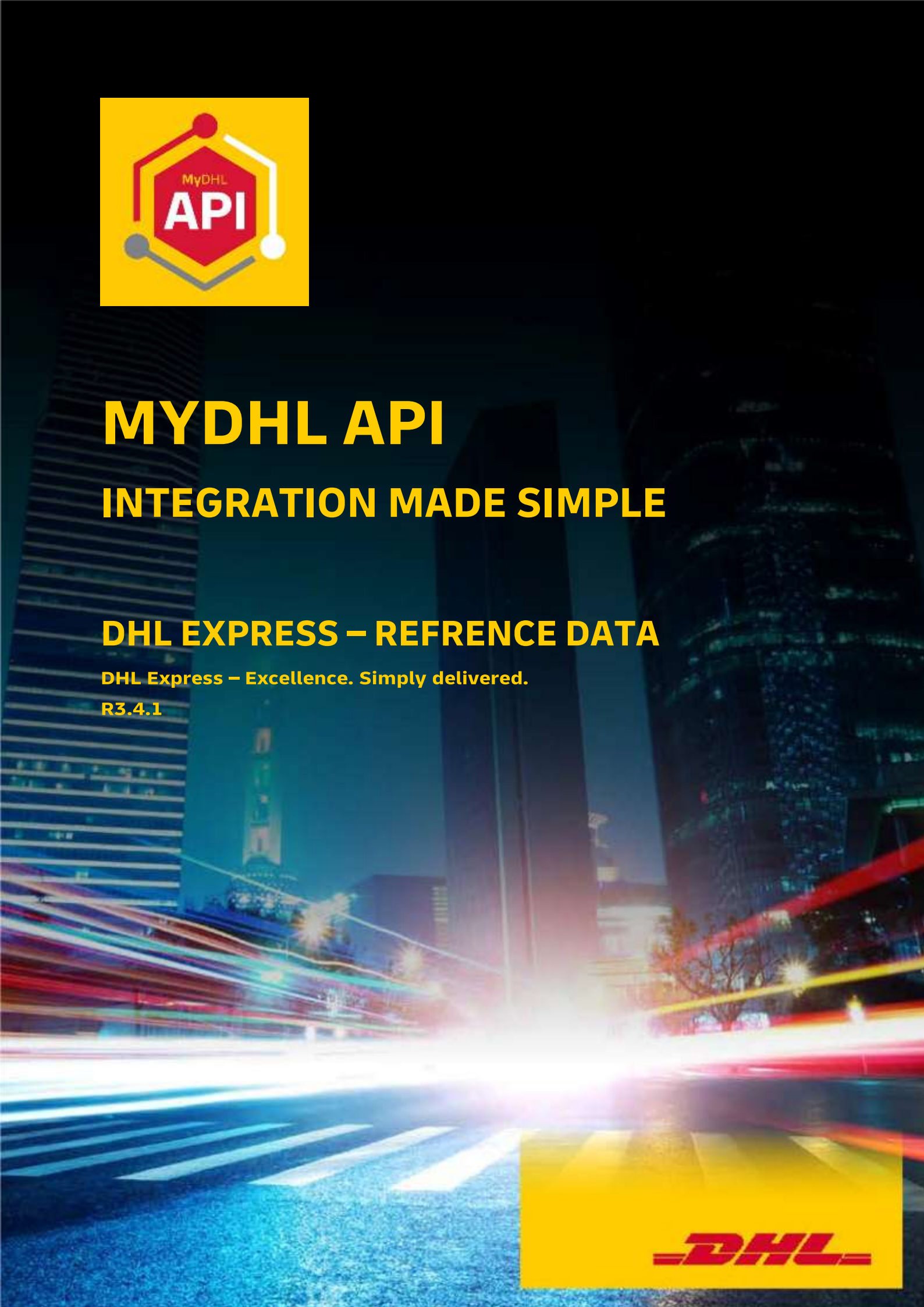


MYDHL API

INTEGRATION MADE SIMPLE

DHL EXPRESS – REFRENCE DATA

DHL Express – Excellence. Simply delivered.

R3.4.1

DOCUMENT CONTROL

REVISION HISTORY:

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

2.13.0	23/Mar/2025	1. Updated error codes for UPLOAD IMAGE API ERRORS 7015, 7018, 7025, 7031, 7033, 410104 2. Updated error codes for GET IMAGE API ERRORS 1502, 1507, 1508, 1509
2.13.1	06/Apr/2025	1. Added error code for CREATE SHIPMENT API ERRORS 7157
2.13.3	01/Jun/2025	1. Only version update in document.
3.0.0	13/Jun/2025	1. Section 8. RATING AND PRODUCT API ERRORS Added error code: 7160 2. Section 12.CREATE SHIPMENT API ERRORS Added error codes: 7160, 7162 Section 22.ADD PIECE API ERRORS New Add Piece API with error lists 3. Section 23 LANDED COST ESTIMATED RATE TYPE New landed cost estimated rate type information 4. Section 24 GLOBAL PACKAGE TYPE CODE New global package type code information
3.0.1	10/Aug/2025	1. Section 3:exportDeclaration\lineitems\customerReferences\typeCode Added ARN, OP, OSC, TAR and TCO 2. Section 1:exportDeclaration\invoice\customerReferences\typeCode Added TAR, TCO and PX 3. Section 2:exportDeclaration\customsDocuments\typeCode Added ORD 4. Section 4:exportDeclaration\lineitems\customsDocuments\typeCode Added ORD
3.1.0	12/Oct/2025	1. Section 8: RATING AND PRODUCT API ERRORS Added new error code: 6022, 6023 2. Section 9: RATING AND PRODUCT API WARNINGS Added new error code: 6997 3. Section 15: GET IMAGE API ERRORS Added new error code: 1510 4. Section 12: CREATE SHIPMENT API ERRORS Added new error code: 8037, 8038
3.1.1	02/Nov/2025	1. Section 2:exportDeclaration\customsDocuments\typeCode Added OEI,RGR,CHA,CP2 2. Section 4:exportDeclaration\lineitems\customsDocuments\typeCode Added OEI,RGR,CHA,CP2 3. Section 1:exportDeclaration\invoice\customerReferences\typeCode Added PTA 4. Section 3:exportDeclaration\lineitems\customerReferences\typeCode Added AEI,EXN,AFK,AEA,PTA
3.1.2	02/Nov/2025	1. Section 5:registrationNumbers\typeCode Added new section for list of supported registration number type code
3.2.0	15/Feb/2026	1. Re-tidy and rename section title on the reference data. 2. Added new section for: a) Section 1: Country or Region's Postcode Format

