feed and Food of Non-Animal Origin) |
| CHP | CHED-P (Common Health Entry Document for Products) |
| CIT | CITES Certificate |
| COO | Generic Certificate of Origin |
| DEX | Duty Exemption Certificate |
| EU1 | Preference Certificate EUR1 |
| EU2 | Preferential Declaration of Origin on the Invoice - EUR2 |
| EUS | End Use Authorization |
| FMA | Certificate of Origin (Form A) |
| PHY | Phytosanitary Certificate |
| VET | Veterinary Entry Document |
| VEX | VAT Exemption Certificate |
| CRL | Control Document |
| CSD | Consolidated Customs Entry |
| PCH | Proof of Purchase |
| CI2 | Export-only Invoice |
| CIV | Customs Invoice Value |
| DOV | Invoice |
| INV | Commercial Invoice |
| PFI | Pro-Forma |
| ALC | Agricultural License |
| HLC | Health Products Regulatory Authority (HPRA) Licensing Requirements |
| JLC | Justice License |
| LIC | Specific Export Licenses |
| LNP | License or Permit |
| PLI | Permits & Licenses |
| DLI | Driver's License |
| NID | National Identity Card |
| PAS | Passport |

| Document Type Code | Description |
|---------------------------|--|
| CHA | Power of Attorney |
| CPA | Consignee Power of Attorney |
| POA | Power of Attorney (Customer-based) |
| BEX | Branch Letter of Exemption |
| DGD | Dangerous Goods Declaration |
| IPA | Intellectual Property Authorization |
| T2M | T2M Transport Accompanying Document |
| TAD | TAD Transport Accompanying Document T1 |
| TCS | Transportation Charges Statement |
| ROD | Receipt on Delivery |
| EXL | DCE Export of Customs Data |
| HWB | House Waybill |
| ELP | Export Licenses and Permits |
| ORD | Organization Registration Documents |
| OEI | Original Export Invoice |
| RGR | Return Goods Relief |
| CHA | CHED-A |
| CP2 | CHED-PP |
| BLI | Broker License |
| ICD | Internal Customs Document |
| EAD | Export Accompanying Document |
| ETD | Export Transit Document |

11. LINE ITEM'S REFERENCE TYPE CODE

Listed below are allowed item level reference type codes:

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

| | |
|-----|-------------------------------------|
| AFK | Bonded Goods Note |
| AEA | Competent Authority Designated Code |
| PTA | Preferential Treatment Agreement |
| CLN | Customer Line Number |

12. LINE ITEM'S CUSTOMS DOCUMENT TYPE CODE

Listed below are allowed Customs document type codes:

| Customs Document Type Code | Description |
|----------------------------|--|
| 972 | T2LF Dispense Paiement Droits |
| AHC | Analysis and Health Certificate |
| ATA | ATA Carnet |
| ATR | Preference Certificate ATR |
| CHD | CHED-D (Common Health Entry Document for Feed and Food of Non-Animal Origin) |
| CHP | CHED-P (Common Health Entry Document for Products) |
| CIT | CITES Certificate |
| COO | Generic Certificate of Origin |
| DEX | Duty Exemption Certificate |
| EU1 | Preference Certificate EUR1 |
| EU2 | Preferential Declaration of Origin on the Invoice - EUR2 |
| EUS | End Use Authorization |
| FMA | Certificate of Origin (Form A) |
| PHY | Phytosanitary Certificate |
| VET | Veterinary Entry Document |
| VEX | VAT Exemption Certificate |
| CRL | Control Document |
| CSD | Consolidated Customs Entry |
| PCH | Proof of Purchase |
| CI2 | Export-only Invoice |
| CIV | Customs Invoice Value |
| DOV | Invoice |
| INV | Commercial Invoice |
| PFI | Pro-Forma |
| ALC | Agricultural License |
| HLC | Health Products Regulatory Authority (HPRA) Licensing Requirements |
| JLC | Justice License |
| LIC | Specific Export Licenses |
| LNP | License or Permit |
| PLI | Permits & Licenses |
| DLI | Driver's License |
| NID | National Identity Card |
| PAS | Passport |
| CHA | Power of Attorney |
| CPA | Consignee Power of Attorney |
| POA | Power of Attorney (Customer-based) |
| BEX | Branch Letter of Exemption |
| DGD | Dangerous Goods Declaration |
| IPA | Intellectual Property Authorization |
| T2M | T2M Transport Accompanying Document |

| | |
|-----|--|
| TAD | TAD Transport Accompanying Document T1 |
| TCS | Transportation Charges Statement |
| ROD | Receipt on Delivery |
| EXL | DCE Export of Customs Data |
| HWB | House Waybill |
| ELP | Export Licenses and Permits |
| ORD | Organization Registration Documents |
| OEI | Original Export Invoice |
| RGR | Return Goods Relief |
| CHA | CHED-A |
| CP2 | CHED-PP |
| BLI | Broker License |
| ICD | Internal Customs Document |
| EAD | Export Accompanying Document |
| ETD | Export Transit Document |

13. OTHER CHARGE TYPE CODE

Listed below are allowed Customs document type codes:

| DHL short code | Name | Description | Customer Facing Shipment Preparation |
|----------------|--------------------|--|--------------------------------------|
| ADMIN | Administration Fee | Charge for the provision of clerical or administrative services. | Y |
| DELIV | Delivery Charge | Charge for the provision of delivery services. | Y |
| DOCUM | Documentation Fee | Charge for the provision of Documentation services. | Y |
| EXPED | Expedite Charge | Charge for the provision of Expedited services. | Y |
| EXCHA | Export Charge | Charge for the provision of Export Shipping services. | Y |
| FRCST | Freight Cost | Amount to be paid for moving goods, by whatever means, from one place to another, inclusive discounts, allowances, rebates, adjustment factors and additional cost relating to freight costs (UN/ECE recommendation no 23) | Y |
| SSRGE | Fuel Surcharge | A fuel surcharge is assessed by the carrier to account for regional / seasonal variations in fuel costs. | Y |
| LOGST | Logistic Fee | Charge for the provision of Logistics services. | Y |
| SOTHR | Other Charge | Charge for the provision of other miscellaneous services. | Y |
| SPKGN | Packaging Charge | Charge for the provision of Packaging services. | Y |
| PICUP | Pickup Charge | Charge for the provision of Pickup services. | Y |
| HRCRG | Handling Charge | Charge for the provision of Handling services. | Y |
| VATCR | VAT Fee | Charge for the provision of VAT management services. | Y |
| INSCH | Insurance Cost | Insurance Cost included by the Shipper on the Commercial Invoice. | Y |
| REVCH | Reverse Charge | The liability to pay tax is on the recipient of goods in respect of notified categories of supply. There are two scenarios: 1) the nature of supply and/or nature of supplier; 2) taxable supplies by any unregistered person to a registered person | Y |

14. SHIPMENT REFERENCE TYPE CODE

Listed below are allowed shipment reference type codes:

| Reference Type Code | Reference Type Description |
|---------------------|---|
| AAJ | Delivery Order number |
| ACL | Parent shipment ID for <bulk shipment identification> |
| AFE | ECCN |
| AFM | Import Pre-Clearance Reference Number |
| CID | Customer Identifier |
| CN | Contract Number |
| CU | Consignor reference number |
| DGC | Dangerous Goods Content Identifier |
| ITN | US Export declaration reference ID |
| LCQ | Landed Cost Quotation ID |
| MRN | Movement Reference number |
| OID | Order ID |
| PON | Purchase Order Number |
| RMA | RMA Number |
| UCN | Unique reference of a consignment (UCRN) |
| WLK | Walk In Reference Number |

15. PIECE REFERENCE TYPE CODE

Listed below are allowed piece reference type codes:

| Reference Type Code | Reference Type Description |
|---------------------|---|
| AAJ | Delivery Order number |
| ABW | Stock Keeping Unit |
| ACL | Parent shipment ID for <bulk shipment identification> |
| AES | AES Post Clearance |
| AFE | ECCN |
| ALX | Model |
| BRD | Brand |
| CFR | ECCN License Exemption |
| CID | Customer Identifier |
| CN | Contract Number |
| CU | Consignor reference number |
| DGC | Dangerous Goods Content Identifier |
| DOM | Domestic indicator CoO (US) |
| DTC | DDTC Eligibility indicator |
| DTM | DDTC UOM |
| DTQ | DDTC Quantity |
| DTR | DDTC Registraton No |
| FOR | Foreign indicator CoO (US) |
| FTR | Post Clearance Exemption US |
| INB | In Bond shipment |
| ITN | US Export declaration reference ID |
| ITR | DDTC ITAR Exemption No |

| | |
|-----|--|
| MAK | Make |
| MAT | Material |
| MRN | Movement Reference number |
| NLR | ECCN No License Required Indicator |
| OED | Original Export Date |
| OET | Original Export OB Tracking ID |
| OID | Order ID |
| OOR | Original Outbound Carrier |
| PAN | Part No |
| PON | Purchase Order Number |
| RMA | RMA Number |
| SE | Serial number |
| SME | DDTC SME Indicator |
| SON | Sales order No |
| UCN | Unique reference of a consignment (UCRN) |
| USG | Usage |
| USM | DDTC USML Category Code |
| WLK | Walk In Reference Number |

