



DHL Freight APIs

Developer-First Product Manual

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1 Developer-First Product Manual Prologue

1.1 Purpose

Main purpose of this document to provide a faster reading, scenario guidance, reading shortcuts and selected external references. The detailed reference chapters, product chapters, service chapters, identifiers, label rules and appendices that follow remain the governing single source of truth. Start here if you need to know HOW to implement or navigate. Then continue into the existing reference chapters when you need exhaustive field-level, product-level, country-level or label-level detail. This edition helps customer developers find the right content faster, implement core flows with less trial-and-error, and reduce interpretation mistakes while keeping the full reference intact.

1.2 Scope

- This Product Manual covers booking, labels and other core DHL Freight APIs available in DHL API Developer Portal. More details can be found in the next chapters.
- Documentation is for DHL Freight Global, excluding freight payers in Sweden (SE), which follows different documentation and services.
- Customs, dangerous goods and transportation-related documents must be sent by e-mail to local country Customer Service (Appendix U).
- Please read and familiarize yourself with the DHL Group Terms of Use. See: <https://developer.dhl.com/terms-use>
- The latest official version is the one published in DHL API Developer Portal published when changes in products and/or additional services are done, when products are added or removed or when country coverage has been changed (freight payer country and/or trade lanes). Currently the documentation and relevant DHL Freight API's are only available for transportation where the customer (freight payer) is in either one of the following countries:

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

- For Delivery Term DDP, DAP, CIP and CPT this means the consignor needs to be in above listed countries.
- For Delivery Term EXW this means the consignee needs to be in above listed countries.
- Transportation countries from and to must be covered by the selected transportation product. See for this: Appendix P - Country codes, names and product availability
- There are different limitations when it comes to geographical coverage, min and max weight, dimensions etc. Different additional services can be selected depending on the transport product.
- Customs, dangerous goods DGD/IMDG or transportation related documents must be sent by e-mail to your local country customer service with reference to your business country, shipment number and customer account number.
- See Appendix U – DHL Freight Customer Service Email Addresses.

1.3 Release notes of Sprint 2026/R06

Chapters & Comments

- 8.21 / Shipment Booking API enriched with 'Loading Aids' service by Germany.
- 8.23 / Poland's SENT_FREE reference introduced.

1.4 Product Manual version history

Please refer section 9 *Product Manual version history* for details.

2 DHL Freight APIs at a glance

2.1 Core Journey



- **Find the right DHL Freight product :** Find available products and related master data: Product API
- **Validate timing, service availability, price data :** Validate lead times and service/date availability: Time Table API, Additional Service API and Price Quote API
- **Book the shipment:** Create the shipment booking: Shipment Booking API as TransportInstruction API
- **Print the required documents:** Generate labels, shipment list or waybill/CMR: Print API
- **Track the shipment:** UTAPI (Unified Shipment Tracking API)



2.2 I want to...

- **Book a shipment**→ read section 3.1 in this guide first, then Chapter 3.1 and Appendix T.
- **Generate labels or documents**→ read section 3.2 in this guide first, then Chapter 3.2 and Chapter 7.
- **Decide which product, package type or service can be used**→ read section 3.3 in this guide first, then Chapters 3.3, 3.4, 3.5, 4 and Appendices O/P/Q.
- **Quote a shipment**→ read section 3.4 in this guide first, then Chapter 3.6.
- **Track a shipment**→ read section 3.5 in this guide first, then Chapter 3.7.

2.3 Common implementation scenarios

2.3.1 How to book a shipment

Purpose: Use this scenario to create a shipment with DHL Freight and keep the core integration path aligned from product selection to tracking.

Use when: Use this flow when you want to create a shipment and keep product validation, booking, print and tracking aligned in one implementation path.

Important rule: Only send additional services that are required and valid for the selected product, and provide Pickup / Delivery parties only when they differ from Consignor / Consignee.

Next step: Continue with Print API after your shipment ID has been returned.

Shipment Booking is performed with the Shipment Booking API as TransportInstruction API. The manual describes this as the main API where you can immediately book a shipment with DHL Freight. If the booking is successfully validated, a shipment ID in the form FRT-999999999 is returned immediately.

A practical reading path is: use Product API to understand valid products / package types / available additional services, use TimeTable API and Additional Service API when date or timing validation matters, then send the booking via TransportInstruction API, and finally use the returned shipment ID for Print API and tracking.

Consignor and Consignee party roles are mandatory. Pickup and Delivery are only required when they deviate from the consignor or consignee. The field street should contain both street name and house number in one single field. Postal codes must be provided in official format because addresses and postal codes are not fully validated by the API.

Only send additional services that are required and valid for the selected product. Dangerous goods is only needed when applicable. Some fields and endpoints are explicitly marked obsolete in the reference chapters and should not be used.

Required customs, dangerous goods and transport-related documents must be sent by e-mail to local country Customer Service as described in Appendix U. Shipment Booking Order cancellation cannot be done through Freight APIs and must go through Customer Services.

Recommended reading path:

Chapter 3.3 Product API → Chapter 3.5 Time Table API → Chapter 3.1 TransportInstruction API → Appendix T Shipment Booking Order API Fields overview.

- Select or validate the product code.
- Prepare consignor and consignee parties.
- Add pickup and delivery only when the addresses deviate.
- Provide pieces / cargo details and dangerous goods only when relevant.
- Set pickup and requested delivery dates according to product/service rules.
- Validate service combinations where needed.

Common questions:

When do I need Pickup and Delivery parties? Only when those addresses differ from Consignor or Consignee.

Can I cancel a shipment via API? No. Shipment Booking Order cancellation must be handled through Customer Services.

Should I always send additional services? No. Only send services that are required and valid for the selected product and lane.

2.3.2 How to generate labels and related documents

Purpose. Use this scenario to generate the required shipment documents after booking, especially barcode labels, shipment list and waybill / CMR.

Use when. Use this flow after booking when you need barcode labels, a shipment list or a waybill / CMR for the created shipment.

Important rule. The strongly advised method is the Shipment-ID-based Print API call after a successful booking response.

Next step. Continue with tracking after the required print documents have been generated.

Use the Print API to create barcode labels, shipment list or waybill/CMR. The manual strongly advises the Shipment-ID-based method after a successful booking has already been created via the TransportInstruction API.

If the Print API call is successful, the resulting document information is returned as a Base64 text string. If PDF output is requested, the returned Base64 value must be decoded into a PDF document on the client side. For ZPL, ZPL300 and ZPL600 outputs, consume the complete reports.content value as a printer stream.

Use print option label for barcode labels, shipmentList for a shipment detail list and waybill for waybill/CMR. Several older print options are marked obsolete and should not be used.

Common questions:

Do I have to convert the response into PDF? Only when PDF output is requested.

Which print option should I use for labels? Use print option "label" for barcode labels.

Should I use obsolete print options? No. Older obsolete print options should not be used.

2.3.3 How to decide which product, package type or service can be used

Purpose. Use this scenario to choose the correct product and validate package, timing and service logic before booking.

Use when. Use this path when you need to determine the valid product, package type, timing or service combination before booking.

Important rule. Do not rely on obsolete package-type transactions; use the product-specific paths and related validation endpoints.

Next step. Continue with booking once product, timing and service validity have been checked.

Use Product API to retrieve available products and related master data such as countries from/to, package types and available additional services. The general /packagetypes transaction is marked obsolete; package types should be retrieved through product-specific paths.

Use Additional Service API when you need available additional services per product or when you need to validate whether a selected combination of services is allowed.

Use TimeTable API when the decision depends on requested pickup date, pickup / delivery country and postal code, lead times, same-day pickup possibilities or fixed delivery date logic.

Then use the detailed Product chapters and appendices as the governing business reference for lane rules, delivery terms, account number behaviour, dimension limits, documents, deadlines and supported additional services.

Common questions:

Which API should I start with? Start with Product API, then use Additional Service API and TimeTable API when timing or service validation matters.

Can I validate service combinations? Yes. Additional Service API can be used to validate whether a service combination is allowed.

Where do I find the governing business rules? Use the Product chapters and appendices for limits, lane rules, deadlines and document behaviour.

2.3.4 How to get a price quote

Purpose. Use this scenario to retrieve an indicative quote before a shipment is booked.

Use when. Use this flow when an existing DHL Freight business customer wants an indicative quote before booking.

Important rule. This quote is explicitly non-binding and requires valid customer setup, including an eID from Customer Service in addition to OAuth credentials.

Next step. Continue with booking only after confirming that the quote and required shipment details match your real transport scenario.

Use the Price Quote API for an indicative quote for a planned DHL Freight shipment. The manual states that it is intended for existing DHL Freight business customers with a valid contract and an eID (username/password) from Customer Service in addition to OAuth credentials.

The request must contain shipment details, transportation product code, payer code / delivery term, weight / volume / loading meter / pieces, parties and the freight payer account number when required. Additional services can also be included.

The response contains rating details split into freight amount and additional services. The manual explicitly says the result is indicative, non-binding and not a contractual offer.

Common questions:

Is the quote binding? No. The Price Quote API result is indicative and non-binding.

Do I need an eID? Yes. The manual states that an eID from Customer Service is required in addition to OAuth credentials.

Can I include additional services in the quote? Yes. Additional required services can be included in the request.

2.3.5 How to track a shipment

Purpose. Use this scenario to retrieve basic checkpoint and event visibility for a booked shipment.

Use when. Use this flow when you need basic checkpoint and event visibility after booking.

Important rule. Use Freight as the service when you want the information to come from the DHL Freight business unit only.

Next step. If more detailed or customer-specific tracking information is required, continue with the related Freight tracing discussion with your integration counterpart or Customer Service.

Use UTAPI (Unified Shipment Tracking API) for basic checkpoint and event data as public data. The manual positions it as suitable for most / basic tracking purposes.

The booking shipment ID (FRT-999999999) can be used for tracking. The manual also notes that using Freight as the service gives information from the DHL Freight business unit only.

Common questions:

Can I use the booking shipment ID for tracking? Yes. The returned FRT-999999999 shipment ID can be used for tracking.

Is UTAPI enough for most basic needs? Yes. The manual positions UTAPI as suitable for most / basic tracking purposes.

What if I need more detailed tracking data? The manual recommends Freight-specific private Active Tracing webservice for more detailed or customer-specific data.

