



# DOMESTIC SELF-LABEL

## DEVELOPERS GUIDE

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# INTRODUCTION

For customers who wish to label their own parcels from within their own IT systems and then deliver them through the DHL eCommerce UK network, there are several important IT requirements to take into consideration.

Labels attached to the parcels being despatched must contain a DHL eCommerce UK barcode, sortation information and other Shipment details necessary to route through the DHL eCommerce UK network and onto delivery. The sortation information to be printed is sourced from the DHL eCommerce UK supplied postcode file. (postcode.dat)

At the end of each day (or intervals through the day) DHL eCommerce UK will need a manifest data file containing details of the shipments being dispatched. This is sent via SFTP. The agreed format of the manifest data file is detailed further on in this document. The records in the file contain information such as the address, service required, items, weight, special instructions etc..

Before labels are printed and shipments created, delivery postcodes will need to be validated against the DHL eCommerce UK Postcode file, the postcodes need to be at the Locality/District level as a minimum to achieve a match, OX3 8 for example. The postcode file contains important information about service availability; in certain postcode areas a 9am or 10:30am services may not be possible. In some areas such as the Shetlands Islands a 48h+ (3 day) service might only be available. Service availability is shown via a series of flags in the DHL eCommerce UK postcode file.

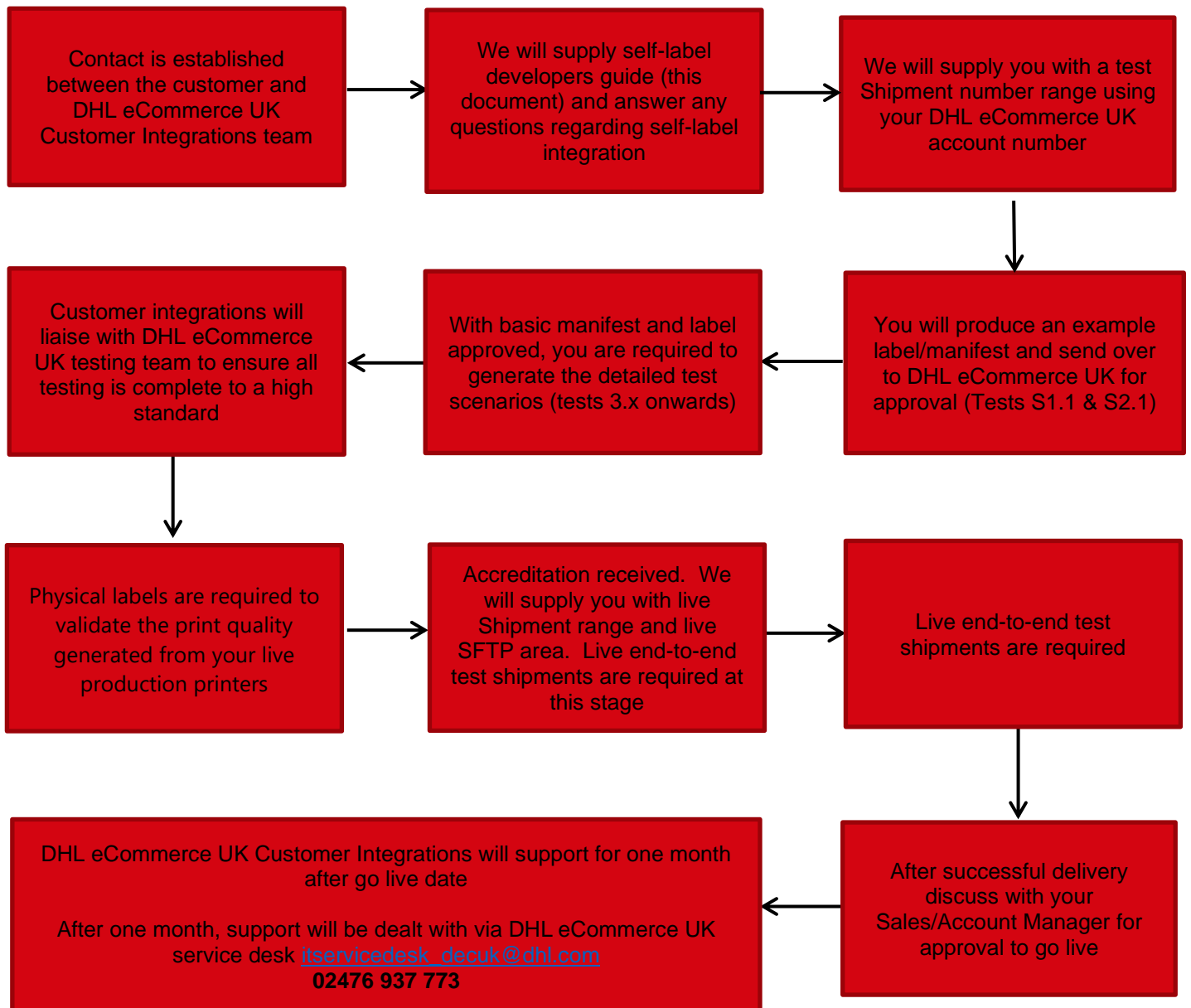
In addition to deliveries, InBox returns, (a return linked to the original outbound shipment) third party collection (usually faulty goods being returned) and Carriage Forwards (usually faulty goods being collected and delivered to a repair centre) can also be booked through the manifest file.