16. HTTP RESPONSE STATUS CODES

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

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

17. GENERAL ERRORS

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

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

18. RATING AND PRODUCT API ERRORS

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

| Error Code | Error Message |
|------------|--|
| 996 | The requested product(s) not available based on your search criteria. |
| 998 | The account number is not found or invalid. Please check the account number and retry. |
| 998 | The account number is not allowed for PaperLessTrade. Please check the account number and retry. |

| | |
|--------|---|
| 1001 | The requested product(s) not available based on your search criteria. |
| 1003 | Pick-up service is not provided on this day. |
| 1004 | Product not available between this origin and destination. |
| 6016 | Invalid combination of RequestValueAddedServices and RequestValueAddedServicesAndRuleGroups, please update and try again. |
| 6017 | Requested services cannot be used together <followed by list of couples "service code – service code" separated by ", "> |
| 6018 | Requested service XX requires also usage of one of following services < the XX will be replaced by Dependent service (service code) followed by list of Required services (service codes) separated by ", "> |
| 6019 | RequestValueAddedServicesGroup cannot be used if request contains required service(s). |
| 6020 | Strict validation failed. |
| 7160 | Either #/packages/{0}/typeCode or #/packages/{0}/dimensions must be provided. Please update and try again. |
| 6021 | Requested service(s) requires usage of just ONE service from – followed by service-service group(s) violated, in from: (DependentService -> list of Required services separated by "-" – each dependent group in separated in brackets e.g. (PZ -> PT-PU-PV-PW) |
| 6022 | Invalid manufacturerCountry #/rateRequest/items/n/manufacturerCountry, please update and try again. |
| 6023 | Please provide exactly one product code when requesting for #/getAdditionalInformation/typeCode = 'sortCodes'. |
| 8003 | Account not allowed for this service. Please contact your DHL Express representative. |
| 8032 | Not authorized to use this service. Please contact your DHL Express representative. |
| 200000 | Invalid message header request type value. Acceptable value is LandedCostRequest. (Invalid Hdr Ty Value. Valid value is LandedCostRequest) |
| 200000 | Invalid message header originator country code value. Country code not supported in GTS. (Invalid Orngtr CtryCd value. Not Supportable Country) |
| 200000 | Invalid message header originator country code value. If provided, should be in alphabetic format with 2 characters. (Invalid Orngtr CtryCd value. Valid format is [A-Z]{2}) |
| 200000 | Invalid piece measurement dimension L, W, H UOM value. Dimensions UOM must be the same. (Invalid PcsMeas L, W, H UOM value. Dimensions UOM must be the same) |
| 200000 | Invalid monetary amount type code value. Acceptable values are insurance (SINSV), other (MACHG), and freight (MFCHG) charge codes. (Invalid MonAmt TyCd value. Valid values are SINSV, MACHG, MFCHG) |
| 200000 | Invalid Shipment Currency value. Currency code not supported in GTS. (Invalid Shipment Currency value. Not Supportable Currency) |
| 200000 | Invalid message header request type code. Acceptable values are ItmCstBrkdwnInd CurCd ShpPrps MdOfTrns. (Invalid GenrcRqCritr TyCd. Only accept values ItmCstBrkdwnInd CurCd ShpPrps MdOfTrns) |
| 200000 | Invalid line item's line number value. Value should not be zero. (Invalid Ln\LnNo value. Value must be more than 0) |
| 200000 | Invalid line item's manufacturing country code value. Country code not supported in GTS. (Invalid Ln\ManCtryCd value. Not Supportable Country) |
| 200000 | Invalid line item's unit price currency code value. Currency code not supported in GTS. (Invalid Ln\MonAmt ACUSV CurCd value. Not Supportable Currency) |

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

| | |
|--------|---|
| 200000 | Invalid piece' weight UOM value. Weights' UOM not supported in GTS. . (Invalid PcsMeas\Wgt uom value. Not Supportable Weights' UOM) |
| 200000 | Invalid piece' height dimension value. If provided, should be in decimal format. (Invalid PcsMeas\H value.Value must be BigDecimal and not empty) |
| 200000 | Invalid piece' height dimension value. Negative value is not acceptable. (Invalid PcsMeas\H value. Only allow positive value) |
| 200000 | Invalid piece' height dimension UOM value. Dimensions' UOM not supported in GTS. . (Invalid PcsMeas\H uom value. Not Supportable Dimensions' UOM) |
| 200000 | Invalid piece' length dimension value. If provided, should be in decimal format. (Invalid PcsMeas\L value. Value must be BigDecimal and not empty.) |
| 200000 | Invalid piece' length dimension value. Negative value is not acceptable. (Invalid PcsMeas\L value. Only allow positive value.) |
| 200000 | Invalid piece' length dimension UOM value. Dimensions' UOM not supported in GTS. . (Invalid PcsMeas\L uom value. Not Supportable Dimensions' UOM) |
| 200000 | Invalid piece' width dimension value. If provided, should be in decimal format. (Invalid PcsMeas\W value.Value must be BigDecimal and not empty) |
| 200000 | Invalid piece' width dimension value. Negative value is not acceptable. (Invalid PcsMeas\W value. Only allow positive value) |
| 200000 | Invalid piece' width dimension UOM value. Dimensions' UOM not supported in GTS. . (Invalid PcsMeas\W uom value. Not Supportable Dimensions' UOM) |
| 200000 | Invalid shipper account number value. If provided, should be in numeric format. (Invalid SP Cust\NtwAccNo value. Valid format is \d+) |
| 200000 | Invalid shipper's country code value. If provided, should be in alphabetic format with 2 characters. (Invalid SP Cust\Addr\ActPntSp\CtryCd value. Valid format is [A-Z]{2}) |
| 200000 | Invalid shipper's country code value. Country not supported in GTS. (Invalid SP Cust\Addr\ActPntSp\CtryCd value. Not Supportable Country) |
| 200000 | Invalid receiver's country code value. If provided, should be in alphabetic format with 2 characters. (Invalid RV Cust\Addr\ActPntSp\CtryCd value. Valid format is [A-Z]{2}) |
| 200000 | Invalid receiver's country code value. Country not supported in GTS. (Invalid RV Cust\Addr\ActPntSp\CtryCd value. Not Supportable Country) |
| 200000 | Invalid payer account number value. If provided, should be in numeric format. (Invalid PY Cust\NtwAccNo value. Valid format is \d+) |
| 200000 | Invalid payer's country code value. Country code not supported in GTS. (Invalid PY Cust\Addr\ActPntSp\CtryCd value. Not Supportable Country) |
| 200000 | Invalid line item's import commodity code value. If provided, should be in alphanumeric and dots format. (Invalid Ln\CmdtCls\lb value. Valid format is [a-zA-Z0-9.]+) |
| 200000 | Invalid line item's part number value. If provided, should be in numeric format. (Invalid Ln\PartNo value. Valid format is \d+) |
| 200000 | Invalid Shipment Purpose. Acceptable values are [PERSONAL, COMMERCIAL, GIFT] . (Invalid ShpPrps GenRqCritr\Val. Valid values are [PERSONAL,COMMERCIAL,GIFT]) |
| 200000 | Invalid Transport Mode. Acceptable values are [AIR, OCEAN, LAND]. (Invalid MdOfTrns GenrcRqCritr\Val. Valid values are [AIR,OCEAN,LAND]) |
| 200000 | Provided product category is invalid. Please look at the possible category values listed under documentation. |
| 200001 | At least one item has invalid HS code. |
| 200002 | At least one item is Prohibited. |