2.4 DHL API Developer Portal reference links

DHL API Developer Portal home: <https://developer.dhl.com>

DHL Freight landing page: <https://developer.dhl.com/dhl-freight>

Terms of Use: <https://developer.dhl.com/terms-use>

DHL Freight APIs SANDBOX endpoints explicitly mentioned in this manual:

- Shipment Booking API as TransportInstruction API:
<https://api-sandbox.dhl.com/freight/shipping/orders/v1/sendtransportinstruction>
- Print API:
direct prints documents: <https://api-sandbox.dhl.com/freight/shipping/labels/v1/print/printdocuments>
by ID: <https://api-sandbox.dhl.com/freight/shipping/labels/v1/print/printdocumentsbyid>
- Product API:
products: <https://api-sandbox.dhl.com/freight/info/products/services/v1/products>
product matches: <https://api-sandbox.dhl.com/freight/info/products/services/v1/productmatches>
- Additional Service API:
<https://api-sandbox.dhl.com/freight/info/additionalservice/v1/products/{productId}/additionalservices>
- TimeTable API:
<https://api-sandbox.dhl.com/freight/info/time-table/v1/timetable/gettimetable>
- Price Quote API:
<https://api-sandbox.dhl.com/freight/info/pricequote/v1/pricequote/quoteforprice>
- UTAPI endpoint:
<https://api-eu.dhl.com/track/shipments>

DHL Freight APIs reference and payload examples:

Detailed request and response payload examples, including the most up-to-date JSON and YAML structures, are maintained in the DHL API Developer Portal.

To ensure consistency and avoid duplication, developers should always refer to the Developer Portal as the single source of truth for:

- Full request and response payloads
- Field definitions and data structures
- API-specific examples and updates

Relevant DHL APIs reference pages in DHL API Developer Portal:

- Product API
<https://developer.dhl.com/api-reference/product-dhl-freight>
- TimeTable API
<https://developer.dhl.com/api-reference/time-table-dhl-freight>
- Additional Services
<https://developer.dhl.com/api-reference/additional-services-dhl-freight>
- Price Quote API
<https://developer.dhl.com/api-reference/price-quote-dhl-freight>
- Shipment Booking API (TransportInstruction API)
<https://developer.dhl.com/api-reference/shipment-booking-dhl-freight>
- Print API
<https://developer.dhl.com/api-reference/print-dhl-freight>
- Shipment Tracking API (UTAPI)
<https://developer.dhl.com/tracking>

2.5 Common important recurring warnings and rules

- Postal codes and addresses are not fully validated by the DHL Freight APIs; official formatting must be provided by the customer.
- Do not use obsolete fields or obsolete endpoints when the manual marks them obsolete.
- Do not send additional services blindly; use only what is required and valid for the selected product/lane and validate service combinations when relevant.
- For customs, dangerous goods and transportation-related documents, the manual directs the user to Appendix U for local country Customer Service e-mail addresses.
- Shipment Booking Order cancellation cannot be done via Freight APIs and must be handled through Customer Services.

3 Available DHL Freight APIs

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

3.1 *Shipment Booking API as TransportInstruction API*

TransportInstruction API (= Shipment Booking API)	
Description/usage	This is the main API where you can immediately book your shipment with DHL Freight.
Transaction Description	<p>https://api-sandbox.dhl.com/freight/shipping/orders/v1/sendtransportinstruction</p> <p>Provide your selected DHL product code (ECD, ECI, ERI, ELD, ELI, ERD, SPD, PPD, HDL, HDI, SPI, PPI, TCD and TCI), related party addresses and their customer ID (consignor, consignee, pickup, delivery), relevant dates, requested additional services, and your cargo details (pieces) with dangerous goods information (if applicable). Do not use the customs segment, but provide us with your customs documents, See Appendix U – DHL Freight Customer Service Email Addresses</p> <p>See Appendix T – Shipment Booking Order API Fields overview for a detailed explanation on how to use the fields of the Booking API.</p> <p>If your booking was successfully validated, you'll receive your shipment ID "FRT-999999999" immediately, that you can use for e.g. tracking. The success response can also be used as input for the Print API for the required barcode labels.</p> <p>If your booking was unsuccessfully validated, you'll receive the respective validation errors.</p> <p>If you provide your own ANSIFACT (ANSI standard ASC MH10) or GS1 (GS1-128) license plates, these are used for your shipment and labels. If you don't, DHL Freight will generate GS1 license plates for you</p> <p>Use below described other API's for supporting you in selecting the right product, additional services, package types etc.</p>
Optional segments	<p>Following segments are optional and only need to be provided when they apply:</p> <ul style="list-style-type: none"> - Parties: Pickup and Delivery addresses are optional and only required when they deviate from consignor/consignee address. Note: Consignor and Consignee party roles are mandatory. - additionalServices Only select the services that you require and that are available for the respective product. - dangerousGoods

TransportInstruction API (= Shipment Booking API)

Usage of date fields

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

Usage of street

Please only use the field "street" to provide **both** your street and street number (house number) in one single field.

Usage of postalCode

Please always provide the right official format and content for your relevant postal codes. Because of high performance requirements, addresses and postal codes are not fully validated by the API!
For Ireland (IE); EirCode is not supported, use COUNTY as Postal code.

TransportInstruction API (= Shipment Booking API)

Usage of References on shipment level	<p>Here you must provide a qualifier and a reference value. It is strongly advised to use only 1 reference value per qualifier type. E.g. only 1 reference with type "CNR" (consignor), only 1 reference with type "CNZ" (consignee) and only 1 reference with type "INV" (invoice). Only this enables you to easily track your shipment with your reference.</p> <p>In case you would provide more references for one qualifier type, your values are concatenated into one value with comma separator. Tracking via such reference is only possible on the full concatenated reference string.</p> <p>More details on reference qualifier see: Appendix S - How to use references.</p>
Usage of References on party level	<p>References in the "parties" segment are not sent into DHL Freight's transportation management system. They are only used on the print-out of your labels. For the parties consignor and consignee you can provide a single reference for each of them. These references will ONLY appear on the label. You may use (if needed) the same value(s) as for your references on shipment level (previous point).</p>
Usage of Additional Information	<p>This segment is only relevant for country specific requirements, e.g. Hungarian EKAER, Polish SENT and Romania UIT.</p>
Obsolete fields	<p>The following fields can be ignored in the TransportInstruction API:</p> <ul style="list-style-type: none">- messageSenderInternalId- messageReceiverInternalId- featureCode- dhlNetworkId (as part of the parties segment)- customsInformation (complete segment), the customs segment is currently not (yet) in use.

3.2 Labelling API as Print API

Print API (=Labelling API)	
Description/usage	With this API you can create your required barcode labels, shipment list or waybill/CMR for your shipment.
Transactions Description	<p>https://api-sandbox.dhl.com/freight/shipping/labels/v1/print/printdocumentsbyid</p> <p>This transaction is strongly advised and allows you to use the Print API by Shipment ID(s). Precondition is that you've already created your Booking(s) with the TransportInstruction API and you use the returned shipment ID(s) in this request to the Print API. Note: you can use an array (up to 999) ID's for the Print API.</p> <p>https://api-sandbox.dhl.com/freight/shipping/labels/v1/print/printdocuments</p> <p>Use your TransportInstruction API response (with minor adjustments) to invoke the Print API. This Print API method can also be used standalone, without first creating bookings via the TransportInstruction API. In this case we require you, prior to using the Print API, to provide your bookings via EDI containing your own license plates in GS1 or ANSIFACT. Provide these same license plates in your Print API request.</p> <p>If your API call is successful, the requested document is returned as a Base64 text string. We recommend decoding this content and generating PDF documents on the client side, as PDF remains the preferred and fully supported output format. All supported output formats are below:</p> <ul style="list-style-type: none"> - PDF (Base64 format) - ZPL (for 203 DPI label printers) - ZPL300 (for 300 DPI label printers) - ZPL600 (for 600 DPI label printers) <p>For customers using actual Zebra printers and ZPL output; the response is still returned inside the JSON response body. Do not split, parse, or reconstruct the ZPL stream based on XA/XZ blocks. Always send the complete ZPL content returned in <i>reports.content</i> directly to the Zebra printer. Multiple XA/XZ blocks are expected behaviour and may occur when shared graphical resources, such as logos, are included.</p> <p>The Print API has different PrintOptions that are explained below.</p>
PrintOption "label"	<p>Use this PrintOption to create barcode labels (license plates) for your shipping units (e.g. pallets). These barcode labels are scanned throughout the DHL network and its terminals and provide valuable track & trace information.</p> <p>Note: You do not need to create labels for the DHL Road Freight Direct (ELD), DHL Road Freight Direct International (ELI), Temperature</p>



	Controlled Domestic (TCD) and Temperature Controlled International (TCI). These are part loads (> 2.500 kg) and full loads that are not handled via terminals and therefore not scanned.
PrintOption "shipmentList"	Use this PrintOption to create a list of your shipment details. Note: Currently, you can only create a list per single shipment.
PrintOption "waybill"	Use this PrintOption to create a waybill/CMR for your shipment.
PrintOption "guarantee"	➔ Obsolete. Do not use.
PrintOption "returnLabel"	➔ Obsolete. Do not use.
PrintOption "licensePlateBarCode"	Supported License Plate standards: GS1 SSCC and DHL/ANSIFACT license plates. Barcode encodings are GS1-128 for GS1 SSCC and Code128 for DHL/ANSIFACT license plates. If no license-plate standard is provided, DHL Freight will generate GS1 SSCC license plates.

3.3 Product API

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

3.4 Additional Service API

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

3.5 Time Table API

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

3.6 Price Quote API

PriceQuote API (= Rating API)	
Description/usage	<p>To get a price quote for a planned Road Freight shipment with DHL Freight. Price Quote API allows you to get a price quote for your shipment to be booked.</p> <p>Precondition:</p> <ul style="list-style-type: none"> For existing DHL Freight business customers with a valid contract. For domestic and international palletized road freight transport orders (> 35 kg) across Europe. Customer must already have an eID (user/password) by DHL Freight Customer Service. <p>Price Quote API will provide you with the freight amount and additional services based on your contract with DHL Freight for the respective products. In addition to the OAuth credentials you also need an eID that consists of a username and password.</p> <p>The eID can be requested at DHL Freight. After validation and approval your eID will be setup for your relevant account number(s) and Freight transportation products.</p> <p>Your Price Quote request must contain:</p> <ul style="list-style-type: none"> eID (username / password) Shipment details containing transportation product code (e.g. ECI) payer code / delivery term (e.g. DAP) total weight, volume, loading meter and pieces details parties and account number party type: <ul style="list-style-type: none"> Consignor/Sender and Consignee/Receiver are mandatory Pickup and Delivery are required only if they are different from Consignor or Consignee account number (id), only required for the freight payer party, based on payerCode party address containing country code, postal code and city name. <p>Optionally you can provide an "own surcharge" as percentage or amount to be added to the total amount calculated.</p> <p>This may be needed when you want to offer your retrieved quote to your</p>

PriceQuote API (= Rating API)