As parcels move through the DHL eCommerce UK network they are scanned, details of parcel scans and proof of delivery records can be obtained electronically from DHL eCommerce UK.

Labels and Manifests created using this document will need to be thoroughly tested by the DHL eCommerce UK testing team before authorisation is given to use the DHL eCommerce UK live system. This is to ensure you will have no issues with your experience of sending parcels using the self-label service.

This will be organised and managed by the Customer Integrations team whom can be contacted via [customerintegrations\\_ecsuk@dhl.com](mailto:customerintegrations_ecsuk@dhl.com)

# PROJECT OVERVIEW



# SHIPMENT NUMBERS

## Outbound Shipment Number

Each outbound shipment must have a unique 14 digit Shipment number. (See Return Shipment Number specifically for InBox return labels)

A Shipment can contain one or many parcels under the same Shipment number.

During implementation DHL eCommerce UK will provide one Shipment number range per DHL eCommerce UK account. The Shipment number is made up of a unique 7 digit prefix e.g. 1234567 and a 7 digit suffix. Your range will start at 0 and you will need to keep adding 1 as you generate new Shipments. So when you are allocated a 7 digit prefix range you will have 9,999.999 Shipment numbers available until you run out.

12345670000001



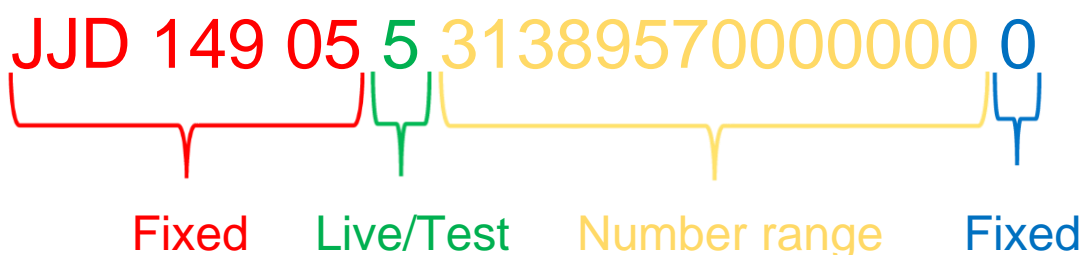
During development and testing **please request a test Shipment range from your DHL eCommerce UK Integration contact**. After testing is complete you will be issued with live Shipment number range(s).

Once your 9,999,999 Shipments have run out, please request a new Shipment range via the DHL eCommerce UK service desk.

## Return Shipment Number (InBox returns)

Each InBox return Shipment must have a unique 24-digit shipment number. During implementation, DHL eCommerce UK will provide one shipment number range per DHL eCommerce UK account. A shipment number is made up of the below elements:

Example	Description
JJD 149 05	Fixed 8 digits pre-fix
5	Use either 0 (test Shipment) or 5 (live Shipments)
31389570000000	14 digit Shipment number - you will need to keep adding 1 as you generate new shipments. You will be allocated with a start and end range
0	Reserved for future development of a DHL eCommerce UK check digit (Must always be 0 until further notice)



During development and testing you will be issued a test shipment number range. After testing is complete you will be issued with live shipment number range(s). The test range must not be used in Live.

**Test System Example:**

JJD 149 05 0 31389570000000 0  
JJD 149 05 0 31389579999999 0

**Live System Example:**

JJD 149 05 5 31389570000000 0  
JJD 149 05 5 31389579999999 0

# MANIFEST FILE

The manifest file must be submitted to the DHL eCommerce UK's SFTP server (sftpescgb.dhl.com), details including a private SFTP account will be provided by DHL eCommerce UK during implementation. Once logged into the SFTP account, live manifest files should be put into the incoming folder.

**Note:** Before we can provide access the DHL eCommerce SFTP area, you will need to supply the below information so we can configure your SFTP access

- Static external IP address for whitelisting
- SSH public Key (.pub extension)

SFTP Server: - sftpescgb.dhl.com

During transfer to the SFTP account the manifest file should be transferred as customermanifest<DHL eCommerce UK Account ID>ddmmyyyhhmmss.**lck**. Once transferred the file should be renamed to customermanifest<DHL eCommerce UK Account ID>ddmmyyyhhmmss.**dat**, for example customermanifestA12345601062018183000.dat. For disaster recovery purposes your scripting should be able to cope with the SFTP server being unavailable.

**Note** - Any testing will need to be transferred into the **'/misc'** folder within the SFTP area.

The DHL eCommerce UK Manifest file consists of a series of ASCII lines, at the start of each line is a Data Type and Data version. Many types of records can be sent in each file. The file must start with a Header type record and finish with a Footer type record.