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

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

| | |
|--------|---|
| 200003 | Measurement UOM is not supported in GTS. (Measurement <sourceMeasurementType> could not be found in database) |
| 200003 | Measurement UOM is not convertible. (Measurement <sourceMeasurementType> is a non convertible SubType) |
| 200003 | Measurement UOM cannot be converted to the target measurement UOM. (Cannot convert <sourceMeasurementType> to <destinationMeasurementType> Measurement of SubType=<sourceMeasurementType> cannot be converted to SubType=<destinationMeasurementType>) |
| 200003 | Source measurement conversion factor is 0. (srcMeasurement's conversion factor is 0) |
| 200003 | Internal GTS conversion error. (caught exception : <Various Java Exception>) |
| 200003 | Measurement UOM cannot be converted to the target measurement UOM. (applyMeasurementConversion : either src or dest measurement SubType is null) |
| 200003 | Required characteristics <CHAR TYPE> value is missing. (<CHAR TYPE> characteristic is missing) |
| 200003 | Required fee <FEE TYPE> is missing. (<FEE TYPE> FEE is missing.) |
| 200003 | Shipper's state code is required. (SP Cust\Addr\ActPntSp\Lty\CtryDiv\TyCd where Cd=S is missing) |
| 200003 | Carrier name is required. (DataEl MrchtSelCrrNm is missing) |
| 200004 | Requested preferential rate not found. |
| 200005 | Requested trade regime rate not found. Regime ID does not exist or has expired. |
| 200101 | Landed cost calculation failed. (<technical error message generated by the exception>) |
| 200101 | Internal GTS error during service call. (<technical error message generated by the exception>) |
| 200101 | GTS Duty and Tax Calculator encountered an internal error. (Duty and Tax Calculation Failed.) |
| 200101 | Duty & tax calculation is not possible since full import HS code is not available |
| 200102 | At least one line item encounter issue in landed cost estimation. |
| 210000 | DCT failed to calculate freight charge. DCT response do not have required information. (No Response Body / Response Missing Required Info from DCT) |
| 340001 | The origin country code could not be found. Please check the country code. |
| 340002 | The destination country code could not be found. Please check the country code. |
| 340003 | The payment country code could not be found. |
| 340004 | The location information is missing. At least one attribute post code, city name or suburb name should be provided |
| 340005 | The pickup date is missing. The pickup date is a mandatory field. |
| 340006 | The ready time is missing. This is a mandatory parameter. |
| 340007 | The commodity code could not be found, please check the commodity code. |
| 340008 | The piece weight is missing. This is mandatory information. |
| 340009 | The number of pieces is missing. |
| 340010 | The total shipment volume is missing. |
| 340011 | The maximum piece weight is missing. |
| 340012 | The maximum piece height is missing. |
| 340013 | The maximum piece length is missing. |
| 340014 | The maximum piece width/diameter is missing. |
| 340015 | The declared value is missing. |

| | |
|--------|---|
| 340016 | The piece type is invalid. |
| 340017 | The unit of weight is missing. |
| 340018 | The declared value cannot exceed the limit set for the country. |
| 340019 | Unknown unit of measure for weight. |
| 340020 | Unknown unit of measure for dimensions. |
| 340021 | The currency is missing. |
| 340022 | The maximum piece weight is greater than the total shipment weight. |
| 340023 | Unknown currency symbol. |
| 340024 | The global or local product code(s) missing. |
| 340025 | The global or local service code(s) missing. |
| 340026 | Invalid combination of units of weight and dimension. |
| 340027 | Invalid product service combination. |
| 340028 | The unit of measure is missing. |
| 340029 | UOM should be same for all dimensions |
| 340030 | Unknown Generic Criteria code |
| 340031 | The format of the dimensions is not correct. Please check the dimensions format. |
| 340032 | The format of the weight is not correct. Please check the weight format. |
| 340033 | Invalid ready time format |
| 340035 | The unit of dimension is missing |
| 340036 | Outbound departure date should have format YYYY-MM-DD |
| 340038 | VLDPICKUP = N set in the request then Facility Departure Date should be part of request |
| 340039 | VLDPICKUP = Y set in the request then Facility Departure Date should NOT be part of request |
| 340040 | The only allowed operators are 'eq'- equal, 'ge' - greater than or equal, 'gt' - greater than |
| 340041 | Generic criterion OSINFO cannot be used if request contains required service(s) |
| 410101 | The shipment weight exceeds max |
| 410102 | The shipment height exceeds max |
| 410103 | The shipment length exceeds max |
| 410104 | The shipment width/diameter exceeds max |
| 410105 | The requested product(s) not available |
| 410106 | The piece weight exceeds max |
| 410107 | The piece height exceeds max |
| 410108 | The piece length exceeds max |
| 410109 | The piece width/diameter exceeds max |
| 410110 | The shipment weight exceeds min |
| 410111 | The shipment height exceeds min |
| 410112 | The shipment length is not within the restrictions |
| 410113 | The shipment width/diameter under min |
| 410114 | The min piece dimension not reached |
| 410115 | The mid piece dimension not reached |
| 410116 | The max piece dimension not reached |
| 410117 | The minimum piece weight not met |
| 410118 | Number of pieces exceeded |
| 410119 | The min shipment dimension not reached |
| 410120 | The mid shipment dimension not reached |
| 410121 | The max shipment dimension not reached |
| 410122 | The minimum shipment weight not met |

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|--------|--|
| 410123 | The max shipment declared value exceeded |
| 410124 | Geographical market rule applied |
| 410125 | Minimal inbound currency value not met |
| 410126 | Maximum inbound currency value exceeded |
| 410127 | Minimum number of pieces not met |
| 410128 | Minimal outbound currency value not met |
| 410129 | Maximum outbound currency value exceeds |
| 410130 | Minimal number of pallet not met |
| 410131 | Maximum number of pallet exceeds |
| 410132 | Minimal pallet weight not met |
| 410133 | Maximum pallet weight exceeds |
| 410134 | The max(length; width; height) piece exceeds max |
| 410135 | Requested product(s) not available at origin <list of products global/local separated by ", "> |
| 410136 | Requested product(s) not available at destination <list of products global/local separated by ", "> |
| 410137 | Product filtered out on delivery side because actual delivery time configured in TTS is greater than marketed delivery time configured in GREF <list of products separated by ", "> |
| 410138 | Requested product(s) not available at payer <list of products global/local separated by ", "> |
| 410139 | Requested product(s) available only with contractual agreement <list of products global/local separated by ", "> |
| 410140 | Requested product(s) not available in required network <list of products global/local separated by ", "> |
| 410145 | Requested product(s) not available with requested service(s) – followed by list of couples "products global/local code – service code" separated by ", " |
| 410146 | Requested services cannot be used together <followed by list of couples "service code – service code" separated by ", "> |
| 410147 | Requested service XX requires also usage of one of following services < the XX will be replaced by Dependent service (service code) followed by list of Required services (service codes) separated by ", "> |
| 410201 | Pick-up service is not provided on this day. |
| 410202 | The pickup date is outside of sliding window: dateFrom-dateTo |
| 410203 | Ready time is outside of pickup window |
| 410301 | Product not available between this origin and destination (network segment). |
| 410302 | Temporary network target change |
| 410303 | Available products removed by Marketed filtering |
| 410304 | No products available |
| 410501 | Pickup PL ambiguity rule applied. More than 1 PL is available for the given PL attributes. |
| 410502 | Pickup PL fallback rule applied : PS->CP |
| 410503 | Pickup PL fallback rule applied : PS->CP->P |
| 410504 | Pickup PL fallback rule applied : PS->CP->P->C |
| 410505 | Pickup PL fallback rule applied : CP->P |
| 410506 | Pickup PL fallback rule applied : CP->P->C |
| 410507 | Pickup PL fallback rule applied : P->C |
| 410508 | Pickup PL fallback rule applied : S->C |
| 410509 | Delivery PL ambiguity rule applied. More than 1 PL is available for the given PL attributes. |
| 410510 | Delivery PL fallback rule applied : PS->CP |

| | |
|--------|--|
| 410511 | Delivery PL fallback rule applied : PS->CP->P |
| 410512 | Delivery PL fallback rule applied : PS->CP->P->C |
| 410513 | Delivery PL fallback rule applied : CP->P |
| 410514 | Delivery PL fallback rule applied : CP->P->C |
| 410515 | Delivery PL fallback rule applied : P->C |
| 410517 | The origin facility is suspended |
| 410518 | The destination facility is suspended |
| 420501 | The origin country code could not be found. Please check the country code. |
| 420502 | The destination country code could not be found. Please check the country code. |
| 420503 | The payment country code could not be found. |
| 420504 | The origin location is invalid. Please check the data. |
| 420505 | The destination location is invalid. Please check the data. |
| 420506 | Postcode not found. Expected formats: <country specific post code format> |
| | required key #/items/n/manufacturerCountry, not found |
| 6023 | Please provide exactly one product code when requesting for #/getAdditionalInformation/typeCode = 'sortCodes'. |