	<p>customer with a mark up.</p> <p>The Price Quote response contains the rating details, split into freight amount and additional services that apply. For the freight amount, also the calculation basis (e.g. chargeable weight in kg) is returned.</p>
Transaction	https://api-sandbox.dhl.com/freight/info/pricequote/v1/pricequote/quoteforprice
Used for products	The API is available for the products where the customer has a contract for with DHL Freight, please get in touch with DHL Freight Customer Services.
Used for additional services	Check availability for additional services.
Disclaimer	<p>Price Quote API is providing an indicative price, i.e. to be understood as non-binding and estimation only. It shall not be regarded as an offer and does not create any contractual obligation on the part of DHL.</p> <p>Such indicative price calculation is based on the entered shipment details and current valid tariffs, surcharges and DHL standard service processes. The ultimately invoiced price may differ from the indicative price displayed, for example due to incorrectly entered shipment details, changes in surcharges, deviations to DHL standards or standard price zones or (general) price increase after such indication. DHL reserves the right to invoice in accordance with applicable agreements without prior notice, even if this would differ from the indicative calculation.</p> <p>All prices are excluding VAT and/or other applicable taxes, unless stated otherwise. Price estimations to remote areas may be subject to extra transportation costs/surcharges if DHL does not normally distribute to the area.</p> <p>DHL Freight General Terms and Conditions are available at country-specific DHL Freight websites and apply to all assignments and contracts of carriage.</p> <p>Please contact local DHL Freight customer service for further information.</p>



3.7 **UTAPI - Unified Shipment Tracking API**

UTAPI (DHL Group Shipment Tracking API)	
Description/usage	The DHL Group Unified Tracking API (UTAPI) provides basic checkpoint and event data as public data. This API is suitable for most/basic tracking purposes. If more detailed or customer specific data is required, we recommend implementing our Freight specific (Private) Active Tracing webservice. Please contact your Freight's integration counterpart or our local Customer Service for more details.
Transaction	https://api-eu.dhl.com/track/shipments
Usage	<p>This API is a DHL Group cross business unit tracking API that covers all DHL Group Business Units for tracking. This API is not on Freight API Farm, but can be found here in DHL API Developer Portal: https://developer.dhl.com/api-reference/shipment-tracking You need to sign up on : https://developer.dhl.com/ After that you can register your APP and select this tracking API. You can use your FRT-999999999 shipment ID for tracking. By providing "Freight" as service you immediately get your information from the business unit DHL Freight only (and response is faster).</p>
Sample JSON Payload	https://api-eu.dhl.com/track/shipments?trackingNumber=TRL344106&service=freight&recipientPostalCode=06100

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4 DHL Freight Products

4.1 DHL Road Freight Standard Domestic (ECD)

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

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

Product specific
<ul style="list-style-type: none"> DHL Road Freight Standard Domestic (ECD), previously known as EuroConnect Domestic is domestic Less-than-Truck-Load (LTL) network product for palletized and non-palletized groupage shipments offers superior quality, highly reliable, cost efficient door-to-door connections. Shipments up to 2,500 kg. Maximum weight per item: 1,500 kg. This product can be used for <u>domestic</u> road freight inside below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer) The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, PL, PT, RO, RS, SI, SK, TR Further shipment restrictions, see: Appendix A – DHL Road Freight Standard Domestic (ECD) min and max weight & dimensions Transport supplier specific references for Hungary, Poland and Romania, see: Appendix V - How to Use Transport Supplier Specific References

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

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

Valid countries to



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

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

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

Allowed Parties (roles)

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

Payer codes (Delivery Terms)		Transport			Customer (Freight Payer)
		Domestic	intra-EU	EU from/to non-EU	
EXW	Ex Works, consignee pays freight cost and both export- and import customs clearance.	X₁₎	X₁₎	X	Consignee is customer who orders import- or inbound domestic transport
DDP	Delivered Duty Paid, consignor pays freight cost, Export and Import clearance, incl. VAT + Duties. (Use only in case of non EU transports)			X	Consignor is customer who orders export transport
DAP	Delivered At Place, consignor pays Export clearance and freight cost, but not Import clearance.	X₁₎	X₁₎	X	Consignor is customer who orders export or outbound domestic transport
CPT	Carriage paid to, consignor pays Export clearance and freight cost and insurance		X₁₎	X	Consignor is customer who orders export transport

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

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

DHL account number format

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

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

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

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

Package types



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

Available documents via Print API

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

Booking deadline

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

Additional services available for product DHL Road Freight Standard Domestic (ECD)

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

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4.2 DHL Road Freight Standard International (ECI)

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

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

Product specific
<ul style="list-style-type: none"> DHL Road Freight Standard International (ECI), previously known as EuroConnect International is Less-than-Truck-Load (LTL) network product for palletized and non-palletized groupage shipments offers superior quality, highly reliable, cost efficient door-to-door connections across Europe. Shipments up to 2,500 kg. Maximum weight per item: 1,500 kg. This product can be used for <u>international</u> road freight between below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer) The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, PL, PT, RO, RS, SI, SK, TR Further shipment restrictions, see: Appendix B - DHL Road Freight Standard International (ECI) min and max weight & dimensions Transport supplier specific references for Hungary, Poland and Romania, see: Appendix V - How to Use Transport Supplier Specific References

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

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

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

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

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

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

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

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

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



Available documents via Print API

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

Booking deadline

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

Additional services available for product DHL Road Freight Standard International (ECI)

Available Pickup Time

Available Delivery Time

Cash on Delivery

Dangerous Goods

DHL Insurance

Drop Off By Consignor

Fixed Delivery Day

Pre-Advice (for Delivery)

Side Loading Pickup

Side Unloading Delivery

Tail Lift Loading

Tail Lift Unloading

Time Slot Booking Pickup

Time Slot Booking Delivery

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4.3 DHL Road Freight Priority Domestic (ERD)

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

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

Product specific
<ul style="list-style-type: none"> DHL Road Freight Priority Domestic (ERD), previously known as EuroRapid Domestic is Czech and Germany's domestic premium Less-than-Truck-Load (LTL) network product for palletized and non-palletized groupage shipments offers superior quality, highly reliable, cost efficient door-to-door connections and next day delivery across Czech and Germany. Shipments up to 3,500 kg. Maximum weight per item: 1,000 kg. This product can be used for <u>domestic</u> road freight in Germany The Freight payer country code must be DE Further shipment restrictions, see: Appendix F - DHL Road Freight Priority Domestic (ERD) min and max weight & dimensions

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

Valid countries from
CZ, DE

Valid countries to
CZ, DE

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



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

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

DHL account number format

For Germany (DE): 8 digits, followed by ".", followed by 2 character country code, followed by 4 digits. E.g. 12345678.DE0001

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

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

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

Package types

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

Available documents via Print API

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

Booking deadline

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



Additional services available for product DHL Road Freight Priority Domestic (ERD)

Available Pickup Time

Available Delivery Time

Dangerous Goods

DHL Insurance

Drop Off By Consignor

Delivery Before 10:00 hour (Pre 10)

Delivery Before 12:00 hour (Pre 12)

Pre-Advice (for Delivery)

Side Loading Pickup

Side Unloading Delivery

Tail Lift Loading

Tail Lift Unloading

Time Slot Booking Pickup

Time Slot Booking Delivery

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4.4 DHL Road Freight Priority International (ERI)

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

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

Product specific
<ul style="list-style-type: none"> DHL Road Freight Priority International (ERI), previously known as EuroRapid International is premium LTL service connects Europe's most important regions every day mostly within 24 or 48 hours. Besides offering the highest reliability and priority, we assure that your shipments are climate neutral. Shipments up to 2,500 kg. Maximum weight per item: 1,000 kg. DHL Road Freight Priority has a committed delivery date and can be ordered in specified regions with delivery before 10:00 hour or 12:00 hour. See related additional services Priority Service P10 and Priority Service P12. This product can be used for <u>international</u> priority road freight between below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer) The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, HR, HU, IE, IT, LT, LV, NL, NO, PL, PT, RO, SK In case DHL Road Freight Priority is not available for your shipment, please order our standard product DHL Road Freight Standard International (ECI) Further shipment restrictions, see: Appendix C - DHL Road Freight Priority International (ERI) min and max weight & dimensions Transport supplier specific references for Hungary, Poland and Romania, see: Appendix V - How to Use Transport Supplier Specific References

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

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



Valid countries to

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

Allowed Parties (roles)

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

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

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

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

DHL account number format

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

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

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

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

Package types



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

Available documents via Print API

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

Booking deadline

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

Additional services available for product DHL Road Freight Priority International (ERI)

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

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4.5 DHL Road Freight Direct Domestic (ELD)

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

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

Product specific
<ul style="list-style-type: none"> DHL Road Freight Direct Domestic (ELD), previously known as EuroLine Domestic is flexible domestic Door-to-Door direct transport of your part- and full load shipments up to 24,500 Kg inside below listed valid countries (trade lanes). Note: Some countries may have a deviating maximum weight. Temperature controlled and highly secured transports are available as additional services. The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, PL, PT, RO, RS, SI, SK, TR Further shipment restrictions, see: Appendix D - DHL Road Freight Direct Domestic (ELD) min and max weight & dimensions Transport supplier specific references for Hungary, Poland and Romania, see: Appendix V - How to Use Transport Supplier Specific References

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

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

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



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

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

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

DHL account number format

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

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

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

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

Package types

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

Available documents via Print API

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

Booking deadline

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



Additional services available for product DHL Road Freight Direct Domestic (ELD)

Available Pickup Time

Available Delivery Time

Dangerous Goods

DHL Insurance

High Value Shipment

Fixed Delivery Day

Pre-Advice (for Delivery)

Side Loading Pickup

Side Unloading Delivery

Tail Lift Loading

Tail Lift Unloading

Time Slot Booking Pickup

Time Slot Booking Delivery

Thermo Cold (please note that DHL Freight has specific Temperature Controlled products also)

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4.6 DHL Road Freight Direct International (ELI)

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

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

Product specific
<ul style="list-style-type: none"> DHL Road Freight Direct International (ELI), previously known as EuroLine International is flexible international Door-to-Door direct transport of your part- and full load shipments up to 24,500 Kg across Europe for below listed valid countries (trade lanes). Note: Some countries may have a deviating maximum weight. Temperature controlled and highly secured transports are available as additional services. The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, PL, PT, RO, RS, SI, SK, TR Further shipment restrictions, see: Appendix E - DHL Road Freight Direct International (ELI) min and max weight & dimensions Transport supplier specific references for Hungary, Poland and Romania, see: Appendix V - How to Use Transport Supplier Specific References

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

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

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

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

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

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

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

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



Available documents via Print API

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

Booking deadline

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

Additional services available for product DHL Road Freight Direct International (ELI)

Available Pickup Time

Available Delivery Time

High Value Shipment

Fixed Delivery Day

Pre-Advice (for Delivery)

Side Loading Pickup

Side Unloading Delivery

Tail Lift Loading

Tail Lift Unloading

Time Slot Booking Pickup

Time Slot Booking Delivery

Thermo Cold (please note that DHL Freight has specific Temperature Controlled products also)

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4.7 DHL Standard Pallet Domestic (SPD)

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

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

Product specific
<ul style="list-style-type: none"> Austria and France's standard domestic Less-than-Truck-Load (LTL) network product for palletized groupage shipments offers superior quality, highly reliable, cost efficient door-to-door connections and 24-72 hours transit time. Shipments up to 5,000 kg. Maximum weight per item: 1000 kg. This product can be used for <u>domestic</u> road freight inside AT and FR, where special restrictions apply for the country of the freight payer (customer) The Freight payer country code must be AT or FR Further shipment restrictions, see: Appendix G - DHL Standard Pallet Domestic (SPD) min and max weight & dimensions

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

Valid countries from
AT, FR

Valid countries to
AT, FR

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



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

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

DHL account number format

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

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

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

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

Package types

Must always be one of the following pallet types: FPPE, FPLH, H1, PAL, PLD, PLE, PLH, PLL, PLO, PLX and PLZ.