This document provides a detailed specification of the data types in use in the manifest file:

- Simple Header
- Product Version
- Domestic
- Domestic Sub
- Box
- Clearance
- Clearance Item
- Collection
- Carriage Forward
- Footer



## Simple Header

The Simple Header is placed at the first line of every file. It identifies the number of records expected in the file (including header and footer) and the date & time the file was produced.

The BatchID can just be used as a narrative to indicate where the file came from "<Company Name> Manifest 01/10/2010" for example but essentially it is free text to describe the transmission from your system.

The Source Network Address is an optional field and gives the IP address or DNS name of the machine where the transmission originated.

Data Type				Simple Header
Data Version				1.01
Last Changed				18/06/2001
Field Name	Type	Length	Mandatory	Description
Data Type	Alpha	10	Y	SIMPLEHEAD
Data Version	Alpha	10	Y	1.01
BatchID	Alpha	50	N	Unique BatchID/Descriptor.
ExpectedRecords	Num	10	Y	Expected number of records in this file (including header and footer)
Transmission Date	Date	8	N	Date file transmitted - DDMMYYYY
Transmission Time	Time	6	N	Time file transmitted - HHMMSS
Source Network Address	Alpha	20	N	IP address or DNS name of source computer. (Optional).
Total Length		114		

## Product Version

The product version record type is a simple record type which describes the despatch product the file originated from, the software version of that product and the version of the DHL eCommerce UK postcode file in use. This will aid a centralised management system to highlight customers who have old software or postcode files.

Data Type				Product Version
Data Version				1.00
Last Changed				22/12/1998
Field Name	Type	Length	Mandatory	Description
Data Type	Alpha	10	Y	PRODVERS
Data Version	Alpha	10	Y	1.00
Product ID	Alpha	20	N	Product Name – This is the name/identification of your product/solution used to generate this manifest data. Not mandatory but preferable
Product Version	Alpha	10	N	Product Version e.g. v1.0 Not mandatory but preferable
BPPostcode Version *	Alpha	10	Y	Lookup from supplied postcode.dat postcode table. E.g. 3.80 *
Total Length		60		

**\*Note** the DHL eCommerce UK postcode file will be updated at least 4 times a year. Please provide an email address to receive these update notifications.

## Domestic

This is the main data type used to send Shipment details. Essentially a Shipment record is split across two data types "DOMESTIC" and a "DOMESTIC Sub". There is always one DOMESTIC record and one or many sub records. Many sub records would occur after Shipment consolidation i.e. if several customers' orders are going to exactly the same address on the same day. Then it would be possible to record multiple sales order numbers (Customer Ref), contact names, telephone numbers etc...

The customer account identifier is an alpha 10 field, this is your DHL eCommerce UK account number and will be supplied during implementation.

If a Shipment is deleted on the despatch system, then a record should still be sent with the deleted flag set to "Y". If the physical Shipment were to appear in the DHL eCommerce UK network, then it can automatically be reactivated with full details and delivered.

Data Type		DOMESTIC		
Data Version		2.20		
Last Changed		12/08/2024		
Field Name	Type	Length	Mandatory	Description
<b>Data Type</b>	Alpha	10	Y	DOMESTIC
<b>Data Version</b>	Alpha	10	Y	2.20
<b>Shipment ID</b>	Alpha	14	Y	Shipment Identifier/Number
<b>Action</b>	Alpha	1	Y	I for insert, A for Amend.
<b>Customer Account</b>	Alpha	10	Y	Customer Account Identifier/Number
<b>Job Date</b>	Date	8	Y	Job Date – DDMMYYYY (Despatch Date)
<b>Destination ID</b>	Alpha	18	N	Customers Customer Number
<b>Business Name</b>	Alpha	35	N	Business name to be delivered to.  If DeliveryAddressType is parcelshop (Service Point) use <companyName> from ServicePoint Finder API
<b>Address1</b>	Alpha	35	Y	First line of delivery address  If DeliveryAddressType is parcelshop (Service Point) use <title> from ServicePoint Finder API
<b>Address2</b>	Alpha	35	N	Second line of delivery address.  If DeliveryAddressType is parcelshop (Service Point) use <Address1> from ServicePoint Finder API
<b>Placename</b>	Alpha	35	N	Third line of delivery address. - Provide if available.  If DeliveryAddressType is parcelshop (Service Point) use <Address2> from ServicePoint Finder API
<b>Postal Town</b>	Alpha	35	Y	Name of delivery town or city.