19. RATING AND PRODUCT API WARNINGS

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

| Warning Code | Warning Message |
|--------------|---|
| 200200 | Duty calculation is not possible since full import HS code is not available. |
| 200201 | Landed cost is estimated based on full Import HS code retrieved from product catalogue. |
| 200202 | Ballpark landed cost is returned. |
| 200203 | The provided HS code is not a valid full Import HS code. Ballpark landed cost is estimated using the provided 6-digit HS Code. |
| 200204 | Provided Import HS code (full or 6-digit) is invalid. Landed cost is estimated based on full Import HS code retrieved from product catalogue. |
| 200205 | Provided Import HS code (full or 6-digit) is invalid. Ballpark landed cost is returned. |
| 200030 | Standard duty is not applicable (<INPUT HS CODE>). |
| 200031 | Standard duty is not applicable (<INPUT HS CODE>). This tariff code maybe prohibited. |
| 6997 | Outbound and Inbound Sort Codes could not be found. |
| 6996 | Account specific functionality cannot be used - account specific pickup cutoff time is before pickup window start |
| 6995 | Account specific functionality cannot be used - account specific pickup cutoff time is invalid |
| 6994 | Account specific functionality cannot be used - <word shipper and/or payer specified separated by "> account duplicated |

20. ELECTRONIC PROOF OF DELIVERY (EPOD) API ERRORS

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

| Error Code | Error Message |
|------------|---|
| 100000 | Service operation execution finished successfully |

| | |
|--------|--|
| 100002 | Service operation request message data validation failed |
| 100010 | When requesting ePod details account number and customer role must be provided |

21. CREATE SHIPMENT API ERRORS

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

| Error Code | Error Message |
|------------|---|
| 803 | Account not allowed for this service. Please contact your DHL Express representative. |
| 996 | The requested product(s) not available based on your search criteria. |
| 997 | Invalid typeCode #/customerDetails/{0}/registrationNumbers/{1}/typeCode: {2} is not a valid value, please update and try again. |
| 998 | The shipment date cannot be in the past or more than 10 days in future. Please check the shipment date and retry. |
| 998 | The account number is not found or invalid. Please check the account number and retry. |
| 998 | The account number is not allowed for PaperLessTrade. Please check the account number and retry. |
| 998 | Process failure occurred. Process ID associated for that transaction (<Process ID>) |
| 1001 | The requested product(s) not available based on your search criteria. |
| 1003 | Pick-up service is not provided on this day. |
| 1004 | Product not available between this origin and destination. |
| 6016 | Invalid combination of #/RequestValueAddedServices and #/getAdditionalInformation where typeCode=allValueAddedServices, please update and try again. |
| 6017 | Requested services cannot be used together <followed by list of couples "service code – service code" separated by ", "> |
| 6018 | Requested service XX requires also usage of one of following services < the XX will be replaced by Dependent service (service code) followed by list of Required services (service codes) separated by ", "> |
| 6019 | RequestValueAddedServicesGroup cannot be used if request contains required service(s). |
| 6020 | Strict validation failed. |
| 6021 | Requested service(s) requires usage of just ONE service from – followed by service-service group(s) violated, in from: (DependentService -> list of Required services separated by "-" – each dependent group in separated in brackets e.g. (PZ -> PT-PU-PV-PW) |
| 7003 | Document image data #/documentImages/0/content failed in validation due to wrong data. Please provide valid image instead of text data. |
| 7004 | Signature image data in #/content/exportDeclaration/invoice/signatureImage failed in validation due to wrong data. Please provide valid image instead of text data. |
| 7005 | Customer logo image data failed in validation due to wrong data. Please provide valid image instead of text data. |
| 7007 | #/valueAddedServices/serviceCode must be set to "WY" or "PK" for Paperless Trade (PLT) shipment. |
| 7008 | Requested product(s) not available with requested service(s) <followed by list of couples "products global/local code – service code" separated by ", "> |
| 7009 | The '#/outputImageProperties/customerLogos/0/content' cannot be exceed <configurable logo image size>. Please check the Customer Logo image size and retry. |
| 7011 | Email address for shipment email notification is required. Please update and re-try. |
| 7012 | You are not allowed to prepare Paperless Trade (PLT) shipment . Please contact your DHL account manager. |

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| 7013 | Pickup is not allowed for this shipment date. Please update and re-try again. |
| 7014 | Shipment consolidation is not possible for the shipper country. Please contact your DHL account manager. |
| 7015 | DocumentImages cannot be provided with Packages (piece details) in request message. Please check the request message and retry. |
| 7016 | Missing "IncludePreviousPieceLabels" in the request message. Please check the request message and retry. |
| 7017 | Exceeded the maximum pieces allowed for a single shipment. Please check the request message and retry. |
| 7018 | Image Upload is not supported for non-PLT shipment. |
| 7019 | An email with invalid format has been provided. Please update and try again. |
| 7022 | The Piece weight must be greater than <global or customer profile level> <global or customer profile level minimum weight>. Please update #/content/packages/0/weight field value and try again. |
| 7023 | The Customs Value must be greater than <global or customer profile level><global or customer profile level minimum weight>. Please update #/content/declaredValue field value and try again. |
| 7024 | The Paperless Trade (PLT) image file size of the export documentation is too large. Please ensure that this does not exceed "{0}" and is either a pdf, jpg or png file type. |
| 7025 | Document image data #/documentImages/0/content cannot exceed <configurable document image size>. Please check the document image size and try again. |
| 7027 | Failure to upload the Paperless Trade (PLT) image. Please check the document image and try again or contact your DHL technical representative. |
| 7028 | Net weight value must be greater than <global or customer profile level> <global or customer profile level minimum weight>. Please update #content/exportDeclaration/lineItems/0/weight/netValue field value and try again. |
| 7029 | Failure to send email. |
| 7030 | Unsupported combination. #/outputImageProperties/allDocumentsInOneImage option is only allowed for PDF output types. Please update and try again. |
| 7031 | Image upload is not possible for this shipment at this point. |
| 7032 | For #/outputImageProperties/imageOptions/0/typeCode = 'invoice' and #/outputImageProperties/imageOptions/0/isRequested = 'true', then fields within #/content/exportDeclaration/invoice section are required. Please check the request message and try again. |
| 7033 | Packages section is required to be provided in the request message to perform shipment consolidation. Please check the request message and try again. |
| 7034 | Unit Price value must be greater than <"global or customer profile level" + global or customer profile level minimum Customs Value>. Please update #/content/exportDeclaration/lineItems/0/price field value and retry it again." |
| 7035 | Shipment charges is mandatory for a CASH shipment. Please provide shipment charges and resubmit. |
| 7036 | Request labels to fit A4 format is applicable for label type of PDF. Please update and re-try again |
| 7037 | Customer is not allowed to request courier pickup. Please contact your DHL account manager. |
| 7057 | Document image data #/documentImages/0/content failed in validation due to wrong data. Please provide valid image instead of text data. |
| 7069 | Invalid unitOfMeasurement #/content/exportDeclaration/lineItems/{0}/quantity/unitOfMeasurement: {1} is not a valid value, please update and try again. |
| 7070 | Invalid typeCode #/content/customerDetails/{0}/typeCode: {1} is not a valid value, please update and try again. |