See details in: Appendix Q – Package Types

Available documents via Print API

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

Booking deadline

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

Additional services available for product DHL Standard Pallet Domestic (SPD)



Available Pickup Time
Available Delivery Time
Dangerous Goods
DHL Insurance
Drop Off By Consignor
Fixed Delivery Day
Pre-Advice (for Delivery)
Side Loading Pickup
Side Unloading Delivery
Tail Lift Loading
Tail Lift Unloading
Time Slot Booking Pickup
Time Slot Booking Delivery

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4.8 DHL Premium Pallet Domestic (PPD)

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

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

Product specific
<ul style="list-style-type: none"> Austria and France's premium domestic Less-than-Truck-Load (LTL) network product for palletized groupage shipments offers superior quality, highly reliable, cost efficient door-to-door connections and 24-48 hours transit time. Shipments up to 5,000 kg. Maximum weight per item: 1000 kg. This product can be used for <u>domestic</u> road freight inside AT and FR, where special restrictions apply for the country of the freight payer (customer) The Freight payer country code must be AT or FR Further shipment restrictions, see: Appendix H - DHL Premium Pallet Domestic (PPD) min and max weight & dimensions

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

Valid countries from
AT, FR

Valid countries to
AT, FR

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



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

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

DHL account number format

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

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

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

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

Package types

Must always be one of the following pallet types: FPLE, FPLH, H1, PAL, PLD, PLE, PLH, PLL, PLO, PLX and PLZ.

See details in: Appendix Q – Package Types

Available documents via Print API

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

Booking deadline

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



Additional services available for product DHL Premium Pallet Domestic (PPD)

Available Pickup Time

Available Delivery Time

Dangerous Goods

DHL Insurance

Drop Off By Consignor

Fixed Delivery Day

Pre-Advice (for Delivery)

Side Loading Pickup

Side Unloading Delivery

Tail Lift Loading

Tail Lift Unloading

Time Slot Booking Pickup

Time Slot Booking Delivery

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4.9 DHL Standard Pallet International (SPI)

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

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

Product specific
<ul style="list-style-type: none"> Our international Terminal Based Operation (TBO) network product for standard palletized shipments offers superior quality, highly reliable, cost efficient door-to-door connections across Europe. Shipments up to 2,500 kg. Maximum weight per item: 750 kg. This product can be used for <u>international</u> road freight between below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer) The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, NO, PL, PT, RO, RS, SK, TR Further shipment restrictions, see: Appendix K - DHL Standard Pallet International (SPI) min and max weight & dimensions Transport supplier specific references for Hungary, Poland and Romania, see: Appendix V - How to Use Transport Supplier Specific References

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

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

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



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

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

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

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

DHL account number format

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

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

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

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

Package types

Must always be one of the following pallet types: FPLE, FPLH, H1, HPLZ, IBC, PAL, PLE, PLH and PLZ.

See details in: Appendix Q – Package Types

Available documents via Print API

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



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

Additional services available for product DHL Standard Pallet International (SPI)

Available Pickup Time

Available Delivery Time

Cash on Delivery

Dangerous Goods

DHL Insurance

Drop Off By Consignor

Fixed Delivery Day

Pre-Advice (for Delivery)

Side Loading Pickup

Side Unloading Delivery

Tail Lift Loading

Tail Lift Unloading

Time Slot Booking Pickup

Time Slot Booking Delivery

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4.10 DHL Premium Pallet International (PPI)

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

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

Product specific
<ul style="list-style-type: none"> Our day-definite, International door-to-door priority service for standardized palletized groupage shipments up to 2,500 kg. Maximum weight per item: 750 kg. PPI has a committed delivery date and can be ordered in specified regions with delivery before 10:00 hour or 12:00 hour. See related additional services Priority Service P10 and Priority Service P12. This product can be used for <u>international</u> priority road freight between below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer) The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, HR, HU, IE, IT, LT, LV, NL, NO, PL, PT, RO, SK In case PPI is not available for your shipment, please order our standard product SPI Further shipment restrictions, see: Appendix L - DHL Premium Pallet International (PPI) – min and max weight & dimensions Transport supplier specific references for Hungary, Poland and Romania, see: Appendix V - How to Use Transport Supplier Specific References

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

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



Valid countries to

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

Allowed Parties (roles)

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

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

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

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

DHL account number format

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

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

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

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

Package types

Must always be one of the following pallet types: FPLE, FPLH, H1, HPLZ, IBC, PAL, PLE, PLH and PLZ.

See details in: Appendix Q – Package Types



Available documents via Print API

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

Booking deadline

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

Additional services available for product DHL Premium Pallet International (PPI)

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

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4.11 DHL Home Delivery Domestic (HDL)

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

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

Product specific
<ul style="list-style-type: none"> Our Home Delivery product for curbside delivery of shipments up to 2.500kg based on our unique Freight network. This product can be used for <u>domestic</u> road freight inside below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer) The Freight payer country code must be one of these countries: AT, CZ, DK, DE, FI, FR, ES, PT, SK, GB Consignee contact details (phone number and/or email address) may be required depending on the selected product and applicable country-specific operational requirements. In such cases, these fields are treated as mandatory. Whenever a consignee phone number and/or email address is provided, the consignee contact name must also be provided. Further shipment restrictions, see: Appendix I - DHL Home Delivery Domestic (HDL) min and max weight & dimensions

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

Valid countries from
AT, CZ, DK, DE, FI, FR, ES, PT, SK, GB

Valid countries to
AT, CZ, DK, DE, FI, FR, ES, PT, SK, GB

Allowed Parties (roles)	
Consignor	Sender of the goods



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

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

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

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

DHL account number format

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

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

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

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

Package types

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

Available documents via Print API

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

Booking deadline

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



Additional services available for product DHL Home Delivery Domestic (HDL)

After 12 Delivery

Available Pickup Time

Available Delivery Time

Cash on Delivery

Dangerous Goods

Delivery Before 12:00 hour (Pre 12)

DHL Insurance

Drop Off By Consignor

Pre-Advice (for Delivery)

Side Loading Pickup

Side Unloading Delivery

Tail Lift Loading

Tail Lift Unloading

Time Slot Booking Pickup

Time Slot Booking Delivery

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4.12 DHL Home Delivery International (HDI)

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

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

Product specific
<ul style="list-style-type: none"> Our international home delivery product for shipments up to 2,500kg serving B2C with standard 1 man curbside delivery based on our international Freight network. This product can be used for <u>international</u> road freight inside below listed valid countries (trade lanes), where special restrictions apply for the country of the freight payer (customer) The Freight payer country code must be one these countries: AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LV, NL, NO, PL, PT, RO, SI, SK, SE Consignee contact details (phone number and/or email address) may be required depending on the selected product and applicable country-specific operational requirements. In such cases, these fields are treated as mandatory. Whenever a consignee phone number and/or email address is provided, the consignee contact name must also be provided. Further shipment restrictions, see: Appendix J - DHL Home Delivery International (HDI) min and max weight & dimensions

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

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

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

Allowed Parties (roles)	
Consignor	Sender of the goods



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

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

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

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

DHL account number format

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

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

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

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

Package types

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

Available documents via Print API

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

Booking deadline

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



Additional services available for product DHL Home Delivery International (HDI)

After 12 Delivery

Available Pickup Time

Available Delivery Time

Cash on Delivery

Dangerous Goods

Delivery Before 12:00 hour (Pre 12)

DHL Insurance

Drop Off By Consignor

Pre-Advice (for Delivery)

Side Loading Pickup

Side Unloading Delivery

Tail Lift Loading

Tail Lift Unloading

Time Slot Booking Pickup

Time Slot Booking Delivery

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4.13 DHL Temperature Controlled Domestic (TCD)

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

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

Product specific
<ul style="list-style-type: none"> Flexible domestic Door-to-Door direct temperature controlled transport of your part- and full load shipments up to 24,500 Kg inside below listed valid countries (trade lanes). Note: Some countries may have a deviating maximum weight. Highly secured transports are available as additional services. This Freight Product has a mandatory additional services, see: 5.20 Temperature Controlled The Freight payer country code must be one these countries: BE, FI, IE, PL Further shipment restrictions, see: Appendix M - DHL Temperature Controlled Domestic (TCD) min and max weight & dimensions Transport supplier specific references for Hungary, Poland and Romania, see: Appendix V - How to Use Transport Supplier Specific References

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

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

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

Delivery

Delivery address (only provide this if different from Consignee's address)

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

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

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

DHL account number format

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

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

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

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

Package types

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

Available documents via Print API

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

Booking deadline

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



Additional services available for product DHL Temperature Controlled Domestic (TCD)

Available Pickup Time

Available Delivery Time

Dangerous Goods

DHL Insurance

High Value Shipment

Fixed Delivery Day

Pre-Advice (for Delivery)

Side Loading Pickup

Side Unloading Delivery

Tail Lift Loading

Tail Lift Unloading

Time Slot Booking Pickup

Time Slot Booking Delivery

Temperature Controlled

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4.14 DHL Temperature Controlled International (TCI)

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

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

Product specific
<ul style="list-style-type: none"> Flexible international Door-to-Door direct temperature controlled transport of your part- and full load shipments up to 24,500 Kg inside below listed valid countries (trade lanes). Note: Some countries may have a deviating maximum weight. Highly secured transports are available as additional services. This Freight Product has a mandatory additional services, see: 5.20 Temperature Controlled. The Freight payer country code must be one these countries: BE, FI, IE, PL Further shipment restrictions, see: Appendix N - DHL Temperature Controlled International (TCI) min and max weight & dimensions Transport supplier specific references for Hungary, Poland and Romania, see: Appendix V - How to Use Transport Supplier Specific References

Instructions
<ul style="list-style-type: none"> Documents needed to carry out the transport, such as DGD/IMDG and customs documents, invoices etc. must be sent by e-mail to your local country Customer Service. See Appendix U – DHL Freight Customer Service Email Addresses Shipment Booking Order cancellation cannot be done via Freight APIs, please call your Customer Services.

