



**DPD Belux  
Shipper Webservice  
API Developer  
Guidelines**

# DPD Shipper Webservice API

## Important developer guidelines



*DPD Shipper Webservice* is an API service provided by *DPD Belux* (referred to below as "*DPD*"). The service is available via the internet and is only available to customers of *DPD Belux*. Credentials are needed to access the service. Just like any other internet-based application, maintaining its stability in performance is very important. In order to do so, certain key rules must be followed. The following guidelines explain these important rules when using the DPD Shipper Webservice and serve as a quick overview. **Failure to adhere to these guidelines will trigger DPD issued warnings and may even result in an application ban.** These guidelines do not replace the existing terms of use.

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## General information

### Each application must be able to differentiate between Live and Stage environment

- The **Stage environment** must be used for **development** and **testing** purposes only.
- The **Live environment** must be used for **production** purposes only.

Each application implementing the DPD Shipper Webservice must be able to switch between both environments. The environments are distinguished by their base URL:

<b>Stage:</b>	https://shipperadmintest.dpd.be/PublicApi/...	<b><i>development and testing</i></b>
<b>Live:</b>	https://wsshipper.dpd.be/soap/...	<b><i>production</i></b>



### Stage and prod environments use different API credentials

Hence a different username password combination applies.

### Different availabilities for SOAP on Stage and Live

	Stage	Live
Login service	✓	✓
Shipment service	✓	✓
Parcel life cycle service	X	✓
Parcelshop finder service	✓	✓
End of Day service	X	✓

### Different endpoints

Please visit our development portal to obtain all available endpoints, last update as well as specifications.

- <https://doc.dpd.be/shipper-webservice>
- <https://doc.dpd.be/WSDL>

The website provides up-to-date documentation and code examples.

### There is no fixed lifetime for any service endpoint

DPD did not determine a fixed interval or a specific lifetime for any of the services provided by DPD Shipper Webservice. However, due to technical changes, new product developments, bug fixing as well as enhanced performance it is possible that DPD will release a new service endpoint version. DPD reserves the right to phase out older service versions. The end of life of each service will be announced in due time, per service. Adjustments to a new service endpoint version will be mandatory and can result in additional changes and development effort for a user.

## Login service

### Generating only one authentication token per day

To protect each account and password, an authentication token must be generated via the *login service*. This token is used in all following API calls. Each token is valid for one business day CET / CEST and **must be cached**.

- Calling the *login service* more than 10 times a day is prohibited.
- Calling the *login service* in combination with each *shipment service*, *parcel life cycle service* or *parcelshop finder service* is specifically prohibited.

#### Exception:

Once the **authentication has expired**, every DPD Shipper Webservice service will provide a corresponding **errorCode**:

- LOGIN\_5 The authentication token is invalid
- LOGIN\_6 Your session has expired

If these errorCodes are received by any of the DPD Shipper Webservice services, it is **mandatory** to make a **login service call** and cache a **new authentication token**.

### The process of calling the login service may be automated

Every token will become invalid 24 hours after it has been generated. A good time to call the login service and generate a new authentication token is 24 hours and a few seconds after the first request was made. The next login service call can take place 24 hours+ later.

## Shipment service


### All shipment service API calls must be done in a sequential manner



Only a single API request at a time is permitted. Only when the service has responded to the initial API call, a new API call can be sent.



- Sending multiple shipment service calls at the same time is prohibited.

 When using more than one IP address, e.g. a load balancing cluster, please ensure no API calls are being sent simultaneously.

Failure to do so can cause an application ban.

The limit for each account is 30 shipment service calls per minute

# DPD Shipper Webservice API

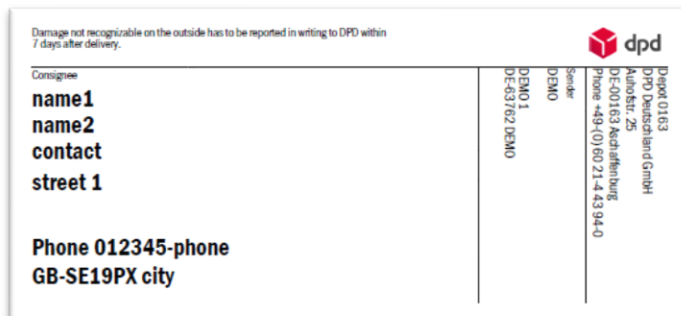
## Important developer guidelines



Generating one shipping label takes on average about **1 second** per label. Working in a safe sequential manner, including a buffer of 100% therefore gives a limit of **30 shipping labels per minute** or 1,800 per hour. Exceeding this limit may cause a warning and even result in an application ban.