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| 7071 | Invalid typeCode #/content/exportDeclaration/customsDocuments/{0}/typeCode: {1} is not a valid value, please update and try again. |
| 7072 | Invalid exportReasonType #/content/exportDeclaration/exportReasonType: {0} is not a valid value, please update and try again. Invalid exportReasonType #/content/exportDeclaration/lineItems/{0}/exportReasonType: {1} is not a valid value, please update and try again. |
| 7073 | Duplicate values found in #/content/exportDeclaration/invoice/customerReferences/0/typeCode, please update and try again |
| 7074 | Invalid typeCode #/content/exportDeclaration/invoice/customerReferences/{0}/typeCode: {1} is not a valid value, please update and try again. |
| 7075 | Duplicate values found in #/content/exportDeclaration/additionalCharges/0/typeCode, please update and try again. |
| 7076 | Invalid typeCode #/content/exportDeclaration/additionalCharges/{0}/typeCode: {1} is not a valid value, please update and try again. |
| 7077 | Duplicate values found in #/content/exportDeclaration/lineItems/0/customerReferences/0/typeCode, please update and try again. |
| 7078 | Invalid typeCode #/content/exportDeclaration/lineItems/{0}/customerReferences/{1}/typeCode: {2} is not a valid value, please update and try again. |
| 7079 | Invalid typeCode #/content/exportDeclaration/lineItems/{0}/customsDocuments/{1}/typeCode: {2} is not a valid value, please update and try again. |
| 7080 | Missing required field PlaceOfIncoterm #/content/exportDeclaration/placeOfIncoterm, please update and try again. |
| 7082 | Missing required field typeCode #/content/exportDeclaration/additionalCharges/0/typeCode, please update and try again. |
| 7083 | Element isRequested value "N" for typeCode value "label" is only valid for Label-Free Shipment |
| 7084 | If using Label-Free template, please ensure to provide the DHL Express Label-Free Service code and Advance Shipment Service Code under #/valueAddedServices/0/serviceCode |
| 7085 | For the feature "{0}" as LID, please ensure to provide the DHL Express Label-Free Service code under #/content/packages/0/customerReferences/0/typeCode |
| 7086 | #/content/packages/0/customerReferences/0/value is not well formatted. (Expected Sample Format : 'DHL0123456789123YY') |
| 7087 | You are not authorized to prepare Label-Free shipment. Please contact your DHL account manager. |
| 7092 | If using label template for LBBX, the Parent Shipment\u0027s IdentificationNumber field is required: #/identifiers/0/value where #/identifiers/0/typeCode=\u0027parentId\u0027. Please update the request and retry. |
| 7093 | You are not authorized to prepare shipment with feature #/valueAddedServices/0/serviceCode = "PM". Please contact your DHL account manager. |
| 7094 | ExportDeclaration cannot be provided with feature Service Type = 'PM'. Please check the request and retry. |
| 7095 | ShipmentReference with ShipmentReferenceType = 'CU' is required for feature Service Type = 'PM'. Please check the request and retry. |
| 7096 | The provided Shipment Identification Number is invalid. Please check the request message and retry. |
| 7097 | Exceeded the maximum invoices allowed for a single shipment. Please check the request message and retry. |
| 7098 | Duplicate values found in <xpath>/InvoiceNumber. Please check the request message and retry. |

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| 7099 | Missing the Shipper Reference in #/content/exportDeclaration/0/invoice/customerReferences/0/value with typeCode = 'CU' in request. Please check the request message and retry. |
| 7100 | Invalid value of country code in <xpath>. Please check the request message and retry. |
| 7101 | Invalid value NumberTypeCode <xpath>. Please update and try again. |
| 7104 | Duplicate values found in #/content/exportDeclaration/0/invoice/customerReferences/0/typeCode, please update and try again |
| 7107 | Duplicate values found in #/content/exportDeclaration/0/additionalCharges/0/typeCode, please update and try again. |
| 7114 | Missing line item Net weight or Gross Weight at <xpath>, please update the request and try again. |
| 7115 | UploadCINData is not allowed for your username. Please contact your DHL sales representative. |
| 7116 | Duplicate values found in #/customerDetails/{0}/registrationNumbers/typeCode. |
| 7118 | Provided Piece Identification Number Data Identifier is invalid. Please check the request message and retry. |
| 7119 | Invalid incoterm #/content/incoterm: {0} is not a valid value, please update and try again. |
| 7120 | Required either #/outputImageProperties/imageOptions where typeCode=invoice or provide #/documentImages |
| 7121 | #/content/exportDeclaration is mandatory when provided product is dutiable, please update and try again. |
| 7122 | #/outputImageProperties/imageOptions/0/templateName where typeCode=invoice is not a valid value |
| 7123 | You are not authorized to prepare shipment with serviceCode of {0}. Please contact your DHL account manager. |
| 7124 | Not authorized to bypass PLT Validation. Please contact your DHL Express representative. |
| 7125 | Domestic shipment for Mexico is not allowed for your username. Please contact your DHL sales representative. |
| 7126 | COMMERCIAL_INVOICE_P_10 or COMMERCIAL_INVOICE_L_10 must be used as the Commercial Invoice Template #/outputImageProperties/imageOptions/0/templateName where typeCode=invoice for Import Customs Duties or Import Taxes to be shown in the Commercial Invoice. |
| 7127 | Invalid value of country code in {role}. Please check the request message and retry. |
| 7128 | Invalid value found in #/customerDetails/{0}/registrationNumbers{0}/issuerCountryCode. |
| 7129 | Country code in #/content/exportDeclaration/lineItems/{0}/manufacturerCountry: {1} is not a valid value, please update and try again. |
| 7132 | The dangerous goods custom description(s) has exceeded the combined value of 1000 characters. |
| 7133 | COMMERCIAL_INVOICE_P_10 or COMMERCIAL_INVOICE_L_10 must be used as the Commercial Invoice Template #/outputImageProperties/imageOptions/{0}/templateName where typeCode=invoice for Import Customs Duties or Import Taxes to be shown in the Commercial Invoice. |
| 7136 | Duplicate values found in #/content/exportDeclaration/lineItems/number, please update and try again. |
| 7139 | Request message must contain content/declaredValueCurrency for declarable shipments. |
| 7140 | Request message must contain content/incoterm for declarable shipments. |
| 7141 | Request message must contain all precalculated value fields. |
| 7142 | Shipment data validation has failed, please contact customer support, or try again later. |
| 7143 | Shipment description must contain at least 3 characters. Please update #/content/content/description field value and try again. |

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| 7144 | Export line item description must contain at least 3 characters. Please update <code>#/content/exportdeclaration/lineitems/{0}/description</code> field value and try again. |
| 7145 | <code>#/content/declaredValueCurrency</code> is required if <code>#/content/exportDeclaration</code> or <code>#/content/declaredValue</code> is provided. |
| 7146 | Field <code>ShipmentRequest/RequestedShipment/ShipmentInfo/DocumentImages/DocumentImage/DocumentImage</code> or <code>ShipmentRequest/RequestedShipment/ShipmentInfo/LabelOptions/RequestDHLCustomsInvoice</code> is mandatory when <code>ServiceType</code> is set as PJ. |
| 7147 | The shipment description <code>#/content/description <GSS-\$ShpPcdDetailsMsg.Bd.Shp[0].DatElGrp[n].DatEl.Val.\$></code> . Please update the shipment description and retry. |
| 7148 | <code>#/outputImageProperties/imageOptions/{0}/templateName</code> where <code>typeCode=shipmentReceipt</code> is not a valid value. |
| 7149 | <code>#/outputImageProperties/imageOptions/{0}/typeCode=receipt</code> and <code>#/outputImageProperties/imageOptions/{1}/typeCode=shipmentReceipt</code> cannot both have <code>isRequested=true</code> set. Please check the request and try again. |
| 7150 | Invalid value combination of <code>languageCode</code> , <code>languageCountryCode</code> and <code>languageScriptCode</code> provided in <code>#/outputImageProperties/imageOptions/</code> where <code>typeCode = 'shipmentReceipt'</code> provided, please update and try again. |
| 7151 | <code>#/outputImageProperties/splitDocumentsByPages=true</code> required when <code>#/getAdditionalInformation/typeCode='linkLabelsByPieces'</code> is provided with <code>isRequested=true</code> . Please check the request and try again. |
| 7152 | <code>#/outImageProperties/allDocumentsInOneImage</code> option is not allowed when <code>#/getAdditionalInformation/typeCode=linkLabelsByPieces</code> is provided with <code>isRequested=true</code> . Please check the request and try again. |
| 7153 | <code>#/content/packages/referenceNumber</code> must be provided for all packages. Please check the request and try again. |
| 7154 | Duplicate values found in <code>#/content/packages/referenceNumber</code> , please update and try again. |
| 7156 | Line Item Description contains invalid characters. Characters which are not allowed are <code>{0}</code> . Please remove any invalid characters and try again. |
| 7157 | You are not authorized to prepare shipment with feature <code>Service Type = '{0}'</code> . Please contact your DHL account manager. |
| 7160 | Either <code>#/content/packages/{0}/typeCode</code> or <code>#/content/packages/{0}/dimensions</code> must be provided. Please update and try again. |
| 7162 | Missing Net Weight or Gross Weight in <code>#/content/exportDeclaration/lineitems/{0}</code> , please update the request and try again. |
| 7182 | The provided <code>{role}</code> address does not meet the minimum validation requirements. Please review and resubmit with a corrected address. |
| 7021 | Invalid <code>typeCode</code> <code>#/content/packages/{n}/customerReferences/{m}/typeCode: {x}</code> is not a valid value, please update and try again. |
| 7183 | <code>bypassLabelfreeError</code> is not applicable in combination with parameter <code>bypassPLTError</code> . Please check the request message and retry. |
| 7184 | Parameter <code>bypassLabelfreeError</code> is not allowed for your username. Please contact your DHL Express representative. |
| 7981 | Provided <code>bypassLabelfreeError</code> is ignored. Please provide service code value as PZ to bypass Labelfree lane validation. |
| 7980 | The Labelfree service code provided in the request is not applicable for the requested transaction and was ignored during processing. |
| 7982 | Account specific functionality cannot be used - account specific pickup cutoff time is invalid |
| 7983 | Account specific functionality cannot be used - account specific pickup cutoff time is before pickup window start |