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

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

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

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

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

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

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



Available documents via Print API

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

Booking deadline

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

Additional services available for product DHL Temperature Controlled International (TCI)

Available Pickup Time

Available Delivery Time

High Value Shipment

Fixed Delivery Day

Pre-Advice (for Delivery)

Side Loading Pickup

Side Unloading Delivery

Tail Lift Loading

Tail Lift Unloading

Time Slot Booking Pickup

Time Slot Booking Delivery

Temperature Controlled

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5 DHL Freight Additional Services

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

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



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

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

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5.1 Cash on Delivery (C.O.D)

DHL Freight Product Code

ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI
TCD	TCI										

Instructions

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

Related fields

Booking

cashOnDelivery

C.O.D amount

N..13 (two decimals)

M

C.O.D currency

AN3

M

Validations

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

Code on the label

C.O.D

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5.2 Dangerous Goods

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

Instructions

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

Service specific

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

Related fields

Booking

dangerousGoods

“true” or “false”

M

Cannot be combined with

Fixed Delivery Day

Priority Service P10

Priority Service P12

Additional required fields

Booking

DGM Id (exclude this field or provide 0)

N4

O

Proper Shipping Name

AN..45

C

ADR class (Mandatory, except for limited quantity or excepted quantity)

AN..7

C

UN number

N4

M

Flash point (in °C)

N4

C

Packing group (I, II or III)

AN..3

O

Tunnel code

AN..6

M

Gross weight (kg) per dangerous good

N..18

M

Quantity Measurement Qualifier (weight / volume)

AN..3 (KG, LTR)

C



Additional required fields		Booking
Quantity Measurement Value	N..15	C
Number of units	N..15	M
Package code	AN..6	O
Official technical name (only for certain UN numbers that require this additional technical name)	AN..70	C
Marine pollutant (true or false)	AN1	C
Marine pollutant name	AN..70	C
Excepted quantity (true or false)	AN1	C
Limited quantity (true or false)	AN1	C
Empty container (true or false)	AN1	C
Environmental Hazardous (true or false)	AN1	C
Waste (true or false)	AN1	C
Net Explosive Mass (mandatory for ADR Class 1)	N..18	C

Code on the label	ADR
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The following ADR goods are not accepted by DHL Freight:

ADR Class	Exclusion (not allowed) / Exception (allowed)
Class 1	all excluded, with exception of UN codes 0323, 0336, 0337, 0432, 0454 and UN code 0014 in respect of cartridges for tools only. Please note that "Net Explosive Mass" is mandatory for Class 1.
Class 2.3	all excluded
Class 4.1	excluded: UN codes 3231 to 3240, UN 3533, UN 3534, UN 3364, UN 3365, UN 3367 and UN 3368
Class 5.2	excluded: UN codes 3111 to 3120
Class 6.1	excluded: except packing group I
Class 6.2	all excluded
Class 7	all excluded
Class 9	excluded: UN codes 2212, 2590, 2315, 3151, 3152 and lithium ion batteries and lithium metal batteries (UN 3480, 3481, 3090 and 3091) that are damaged or defective as defined in Special Provision 376, and battery-powered vehicles (UN 3171) whose battery is damaged or defective as defined in Special Provision 376). Exceptions are possible for the batteries and battery-powered vehicles mentioned above only. These require DHL Freight's express written approval before start of the business.

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

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5.3 DHL Insurance

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

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

Validations										
<ul style="list-style-type: none">Allowed currencies: EUR, CZK, PLN, HUF, TRY, RSD, RON, CHF, GBP to be extended with future additional country currenciesMaximum Insurance value: 100,000 EUR (or equivalent in other currencies)The maximum insured value may vary by country and commodity class. Please contact sales or customer service for more details on Cargo Insurance.										

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5.4 Drop Off By Consignor

DHL Freight Product Code

ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI
TCD	TCI										

Instructions

- Prior agreement with DHL Freight is necessary to use this additional service!
- The service can only be used if Pickup Date has to be filled with consignor's drop off date.
- Provide this service with "true" or "false". Omitting this service equals "false"

Related fields

Booking

dropOffByConsignor

"true" or "false"

M

Cannot be combined with

Time Slot Booking Pickup

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5.5 Fixed Delivery Day

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

Service specific

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

- Have your shipment picked up and stored for a few days at DHL Freight prior to delivery.
- Use the TimeTable API only for DHL Road Freight Standard International (ECI) and Standard Pallet International (SPI) to obtain five possible delivery dates. User must select one.
For DHL Road Freight Standard Domestic (ECD) and DHL Road Freight Direct Domestic/International (ELD, ELI):
- Contact your local country Customer Service for availability and provide your requested fixed delivery date (do not use the TimeTable API)

Related fields		Booking	Shipm.instr
fixedDeliveryDate	N8	-	M

Cannot be combined with

Dangerous Goods	Priority Service P10	Priority Service P12
Time Slot Booking Delivery		

API

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

Code on the label	FDD with date
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5.6 Pre-Advice (for Delivery)

DHL Freight Product Code

ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI
TCD	TCI										

Instructions

- Provide this service with “true” or “false”. Omitting this service equals “false”

Related fields

Booking

preAdvice	“true” or “false”	M
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Cannot be combined with

Time Slot Booking Delivery	Driver Pre-Advice Delivery	
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Validations

- The consignee/delivery party phone number is mandatory.

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5.7 High Value Shipment

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

Instructions

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

Related fields

Booking

highValueShipment

value (goods value)

N..13 (two decimals)

M

currency

AN3

M

Validations

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

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5.8 **Priority Service P10**

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

Instructions

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

Related fields

Booking

priorityServiceP10

“true” or “false”

M

Cannot be combined with

Priority Service P12

Dangerous Goods

Fixed Delivery Day

API

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

Code on the label

P10 and CDD with Date

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5.9 **Priority Service P12**

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

Instructions

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

Related fields

Booking

priorityServiceP12

“true” or “false”

M

Cannot be combined with

Priority Service P10

Dangerous Goods

Fixed Delivery Day

After 12 Delivery

API

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

Code on the label

P12 and CDD with Date

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5.10 Tail Lift Loading

DHL Freight Product Code

ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI
TCD	TCI										

Instructions

- Provide this service with “true” or “false”. Omitting this service equals “false”

Related fields

Booking

tailLiftLoading	“true” or “false”	M
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Validations

- Maximum piece (pallet) weight when using a tail lift is 750 kg.
- Service-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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5.11 Tail Lift Unloading

DHL Freight Product Code

ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI
TCD	TCI										

Instructions

- Provide this service with “true” or “false”. Omitting this service equals “false”

Related fields

Booking

tailLiftUnloading	“true” or “false”	M
-------------------	-------------------	---

Validations

- Maximum piece (pallet) weight when using a tail lift is 750 kg.
- Service-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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5.12 Thermo Cold

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

Instructions

- Specialized temperature controlled transport, only allowed for non-terminal based transportation (ELD/ELI) as part- or full loads.
- Provide this service with a minimum and maximum temperature in degrees Celsius.
- Please note that DHL Freight has specific Temperature Controlled products also.

Related fields

Booking

thermoCold

min

N..2 (no decimals)

M

max

N..2 (no decimals)

M

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5.13 Time Slot Booking Pickup

DHL Freight Product Code

ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI
TCD	TCI										

Service specific

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

Related fields

Booking

timeSlotBookingPickup (true/false)

Cannot be combined with

Drop Off By Consignor

Validations

- Consignor contact person is mandatory.
- Consignor phone number is mandatory.

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5.14 Time Slot Booking Delivery

DHL Freight Product Code

ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI
TCD	TCI										

Service specific

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

Related fields

Booking

timeSlotBookingDelivery (true/false)

Cannot be combined with

Pre-advise (for Delivery)

Fixed Delivery Day

Validations

- Consignee contact person is mandatory.
- Consignee phone number is mandatory.

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5.15 After 12 Delivery

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

Instructions

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

Related fields

Booking

after12Delivery

“true” or “false”

M

Cannot be combined with

Priority Service P12

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5.16 Available Pickup Time

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

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

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

Cannot be combined with

Time Slot Booking Pickup

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5.17 Available Delivery Time

DHL Freight Product Code

ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI
TCD	TCI										

Instructions

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

Related fields

Booking

availableDeliveryTime

fromTime as "HH:MM" and toTime as "HH:MM"

O

Cannot be combined with

Time Slot Booking Delivery

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5.18 Side Loading Pickup

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

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

Related fields		Booking
sideLoadingPickup	"true" or "false"	0

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5.19 Side Unloading Delivery

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

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

Related fields		Booking
sideUnloadingDelivery	"true" or "false"	0

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5.20 Temperature Controlled

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

Instructions

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

Related fields

Booking

temperatureControlled

type	Cold (if 2 to 8 °C) Ambient (if 15 to 25 °C) Custom (if custom min to max °C, see below)	M
min	N..2 (no decimals)	C
max	N..2 (no decimals)	C

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5.21 Driver Pre-Advice Delivery

DHL Freight Product Code

ECD	ECI	ERI	ELD	ELI	ERD	SPD	PPD	HDL	HDI	SPI	PPI
TCD	TCI										

Instructions

- This Additional Service can be used for Road Freight in Germany
- Provide this service with “true” or “false”. Omitting this service equals “false”

Related fields

Booking

driverPreAdviceDelivery	“true” or “false”	0
-------------------------	-------------------	---

Cannot be combined with

--	--	--

Validations

- The consignee/delivery party phone number is mandatory.

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6 DHL Freight Shipment and Package Identifiers

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

Example Serial Shipping Container Code: 37399999123456789?

Begin by adding every second digit from the right.

Multiply the sum with 3.

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

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

Add the rest of the digits.

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

Add both sums.

147 + 54 = 201

Subtract the total sum (201) from nearest higher 10th fraction, in this case 210.

Solution: 210 - 201 = 9

The check digit in this example is 9. (In case the sum is 10, the check digit is 0.)

The complete SSCC in this example is **373999991234567899**.

When SSCC is written in plain text, i.e. on labels, an application identifier (AI) will be added by the Print API. The application identifier (AI) for SSCC is (00).

Including AI, the complete code to be printed is (00)373999991234567899.

Please notice that:

- For DHL-generated licence plates, GS1 SSCC is the default format.
- The Application Identifier (00) is automatically added by DHL Freight and is not part of the customer-provided licence plate value.
- The AI should NOT be included in API request when you provide your own license plates, only send the 18 digits without AI. It will only be printed on labels (in the barcode and plain text).
- ANSI MH10 / ANSIFACT licence plates should only be used when customers generate and manage their own licence plate numbering series.