				If DeliveryAddressType is parcelshop (Service Point) use <b>&lt;PostalTown&gt;</b> from ServicePoint Finder API
<b>County</b>	Alpha	35	N	County - Provide if available.
				If DeliveryAddressType is parcelshop (Service Point) use <b>&lt;city&gt;</b> from ServicePoint Finder API
<b>Postcode</b>	Alpha	15	Y	Full valid delivery postcode. i.e outer<space>inner e.g. CV8 3ED
				If DeliveryAddressType is parcelshop (Service Point) use <b>&lt;postalCode&gt;</b> from ServicePoint Finder API
<b>Total Items</b>	Num	4	Y	Total Number of Parcels in the shipment. (Only 1 permitted for ServicePoint type deliveries)
<b>Total Weight</b>	Num	6	Y	Weight of Shipment in whole kilos. E.g 000015 for 15kg
<b>Service</b>	Num	3	Y	Delivery Service – <b>See Appendix A</b> – single/double digit service codes can be passed as they are or prefixed with 0. E.g. 48 or 048 is accepted.
<b>Insurance Units</b>	Num	2	N	Number of Insurance Units, default to 0. . 1 unit equates to £1000 additional cover. (Max 10 units)
<b>Timed Delivery Time</b>	Time	4	N	Redundant service – pad to 4 spaces
<b>SwapOut</b>	Logical	1	Y	Swap Out – Y/N
<b>Total Pallets</b>	Num	4	N	Number of Pallets if pallets service in use
<b>Manifest Date</b>	Date	8	Y	Date Manifested - DDMMYYYY
<b>Manifest Time</b>	Time	4	Y	Time Manifested - HHMM
<b>Deleted</b>	Logical	1	Y	Shipment Deleted (Leave as N)
<b>SecureLocation1</b>	Alpha	30	N	Secure Location/Neighbor for signature optional services. <b>The delivery choice will revert to the corresponding Leave Safe service</b> if information is passed in these fields.
<b>SecureLocation2</b>	Alpha	30	N	
<b>ADPDelPartnerCode</b>	Alpha	10	N	Alternative Delivery Point (ADP) Partner code. "PP"
<b>ADPDelLocCode</b>	Alpha	10	N	Alternative Delivery Point (ADP) partner delivery location code. This is the ServicePoint Store ID.
				If DeliveryAddressType is parcelshop (Service Point) use <b>&lt;servicePointID &gt;</b> from ServicePoint Finder API
<b>InBoxReturn</b>	Logical	1	N	Should this delivery Shipment automatically generate an inbox return Shipment? (Linked Shipment). Y/N
<b>ReturnShipmentNumber</b>	Alpha	40	Y if Inbox Return	If the outbound Shipment has a inbox return Shipment to be generated then this is the return Shipment Identifier/Number
<b>ReturnCustomerAccount</b>	Alpha	10	Y if Inbox Return	If the outbound Shipment has a inbox return Shipment to be generated then this

<b>ReturnCustomerReference</b>	Alpha	20	N	is the return credit account number for the return Shipment If the outbound Shipment has a inbox return Shipment to be generated then this is the return reference (RMA number) provided by customer
<b>DeliveryAddressType</b>	Alpha	20	Y - Set to default if not a ServicePoint delivery.	Delivery Address type i.e. <ul style="list-style-type: none"> <li>• default</li> <li>• doorstep</li> <li>• parcelshop (ServicePoint address type).</li> </ul>
<b>RecipientBusinessName</b>	Alpha	35	N	Recipient Organisation Name - use if ServicePoint delivery to give details of end recipient.
<b>RecipientAddress1</b>	Alpha	35	Y if ServicePoint delivery	Recipient Address 1 - use if ServicePoint delivery to give details of end recipient.
<b>RecipientAddress2</b>	Alpha	35	N	Recipient Address 2 - use if ServicePoint delivery to give details of end recipient.
<b>RecipientAddress3</b>	Alpha	35	N	Recipient Address 3 - use if ServicePoint delivery to give details of end recipient.
<b>RecipientTown</b>	Alpha	35	Y if ServicePoint delivery	Recipient Town/City - use if ServicePoint delivery to give details of end recipient.
<b>RecipientCounty</b>	Alpha	35	N	Recipient County - use if ServicePoint delivery to give details of end recipient.
<b>RecipientPostalCode</b>	Alpha	15	Y if ServicePoint delivery	Recipient Post Code - use if ServicePoint delivery to give details of end recipient.
<b>RecipientContact</b>	Alpha	35	Y if ServicePoint delivery	Recipient Contact Name
<b>RecipientTelephone</b>	Alpha	35	Y if ServicePoint delivery	Recipient Telephone number - use if ServicePoint delivery to give details of end recipient.
<b>RecipientEmail</b>	Alpha	70	Y if ServicePoint delivery	Recipient Email Address
<b>DescriptionOfGoods</b>	Alpha	90	See Description	Description of goods for BASIC customs declaration.  <b>Mandatory</b> if delivery is to Jersey (postcodes JE) Or Guernsey (postcodes GY) Basic Declaration  Mandatory for Northern Ireland C2C shipments
<b>ValueOfGoods</b>	Num	8	See Description	Value of goods for BASIC customs declaration. £10.99 = 1099