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| 7984 | Account specific functionality cannot be used - <word shipper and/or payer specified separated by ","> account duplicated |
| 8003 | Account not allowed for this service. Please contact your DHL Express representative. |
| 8003 | Account not allowed for this service. Please contact your DHL Express representative. |
| 8007 | The Shipper Account is invalid. |
| 8032 | Not authorized to use this service. Please contact your DHL Express representative. |
| 8035 | Product code provided not matching the account's network type code. Please update and try again. |
| 8036 | Product code is not allowed for account number's network type code. |
| 8037 | The provided billing term is not allowed to be used for this shipment. Please provide another valid billing term. |
| 8038 | The Billing Account is invalid. Account Purpose DUT is not allowed to be used as Freight Payer account for the shipment booking. Pls provide another valid account. |
| 20001 | Neither local nor Network Product Code is present. |
| 20002 | Origin country code is absent. |
| 20003 | Origin service area code is absent. |
| 20004 | Destination country code is absent. |
| 20017 | Neither destination postcode nor destination code is present. |
| 30001 | Maximum length of local specific code exceeded. |
| 30002 | Invalid postcode format. |
| 40001 | Product short name is not found. |
| 40002 | Product content code is not found. |
| 40004 | Destination code is not found |
| 50003 | More than one destination service area codes are found. |
| 90001 | Unclassified error. |
| 90002 | Invalid XML. |
| 90003 | Error while accessing the cache. |
| 99999 | GLS servers are not reachable. |
| 100002 | The Dangerous Goods Content ID requested is invalid. Please update and try again |
| 100002 | The Dry Ice Net Weight is missing in the request for the Dangerous Goods Content ID: 901. Please update and try again. |
| 100002 | The UN code is missing in the request for the Dangerous Goods Content ID: E01. Please update and try again |
| 340001 | The origin country code could not be found. Please check the country code. |
| 340002 | The destination country code could not be found. Please check the country code. |
| 340003 | The payment country code could not be found. |
| 340004 | The location information is missing. At least one attribute post code, city name or suburb name should be provided |
| 340005 | The pickup date is missing. The pickup date is a mandatory field. |
| 340006 | The ready time is missing. This is a mandatory parameter. |
| 340007 | The commodity code could not be found, please check the commodity code. |
| 340008 | The piece weight is missing. This is mandatory information. |
| 340009 | The number of pieces is missing. |
| 340010 | The total shipment volume is missing. |
| 340011 | The maximum piece weight is missing. |
| 340012 | The maximum piece height is missing. |
| 340013 | The maximum piece length is missing. |
| 340014 | The maximum piece width/diameter is missing. |

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| 340015 | The declared value is missing. |
| 340016 | The piece type is invalid. |
| 340017 | The unit of weight is missing. |
| 340018 | The declared value cannot exceed the limit set for the country. |
| 340019 | Unknown unit of measure for weight. |
| 340020 | Unknown unit of measure for dimensions. |
| 340021 | The currency is missing. |
| 340022 | The maximum piece weight is greater than the total shipment weight. |
| 340023 | Unknown currency symbol. |
| 340024 | The global or local product code(s) missing. |
| 340025 | The global or local service code(s) missing. |
| 340026 | Invalid combination of units of weight and dimension. |
| 340027 | Invalid product service combination. |
| 340028 | The unit of measure is missing. |
| 340029 | UOM should be same for all dimensions |
| 340030 | Unknown Generic Criteria code |
| 340031 | The format of the dimensions is not correct. Please check the dimensions format. |
| 340032 | The format of the weight is not correct. Please check the weight format. |
| 340033 | Invalid ready time format |
| 340035 | The unit of dimension is missing |
| 340036 | Outbound departure date should have format YYYY-MM-DD |
| 340038 | VLDPICKUP = N set in the request then Facility Departure Date should be part of request |
| 340039 | VLDPICKUP = Y set in the request then Facility Departure Date should NOT be part of request |
| 340040 | The only allowed operators are 'eq'- equal, 'ge' - greater than or equal, 'gt' - greater than |
| 340041 | Generic criterion OSINFO cannot be used if request contains required service(s) |
| 400201 | Failure during booking |
| 400202 | Missing field(s)", |
| 400203 | Error occurred while creating GNS521 file |
| 400204 | Error while uploading manifest file to FTP server |
| 400205 | Error while transforming result to XML |
| 410101 | The shipment weight exceeds max |
| 410102 | The shipment height exceeds max |
| 410103 | The shipment length exceeds max |
| 410104 | The shipment width/diameter exceeds max |
| 410105 | The requested product(s) not available |
| 410106 | The piece weight exceeds max |
| 410107 | The piece height exceeds max |
| 410108 | The piece length exceeds max |
| 410109 | The piece width/diameter exceeds max |
| 410110 | The shipment weight exceeds min |
| 410111 | The shipment height exceeds min |
| 410112 | The shipment length is not within the restrictions |
| 410113 | The shipment width/diameter under min |
| 410114 | The min piece dimension not reached |
| 410115 | The mid piece dimension not reached |
| 410116 | The max piece dimension not reached |

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| 410117 | The minimum piece weight not met |
| 410118 | Number of pieces exceeded |
| 410119 | The min shipment dimension not reached |
| 410120 | The mid shipment dimension not reached |
| 410121 | The max shipment dimension not reached |
| 410122 | The minimum shipment weight not met |
| 410123 | The max shipment declared value exceeded |
| 410124 | Geographical market rule applied |
| 410125 | Minimal inbound currency value not met |
| 410126 | Maximum inbound currency value exceeded |
| 410127 | Minimum number of pieces not met |
| 410128 | Minimal outbound currency value not met |
| 410129 | Maximum outbound currency value exceeds |
| 410130 | Minimal number of pallet not met |
| 410131 | Maximum number of pallet exceeds |
| 410132 | Minimal pallet weight not met |
| 410133 | Maximum pallet weight exceeds |
| 410134 | The max(length; width; height) piece exceeds max |
| 410135 | Requested product(s) not available at origin <list of products global/local separated by ", "> |
| 410136 | Requested product(s) not available at destination <list of products global/local separated by ", "> |
| 410137 | Product filtered out on delivery side because actual delivery time configured in TTS is greater than marketed delivery time configured in GREF <list of products separated by ", "> |
| 410138 | Requested product(s) not available at payer <list of products global/local separated by ", "> |
| 410139 | Requested product(s) available only with contractual agreement <list of products global/local separated by ", "> |
| 410140 | Requested product(s) not available in required network <list of products global/local separated by ", "> |
| 410145 | Requested product(s) not available with requested service(s) – followed by list of couples "products global/local code – service code" separated by ", " |
| 410146 | Requested services cannot be used together <followed by list of couples "service code – service code" separated by ", "> |
| 410147 | Requested service XX requires also usage of one of following services < the XX will be replaced by Dependent service (service code) followed by list of Required services (service codes) separated by ", "> |
| 410201 | Pick-up service is not provided on this day. |
| 410202 | The pickup date is outside of sliding window: dateFrom-dateTo |
| 410203 | Ready time is outside of pickup window |
| 410301 | Product not available between this origin and destination (network segment). |
| 410302 | Temporary network target change |
| 410303 | Available products removed by Marketed filtering |
| 410304 | No products available |
| 410501 | Shipper postal address not recognized |
| 410502 | Shipper postal address not recognized |
| 410503 | Shipper postal address not recognized |
| 410504 | Shipper postal address not recognized |
| 410505 | Shipper postal address not recognized |
| 410506 | Shipper postal address not recognized |