		b) Section 2: Country With No Postal Code c) Section 3: Incoterm d) Section 8: Business Party Type Code e) Section 13: Other Charge Type Code 3. Section 19: CREATE SHIPMENT API ERRORS Added new error code: 7182 4. Section 23: GET IMAGE API ERRORS Added new error code: 1511 5. Section 24: TRACKING API ERRORS Added new error code: 1013
3.2.1	15/Mac/2026	1. Section 10: exportDeclaration\customsDocuments\typeCode Added BLI,ICD,EAD,ETD 2. Section 12: exportDeclaration\lineitems\customsDocuments\typeCode Added BLI,ICD,EAD,ETD 3. Section 11: exportDeclaration\lineitems\customerReferences\typeCode Added CLN 4. Section 7: REGISTRATION NUMBER TYPE CODE Added FII
3.2.2	05/Apr/2026	1. No content changes; publish under a new release version number.
3.3.0	31/May/2026	1. Section 17.RATING AND PRODUCT API WARNINGS Added new error code: 6996, 6995, 6994 2. Section 19.CREATE SHIPMENT API ERRORS Added new error code: 7021, 7183, 7184, 7981, 7980, 7982, 7983, 7984, Updated error code: 7132 3. Section 30.ADD PIECE API ERRORS Added new error code: 7021 4. Section 13. SHIPMENT REFERENT TYPE Added new section for shipment reference type 5. Section 13. PIECE REFERENT TYPE Added new section for piece reference type
3.3.1	28/June/2026	1. Section 11. LINE ITEM'S REFERENCE TYPE CODE Added new reference type code of 'SRV' and 'MF' 2. Section 7. REGISTRATION NUMBER TYPE CODE a. Updated registration number type code of 'PEP' for country of 'FR' and 'DE' b. Updated registration number type code of 'NID' and 'PAS' for country of 'TW' c. Updated registration number type code of 'EOR' for country 'GF', 'GP', 'MQ', 'RE', 'YT'.
3.3.2	06/Sept/2026	1. Section 1. REGISTRATION NUMBER TYPE CODE a. Added registration number type code of 'FSR' for country of 'MY'

		b. Updated registration number type code 'NID' and 'PAS' enablement for country 'AE' and 'IN'. c. Updated registration number type code of 'FED' and 'VAT' for country of 'IN' d. Updated registration number type code of 'SDT' for country of 'CL' 2. Section 4. GLOBAL PACKAGE TYPE CODE Updated with latest list from GREF
3.3.3	04/Oct/2026	1. Section 21.CREATE SHIPMENT API ERRORS Updated error code: 7013 2. Section 27. PICKUP API ERRORS Updated error code: 5005
3.4.0	25/Oct/2026	1. Section 21.CREATE SHIPMENT API ERRORS Added new error codes: 7171 till 7173 till 7181, 7186 till 7190 2. Section 22.CREATE SHIPMENT API WARNINGS Added new warning code: 7978 3. Section 1. COUNTRY OR REGION'S POSTCODE FORMAT Remove Significant Character and Effective Date columns
3.4.1	01/Nov/2026	1. Section 10: exportDeclaration\customsDocuments\typeCode Added POA 2. Section 12: exportDeclaration\lineitems\customsDocuments\typeCode Added POA 3. Section 11: exportDeclaration\lineitems\customerReferences\typeCode Added PSR, IUC, IUD, AXO, PRV and PCI 4. Section 7: REGISTRATION NUMBER TYPE CODE 'NID', 'PAS' and 'EOR' enablement for country 'MU'

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AUDIENCE

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

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Reference Data Guide

1. COUNTRY OR REGION'S POSTCODE FORMAT

Postal Code Format	Country Code	Country Name
99999	DZ	ALGERIA
99999	AS	AMERICAN SAMOA
9999	AR	ARGENTINA
9999	AU	AUSTRALIA
9999	AT	AUSTRIA
999999	AZ	AZERBAIJAN
9999	BD	BANGLADESH
999999	BY	BELARUS
9999	BE	BELGIUM
99999	BA	BOSNIA AND HERZEGOVINA
99999	BR	BRAZIL
99999-999	BR	BRAZIL
AA9999	BN	BRUNEI
9999	BG	BULGARIA
99999	IC	CANARY ISLANDS, THE
999999	CN	CHINA, PEOPLES REPUBLIC
99999	HR	CROATIA
99999	CU	CUBA
9999	CY	CYPRUS
999 99	CZ	CZECH REPUBLIC, THE
9999	DK	DENMARK
99999	EE	ESTONIA
99999	FI	FINLAND
99999	FR	FRANCE
99999	GF	FRENCH GUYANA
9999	GE	GEORGIA
99999	DE	GERMANY
999 99	GR	GREECE
9999	GL	GREENLAND
99999	GP	GUADELOUPE
99999	GU	GUAM
9999	HU	HUNGARY
999	IS	ICELAND
999999	IN	INDIA
99999	ID	INDONESIA
99999	IT	ITALY
999-9999	JP	JAPAN
AA9 9AA	JE	JERSEY
999999	KZ	KAZAKHSTAN
999999	KG	KYRGYZSTAN
9999	LV	LATVIA

9999	LI	LIECHTENSTEIN
9999	AZ	AZERBAIJAN
9999	LU	LUXEMBOURG
999	MG	MADAGASCAR
99999	MY	MALAYSIA
99999	MV	MALDIVES
9999	TN	TUNISIA
99999	MH	MARSHALL ISLANDS
99999	MQ	MARTINIQUE
99999	MX	MEXICO
9999	MD	MOLDOVA, REPUBLIC OF
99999	MC	MONACO
999999	MN	MONGOLIA
99999	MA	MOROCCO
9999	NL	NETHERLANDS, THE
9999	MV	MALDIVES
9999	NO	NORWAY
99999	PK	PAKISTAN
9999	PH	PHILIPPINES, THE
99-999	PL	POLAND
99999	PR	PUERTO RICO
99999	RE	REUNION, ISLAND OF
999999	RU	RUSSIAN FEDERATION, THE
99999	MP	COMMONWEALTH NO. MARIANA ISLANDS
999999	SG	SINGAPORE
999 99	SK	SLOVAKIA
9999	SI	SLOVENIA
9999	ZA	SOUTH AFRICA
99999	XY	ST. BARTHELEMY
A999	SZ	ESWATINI
999 99	SE	SWEDEN
9999	CH	SWITZERLAND
999	TW	TAIWAN
999999	TJ	TAJIKISTAN
99999	TH	THAILAND
99999	TR	TURKEY
99999	UA	UKRAINE
99999	US	UNITED STATES OF AMERICA
999999	UZ	UZBEKISTAN
99999	VI	VIRGIN ISLANDS (US)
99999	RS	SERBIA, REPUBLIC OF
9999	MK	NORTH MACEDONIA
99999	ES	SPAIN
99999	YT	MAYOTTE
999	PG	PAPUA NEW GUINEA
99999	MN	MONGOLIA
AA999	AD	ANDORRA
9999999	IL	ISRAEL
999999	EC	ECUADOR
999	FO	FAROE ISLANDS