				<p><b>Mandatory</b> if delivery is to Jersey (postcodes JE) Or Guernsey (postcodes GY)</p> <p>Mandatory for Northern Ireland C2C shipments</p>
<b>CurrencyCode</b>	Alpha	3	See Description	<p>ISO Currency code of the currency the value of goods is declared in.</p> <p><b>Mandatory</b> if delivery is to Jersey (postcodes JE), Guernsey (postcodes GY)</p>
<b>BookIn</b>	Boolean	1	N	DO NOT USE
<b>Sender Name</b>	Alpha	35	Y	Senders Name
<b>Sender Address1</b>	Alpha	35	Y	Senders Address line 1
<b>Sender Address2</b>	Alpha	35		Senders Address line 2
<b>Sender Address3</b>	Alpha	35		Senders Address line 3
<b>Sender Town</b>	Alpha	35	Y	Senders Town/City
<b>Sender Zip/Postal Code</b>	Alpha	15	Y	Sender Zip/Postal Code
<b>Sender Country Code</b>	Alpha	3	Y	Country Code – Always GBR
<b>Sender Contact</b>	Alpha	35	Y	Senders Contact Name
<b>Sender Telephone</b>	Alpha	35	N	Senders Telephone number
<b>Sender Email</b>	Alpha	70	Y	Senders Email address
<b>Senders VAT Number</b>	Alpha	15	N	DO NOT USE
<b>Delivery Choice</b>	Alpha	3	N	<p>Delivery choices are enabled by account and are mutually exclusive at shipment level. Only one delivery choice can be selected if required.</p> <p>If no delivery choice is selected, the shipment will be delivered according to the service selected.</p> <p>If the account is enabled for a delivery choice, select the required service and then select the delivery choice.</p> <p>Valid values:  PIN = PIN verification  AGE = Age verification  SIG = Signature  POS= Posted</p>
<b>Total Length</b>		1322		With no consolidation.

## Domestic Sub

There is always one DOM\_SUB record. Multiple records would occur after Shipment consolidation i.e. if several customers' orders are going to exactly the same address on the same day. Then it would be possible to record multiple sales order numbers (Customer Ref), contact names, telephone numbers etc...

Data Type				DOMESTIC Sub
Data Version				1.03
Last Changed				19/06/2024
Field Name	Type	Length	Mandatory	Description
Data Type	Alpha	10	Y	DOM_SUB
Data Version	Alpha	10	Y	1.03
Shipment ID	Alpha	14	Y	Shipment Identifier/Number
Action	Alpha	1	Y	I for insert, A for Amend.
Start Parcel	Num	4	Y	Start Parcel
Final Parcel	Num	4	Y	Final Parcel
Sub Weight	Num	6	Y	Weight in whole kilos. E.g. 000015 for 15kg
Customer Reference	Alpha	20	N	Customer's Reference
Alternative Reference	Alpha	20	N	Alternative Reference *
Special Instructions 1	Alpha	30	N	Special Delivery instructions
Special Instructions 2	Alpha	30	N	Special Delivery instructions
Contact	Alpha	40	See Description	Delivery Contact
Telephone	Alpha	20	See Description	Mandatory for; <ul style="list-style-type: none"><li>InboxReturn</li><li>ServicePoint Deliveries</li><li></li></ul>
				Delivery Telephone number
				Mandatory for; <ul style="list-style-type: none"><li>InboxReturn</li><li>ServicePoint Deliveries</li><li></li></ul>
Email	Alpha	60	See Description	Consignee's Email address
PreDeliveryNotification	Alpha	1	N	Mandatory for; <ul style="list-style-type: none"><li>InboxReturn</li><li>ServicePoint Deliveries</li><li></li></ul>
				DO NOT USE
Total Length		270	With no consolidation	

\* For shipments to Channel Islands, populate the Alternative Reference field with value and brief description of goods

## Box

The box record is used to pass details of an individual parcel. These include a description of the parcel contents, an optional customer reference for the parcel (An example of usage might be serial numbers of valuable items such as laptops) and a flag to indicate whether the parcel has been scanned (Reconciled) at the customer's site.

This record type is not mandatory unless you are sending to a DHL ServicePoint. It helps with useful information for any discrepancies. For example, if an important parcel were lost or damaged in the DHL eCommerce UK network then our scanning records would be able to give information about which item from the shipment had not been delivered. This will enable better decisions about whether to despatch a replacement etc...

The Box record is required for all DHL ServicePoints (Alternative Delivery Points - ADP Parcel Shops) as additional information such as dimensions/weights are captured here.

Data Type				Box
Data Version				1.02
Last Changed				14/11/2017
Field Name	Type	Length	Required	Description
Data Type	Alpha	10	Y	BOX
Data Version	Alpha	10	Y	1.02
Shipment ID	Alpha	14	Y	Shipment Identifier/Number
ParcelNumber	Num	4	Y	Parcel Number
Action	Alpha	1	Y	I for insert, A for Amend, D for Del.
ParcelDescription	Alpha	50	N	Description Of Contents
ParcelReference	Alpha	20	N	Customer's Reference for Parcel
ParcelReconciled	Logical	1	Y	Parcel Scanned at customer site Y/N.
SubItemTypeCode	Alpha	4	N	Optional – SubItemTypeCode for type of parcel e.g. Carton, Hangars, Set.
DeclaredLength	Num	4	Y if ServicePoint	Declared length of this parcel in cm
DeclaredWidth	Num	4	Y if ServicePoint	Declared Width in cm
DeclaredHeight	Num	4	Y if ServicePoint	Declared Height in cm
DeclaredWeight	Num	6	Y if ServicePoint	Declared weight of parcel in kg
Total Length		132		



## Windsor Framework – Northern Ireland

Customers despatching items from Great Britain to Northern Ireland must provide the relevant level of data as per below in accordance with the Windsor Framework. Multi parcel shipments are accepted but the weight limit of each individual parcel is a maximum of 31kg.