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| 410507 | Shipper postal address not recognized |
| 410508 | Shipper postal address not recognized |
| 410509 | Receiver postal address not recognized |
| 410510 | Receiver postal address not recognized |
| 410511 | Receiver postal address not recognized |
| 410512 | Receiver postal address not recognized |
| 410513 | Receiver postal address not recognized |
| 410514 | Receiver postal address not recognized |
| 410515 | Receiver postal address not recognized |
| 7060 | The origin facility is suspended |
| 7047 | The destination facility is suspended |
| 410928 | Booking adapter error response failure PU009a, 'Pickup NOT scheduled. There is no weekend pickup service at the location. |
| 410928 | Booking adapter error response failure PU003, Routing Service could not determine Origin Service Area. No pickup scheduled |
| 410928 | Booking adapter error response failure PU004, Account number or account type is some type of external billing account. Pickup Service requires a domestically billed shipper account. No pickup scheduled |
| 410928 | Booking adapter error response failure PU005, Account number is not found in IBS records. No pickup scheduled |
| 410928 | Booking adapter error response failure PU007a, Account numberspecified has a credit status of CUTDirected to IBS. No pickup scheduled |
| 410928 | Booking adapter error response failure PU007b, Account number does not have a credit standing of "good standing" or "removed from credit suspension" No pickup scheduled |
| 410928 | Booking adapter error response failure PU009a, The pickup date is a weekend at the origin service area that has no pickup service. No pickup scheduled |
| 410928 | Booking adapter error response failure PU009b, The Pickup Ready-by time from the client is before the Station Pickup start time or after the Station Pickup end time. No pickup scheduled |
| 410928 | Booking adapter error response failure PU009c, The pickup date is a holiday at (origin service area). No pickup scheduled |
| 410928 | Booking adapter error response failure PU011a, The pickup request time is less than 1 hour of the station pickup end time. No pickup scheduled. |
| 410928 | Booking adapter error response failure PU011b, At least one day of advance notice is required for pickup at <location>. Sufficient notice not provided. No pickup scheduled |
| 410928 | Booking adapter error response failure PU012, Ready by time is past the station ready by cutoff of <x>. No pickup scheduled. |
| 410928 | Booking adapter error response failure PU013a, Insufficient time between pickup request time and pickup end time. Pickups require at least one hour before station pickup end time. |
| 410928 | Booking adapter error response failure PU013b, Insufficient time between (current time), and (closing time). A business pickup requires one hour. A residence pickup requires two hours. |
| 411402 | ShipmentManifest consumer timed out. |
| 420501 | The origin country code could not be found. Please check the country code. |
| 420502 | The destination country code could not be found. Please check the country code. |
| 420503 | The payment country code could not be found. |
| 420504 | The origin location is invalid. Please check the data. |
| 420505 | The destination location is invalid. Please check the data. |
| 420506 | Postcode not found. Expected formats: <country specific post code format> |

22. CREATE SHIPMENT API WARNINGS

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

| Warning Code | Warning Message |
|--------------|--|
| 7986 | Provided BypassPLTError is ignored. Your username is setup for no products and services validation. |
| 7986 | Shipment description(s) not validated. |
| 7987 | Provided BypassPLTError is ignored. Please provide ServiceType value as WY to bypass PLT lane validation. |
| 7988 | Please note on printing the hardcopy of all the shipment paperwork and affix it to the package. |
| 7988 | Please note on printing the hardcopy of all the shipment paperwork and affix it to the package. |
| 7989 | Provided Piece Identification Number Data Identifier is ignored. Please provide UseOwnPieceIdentificationNumber value as Y to use own piece identification number. |
| 7990 | Rendered commercial invoice PDF can only print certain number of shipping roles and addresses. |
| 7991 | Rate Request service failure. No charges returned in response message. |
| 7992 | State or Province code has been replaced to valid GREF State or Provicen Code. |
| 7993 | No Estimated Delivery Date details returned in response message. |
| 7994 | Transliteration texts is not supported for the requested Shipper's Country Code. |
| 7995 | No charges returned in response message. |
| 7996 | Shipment's destination country is not On Demand Delivery deployed country. |
| 7997 | Shipment Waybill Number, Origin Service Area Code, Destination Service Area Code or Shipper Account Number value is not available in request message. Please re-check. |
| 7998 | Account not white-listed for this On Demand Delivery service. Please contact your DHL account manager. |
| 7999 | Incorrect ODD request type is provided. Please re-check the generic type. |

23. UPLOAD IMAGE API ERRORS

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

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

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| 7032 | #/encryption and #/encryptedDocumentImages field values are required for PII document image upload. Please update and try again. |
| 8032 | Not authorized to use this service. Please contact your DHL Express representative. |
| 410104 | Invalid combination of shipment parameters in the request, please update and try again." |

24. UPLOAD INVOICE DATA API ERRORS

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

| Error Code | Error Message |
|------------|--|
| 7096 | The provided Shipment Identification Number is invalid. Please check the request message and retry. |
| 7097 | Exceeded the maximum invoices allowed for a single shipment. Please check the request message and retry. |
| 7098 | Duplicate values found in #/content/exportDeclaration/\${indexValue}/invoice/number. Please check the request message and retry. |
| 7099 | Missing the Account Number and Shipper Reference in #/content/exportDeclaration/\${indexValue}/invoice/customerReferences/0/value with typeCode = 'CU' in request. Please check the request message and retry. |
| 7100 | The #/customerDetails/{0}/postalAddress/countryCode value provided is invalid. |
| 7104 | Duplicate values found in #/content/exportDeclaration/{0}/invoice/customerReferences/{1}/typeCode, please update and try again. |
| 7107 | Duplicate values found in #/content/exportDeclaration/{0}/additionalCharges/{1}/typeCode, please update and try again. |
| 7111 | Duplicate values found in #/content/exportDeclaration/{0}/lineItems/{1}/customerReferences/{2}/typeCode, please update and try again. |
| 7114 | Missing Net Weight or Gross Weight in #/content/exportDeclaration/{0}/lineItems/{1}/weight, please update the request and try again. |
| 7115 | UploadInvoiceData is not allowed for your username. Please contact your DHL sales representative. |
| 7117 | Duplicate values found in #/customerDetails/{0}Details/registrationNumbers/typeCode. |
| 7130 | The #/customerDetails/{0}/registrationNumbers/{1}/issuerCountryCode value provided is invalid. |
| 7131 | The #/content/exportDeclaration/{0}/lineItems/{1}/manufacturerCountry value provided is invalid |
| 7133 | COMMERCIAL_INVOICE_P_10 or COMMERCIAL_INVOICE_L_10 must be used as the Commercial Invoice Template UploadInvoiceDataRequest/InvoiceData/ShipmentInfo/OutputImageOptions/CustomsInvoiceTemplate for Import Customs Duties or Import Taxes to be shown in the Commercial Invoice. |
| 7135 | Child nodes exceed limit --- UploadInvoiceDataRequest/InvoiceData/ExportDeclarations/ExportDeclaration[{0}]/InvoiceReferences/InvoiceReference, please update and try again. |
| 7137 | Duplicate values found in #/content/exportDeclaration/lineItems/number, please update and try again |

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| 7141 | Request message must contain all precalculated value fields. |
| 8007 | ERROR: The Shipper Account is invalid. Please use a valid Shipper account and retry. |

25. GET IMAGE API ERRORS

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

| Error Code | Error Message |
|------------|---|
| 1501 | The provided Shipment Identification Number is invalid. Please check the request message and retry. |
| 1502 | Number of typeCode parameters exceeded maximum limit. Please update and try again. |
| 1504 | No document images found for the provided search criteria. |
| 1505 | Unable to query document due to shipment data not found. |
| 1506 | encodingFormat TIFF is not applicable in combination with allInOnePDF = true. Please check the request message and retry. |
| 1507 | The provided DocumentTypeName[n] is invalid. Please check the request message and retry |
| 1508 | Incomplete parameters to retrieve Customs Entry. Please contact your DHL Express representative |
| 1509 | The provided DocumentTypeName is not allowed for this user. Please contact your DHL Express representative. |
| 1510 | The account number is with opening account date mismatch with requested date range. Please contact your DHL Express representative. |
| 1511 | Either Shipper Account Number or Payer Account Number must be provided. Please update and try again. |
| 8001 | The account number is not found or invalid. Please check the account number and retry. |
| 8003 | Account not allowed for this service. Please contact your DHL Express representative. |
| 8032 | Not authorized to use this service. Please contact your DHL Express representative. |

26. TRACKING API ERRORS

The following table contains the possible errors for Tracking APIs.

| Error Code | Error Message |
|------------|--|
| 801 | The account number is not found or invalid. Please check the account number and retry. |
| 8032 | Not authorized to use this service. Please contact your DHL Express representative. |
| - | No Shipments Found for ReferenceID <shipmentReference> |
| 1011 | You do not have the necessary permissions to view controlled access data for this shipment. If you believe this is an error, please contact your DHL Express representative. |
| 1012 | Parameter requestControlledAccessData is not allowed for your username. Please contact your DHL Express representative. |
| 1013 | Either Shipper Account Number or Payer Account Number must be provided. Please update and try again. |

27. PICKUP API ERRORS

The following table contains the possible errors for Pickup APIs.