999999	RO	ROMANIA
99999	TW	TAIWAN
99999	LT	LITHUANIA
99999	ME	MONTENEGRO, REPUBLIC OF
99999	FM	MICRONESIA, FEDERATED STATES OF
99999	PW	PALAU
9999	NZ	NEW ZEALAND
9999	AM	ARMENIA
99999	NC	NEW CALEDONIA
99999	SM	SAN MARINO
99999	KV	KOSOVO
999999	CO	COLOMBIA
99999-9999	GU	GUAM
99999	VA	VATICAN CITY STATE
99999	KR	KOREA, REPUBLIC OF (SOUTH K.)
AA9A 9AA	GB	UNITED KINGDOM
A99 9AA	GB	UNITED KINGDOM
A9A 9AA	GB	UNITED KINGDOM
A9 9AA	GB	UNITED KINGDOM
AA9 9AA	GB	UNITED KINGDOM
AA99 9AA	GB	UNITED KINGDOM
AA99 9AA	GG	GUERNSEY
AA9 9AA	GG	GUERNSEY
99999	PF	TAHITI
999999	KH	CAMBODIA
99999999	BR	BRAZIL
AAAA 9AA	SH	SAINT HELENA
9999-999	PT	PORTUGAL
999999	TM	TURKMENISTAN
99999	LK	SRI LANKA
999999	TW	TAIWAN
99999-9999	US	UNITED STATES OF AMERICA
A9A 9A9	CA	CANADA
AA-9999	MD	MOLDOVA, REPUBLIC OF
9999 AA	NL	NETHERLANDS, THE
99999-9999	PR	PUERTO RICO
99999-9999	VI	VIRGIN ISLANDS (US)
A99 9AAA	IE	IRELAND, REPUBLIC OF
A99 99AA	IE	IRELAND, REPUBLIC OF
A99 999A	IE	IRELAND, REPUBLIC OF
A99 9999	IE	IRELAND, REPUBLIC OF
A99 A999	IE	IRELAND, REPUBLIC OF
A99 AA99	IE	IRELAND, REPUBLIC OF
A99 AAA9	IE	IRELAND, REPUBLIC OF
A99 AAAA	IE	IRELAND, REPUBLIC OF
A99 9A9A	IE	IRELAND, REPUBLIC OF
A99 A9A9	IE	IRELAND, REPUBLIC OF
A99 AA9A	IE	IRELAND, REPUBLIC OF
A99 A9AA	IE	IRELAND, REPUBLIC OF
A99 A99A	IE	IRELAND, REPUBLIC OF

A99 9AA9	IE	IRELAND, REPUBLIC OF
A9A 9AAA	IE	IRELAND, REPUBLIC OF
A9A 99AA	IE	IRELAND, REPUBLIC OF
A9A 999A	IE	IRELAND, REPUBLIC OF
A9A 9999	IE	IRELAND, REPUBLIC OF
A9A A999	IE	IRELAND, REPUBLIC OF
A9A AA99	IE	IRELAND, REPUBLIC OF
A9A AAA9	IE	IRELAND, REPUBLIC OF
A9A AAAA	IE	IRELAND, REPUBLIC OF
A9A 9A9A	IE	IRELAND, REPUBLIC OF
A9A A9A9	IE	IRELAND, REPUBLIC OF
A9A A99A	IE	IRELAND, REPUBLIC OF
A9A 9AA9	IE	IRELAND, REPUBLIC OF
A9A AA9A	IE	IRELAND, REPUBLIC OF
A9A A9AA	IE	IRELAND, REPUBLIC OF
A9A 9A99	IE	IRELAND, REPUBLIC OF
A99 99A9	IE	IRELAND, REPUBLIC OF
A99 9A99	IE	IRELAND, REPUBLIC OF
A9A 99A9	IE	IRELAND, REPUBLIC OF
99999	AD	ANDORRA

2. COUNTRY WITH NO POSTAL CODE

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

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

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

3. INCOTERM

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

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

4. GLOBAL PACKAGE TYPE CODE

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

Package Type Code	Package Type Description	External type - Measurement					
		Dimension UOM	Length	Width	Height	Weigh UOM	Weight
BB3	Bottle Box 3 containing 3 Bottles	CM	40.500	14.100	38.100	KG	5.000
4BX	Box 4	CM	33.700	32.200	18.000	KG	5.000
BB1	Bottle Box 1 containing 1 Bottle	CM	14.100	14.100	38.100	KG	1.500
2BC	Box 2 (Cube)	CM	25.600	14.100	13.900	KG	1.000
5BX	Box 5 (Jumbo Small)	CM	33.700	32.200	34.500	KG	10.000
BB2	Bottle Box 2 containing 2 Bottles	CM	27.200	14.100	38.100	KG	3.000
8BX	Box 8 (Jumbo Large)	CM	54.100	44.400	40.900	KG	25.000
TBS	Tube Small	CM	47.500	15.700	13.500	KG	2.000
TBL	Tube Large	CM	97.500	17.700	15.500	KG	5.000
2BP	Box 2 (Pizza)	CM	34.000	32.000	5.200	KG	1.500
2BX	Box 2 (Shoe)	CM	33.700	18.200	8.100	KG	1.000
BB6	Bottle Box 6 containing 6 Bottles	CM	41.000	27.700	39.000	KG	10.000
6BX	Box 6	CM	41.700	35.900	36.900	KG	15.000
7BX	Box 7	CM	48.100	40.400	38.900	KG	20.000
XPD	Express Envelope	CM	32.000	24.000	1.000	KG	0.300
1CE	Card Envelope	CM	35.000	27.500	2.000	KG	0.500
3BX	Box 3	CM	33.700	32.200	9.200	KG	2.000
CE1	Card Envelope	IN	13.800	10.820	0.400	LB	1.000