Shipments which are being collected from a BT postcode require no additional data.

Third party collection and carriage forward where delivery postcode = BT, services are not available.

### Deferment account

If your B2B goods do not qualify under UKIMS and are therefore considered 'at risk' of leaving Northern Ireland, a full H1 international dataset will be required for the declaration. 'At risk' shipments will also be charged at the applicable European Union (EU) rate of duty.

If you will be shipping 'red lane' goods and will move to use a deferment account linked to your NI EORI number for Customs charges, please remember to authorise DHL to apply charges to this account. You will need to state your deferment account number within the shipment data. Alternatively, if you do not provide your deferment account number we will apply the DHL eCommerce UK account.

### Additional data requirements

**All domestic record fields are to be supplied as per normal domestic shipment creation**

Additional data requirements are then dependant upon the trade lane movement. The 4 trade lanes are C2C, C2B, B2C and B2B.

Additional data requirements

#### C2C

In addition to domestic fields, in this scenario, you will need to supply...

Field	Type	Description	Data record type
Description of goods	Alpha	Shipment level description of goods	Domestic
Shipment movement type	Alpha	This is used to confirm the trade lane movement type.	Clearance
Total value	Money	Total value of the shipment	Clearance
Number of pieces	Num	Total number of pieces within the shipment.	Clearance

#### C2B

In addition to domestic fields, in this scenario, you will need to supply...

Field	Type	Description	Data record type
Shipment movement type	Alpha	This is used to confirm the trade lane movement type.	Clearance
Number of pieces	Num	Total number of pieces within the shipment. This value must match the total quantity from all items in the clitem rows	Clearance
Recipient EORI	Alpha	Mandatory is recipient UKIMS is provided.	Clearance
Recipient UKIMS	Alpha	The UKIMS supplied must match with the EORI number that was used to apply for the UKIMS number.	Clearance

Total value	Money	Total value of the shipment	Clearance
Description of goods	Alpha	Item level description. If commodity code is not supplied, description of goods will be used to look up commodity code	Clritem
Commodity code	Num	6 digit commodity code	Clritem
Unit quantity	Num	Number of units of this item	Clritem

## B2C

In addition to domestic fields, in this scenario, you will need to supply...

Field	Type	Description	Data record type
Shipment movement type	Alpha	This is used to confirm the trade lane movement type.	Clearance
Number of pieces	Num	Total number of pieces within the shipment. This value must match the total quantity from all items in the clritem rows	Clearance
Sender EORI	Alpha	Mandatory if sender UKIMS is provided	Clearance
Sender UKIMS	Alpha	The UKIMS supplied must match with the EORI number that was used to apply for the UKIMS number.	Clearance
Total value	Money	Total value of the shipment	Clearance
Description of goods	Alpha	Item level description. If commodity code is not supplied, description of goods will be used to look up commodity code	Clritem
Commodity code	Num	6 digit commodity code	Clritem
Unit quantity	Num	Number of units of this item	Clritem

## Not at risk 'green lane' and at risk 'red lane' B2B trade lanes

A B2B shipment will be classed as not at risk 'green lane' based on the provision of either your UKIMS number (as the shipper) or the UKIMS number for the receiving business. For green lane shipments the simplified H8 dataset will be required.

For at risk 'red lane' movements the full H1 international dataset will be required.

## B2B 'Green Lane'

In addition to domestic fields, in this scenario, you will need to supply...

Field	Type	Description	Data record type
Shipment movement type	Alpha	This is used to confirm the trade lane movement type.	Clearance
Number of pieces	Num	Total number of pieces within the shipment. This value must match the total quantity from all items in the clritem rows	Clearance
Sender EORI	Alpha	Mandatory if sender UKIMS is provided	Clearance
Sender UKIMS	Alpha	If shipment is a B2B movement, either sender or recipient UKIMS must be provided to be classed as a green lane movement. The UKIMS supplied must match with the EORI number that was used to apply for the UKIMS number.	Clearance
Recipient EORI	Alpha	Mandatory if recipient UKIMS is provided.	Clearance
Recipient UKIMS	Alpha	If shipment is a B2B movement, either sender or recipient UKIMS must be provided to be classed as a green lane movement. The UKIMS supplied must match with the EORI number that was used to apply for the UKIMS number.	Clearance
Total value	Money	Total value of the shipment	Clearance
Description of goods	Alpha	Item level description.	Clritem

Commodity code	Num	10 digit commodity code, mandatory for B2B green lane.	Clritem
Unit quantity	Num	Number of units of this item	Clritem
Unit value	Num	Value of the item	Clritem
Unit weight	Num	Weight of the item	Clritem
Country of manufacture	Alpha	ISO 2 country code for country of manufacture	Clritem

**Either the senders EORI and UKIMS or the recipient EORI and UKIMS is required to enable green lane movement.**

**If the UKIMS is not provided, then the shipment will need to be sent as a B2B red lane.**

#### **B2B 'Red Lane'**

In addition to domestic fields, in this scenario, you will need to supply...