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7 Label

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

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

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

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

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

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7.1.1 Label layout and content

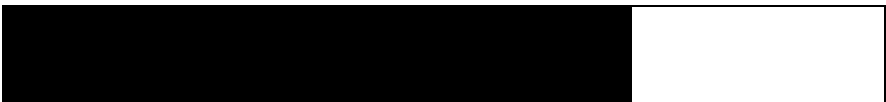
Header	<div>1</div> <div>2</div> <div>3</div>	10 mm
Sender address	<div>4</div> <div>5</div>	25 mm
Delivery address	<div>7</div> <div>8</div>	30 mm
Manual sort instruction	<div>10</div>	10 mm
Product features	<div>11</div> <div>11b</div>	10 mm
Shipment information	<div>12</div> <div>13</div> <div>14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

7.1.2 Description of fields on label

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

	Section	Comments	
	General	Use a clear font type like Arial, Courier, Helvetica or equal. Do not use italic, underlining or any other irregularity. Use black color characters on white background.	
C	1 CMR symbol	<p>CMR logo (Convention on the Contract for the International Carriage of Goods by Road) is mandatory for all road transport between the European countries. If the printer does not support graphics, the letters 'CMR' can be printed as text.</p> <p>For domestic shipments within Sweden the following text may be written instead: INRIKES SVERIGE</p>	
M	2 Transport product	DHL transport product with block letters.	
		<div> <div>ECD</div> <div>ECI</div> <div>ERD</div> <div>ERI</div> <div>ELD</div> <div>ELI</div> <div>SPD</div> <div>PPD</div> <div>SPI</div> <div>PPI</div> <div>HDL</div> <div>HDI</div> <div>TCD</div> <div>TCI</div> </div> <div> <div>DHL Road Freight Standard Domestic</div> <div>DHL Road Freight Standard International</div> <div>DHL Road Freight Priority Domestic</div> <div>DHL Road Freight Priority International</div> <div>DHL Road Freight Direct Domestic</div> <div>DHL Road Freight Direct International</div> <div>DHL Standard Pallet Domestic</div> <div>DHL Premium Pallet Domestic</div> <div>DHL Standard Pallet International</div> <div>DHL Premium Pallet International</div> <div>DHL Home Delivery Domestic</div> <div>DHL Home Delivery International</div> <div>DHL Temperature Controlled Domestic</div> <div>DHL Temperature Controlled International</div> </div>	
		Font size: Minimum 5 mm.	
M	3 DHL Logo	Black and white DHL logo shall be used.	
M	4 Sender address	<p>Consignor or pickup party name and address details.</p> <p>Font size: 2 mm.</p>	



	Section	Comments
M	5 Sender DHL account number	Consignor DHL account number. Currently not printed on the label! Heading: Account no. Font size: 2 mm.
M	7 Receiver address	Consignee or delivery party name and address details, including country name in plain text on last row. Valid for all products: This field must be surrounded by marked corners, with the following characteristics: Line thickness: 1,0 mm. Line length: 10 mm. Quiet zone between address and corners: 5 - 10 mm. Font size: 3 mm.
C	8 Receiver DHL account number or id	Consignee DHL account number. Currently not printed on the label! Heading: Account no. Font size: 2 mm.
O	10 Manual sort instruction	-- NOT USED --
C	11 Product features / Handling code	Codes connected to product features or additional services, white text on black background (reverse video). Valid for all products: If more than one feature/service is selected, a dash sign (-) has to be used as divider, e.g. AVI - LEV. If there is not enough space for codes/text to be used on one row it is ok to add another row. An alternative is to end the row with a plus sign (+) to indicate there are codes missing. Font size: Minimum 5 mm.
M	11 Product features / Handling code DHL EURAPID (ERI)	Default text: P10 or P12 Font size row 1: Minimum 5 mm.  Please also see section 11b.

	Section	Comments																			
C	11b Committed delivery day (CDD) for product DHL EURAPID (ERI)	Committed delivery day (CDD). Black text on white background. Font size: Minimum 4 mm. <div><div></div><div>CDD: 202-04-01</div></div> Please also see section 11.																			
C	11b Additional service Fixed delivery day (FDD)	Fixed delivery day (FDD). Black text on white background. Font size: Minimum 4 mm. <div><div></div><div>FDD: 2022-04-01</div></div>																			
M	12 Shipment information	<table><tr><th><u>Heading</u></th><th><u>Content</u></th></tr><tr><td>Shipment Id:</td><td>Shipment identification (number)</td></tr><tr><td>Date:</td><td>Shipping date (when known) – usually not available</td></tr><tr><td>Payer account no:</td><td>Freight payer DHL account number</td></tr><tr><td>Senders ref:</td><td>Senders reference</td></tr><tr><td>Receivers ref:</td><td>Receivers reference</td></tr><tr><td>Weight:</td><td>Package weight / Shipment weight, e.g. 5 / 12 kg If any of the weights are unknown, it may be replaced with a dash (-), e.g. - / 12 kg or 5 / - kg</td></tr><tr><td>Delivery instr:</td><td>Delivery instructions</td></tr><tr><td>Delivery instr:</td><td>Delivery instructions</td></tr></table> Font size: 2 mm.		<u>Heading</u>	<u>Content</u>	Shipment Id:	Shipment identification (number)	Date:	Shipping date (when known) – usually not available	Payer account no:	Freight payer DHL account number	Senders ref:	Senders reference	Receivers ref:	Receivers reference	Weight:	Package weight / Shipment weight, e.g. 5 / 12 kg If any of the weights are unknown, it may be replaced with a dash (-), e.g. - / 12 kg or 5 / - kg	Delivery instr:	Delivery instructions	Delivery instr:	Delivery instructions
<u>Heading</u>	<u>Content</u>																				
Shipment Id:	Shipment identification (number)																				
Date:	Shipping date (when known) – usually not available																				
Payer account no:	Freight payer DHL account number																				
Senders ref:	Senders reference																				
Receivers ref:	Receivers reference																				
Weight:	Package weight / Shipment weight, e.g. 5 / 12 kg If any of the weights are unknown, it may be replaced with a dash (-), e.g. - / 12 kg or 5 / - kg																				
Delivery instr:	Delivery instructions																				
Delivery instr:	Delivery instructions																				
M	13 Number of packages	Relative and Total number of packages. Example: A shipment containing three packages should be marked 1 / 3, 2 / 3 and 3 / 3. If any of the values are unknown, it may be replaced with a dash (-), e.g. 1 / - or - / 3. Font size: Minimum 5 mm.																			
M	14 Weight symbol	To reduce risk for personal injury, every package with known weight should be marked with weight symbol. Minimum size of symbol: 15 x 15 mm.	0 - 15 kg 																		

	Section	Comments	
		Note: This is currently not used on the label for DHL Freight!	<div>16 - 25 kg</div> 
			<div>> 25 kg</div> 
O	15 Customer information	This section can be used for additional description or information. There are no restrictions as long as the content does not interfere with other information on the label. If barcodes are used, they must follow standards other than those used by DHL for routing and license plate. Several bar codes can be used, linear as well as two-dimensional.	
M	16 Routing barcode	<p>Destination coded routing information expressed as one-dimensional barcode and as plain text.</p> <p>Barcode:</p> <p>One of the following barcode standards should be used:</p> <ul style="list-style-type: none"> - ANSI standard ASC MH10, with 2L as Data Identifier, in symbology Code 128. - GS1-128, starting with FNC1, with 403 as Application Identifier, in symbology Code 128. <p>For barcode layout description, please see separate section below.</p> <p>Plain text:</p> <p>Font size: 2,5 mm.</p> <p>Content:</p> <p>The following two examples are used to highlight each position for destination France with postal code 75011:</p> <div> <div>(2L)FR75011+11000000</div> <div>(403)25075011+11000000</div> </div>	
		<div>(2L)FR75011+02000000</div> <div><u>Data identifier (DI)</u></div> <div>(2L) = ANSI standard</div>	<div>(403)25075011+11000000</div> <div><u>Application identifier (AI)</u></div> <div>(403) = GS1-128 standard</div>
		<div>(2L)FR75011+11000000</div> <div><u>Country code</u></div> <div>2 letter country code (ISO 3166)</div>	<div>(403)25075011+11000000</div> <div>3 digit country code (ISO 3166)</div>



	Section	Comments
		<p>(2L)FR75011+11000000 (403)25075011+11000000</p> <p><u>Postal code</u></p> <p>Postal code, without spaces or special characters, max 9 characters</p>
		<p>(2L)FR75011+11000000 (403)25075011+11000000</p> <p><u>Separator</u></p> <p>+ character as separator</p>
		<p>(2L)FR75011+11000000 (403)25075011+11000000</p> <p><u>Pos 1-2: Product code</u></p> <p>11 = DHL Road Freight Standard (ECI/ECD)</p> <p>10 = DHL Road Freight Priority (ERI)</p> <p>00 = Other products (e.g. DHL Road Freight Direct ELD/ELI, but usually no labels)</p> <p>Are created for this product)</p>
		<p>(2L)FR75011+11000000 (403)25075011+11000000</p> <p><u>Pos 3-4: Type of delivery</u></p> <p>00 = Default</p> <p>dd = Fixed Delivery Day, day number. E.g. FDD 15-04-2022 = 15 or Committed Delivery Day for product DHL Road Freight Priority International (ERI).</p> <p>E.g. CDD 18-04-2022 = 18</p>
		<p>(2L)FR75011+11000000 (403)25075011+11000000</p> <p><u>Pos 5: Reserved for future use</u></p> <p>0 = Default</p>
		<p>(2L)FR75011+02000000 (403)25075011+80000000</p> <p><u>Pos 6-8: Feature code</u></p> <p>000 = Default</p>



	Section	Comments
M	17 License plate barcode	<p>Unique item Identifier expressed as one-dimensional barcode and as plain text.</p> <p><u>Barcode</u></p> <p>One of the following barcode standards can be used:</p> <ul style="list-style-type: none"> - ANSI standard ASC MH10, with J, 1J, 2J, 3J, 4J, 5J, 6J, 7J, 8J or 9J as Application Identifier, in symbology Code 128. - GS1-128, starting with FNC1, with 00 as Application Identifier, in symbology Code 128. <p>When customers provide and manage their own SSCC license plate numbering series, DHL Freight prefers the ANSI MH10 / ANSIFACT standard. Customer-managed ANSI MH10 / ANSIFACT licence plate series are typically represented using Code 128 barcodes.</p> <p>For DHL Freight generated licence plates, GS1 SSCC is the default format. See Chapter 6 for SSCC, GS1 and Application Identifier (00) implementation details.</p> <p>Please see separate chapter for calculation of check digit.</p> <p><u>Plain text</u></p> <p>Font size: 2,5 mm.</p>
O	18 Application info	<p>Name and version (if used) of system /software / application that created the label.</p> <p>Font size: Maximum 1,5 mm, aligned to the right.</p>

7.1.3 Rules for barcodes

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

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

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8 Appendices

8.1 *Appendices overview*

Appendix A - DHL Road Freight Standard Domestic (ECD) min and max weight & dimensions

Appendix B - DHL Road Freight Standard International (ECI) min and max weight & dimensions

Appendix C - DHL Road Freight Priority International (ERI) min and max weight & dimensions

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Appendix E - DHL Road Freight Direct International (ELI) min and max weight & dimensions

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Appendix G - DHL Standard Pallet Domestic (SPD) min and max weight & dimensions

Appendix H - DHL Premium Pallet Domestic (PPD) min and max weight & dimensions

Appendix I - DHL Home Delivery Domestic (HDL) min and max weight & dimensions

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Appendix O - Overview additional services per product

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Appendix T - Booking API Fields overview

Appendix U – DHL Freight Customer Service Email Addresses

Appendix V – How to Use Transport Supplier Specific References

8.2 **Appendix A – DHL Road Freight Standard Domestic (ECD) min and max weight & dimensions**

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	1500	2500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	400 x 240 x 220	-
Max volume (cbm)	-	10
Max loading metres (ldm)	-	1.51

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.3 **Appendix B - DHL Road Freight Standard International (ECI) min and max weight & dimensions**

The below information can be retrieved by Product API.