5. DANGEROUS GOODS

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

6. LANDED COST ESTIMATED RATE TYPE

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

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

7. REGISTRATION NUMBER TYPE CODE

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

		LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK	
SDT	Overseas Registered Supplier (LVG)	NZ	Shipper
SDT	AUSid GST Registration (OSR)	AU	Shipper
SDT	GB VAT (foreign) registration	GB	Shipper
SDT	VAT on E-Commerce	NO	Shipper
SDT	OVR GSTN	SG	Shipper
SDT	LVG Registration Number	MY	Shipper
SDT	Supplier Destination Tax	CL	Shipper
SSN	Social Security Number	US	All
STA	State Tax ID	US	All
STA	Brazil State Tax ID IE/RG	BR	All
TAN	Deferment Account Tax Only	All	Importer, Exporter
VAT	VAT Registration	All	All
IMS	Internal Market Scheme	GB	All
EIC	eInvoice Carrier	TW	Shipper, Payer
FTN	Foreign Tax Identification Number	MX	Receiver
CIC	Customs Identification Number	ZA	Shipper, Receiver
PEP	Peppol ID	BE,FR,DE	Shipper
FII	Foreign Importer Identifier	US	All
FSR	Food Safety Registration	MY	Receiver, Importer

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

8. BUSINESS PARTY TYPE CODE

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

9. INVOICE'S REFERENCE TYPE CODE

Listed below are allowed invoice level reference type codes:

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

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

10. INVOICE'S CUSTOMS DOCUMENT TYPE CODE

Listed below are allowed Customs document type codes:

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

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

11. LINE ITEM'S REFERENCE TYPE CODE

Listed below are allowed item level reference type codes:

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

AFK	Bonded Goods Note
AEA	Competent Authority Designated Code
PTA	Preferential Treatment Agreement
CLN	Customer Line Number
SRV	Standardized Manufacturer Product ID
MF	Non-standardized Manufacturer Product ID

12. LINE ITEM'S CUSTOMS DOCUMENT TYPE CODE

Listed below are allowed Customs document type codes:

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

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

13. OTHER CHARGE TYPE CODE

Listed below are allowed Customs document type codes:

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

14. SHIPMENT REFERENCE TYPE CODE

Listed below are allowed shipment reference type codes:

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

15. PIECE REFERENCE TYPE CODE

Listed below are allowed piece reference type codes:

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

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

16. HTTP RESPONSE STATUS CODES

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

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

17. GENERAL ERRORS

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

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

18. RATING AND PRODUCT API ERRORS

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

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

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

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

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

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

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

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

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

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

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

19. RATING AND PRODUCT API WARNINGS

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

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

20. ELECTRONIC PROOF OF DELIVERY (EPOD) API ERRORS

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

Error Code	Error Message
100000	Service operation execution finished successfully

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

21. CREATE SHIPMENT API ERRORS

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

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

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

7070	Invalid typeCode #/content/customerDetails/{0}/typeCode: {1} is not a valid value, please update and try again.
7071	Invalid typeCode #/content/exportDeclaration/customsDocuments/{0}/typeCode: {1} is not a valid value, please update and try again.
7072	Invalid exportReasonType #/content/exportDeclaration/exportReasonType: {0} is not a valid value, please update and try again. Invalid exportReasonType #/content/exportDeclaration/lineItems/{0}/exportReasonType: {1} is not a valid value, please update and try again.
7073	Duplicate values found in #/content/exportDeclaration/invoice/customerReferences/0/typeCode, please update and try again
7074	Invalid typeCode #/content/exportDeclaration/invoice/customerReferences/{0}/typeCode: {1} is not a valid value, please update and try again.
7075	Duplicate values found in #/content/exportDeclaration/additionalCharges/0/typeCode, please update and try again.
7076	Invalid typeCode #/content/exportDeclaration/additionalCharges/{0}/typeCode: {1} is not a valid value, please update and try again.
7077	Duplicate values found in #/content/exportDeclaration/lineItems/0/customerReferences/0/typeCode, please update and try again.
7078	Invalid typeCode #/content/exportDeclaration/lineItems/{0}/customerReferences/{1}/typeCode: {2} is not a valid value, please update and try again.
7079	Invalid typeCode #/content/exportDeclaration/lineItems/{0}/customsDocuments/{1}/typeCode: {2} is not a valid value, please update and try again.
7080	Missing required field PlaceOfIncoterm #/content/exportDeclaration/placeOfIncoterm, please update and try again.
7082	Missing required field typeCode #/content/exportDeclaration/additionalCharges/0/typeCode, please update and try again.
7083	Element isRequested value "N" for typeCode value "label" is only valid for Label-Free Shipment
7084	If using Label-Free template, please ensure to provide the DHL Express Label-Free Service code and Advance Shipment Service Code under #/valueAddedServices/0/serviceCode
7085	For the feature "{0}" as LID, please ensure to provide the DHL Express Label-Free Service code under #/content/packages/0/customerReferences/0/typeCode
7086	#/content/packages/0/customerReferences/0/value is not well formatted. (Expected Sample Format : 'DHL0123456789123YY')
7087	You are not authorized to prepare Label-Free shipment. Please contact your DHL account manager.
7092	If using label template for LBBX, the Parent Shipment\u0027s IdentificationNumber field is required: #/identifiers/0/value where #/identifiers/0/typeCode=\u0027parentId\u0027. Please update the request and retry.
7093	You are not authorized to prepare shipment with feature #/valueAddedServices/0/serviceCode = "PM". Please contact your DHL account manager.
7094	ExportDeclaration cannot be provided with feature Service Type = 'PM'. Please check the request and retry.
7095	ShipmentReference with ShipmentReferenceType = 'CU' is required for feature Service Type = 'PM'. Please check the request and retry.
7096	The provided Shipment Identification Number is invalid. Please check the request message and retry.
7097	Exceeded the maximum invoices allowed for a single shipment. Please check the request message and retry.