Field	Type	Description	Data record type
Shipment movement type	Alpha	This is used to confirm the trade lane movement type.	Clearance
Sender deferment account	Alpha	Deferment account number used to pay customs duties associated with your shipment. If blank, then DHL deferment account number will be applied.	Clearance
Number of pieces	Num	Total number of pieces within the shipment. This value must match the total quantity from all items in the clritem rows	Clearance
Recipient EORI	Alpha	Recipient EORI Number, mandatory for B2B red lane.	Clearance
Total value	Money	Total value of the shipment	Clearance
Shipping charges	Money	Shipment shipping charges	Clearance
Reason for export	Alpha	Reason for export. G = Gift, S = Commercial Sample, C = Commercial Sale.	Clearance
Description of goods	Alpha	Item level description	Clritem
Commodity code	Num	10 digit commodity code, mandatory for B2B red lane.	Clritem
Unit quantity	Num	Number of units of this item	Clritem
Unit value	Num	Value of the item	Clritem
Unit weight	Num	Weight of the item	Clritem
Country of manufacture	Alpha	ISO 2 country code for country of manufacture	Clritem

## **Clearance**

The clearance record is used to pass clearances details. This manifest type is expected to be received when a domestic data type is sent - **See Windsor Framework - Northern Ireland section of this document for more info.**

**Please only submit one clearance record per shipment. Please see below example, this is showing data requirements for B2B Green Lane.**

CLEARANCE 2.00    I50648514800751    GB222345678910    1    0  
B2BGBUKIM2223456789100000000000000000  
4998

<b>Data Type</b>	<b>CLEARANCE</b>
<b>Data Version</b>	<b>2.00</b>

Last Changed		09/06/2025		
Field Name	Type	Length	Mandatory	Description
Data Type	Alpha	10	Y	CLEARANCE
Data Version	Alpha	10	Y	2.00
Action	Alpha	1	I only	I for insert (no amendment or deletion allowed)
Shipment ID	Alpha	40	Y	Shipment Identifier/Number
Senders EORI Number	Alpha	15	See description	Senders EORI Number <a href="https://www.gov.uk/eori">https://www.gov.uk/eori</a>  Mandatory if sender UKIMS is provided
Shipment Movement Type	Alpha	3	Y	This is used to confirm the trade lane movement and is not used to categorise the delivery address.  Codes to use: C2C, C2B, B2C or B2B  C2C - Shipper and recipient are consumers C2B - Shipper is a consumer and recipient is a business (If shipment is going to a consumer at a business address, for example their work address, this is still a C2C movement) B2C - Shipper is a business and recipient is a consumer B2B - Shipper is a business and recipient is a business (If shipment is going to a consumer at a business address, for example their work address, this is still a B2C movement)
Senders UKIMS Number	Alpha	32	N	If shipment is a B2B movement, either shippers or recipient UKIMs must be provided to be classed as a green lane movement
Senders Deferment Account	Alpha	20	N	If blank, and Shipment Movement Type is B2B red lane, then DHL deferment account will be applied
Recipient UKIMS Number	Alpha	32	N	If shipment is a B2B movement, either shippers or recipient UKIMs must be provided to be classed as a green lane movement
Recipient EORI Number	Alpha	15	See description	Recipient EORI Number <a href="#">Get an EORI number</a> Mandatory if recipient UKIMS is provided <b>Mandatory for B2B red lane movements</b>

Number of Pieces	Num	6	Y	Sum of quantity from all items from the <a href="#">CLRITEM</a> rows for the same Consignment ID
Shipping Charges	Money	8	N	Shipping charges without decimal place 1000 – 10.00
Total Value	Money	8	Y	Total value of all items without decimal place 1000 – 10.00
Reason For Export	Alpha	1	N	Reason for export. G = Gift, S = Commercial Sample, C = Commercial Sale.  <b>Mandatory for B2B red lane movements</b>
Total Length		201		
Total Length		201 With no consolidation.		

## Clearance Item

This record is used to pass details of a clearance declaration for items contained in the shipment.

**Please supply a clritem record for each individual item within your shipment. Please see example, this is showing data requirements for B2B Green Lane.**

```
CLRITEM 2.10 I41748514800751 3924100011Frying Pan
1 2999 15 CN
CLRITEM 2.10 I41748514800751 6911100090Ceramic Bowl
1 1999 10 CN
```

New data type introduced to receive the details of contents / items of the shipment for clearance purpose. This manifest type is expected to be received when a Clearance data type is sent - **See Windsor Framework - Northern Ireland section of this document for more info.**

New version 2.10 (Northern Ireland Requirement)

Data Type		CLRITEM		
Data Version		2.10		
Last Changed		03/09/2024		
Field Name	Type	Length	Mandatory	Description
Data Type	Alpha	10	Y	CLRITEM
Data Version	Alpha	10	Y	2.10
Action	Alpha	1	Y	I for insert (no amendment or deletion allowed)
Shipment ID	Alpha	40	Y	Shipment Number
Commodity Code	Num	10	See Description	Commodity code requirement dependent on trade lane movement