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

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.4 **Appendix C - DHL Road Freight Priority International (ERI) min and max weight & dimensions**

The below information can be retrieved by Product API.

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

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.5 **Appendix D - DHL Road Freight Direct Domestic (ELD) min and max weight & dimensions**

The below information can be retrieved by Product API.

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

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.6 **Appendix E - DHL Road Freight Direct International (ELI) min and max weight & dimensions**

The below information can be retrieved by Product API.

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

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.7 **Appendix F - DHL Road Freight Priority Domestic (ERD) min and max weight & dimensions**

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	1000	3500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	240 x 120 x 220	-
Max volume (cbm)	-	10
Max loading metres (ldm)	-	3.2

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.8 **Appendix G - DHL Standard Pallet Domestic (SPD) min and max weight & dimensions**

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	6
Min actual weight (kg)	1	1
Max actual weight (kg)	1000	5000
Min dimensions, L x W x H (cm)	10 x 10 x 1	-
Max dimensions, L x W x H (cm)	240 x 120 x 220	-
Max volume (cbm)	-	13
Max loading metres (ldm)	-	-

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.9 **Appendix H - DHL Premium Pallet Domestic (PPD) min and max weight & dimensions**

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	6
Min actual weight (kg)	1	1
Max actual weight (kg)	1000	5000
Min dimensions, L x W x H (cm)	10 x 10 x 1	-
Max dimensions, L x W x H (cm)	240 x 120 x 220	-
Max volume (cbm)	-	13
Max loading metres (ldm)	-	-

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.10 **Appendix I - DHL Home Delivery Domestic (HDL) min and max weight & dimensions**

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	1500	2500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	240 x 120 x 220	-
Max volume (cbm)	-	10
Max loading metres (ldm)	-	1.51

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.11 **Appendix J - DHL Home Delivery International (HDI) min and max weight & dimensions**

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	1500	2500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	240 x 120 x 220	-
Max volume (cbm)	-	10
Max loading metres (ldm)	-	1.51

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.12 **Appendix K - DHL Standard Pallet International (SPI) min and max weight & dimensions**

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	10
Min actual weight (kg)	1	1
Max actual weight (kg)	750	2500
Min dimensions, L x W x H (cm)	60 x 60 x 3	-
Max dimensions, L x W x H (cm)	120 x 100 x 220	-
Max volume (cbm)	2.64	10.56
Max loading metres (ldm)	-	2

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.13 *Appendix L - DHL Premium Pallet International (PPI) – min and max weight & dimensions*

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	10
Min actual weight (kg)	1	1
Max actual weight (kg)	750	2500
Min dimensions, L x W x H (cm)	60 x 60 x 3	-
Max dimensions, L x W x H (cm)	120 x 100 x 220	-
Max volume (cbm)	2.64	10.56
Max loading metres (ldm)	-	2

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.14 Appendix M - DHL Temperature Controlled Domestic (TCD) min and max weight & dimensions

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	24500	24500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	1360 x 245 x 267	-
Max volume (cbm)	-	85
Max loading metres (ldm)	-	13.6

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.15 **Appendix N - DHL Temperature Controlled International (TCI) min and max weight & dimensions**

The below information can be retrieved by Product API.

Minimum and maximum weight and dimensions etc		
	Piece	Shipment
Max number of pieces	-	999
Min actual weight (kg)	1	1
Max actual weight (kg)	24500	24500
Min dimensions, L x W x H (cm)	15 x 11 x 3	-
Max dimensions, L x W x H (cm)	1360 x 245 x 220	-
Max volume (cbm)	-	85
Max loading metres (ldm)	-	13.6

* Product-specific dimensional thresholds may vary by country. For further details, please contact your DHL Freight representative.

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8.16 Appendix O - Overview additional services per product

The below information can be retrieved by AdditionalService API.

Additional Service	Valid for green highlighted products below:													
	ECD	ECI	ERI	ELD	ELI	ERD	SPI	PPI	SPD	PPD	HDL	HDI	TCD	TCI
After 12 Delivery											Δ	Δ		
Available Pickup Time														
Available Delivery Time														
Cash on Delivery														
Dangerous Goods	□	□	□	□	□	□	□	□			□	□	□	□
DHL Insurance														
Driver Pre-Advice Delivery														
Drop off by Consignor	★	★					★	★	★	★	★	★		
Fixed Delivery Day	□ Δ	□ Δ		□ Δ	□ Δ		□ Δ	□ Δ					□ Δ	□ Δ
High Value Shipment														
Pre-advise (for Delivery)	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Priority Service P10			□ ★			□ ★								
Priority Service P12			□ ★			□ ★					□ Δ	□ Δ		
Tail Lift Loading														
Tail Lift Unloading														
Temperature Controlled														
Thermo Cold														
Time Slot Booking Pickup	★	★	★			★	★		★	★	★	★		
Time Slot Booking Delivery	⊗ Δ	⊗ Δ	⊗ Δ	⊗ Δ	⊗ Δ	⊗ Δ	⊗ Δ		⊗	⊗	⊗	⊗	⊗ Δ	⊗ Δ

 : Available additional services for a product.

 : These additional services cannot be combined inside one booking.

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

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

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

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8.17 Appendix P - Country codes, names and product availability

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

Legend for the table:

B = Country can be Both pickup and/or destination country

D = Country can only be Destination country

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



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

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8.18 Appendix Q – Package Types

Available Package Types:

Packaging Code	Description
ABX	AUTOMOTIVE BOX
BB	RO/BOBBIN
BE	BUNDLE
BG	BAG / SACK
BL	BALE
BX	BOX / CASE (< 2.4m Length)
BX2	BOX / CASE (> 2.4m Length)
CA	CAN
CG	CAGE
CR	CRATE (< 1,2m Length)
CR1	CRATE (> 1.2 < 2.4m Length)
CR2	CRATE (> 2.4m Length)
CT	CARTON / PACKAGE
CTP	PALLETISED CARTON
DL	DOLLY
DR	DRUM / BARREL
FPLE	EURO-PALLET (WITH FRAME)
FPLH	HALF EURO-PALLET (WITH FRAME)
GR	GARMENT ROLLER
H1	H1 FOOD PALLET
HPLZ	HALF PALLET (NO POOLING)
IBC	IBC
OC	OCTABIN
PAL	PALLET
PLD	PALLET - DOUBLE EXTRA LARGE
PLE	EURO-PALLET
PLH	HALF PALLET
PLL	PALLET - LARGE
PLO	PALLET - OVERSIZED
PLX	PALLET - EXTRA LARGE
PLZ	PALLET EURO SIZE
QP	QUARTER PALLET
SK	SKELETON BOX
TK	TANKTAINER

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8.19 *Appendix R - Phone number validation*

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

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

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

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

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

Numbers (0 to 9)

Dash/hyphen character (-)

Space character ()

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

Letters (A-Ö / a-ö)

Slash character (/)

Point character (.)

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8.20 **Appendix S - How to use references**

References on Shipment:

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

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

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

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8.21 Appendix T – Shipment Booking Order API Fields overview

Shipment Booking Order API is a generic API also serving other purposes than the Booking. Therefore it also contains several fields and segments that cannot be used for the booking process. In below table the different segments and fields are described with following information:

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

Note:

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

Below table contains following main sections:

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



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



Datafield in the DHL Freight Booking API	Usage for DHL Road Freight Booking API	M : Mandatory O : Optional C : Conditional - : N/A	Comment / explanation
type	Y	M/O	See allowed parties (roles): consignor (M), consignee (M) Only deviating from consignor/consignee: pickup (O), delivery (O)
vatEoriSocialSecurityNumber	Y	M/O	provide your EORI number (only for relevant freight payer role, consignor or consignee) EORI as Economic Operators Registration and Identification; Used for customs identification when importing or exporting goods to/from the EU and issued by customs authorities in the EU member state for import-export-transit, in order to use for customer clearance.
name	Y	M	
contactName	Y	M	Name of the contact person. When a phone number and/or email address is provided for a party, ContactName must also be provided.
address:	Y, group	M	
street	Y	M	Provide street and housenumber as one single field
additionalAddressInfo	Y	O	2nd line of address info
cityName	Y	M	
postalCode	Y	M	Provide the correct country format for the postal code. For Ireland (IE) EirCode is not supported, use COUNTY as Postal code.
countryCode	Y	M	Use ISO country codes, alpha-2
phone	Y	C	Phone and email requirements may vary by product, lane and additional service combination. Always validate mandatory contact data against the applicable product and service rules.
email	Y	C	
vat:	Y, group	M/O	According some countries (eg Greece) legislation for ALL transport to and from etc, VAT (Value Added Tax) or TAX ID is required to identification and compliance within the EU for tax compliance. This data issued by national tax authorities in each EU member state.
countryCode	Y	M/O	Under referenced legislation; the VAT country prefix as general the country 2 or 3 letters ISO code like CHE for Switzerland and EL for Greece.
number	Y	M/O	Under referenced legislation; the number part of the VAT, can include characters depending on the countries specific format.
additionalServices:	Y, group (array)	O	only limited services, marked in red , available for DHL Freight!
cashOnDelivery:	Y, group	O	Service available
amount	Y	O	Service available
currency	Y	O	Service available
dangerousGoods	Y, group (array)	O	Service available, true/false (also provide dangerous goods details)