7098	Duplicate values found in <xpath>/InvoiceNumber. Please check the request message and retry.
7099	Missing the Shipper Reference in #/content/exportDeclaration/0/invoice/customerReferences/0/value with typeCode = 'CU' in request. Please check the request message and retry.
7100	Invalid value of country code in <xpath>. Please check the request message and retry.
7101	Invalid value NumberTypeCode <xpath>. Please update and try again.
7104	Duplicate values found in #/content/exportDeclaration/0/invoice/customerReferences/0/typeCode, please update and try again
7107	Duplicate values found in #/content/exportDeclaration/0/additionalCharges/0/typeCode, please update and try again.
7114	Missing line item Net weight or Gross Weight at <xpath>, please update the request and try again.
7115	UploadCINData is not allowed for your username. Please contact your DHL sales representative.
7116	Duplicate values found in #/customerDetails/{0}/registrationNumbers/typeCode.
7118	Provided Piece Identification Number Data Identifier is invalid. Please check the request message and retry.
7119	Invalid incoterm #/content/incoterm: {0} is not a valid value, please update and try again.
7120	Required either #/outputImageProperties/imageOptions where typeCode=invoice or provide #/documentImages
7121	#/content/exportDeclaration is mandatory when provided product is dutiable, please update and try again.
7122	#/outputImageProperties/imageOptions/0/templateName where typeCode=invoice is not a valid value
7123	You are not authorized to prepare shipment with serviceCode of {0}. Please contact your DHL account manager.
7124	Not authorized to bypass PLT Validation. Please contact your DHL Express representative.
7125	Domestic shipment for Mexico is not allowed for your username. Please contact your DHL sales representative.
7126	COMMERCIAL_INVOICE_P_10 or COMMERCIAL_INVOICE_L_10 must be used as the Commercial Invoice Template #/outputImageProperties/imageOptions/0/templateName where typeCode=invoice for Import Customs Duties or Import Taxes to be shown in the Commercial Invoice.
7127	Invalid value of country code in {role}. Please check the request message and retry.
7128	Invalid value found in #/customerDetails/{0}/registrationNumbers{0}/issuerCountryCode.
7129	Country code in #/content/exportDeclaration/lineItems/{0}/manufacturerCountry: {1} is not a valid value, please update and try again.
7132	The dangerous goods custom description(s) has exceeded the combined value of 1000 characters.
7133	COMMERCIAL_INVOICE_P_10 or COMMERCIAL_INVOICE_L_10 must be used as the Commercial Invoice Template #/outputImageProperties/imageOptions/{0}/templateName where typeCode=invoice for Import Customs Duties or Import Taxes to be shown in the Commercial Invoice.
7136	Duplicate values found in #/content/exportDeclaration/lineItems/number, please update and try again.
7139	Request message must contain content/declaredValueCurrency for declarable shipments.
7140	Request message must contain content/incoterm for declarable shipments.
7141	Request message must contain all precalculated value fields.
7142	Shipment data validation has failed, please contact customer support, or try again later.
7143	Shipment description must contain at least 3 characters. Please update #/content/content/description field value and try again.

7144	Export line item description must contain at least 3 characters. Please update #/content/exportdeclaration/lineitems/{0}/description field value and try again.
7145	#/content/declaredValueCurrency is required if #/content/exportDeclaration or #/content/declaredValue is provided.
7146	Field ShipmentRequest/RequestedShipment/ShipmentInfo/DocumentImages/DocumentImage/DocumentImage or ShipmentRequest/RequestedShipment/ShipmentInfo/LabelOptions/RequestDHLCustomsInvoice is mandatory when ServiceType is set as PJ.
7147	The shipment description #/content/description <GSS-$.ShpPcdDetailsMsg.Bd.Shp[0].DatElGrp[n].DatEl.Val.$>. Please update the shipment description and retry.
7148	#/outputImageProperties/imageOptions/{0}/templateName where typeCode=shipmentReceipt is not a valid value.
7149	#/outputImageProperties/imageOptions/{0}/typeCode=receipt and #/outputImageProperties/imageOptions/{1}/typeCode=shipmentReceipt cannot both have isRequested=true set. Please check the request and try again.
7150	Invalid value combination of languageCode, languageCountryCode and languageScriptCode provided in #/outputImageProperties/imageOptions/ where typeCode = 'shipmentReceipt' provided, please update and try again.
7151	#/outputImageProperties/splitDocumentsByPages=true required when #/getAdditionalInformation/typeCode='linkLabelsByPieces' is provided with isRequested=true. Please check the request and try again.
7152	#/outImageProperties/allDocumentsInOneImage option is not allowed when #/getAdditionalInformation/typeCode=linkLabelsByPieces is provided with isRequested=true. Please check the request and try again.
7153	#/content/packages/referenceNumber must be provided for all packages. Please check the request and try again.
7154	Duplicate values found in #/content/packages/referenceNumber, please update and try again.
7156	Line Item Description contains invalid characters. Characters which are not allowed are {0}. Please remove any invalid characters and try again.
7157	You are not authorized to prepare shipment with feature Service Type = '{0}'. Please contact your DHL account manager.
7160	Either #/content/packages/{0}/typeCode or #/content/packages/{0}/dimensions must be provided. Please update and try again.
7162	Missing Net Weight or Gross Weight in #/content/exportDeclaration/lineItems/{0}, please update the request and try again.
7171	#/encryption and #/encryptedDocumentImages field values are required for PII document image upload. Please update and try again.
7172	Upload PII document image is not allowed for your username. Please contact your DHL Express representative
7173	The provided #/encryption/keyId is invalid. Please update and try again.
7174	The provided #/encryption/keyId is no longer active or has expired. Please contact your DHL Express representative.
7175	The provided #/encryption/algorithm does not match the configured value for the provided keyId. Please contact your DHL Express representative.
7176	The provided #/encryption/symmetricKey is invalid. Please update and try again.
7177	The provided #/encryptedDocumentImages/{n}/initializationVector is invalid. Please update and try again.
7178	The provided #/encryptedDocumentImages/{n}/content was encrypted incorrectly. Please update and try again.