| Error Code | Error Message |
|------------|--|
| 5001 | The pickup request is past the booking cutoff time for the pickup location (this includes taking the time zone into consideration if applicable). |
| 5002 | The Pickup time window for a collection to take place is too small (Pickup Location close time – PickupTimestamp). |
| 5003 | The Pickup time window overlap is too small. Please ensure that the overlap between your provided request and the courier pickup window has the minimum required Pickup Time window overlap. |
| 5004 | The pickup request must be at least {X hrs} before the provided PickupLocationClose time. |
| 5005 | The minimum pickup time window overlap for your requested origin is a minimum of {X} minutes with a same day pickup initiated latest by {A} today. Please note that couriers are available for a pickup at the requested origin between {B} and {C}. Times are based on the origin timezone. |
| 5006 | Pickup is not allowed for this shipment date. Please update and re-try again. |
| 5007 | Recipient address is required for remote booking request. Please provide the Recipient section and retry. |
| 5008 | UnitOfMeasurement is required for booking request. Please provide the UnitOfMeasurement and retry. |
| 5010 | Pickup/Contact/CompanyName is required for booking request. Please provide the CompanyName and retry. |
| 5012 | Recipient/Contact/CompanyName is required for booking request. Please provide the CompanyName and retry. |
| 5013 | At least one piece details is required for booking request. Please provide the Packages section and retry. |
| 5018 | Account number must be provided to the booking request. |
| 5019 | The shipment date cannot be in the past. Please check the shipment date and retry. |
| 5020 | The shipment date cannot be more than 10 days in future. Please check the shipment date and retry. |
| 5021 | Pickup Location Close Time is not well formatted.(Expected Sample Format : '17:10') |
| 5022 | Pickup Time Stamp is not well formatted.(Expected Sample Format : '2010-02-11T17:10:09 GMT+01:00') |
| 5023 | The Pickup Location Close Time cannot be earlier than Shipment Time. Please check the request and retry. |
| 5024 | For Remote Booking, Shipper/Pickup Country Code must be different from Booking Requestor Country Code. Please check the request message and retry. |
| 5555 | Update of booking was not successful. Requested Pickup was not found. |
| 5556 | The Original Shipper Account Number must match with the Shipper Account Number used previously to create/update successful pickup request. Please check the Original Shipper Account Number and retry. |
| 5557 | The Original Shipper Account Number element is mandatory. Please provide the updatePickupRequest/OriginalShipperAccountNumber and retry. |
| 8003 | Account not allowed for this service. Please contact your DHL Express representative. |
| 8003 | Account not allowed for this service. Please contact your DHL Express representative. |
| 8032 | Not authorized to use this service. Please contact your DHL Express representative. |
| 8032 | Not authorized to use this service. Please contact your DHL Express representative. |
| 201003 | The input message has missing Account Number |
| 201004 | The input message has missing Pickup Country |

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| 201009 | The input message has missing Pickup Route |
| 201019 | The input message has missing GMT offset |
| 201045 | The input message has missing Pickup Date |
| 201049 | The input message has missing company name |
| 201050 | The input message has missing Telephone |
| 201055 | The input message has missing application name |
| 201056 | The input message has missing pickup service area |
| 201067 | The input message has missing address |
| 201071 | The input message has missing ready time |
| 201110 | The input message has missing delivery address |
| 201111 | The input message has missing delivery telephone number |
| 201112 | The input message has missing delivery company name |
| 201113 | The input message has missing delivery contact person name |
| 201114 | The input message has missing delivery country code |
| 201115 | The input message has missing destination Service Area |
| 201118 | The input message has missing default payment type |
| 201200 | Either pickup route or sector should be present |
| 201204 | The input message has missing close time |
| 201206 | The input message has missing payer account number |
| 201210 | The input message has missing requestor address |
| 201211 | The input message has missing requestor city |
| 201212 | The input message has missing requestor company name |
| 201213 | The input message has missing requestor contact person name |
| 201216 | The input message has missing requestor telephone number |
| 201217 | The input message has missing booking event state code |
| 201218 | The input message has missing Payer (Billing) Country |
| 202003 | The input message has invalid Account Number |
| 202004 | The input message has invalid Pickup Country |
| 202007 | The input message has invalid Account Sequence |
| 202009 | The input message has invalid Pickup Route |
| 202012 | The input message has invalid Service Area |
| 202019 | The input message has invalid GMT Offset |
| 202023 | The input message has invalid local product code |
| 202024 | The input message has invalid Dest Service Area |
| 202025 | The input message has invalid Dest Facility |
| 202044 | The input message has invalid Number Of Pieces |
| 202048 | The input message has invalid Facility |
| 202062 | There are not enough characters in Contact Person |
| 202064 | The input message has invalid Pickup Type |
| 202067 | The input message has invalid City |
| 202072 | The input message has invalid Default Pay Type |
| 202073 | The input message has invalid Payer (Billing) Country |
| 202110 | Close Time must be later than ready time |
| 202113 | Phone Number Length below Minimum Supported Length |
| 202114 | Pickup date is a holiday for country XX |
| 202115 | Ready time cannot be greater than close time |

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| 202118 | The input message has invalid piece type |
| 202121 | The input message has invalid weight/length unit |
| 202122 | The difference between ready time and close time must be at least XX minutes |
| 202123 | Account payment is not allowed for stopped credit customer |
| 202124 | Remote Booking can only be made by IMP Account |
| 202128 | The Pickup date is earlier than the current date |
| 202129 | The input message has invalid delivery country code |
| 202131 | Account payment is not allowed for cut credit customer |
| 202132 | Account payment is not allowed for cash customer |
| 202137 | Total shipments value exceeded 99999999.999 |
| 202140 | Remote Booking is not supported by this interface, please contact CS Advisor |
| 202141 | Invalid payer account number |
| 202401 | No billing address found |
| 202405 | No pickup address found |

28. IDENTIFIER API ERRORS

The following table contains the possible errors for Identifier API.

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

29. ADDRESS API ERRORS

The following table contains the possible errors for Address API.

| Error Code | Error Message |
|------------|---|
| 3001 | The identified service area for the given address is currently suspended. |
| 3002 | The identified service area for the given address is currently unavailable. |
| 3003 | The identified service area for the given address is not yet open. |
| 3004 | The identified service area for the given address is closed. |
| 3005 | The identified service area for the given address has an unknown status. |
| 3006 | The origin country code could not be found. Please check the country code. |
| 3007 | The origin/destination location is invalid. Please check the data. |
| 3008 | PostalCode not found. Expected formats: <country-specific post code format.> |
| 3009 | Address validation failed. |
| 3010 | At least a City or PostalCode must be provided in the request. |
| 3011 | Service is unavailable for the given origin address. |
| 8003 | Account not allowed for this service. Please contact your DHL Express representative. |
| 8032 | Not authorized to use this service. Please contact your DHL Express representative. |

30. ADDRESS API WARNINGS

The following table contains the possible warnings for Address API.

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

31. REFERENCE DATA API ERRORS

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

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

32. ADD PIECE API ERRORS

The following table contains the possible errors for Add Piece API.

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

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| 8003 | Account not allowed for this service. Please contact your DHL Express representative. |
| 8032 | Not authorized to use this service. Please contact your DHL Express representative. |
| 7014 | Shipment consolidation is not possible for the shipper country. Please contact your DHL account manager. |
| 7034 | Piece update is not possible as the shipment has been scanned by DHL already. |
| 7118 | Provided Piece Identification Number Data Identifier is invalid. Please check the request message and retry. |
| 7160 | Either <code>#/content/packages/{0}/typeCode</code> or <code>#/content/packages/{0}/dimensions</code> must be provided. Please update and try again. |
| 7163 | Operation not possible since shipment information not found |
| 7164 | Shipper account number provided does not match the record of the provided Shipment Identification number. Please check the request message and retry. |
| 7165 | productCode provided does not match the record of the provided Shipment Identification number. Please check the request message and retry. |
| 7166 | Invalid combination of shipment parameters in the request, please update and try again. |
| 7167 | Only one instance of <code>#/content/packages</code> should contain <code>isThisTheLastPackageAdded=true</code> . Please update and try again. |
| 7168 | <code>isThisTheLastPackageAdded=true</code> can only be set on the instance with the largest <code>#/content/packages/referenceNumber</code> value. Please update and try again. |
| 7169 | Piece Identification Number is not provided in the Request Message. Please check the request message and retry. |
| 7170 | Add Piece API is not allowed for your username. Please contact your DHL Express representative. |
| 7021 | Invalid typeCode <code>#/content/packages/{n}/customerReferences/{m}/typeCode: {x}</code> is not a valid value, please update and try again. |