Datafield in the DHL Freight Booking API	Usage for DHL Road Freight Booking API	M : Mandatory O : Optional C : Conditional - : N/A	Comment / explanation
insurance:	Y, group	O	Service available
value	Y	O	Service available
currency	Y	O	Service available
highValueShipment:	Y, group	O	Service available
value	Y	O	Service available
currency	Y	O	Service available
loadingAids	Y, group	O	Service available in DE
numberOfEuropallets	Y	O	Service available in DE
numberOfSkeletonBoxes	Y	O	Service available in DE
preAdvice	Y	O	Service available, true/false (provide contact details for the consignee/delivery party role)
driverPreAdviceDelivery	Y	O	Service available, true/false. (DE specific additional service)
tailLiftLoading	Y	O	Service available, true/false
tailLiftUnloading	Y	O	Service available, true/false
sideLoadingPickup	Y	O	Service available, true/false
sideUnloadingDelivery	Y	O	Service available, true/false
thermoCold:	Y, group	O	Service available for ELD/ELI Please note that DHL Freight has specific Temperature Controlled products also.
min	Y	O	min temperature in celcius
max	Y	O	max temperature in celcius
temperatureControlled	Y, group	C	Service mandatory for TCD/TCI
type	Y	C	Service available as: "cold" for 2 to 8 °C "ambient" for 15-25 °C "custom" for highlighted below with min and max as °C
min	Y	C	min temperature
max	Y	C	max temperature
timeSlotBookingPickup	Y	O	Service available, true/false
timeSlotBookingDelivery	Y,	O	Service available, true/false
fixedDeliveryDate:	Y, group	O	Service available
date	Y	O	Service available (validate this date via the TimeTable API)
priorityServiceP10	Y	O	Service available, true/false
priorityServiceP12	Y	O	Service available, true/false
dropOffByConsignor	Y	O	Service available, true/false
after12Delivery	Y	O	Service available, true/false
availablePickupTime	Y, group	O	Service available
fromTime	Y	M	provide in JSON format e.g. 14:13 Assure yourself that this delivery time is possible
toTime	Y	M	



Datafield in the DHL Freight Booking API	Usage for DHL Road Freight Booking API	M : Mandatory O : Optional C : Conditional - : N/A	Comment / explanation
availableDeliveryTime	Y, group	O	Service available
fromTime	Y	M	provide in JSON format e.g. 14:13
toTime	Y	M	Assure yourself that this delivery time is possible
pieces:	Y, group (array)	M	
id:	Y, group (array)	O	provide your own ANSIFACT or GS1 license plates (if available)
value(s)	Y	O	if empty, the license plates are generated by DHL Freight
goodsType	Y	O	free text
packageType	Y	M	See allowed package types
marksAndNumbers	Y	M	free text
numberOfPieces	Y	M	numeric, integer
weight	Y	M	weight per piece in full kg's (no decimals)
volume	Y	O	volume per piece in m3 with decimal point (no comma)
loadingMeters	Y	O	loading meters with 3 decimal point (no comma)
palletPlaces	N	-	obsolete do not use numeric, integer
width	Y	M	width per piece in cm
height	Y	M	height per piece in cm
length	Y	M	length per piece in cm
stackable	Y	O	true/false Note: If the field is omitted, the default value is interpreted as true. If the shipment unit must not be stacked, explicitly provide: "stackable": false
dangerousGoods:	Y, group	O	Note: follow the ADR dangerous goods rules and provide correct values!
dgmlId	Y	O	optional
properShippingName	Y	C	
adrClass	Y	C	Mandatory, except for limited quantity or excepted quantity
unNumber	Y	M	
flashpointValue	Y	C	
packageGroup	Y	M	
tunnelCode	Y	M	
grossWeight	Y	M	Gross weight for per piece in kg with decimal point (no comma)
quantityMeasurementUnitQualifier	Y	M	KG or LTR
quantityMeasurementValue	Y	M	Value for per piece in KG or LTR, depending on the UN-number
numberOfPieces	Y	M	numeric, integer
packageType	Y	M	
officialNameTechDescription	Y	O	Only if UN-number requires additional technical name to be provided



Datafield in the DHL Freight Booking API	Usage for DHL Road Freight Booking API	M : Mandatory O : Optional C : Conditional - : N/A	Comment / explanation
marinePollutant	Y	M	true/false
marinePollutantName	Y	O	Only if marinePollutant is true
exceptedQuantity	Y	M	true/false
limitedQuantity	Y	M	true/false
emptyContainer	Y	M	true/false
environmentHazardous	Y	M	true/false
waste	Y	M	true/false
netExplosiveMass	Y	C	numeric, integer Mandatory for ADR Class 1
additionalInformation:	Y, group	O	obsolete do not use if not covered in Appendix V– How to Use Transport Supplier Specific References
code	Y	O	obsolete do not use if not covered in Appendix V– How to Use Transport Supplier Specific References
stringValue	Y	O	obsolete do not use if not covered in Appendix V– How to Use Transport Supplier Specific References

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8.22 Appendix U – DHL Freight Customer Service Email Addresses

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

In the subject of your email always provide your:

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

For example:

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

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

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8.23 **Appendix V– How to Use Transport Supplier Specific References**

These optional references prepared for specific transport suppliers only. References that are provided on shipment level include a qualifier (see table below) and are transferred into the Transportation Management System (TMS) of DHL Freight. Please consult Appendix T – Shipment Booking Order API Fields overview and Appendix S - How to use references for its usage.

References on shipment level and in **additionalInformation** group in Shipment Booking Order API

Code	Type of reference	Type of Value	Sample for “code” and “stringValue”
EKAER_FREE	Transport supplier specific reference – Hungary	true/false	"code": "EKAER_FREE" "stringValue": "true"
EKAER_NUMBER	Transport supplier specific reference – Hungary	string	"code": "EKAER_NUMBER" "stringValue": "1234-5678-9012-345"
SENT_FREE	Transport supplier specific reference – Poland	true/false	"code": "SENT_FREE" "stringValue": "true"
SENT_REF	Transport supplier specific reference – Poland	string	"code": "SENT_REF" "stringValue": "REF12345"
SENT_CARKEY	Transport supplier specific reference - Poland	string	"code": "SENT_CARKEY" "stringValue": "CK6789"
UIT_FREE	Transport supplier specific reference – Romania	true/false	"code": "UIT_FREE" "stringValue": "true"
UIT_NUMBER	Transport supplier specific reference – Romania	string	"code": "UIT_NUMBER" "stringValue": "RO1M-A23N-4I5A-ROM6"

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9 Product Manual version history

Sprint/Date	Chapters & Comments
Sprint 2026/R06 29-10-2026	<ul style="list-style-type: none"> 8.21 / Shipment Booking API enriched with 'Loading Aids' service by Germany. 8.23 / Poland's SENT_FREE reference introduced.
Sprint 2026/R05 28-09-2026	<ul style="list-style-type: none"> 3.2 / ZPL outputs descriptions added. 5.21 / Driver Pre-Advice Delivery additional service added for Germany.
Sprint 2026/R04 30-08-2026	<ul style="list-style-type: none"> 3.2 / Clarified ZPL output handling for Zebra printer integrations and documented expected multiple XA/XZ block behaviour. 4.3, 4.4, 4.5, 4.6 / Handling Unit CPT added in ELI, ELD, ECI, ECD products 4.11, 4.12 / Clarified Home Delivery consignee contact information requirements and documented ContactName dependency when consignee phone number and/or email address is provided. 5.2 / UN Codes 0336 and 0337 allowed in Dangerous Goods 5.10, 5.11 / Tail Lift Loading and Tail Lift Unloading validations updated with 'country based variation may performed' note. 6.1 / Added implementation guidance for GS1 SSCC, Application Identifier (00), DHL-generated licence plates and customer-managed ANSI MH10 / ANSIFACT licence plate series. 7.1.2 / Clarified licence plate barcode standards, GS1 SSCC default usage and ANSI MH10 / ANSIFACT customer-managed numbering scenarios. 8.10, 8.11 / HDL and HDI product's length updated from 220 cm to 240 cm. 8.20, 8.21 / palletPlaces and totalPalletPlaces removed from Booking API, Print API and Price Quote API 8.20, 8.21 / Clarified Booking API ContactName validation rule when party phone number and/or email address is provided.
Sprint 2026/R03 11-05-2026	<ul style="list-style-type: none"> 4.7, 4.8 / HPLZ handling unit removed from SPD and PPD products 4.11, 4.12 / Consignee Phone Number needs for HDI and HDL products 7.1.1 / Phone Numbers removed from label 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 8.8, 8.9, 8.10, 8.11, 8.12 / Expression for Product Min, Max and Dimensions have country-specific variations
Sprint 2026/R02 31-03-2026	<ul style="list-style-type: none"> 8.18 / CTP as Palletised Carton and ABX as Automotive Box have been added into Handling Units 4.3, 4.4, 5.13, 5.14 / Additional Services "Time Slot Booking Pickup" and "Time Slot Booking Delivery" enabled for ERD and ERI
Sprint 2026/R01 08-02-2026	<ul style="list-style-type: none"> 4.13, 4.14, 5.20, 8.14, 8.15, 8.16, 8.17, 8.21 / New Freight Products Temperature Controlled Domestic (TCD) and Temperature Controlled International (TCI) introduced with updates of related additional services. 5.2, 8.21 / ADR Class 1 related mandatory fields Net Explosive Mass introduced.
Sprint 2025/R07 31-12-2025	<ul style="list-style-type: none"> 5.10, 5.11 / Additional Service "Tail Lift Loading" and "Tail Lift Unloading" weight limit updated 5.1, 5.3, 5.7 / Currency BGN removed due to EUR adoption of Bulgaria
Sprint 2025/R06 10-11-2025	<ul style="list-style-type: none"> 3.1, 8.19 / Postal code details of Ireland (IE): For Ireland (IE) EirCode is not supported, use COUNTY NAME as Postal code 4.2, 8.15 / XK (Kosovo) added to as TO and FROM Country for ECI product 4.5, 8.15 / UA (Ukraine) added to as TO Country for ELI product



	<ul style="list-style-type: none">▪ 8.8, 8.9 / SPD and PPD products dimension updates
Sprint 2025/R05 22-09-2025	<ul style="list-style-type: none">▪ 4.3, 4.6, 4.12, 5.4 / Additional Service "Drop off by Consignor" enabled for ERD, ERI and PPI▪ 8.16 / BX2, CR1, CR2 and QP (Quarter Pallet) added into valid package types▪ 8.19 / EORI and VAT for parties clarifications
Sprint 2025/R04 28-06-2025	<ul style="list-style-type: none">▪ 4.2 / Enable Ukraine as TO (Destination Terminal) for ECI product▪ 8.19 / Extend Pickup and Delivery Instructions to MAX as 512 chars▪ 8.19 / Remove Parties based references while shipment level references
Sprint 2025/R03 12-05-2025	<ul style="list-style-type: none">▪ 5.16, 5.17, 5.18, 5.19 / Added new additional services: Available Pickup Time, Available Delivery Time, Side Loading Pickup, Side Unloading Delivery
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