7179	Encrypted document image data #/encryptedDocumentImages/{n}/content failed in validation due to wrong data. Please update and try again.
7180	Encrypted document image data #/encryptedDocumentImages/{n}/content cannot exceed '<configure>MB'. Please check the Document image size and retry.
7181	The provided #/encryptedDocumentImages/{n}/content does not match the specified #/encryptedDocumentImages/{n}/imageFormat provided. Please update and try again.
7182	The provided {role} address does not meet the minimum validation requirements. Please review and resubmit with a corrected address.
7021	Invalid typeCode #/content/packages/{n}/customerReferences/{m}/typeCode: {x} is not a valid value, please update and try again.
7183	bypassLabelfreeError is not applicable in combination with parameter bypassPLTError. Please check the request message and retry.
7184	Parameter bypassLabelfreeError is not allowed for your username. Please contact your DHL Express representative.
7186	Invalid combination of exportDeclaration and exportDeclarations in request. Please check the request message and retry.
7187	Exceeded the maximum export declarations allowed for a single shipment. Please check the request message and retry.
7188	Duplicate invoice numbers found in request. Please check the request message and retry.
7189	Invalid format of {export/import} commodity code provided - #/content/exportDeclarations/[n]/lineItems/{n}/commodityCodes/{n}/value. Please update and try again
7190	Invalid format of Invoice Date provided - #/content/exportDeclarations/[n]/invoice/date. Please update and try again.
7981	Provided bypassLabelfreeError is ignored. Please provide service code value as PZ to bypass Labelfree lane validation.
7980	The Labelfree service code provided in the request is not applicable for the requested transaction and was ignored during processing.
7982	Account specific functionality cannot be used - account specific pickup cutoff time is invalid
7983	Account specific functionality cannot be used - account specific pickup cutoff time is before pickup window start
7984	Account specific functionality cannot be used - <word shipper and/or payer specified separated by ","> account duplicated
8003	Account not allowed for this service. Please contact your DHL Express representative.
8003	Account not allowed for this service. Please contact your DHL Express representative.
8007	The Shipper Account is invalid.
8032	Not authorized to use this service. Please contact your DHL Express representative.
8035	Product code provided not matching the account's network type code. Please update and try again.
8036	Product code is not allowed for account number's network type code.
8037	The provided billing term is not allowed to be used for this shipment. Please provide another valid billing term.
8038	The Billing Account is invalid. Account Purpose DUT is not allowed to be used as Freight Payer account for the shipment booking. Pls provide another valid account.
20001	Neither local nor Network Product Code is present.
20002	Origin country code is absent.
20003	Origin service area code is absent.
20004	Destination country code is absent.
20017	Neither destination postcode nor destination code is present.
30001	Maximum length of local specific code exceeded.
30002	Invalid postcode format.
40001	Product short name is not found.

40002	Product content code is not found.
40004	Destination code is not found
50003	More than one destination service area codes are found.
90001	Unclassified error.
90002	Invalid XML.
90003	Error while accessing the cache.
99999	GLS servers are not reachable.
100002	The Dangerous Goods Content ID requested is invalid. Please update and try again
100002	The Dry Ice Net Weight is missing in the request for the Dangerous Goods Content ID: 901. Please update and try again.
100002	The UN code is missing in the request for the Dangerous Goods Content ID: E01. Please update and try again
340001	The origin country code could not be found. Please check the country code.
340002	The destination country code could not be found. Please check the country code.
340003	The payment country code could not be found.
340004	The location information is missing. At least one attribute post code, city name or suburb name should be provided
340005	The pickup date is missing. The pickup date is a mandatory field.
340006	The ready time is missing. This is a mandatory parameter.
340007	The commodity code could not be found, please check the commodity code.
340008	The piece weight is missing. This is mandatory information.
340009	The number of pieces is missing.
340010	The total shipment volume is missing.
340011	The maximum piece weight is missing.
340012	The maximum piece height is missing.
340013	The maximum piece length is missing.
340014	The maximum piece width/diameter is missing.
340015	The declared value is missing.
340016	The piece type is invalid.
340017	The unit of weight is missing.
340018	The declared value cannot exceed the limit set for the country.
340019	Unknown unit of measure for weight.
340020	Unknown unit of measure for dimensions.
340021	The currency is missing.
340022	The maximum piece weight is greater than the total shipment weight.
340023	Unknown currency symbol.
340024	The global or local product code(s) missing.
340025	The global or local service code(s) missing.
340026	Invalid combination of units of weight and dimension.
340027	Invalid product service combination.
340028	The unit of measure is missing.
340029	UOM should be same for all dimensions
340030	Unknown Generic Criteria code
340031	The format of the dimensions is not correct. Please check the dimensions format.
340032	The format of the weight is not correct. Please check the weight format.
340033	Invalid ready time format
340035	The unit of dimension is missing

340036	Outbound departure date should have format YYYY-MM-DD
340038	VLDPICKUP = N set in the request then Facility Departure Date should be part of request
340039	VLDPICKUP = Y set in the request then Facility Departure Date should NOT be part of request
340040	The only allowed operators are 'eq'- equal, 'ge' - greater than or equal, 'gt' - greater than
340041	Generic criterion OSINFO cannot be used if request contains required service(s)
400201	Failure during booking
400202	Missing field(s)",
400203	Error occurred while creating GNS521 file
400204	Error while uploading manifest file to FTP server
400205	Error while transforming result to XML
410101	The shipment weight exceeds max
410102	The shipment height exceeds max
410103	The shipment length exceeds max
410104	The shipment width/diameter exceeds max
410105	The requested product(s) not available
410106	The piece weight exceeds max
410107	The piece height exceeds max
410108	The piece length exceeds max
410109	The piece width/diameter exceeds max
410110	The shipment weight exceeds min
410111	The shipment height exceeds min
410112	The shipment length is not within the restrictions
410113	The shipment width/diameter under min
410114	The min piece dimension not reached
410115	The mid piece dimension not reached
410116	The max piece dimension not reached
410117	The minimum piece weight not met
410118	Number of pieces exceeded
410119	The min shipment dimension not reached
410120	The mid shipment dimension not reached
410121	The max shipment dimension not reached
410122	The minimum shipment weight not met
410123	The max shipment declared value exceeded
410124	Geographical market rule applied
410125	Minimal inbound currency value not met
410126	Maximum inbound currency value exceeded
410127	Minimum number of pieces not met
410128	Minimal outbound currency value not met
410129	Maximum outbound currency value exceeds
410130	Minimal number of pallet not met
410131	Maximum number of pallet exceeds
410132	Minimal pallet weight not met
410133	Maximum pallet weight exceeds
410134	The max(length; width; height) piece exceeds max
410135	Requested product(s) not available at origin <list of products global/local separated by ", ">