### Correct address labelling is key for successful delivery

The shipment service provides the following address fields which are being printed on the shipping label:



- name1
- name2
- contact
- street
- houseNo
- phone
- country
- zipCode
- city

## Parcelshop finder service



During the checkout an up-to-date list of available DPD Pickup parcelshops must be requested

This service is mandatory for shipments which are being shipped directly to a DPD Pickup parcelshop. The service is designed for e-commerce businesses and must be implemented into the checkout process.

Each API call must at least contain the following details:

- address or coordinates
- limit = 10
- availabilityDate in YYYY-MM-DD
- hideClosed = true
- searchCountry = 2 digit ISO code

```
...
<findParcelShops>
  <country>..</country>
  <zipCode>.....</zipCode>
  <city>.....</city>
  <street>.....</street>
  <houseNo>..</houseNo>
  <limit>10</limit>
  <availabilityDate>YYYY-MM-DD</availabilityDate>
  <hideClosed>true</hideClosed>
  <searchCountry>..</searchCountry>
</findParcelShops>
...
```

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## Important developer guidelines



Every response will contain multiple DPD Pickup parcelshops nearby. Each parcelshop is identified via a unique ID, the so-called **parcelshop id**. Also, the shop address as well as geographical coordinates (latitude and longitude) are provided. These coordinates can be used for an additional maps service integration. A maps service integration must take place separately.



**It is important to store the ID including the full address with each client order**

 The parcelshop ID and address which has been stored with each order must later be used to create the corresponding DPD shipping label. You must save the DPD parcelshop data which has been accessed only for the length of time required for the processing of the order and not connect such data with the data of other shipments.

**As a prerequisite for the use of the DPD Shipper Webservice, you are not allowed to create any automated queries using programs, scripts, robots or similar tools or to build or use any tool aimed at extracting or collecting large volumes of data.**

## Parcel life cycle service

**Simplified tracking events to be used for on-demand track and trace purpose only**

This service is designed for real-time tracking applications which need **on-demand** track and trace information. Each tracking request must be executed by a real user, a customer or a customer service employee. The service will provide the current tracking status of each parcel requested.

 A valid tracking number exists of exactly 14 numeric digits

**The parcel life cycle service must not be used for mass processing or bulk requests in any way**



**As a prerequisite for the use of the DPD Shipper Webservice, you are not allowed to create any automated queries using programs, scripts, robots or similar tools or to build or use any tool aimed at extracting or collecting large volumes of data.**

**In need of more detailed tracking information? Want to keep track of your entire shipping volume?**

**Our EDI file exchange is your best option for mass tracking, including a high level of transparency with all available track and trace details. For more information, please contact us and we will provide you with the documentation of STATUSDATA.**

## API call limit

The maximum possible API call limit for each service is

	per minute	per hour	per day (standard)	per day (extended)
Login service	-	-	max. 10	max. 10
Shipment service	30	1,800	max. 8,000	max. 15,000
Parcelshop finder service	20	800	max. 2,000	max. 4,000
Parcel life cycle service	60	2,000	max. 12,000	max. 20,000
End of Day service	N/A	N/A	max. 10	max. 10



**These limits must be adhered to**, failing to do so can cause a ban from the system.

Separate **approval is required** for the **extended** API limits. Obtaining such an approval is a manual process and you must contact **DPD Customer IT** to apply for extended API usage. Please find the contact details below.

## Rate limiting

**By the end of 2020, rate limiting will apply to all services and environments**

An ongoing development will check the number of calls against sliding time windows. An excess in number of calls will result in a temporary suspension. This limitation will be implemented at account and IP level. We will notify you when this extra safety measure will go live.

## Additional information

**Current specifications, endpoints, URLs can be found within our development portal**

- <https://doc.dpd.be/shipper-webservice>

The website provides up-to-date documentation and code examples.

**Each development using the DPD Shipper Webservice service must be validated and approved by DPD**

This validation is mandatory to get started with the DPD Shipper Webservice service.

In order to gain access to the production environment, the correct handling, the implemented services themselves as well as products must first be tested and validated.

**Contacting the DPD Customer IT team for further information**

A team of specialists will assist your API integration to ensure an easy, flawless and quick start of your project. Contact us at [it.cs@dpd.be](mailto:it.cs@dpd.be) or call us at: +32 (0)15 406086