410136	Requested product(s) not available at destination <list of products global/local separated by ", ">
410137	Product filtered out on delivery side because actual delivery time configured in TTS is greater than marketed delivery time configured in GREF <list of products separated by ", ">
410138	Requested product(s) not available at payer <list of products global/local separated by ", ">
410139	Requested product(s) available only with contractual agreement <list of products global/local separated by ", ">
410140	Requested product(s) not available in required network <list of products global/local separated by ", ">
410145	Requested product(s) not available with requested service(s) – followed by list of couples "products global/local code – service code" separated by ", "
410146	Requested services cannot be used together <followed by list of couples "service code – service code" separated by ", ">
410147	Requested service XX requires also usage of one of following services < the XX will be replaced by Dependent service (service code) followed by list of Required services (service codes) separated by ", ">
410201	Pick-up service is not provided on this day.
410202	The pickup date is outside of sliding window: dateFrom-dateTo
410203	Ready time is outside of pickup window
410301	Product not available between this origin and destination (network segment).
410302	Temporary network target change
410303	Avaliable products removed by Marketed filtering
410304	No products available
410501	Shipper postal address not recognized
410502	Shipper postal address not recognized
410503	Shipper postal address not recognized
410504	Shipper postal address not recognized
410505	Shipper postal address not recognized
410506	Shipper postal address not recognized
410507	Shipper postal address not recognized
410508	Shipper postal address not recognized
410509	Receiver postal address not recognized
410510	Receiver postal address not recognized
410511	Receiver postal address not recognized
410512	Receiver postal address not recognized
410513	Receiver postal address not recognized
410514	Receiver postal address not recognized
410515	Receiver postal address not recognized
7060	The origin facility is suspended
7047	The destination facility is suspended
410928	Booking adapter error response failure PU009a, 'Pickup NOT scheduled. There is no weekend pickup service at the location.
410928	Booking adapter error response failure PU003, Routing Service could not determine Origin Service Area. No pickup scheduled
410928	Booking adapter error response failure PU004, Account number or account type is some type of external billing account. Pickup Service requires a domestically billed shipper account. No pickup scheduled
410928	Booking adapter error response failure PU005, Account number is not found in IBS records. No pickup scheduled

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

22. CREATE SHIPMENT API WARNINGS

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

Warning Code	Warning Message
7978	Provided export declaration data is ignored for shipment requests with PM service code.
7986	Provided BypassPLTError is ignored. Your username is setup for no products and services validation.
7986	Shipment description(s) not validated.
7987	Provided BypassPLTError is ignored. Please provide ServiceType value as WY to bypass PLT lane validation.
7988	Please note on printing the hardcopy of all the shipment paperwork and affix it to the package.
7988	Please note on printing the hardcopy of all the shipment paperwork and affix it to the package.
7989	Provided Piece Identification Number Data Identifier is ignored. Please provide UseOwnPieceIdentificationNumber value as Y to use own piece identification number.
7990	Rendered commercial invoice PDF can only print certain number of shipping roles and addresses.
7991	Rate Request service failure. No charges returned in response message.

7992	State or Province code has been replaced to valid GREF State or Provicen Code.
7993	No Estimated Delivery Date details returned in response message.
7994	Transliteration texts is not supported for the requested Shipper's Country Code.
7995	No charges returned in response message.
7996	Shipment's destination country is not On Demand Delivery deployed country.
7997	Shipment Waybill Number, Origin Service Area Code, Destination Service Area Code or Shipper Account Number value is not available in request message. Please re-check.
7998	Account not white-listed for this On Demand Delivery service. Please contact your DHL account manager.
7999	Incorrect ODD request type is provided. Please re-check the generic type.

23. UPLOAD IMAGE API ERRORS

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

Error Code	Error Message
998	The account number is not found or invalid. Please check the account number and retry.
8003	Account not allowed for this service. Please contact your DHL Express representative.
7003	Document image data 'DocumentImages/DocumentImage' or 'PaperlessTradeImages' failed in validation due to wrong data. Please provide valid image instead of text data.
7015	DocumentImages cannot be provided with Packages (piece details) in request message. Please check the request message and retry.
7018	Image Upload is not supported for non-PLT shipment
7025	Document image data 'DocumentImages/DocumentImage' cannot exceed "{0}". Please check the Document image size and retry.
7031	Image upload is not possible for this shipment at this point.
7033	Packages section is required to be provided in request message to perform shipment consolidation. Please check the request message and retry.
7032	#/encyrption and #/encryptedDocumentImages field values are required for PII document image upload. Please update and try again.
8032	Not authorized to use this service. Please contact your DHL Express representative.
410104	Invalid combination of shipment parameters in the request, please update and try again."

24. UPLOAD INVOICE DATA API ERRORS

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

Error Code	Error Message
7096	The provided Shipment Identification Number is invalid. Please check the request message and retry.
7097	Exceeded the maximum invoices allowed for a single shipment. Please check the request message and retry.
7098	Duplicate values found in #/content/exportDeclaration/${indexValue}/invoice/number. Please check the request message and retry.

7099	Missing the Account Number and Shipper Reference in #/content/exportDeclaration/${indexValue}/invoice/customerReferences/0/value with typeCode = 'CU' in request. Please check the request message and retry.
7100	The #/customerDetails/{0}/postalAddress/countryCode value provided is invalid.
7104	Duplicate values found in #/content/exportDeclaration/{0}/invoice/customerReferences/{1}/typeCode, please update and try again.
7107	Duplicate values found in #/content/exportDeclaration/{0}/additionalCharges/{1}/typeCode, please update and try again.
7111	Duplicate values found in #/content/exportDeclaration/{0}/lineItems/{1}/customerReferences/{2}/typeCode, please update and try again.
7114	Missing Net Weight or Gross Weight in #/content/exportDeclaration/{0}/lineItems/{1}/weight, please update the request and try again.
7115	UploadInvoiceData is not allowed for your username. Please contact your DHL sales representative.
7117	Duplicate values found in #/customerDetails/{0}Details/registrationNumbers/typeCode.
7130	The #/customerDetails/{0}/registrationNumbers/{1}/issuerCountryCode value provided is invalid.
7131	The #/content/exportDeclaration/[{0}]/lineItems/[{1}]/manufacturerCountry value provided is invalid
7133	COMMERCIAL_INVOICE_P_10 or COMMERCIAL_INVOICE_L_10 must be used as the Commercial Invoice Template UploadInvoiceDataRequest/InvoiceData/ShipmentInfo/OutputImageOptions/CustomsInvoiceTemplate for Import Customs Duties or Import Taxes to be shown in the Commercial Invoice.
7135	Child nodes exceed limit --- UploadInvoiceDataRequest/InvoiceData/ExportDeclarations/ExportDeclaration[{0}]/InvoiceReferences/InvoiceReference, please update and try again.
7137	Duplicate values found in #/content/exportDeclaration/lineItems/number, please update and try again
7141	Request message must contain all precalculated value fields.
8007	ERROR: The Shipper Account is invalid. Please use a valid Shipper account and retry.

25. GET IMAGE API ERRORS

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

Error Code	Error Message
1501	The provided Shipment Identification Number is invalid. Please check the request message and retry.
1502	Number of typeCode parameters exceeded maximum limit. Please update and try again.
1504	No document images found for the provided search criteria.
1505	Unable to query document due to shipment data not found.
1506	encodingFormat TIFF is not applicable in combination with allInOnePDF = true. Please check the request message and retry.
1507	The provided DocumentTypeName[n] is invalid. Please check the request message and retry

1508	Incomplete parameters to retrieve Customs Entry. Please contact your DHL Express representative
1509	The provided DocumentTypeName is not allowed for this user. Please contact your DHL Express representative.
1510	The account number is with opening account date mismatch with requested date range. Please contact your DHL Express representative.
1511	Either Shipper Account Number or Payer Account Number must be provided. Please update and try again.
8001	The account number is not found or invalid. Please check the account number and retry.
8003	Account not allowed for this service. Please contact your DHL Express representative.
8032	Not authorized to use this service. Please contact your DHL Express representative.

26. TRACKING API ERRORS

The following table contains the possible errors for Tracking APIs.

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

27. PICKUP API ERRORS

The following table contains the possible errors for Pickup APIs.

Error Code	Error Message
5001	The pickup request is past the booking cutoff time for the pickup location (this includes taking the time zone into consideration if applicable).
5002	The Pickup time window for a collection to take place is too small (Pickup Location close time – PickupTimestamp).
5003	The Pickup time window overlap is too small. Please ensure that the overlap between your provided request and the courier pickup window has the minimum required Pickup Time window overlap.
5004	The pickup request must be at least {X hrs} before the provided PickupLocationClose time.
5005	The next earliest available pickup is [YYYY-MM-DD] between [HH:MM] to [HH:MM] and pickup requests must be booked latest [DD Month YYYY, by HH:MM] (origin time). Please widen your requested time frame.
5005	Bookings for this location must be created before DD Month YYYY, by HH:MM (origin time).
5006	Pickup is not allowed for this shipment date. Please update and re-try again.
5007	Recipient address is required for remote booking request. Please provide the Recipient section and retry.

5008	UnitOfMeasurement is required for booking request. Please provide the UnitOfMeasurement and retry.
5010	Pickup/Contact/CompanyName is required for booking request. Please provide the CompanyName and retry.
5012	Recipient/Contact/CompanyName is required for booking request. Please provide the CompanyName and retry.
5013	At least one piece details is required for booking request. Please provide the Packages section and retry.
5018	Account number must be provided to the booking request.
5019	The shipment date cannot be in the past. Please check the shipment date and retry.
5020	The shipment date cannot be more than 10 days in future. Please check the shipment date and retry.
5021	Pickup Location Close Time is not well formatted.(Expected Sample Format : '17:10')
5022	Pickup Time Stamp is not well formatted.(Expected Sample Format : '2010-02-11T17:10:09 GMT+01:00')
5023	The Pickup Location Close Time cannot be earlier than Shipment Time. Please check the request and retry.
5024	For Remote Booking, Shipper/Pickup Country Code must be different from Booking Requestor Country Code. Please check the request message and retry.
5555	Update of booking was not successful. Requested Pickup was not found.
5556	The Original Shipper Account Number must match with the Shipper Account Number used previously to create/update successful pickup request. Please check the Original Shipper Account Number and retry.
5557	The Original Shipper Account Number element is mandatory. Please provide the updatePickupRequest/OriginalShipperAccountNumber and retry.
8003	Account not allowed for this service. Please contact your DHL Express representative.
8003	Account not allowed for this service. Please contact your DHL Express representative.
8032	Not authorized to use this service. Please contact your DHL Express representative.
8032	Not authorized to use this service. Please contact your DHL Express representative.
201003	The input message has missing Account Number
201004	The input message has missing Pickup Country
201009	The input message has missing Pickup Route
201019	The input message has missing GMT offset
201045	The input message has missing Pickup Date
201049	The input message has missing company name
201050	The input message has missing Telephone
201055	The input message has missing application name
201056	The input message has missing pickup service area
201067	The input message has missing address
201071	The input message has missing ready time
201110	The input message has missing delivery address
201111	The input message has missing delivery telephone number
201112	The input message has missing delivery company name
201113	The input message has missing delivery contact person name
201114	The input message has missing delivery country code
201115	The input message has missing destination Service Area
201118	The input message has missing default payment type
201200	Either pickup route or sector should be present
201204	The input message has missing close time

201206	The input message has missing payer account number
201210	The input message has missing requestor address
201211	The input message has missing requestor city
201212	The input message has missing requestor company name
201213	The input message has missing requestor contact person name
201216	The input message has missing requestor telephone number
201217	The input message has missing booking event state code
201218	The input message has missing Payer (Billing) Country
202003	The input message has invalid Account Number
202004	The input message has invalid Pickup Country
202007	The input message has invalid Account Sequence
202009	The input message has invalid Pickup Route
202012	The input message has invalid Service Area
202019	The input message has invalid GMT Offset
202023	The input message has invalid local product code
202024	The input message has invalid Dest Service Area
202025	The input message has invalid Dest Facility
202044	The input message has invalid Number Of Pieces
202048	The input message has invalid Facility
202062	There are not enough characters in Contact Person
202064	The input message has invalid Pickup Type
202067	The input message has invalid City
202072	The input message has invalid Default Pay Type
202073	The input message has invalid Payer (Billing) Country
202110	Close Time must be later than ready time
202113	Phone Number Length below Minimum Supported Length
202114	Pickup date is a holiday for country XX
202115	Ready time cannot be greater than close time
202118	The input message has invalid piece type
202121	The input message has invalid weight/length unit
202122	The difference between ready time and close time must be at least XX minutes
202123	Account payment is not allowed for stopped credit customer
202124	Remote Booking can only be made by IMP Account
202128	The Pickup date is earlier than the current date
202129	The input message has invalid delivery country code
202131	Account payment is not allowed for cut credit customer
202132	Account payment is not allowed for cash customer
202137	Total shipments value exceeded 99999999.999
202140	Remote Booking is not supported by this interface, please contact CS Advisor
202141	Invalid payer account number
202401	No billing address found
202405	No pickup address found

28. IDENTIFIER API ERRORS

The following table contains the possible errors for Identifier API.

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

29. ADDRESS API ERRORS

The following table contains the possible errors for Address API.

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

30. ADDRESS API WARNINGS

The following table contains the possible warnings for Address API.

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

31. REFRENCE DATA API ERRORS

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

Error Code	Error Message
5025	Parameters not having correct format: datasetName (valid parameters for datasetName are [value from configuration list])
5026	Parameters not having correct format: filterByAttribute is invalid for datasetName [value of provided datasetName] (valid parameters for datasetName are [value from configuration list])

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

32. ADD PIECE API ERRORS

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

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

7170	Add Piece API is not allowed for your username. Please contact your DHL Express representative.
7021	Invalid typeCode #/content/packages/{n}/customerReferences/{m}/typeCode: {x} is not a valid value, please update and try again.