				C2C – no commodity code
				<b>Optional</b> B2C 6 digit commodity code
				<b>Mandatory</b> B2B 'green lane' and 'red lane' – 10 digit commodity code. Item level description
<b>Description of Goods</b>	Alpha	90	Y	Description will be used to populate commodity code for C2B and B2C, if commodity code is not provide
<b>Unit Quantity</b>	Num	6	N	Number of units of this item
<b>Unit Value</b>	Num	6	N	Unit value of item without decimal point. For example, £9999.88 = 999988 in file
<b>Unit Weight</b>	Num	6	N	Unit weight of item in Kgs without decimal point. For example, 25.22 = 002522 in file
<b>Country Of Manufacture</b>	Alpha	2	N	ISO 2 country code for country of manufacture
<b>Total Length</b>		181		

## Third Party Collection

A third-party collection is a collection from “Them” to “Us” i.e. pickup from third party address and return to the account holding address.

**Note\*** The Shipment label will be generated at the collecting DHL eCommerce UK depot. You do not generate a label for this service. The driver will take one printed label with them to the collection address.

Data Type		Collection		
Data Version		1.02		
Last Changed		14/05/2007		
Field Name	Type	Length	Mandatory	Description
Data Type	Alpha	10	Y	COLLECTION
Data Version	Alpha	10	Y	1.02
Shipment ID	Alpha	14	Y	Shipment Identifier/Number
Action	Alpha	1	Y	I for insert, A for Amend.
Customer Account	Alpha	10	Y	Customer Account Identifier
Collection Date	Date	8	Y	Collection Date – DDMMYYYY
Destination ID	Alpha	18	N	Customers Customer Number
Collect Name	Alpha	40	N	Collection Business Name
Collect Address1	Alpha	40	Y	Address line 1
Collect Address2	Alpha	40	N	Address line 2
Collect Placename	Alpha	40	N	Locality
Collect Postal Town	Alpha	40	Y	Postal Town
Collect County	Alpha	40	N	County
Collect Postcode	Alpha	9	Y	Full valid postcode. i.e. outer<space>inner e.g. CV8 3ED
Collect Contact	Alpha	40	Y	Collection Contact
Collect Telephone	Alpha	20	Y	Collection Telephone number
Collect Email	Alpha	30	N	Email address
Collect Special Instructions 1	Alpha	30	N	Special collection instructions
Collect Special Instructions 2	Alpha	30	N	Special collection instructions
Customer Reference	Alpha	20	N	Customer's Reference
Alternative Reference	Alpha	20	N	Alternative Reference
Time Ready	Time	4	Y	Time ready for collection
Open Lunchtime	Logical	1	Y	Y/N
Latest Pick Up Time	Time	4	Y	Latest time of collection
Filler	Num	4	N	Leave Blank
Filler	Num	6	N	Leave Blank
Delivery Special Instructions 1	Alpha	30	N	Special Delivery instructions
Delivery Special Instructions 2	Alpha	30	N	Special Delivery instructions
Service	Num	3	Y	Delivery Service – <b>See Appendix A</b>
Insurance Units	Num	2	N	Number of Insurance Units, default to 0. . 1 unit equates to £1000 additional cover.
Timed Delivery Time	Time	4	N	Delivery Time HHMM, Mandatory if timed service.
Book In	Logical	1	Y	Book in Flag – Y/N
Manifest Date	Date	8	Y	Date Manifested

<b>Manifest Time</b>	Time	4	Y	Time Manifested
<b>User ID</b>	Alpha	10	N	Consignor 2000 User ID
<b>Modified Date</b>	Date	8	Y	Date last modified/entered
<b>Modified Time</b>	Time	4	Y	Time last modified/entered
<b>Deleted</b>	Logical	1	Y	Y/N (Always N).
<b>Collection Ebox Reference</b>	Alpha	10	N	Ebox Reference Number (Leave blank)
<b>Description Of Goods 1</b>	Alpha	40	N	Description Of Goods To Be collected,
<b>Description Of Goods 2</b>	Alpha	40	N	can be used for number of boxes.
<b>Total Length</b>		724		



## Collection Carriage Forward

A Collection Carriage Forward is a “Them” to “Them” type movement i.e. collect from one third party address and deliver to another third party address.

**Note\*** The Shipment label will be generated at the collecting DHL eCommerce UK depot. You do not generate a label for this service. The driver will take one printed label with them to the collection address.

Data Type		Carriage Forwards		
Data Version		1.02		
Last Changed		14/05/2007		
Field Name	Type	Length	Mandatory	Description
Data Type	Alpha	10	Y	CFWD
Data Version	Alpha	10	Y	1.02
Shipment ID	Alpha	14	Y	Shipment Identifier/Number
Action	Alpha	1	Y	I for insert, A for Amend.
Customer Account	Alpha	10	Y	Customer Account Identifier
Collection Date	Date	8	Y	Collection Date – DDMMYYYY
Destination ID	Alpha	18	N	Customers Customer Number
Collect Name	Alpha	40	N	Collect Name
Collect Address1	Alpha	40	Y	Address line 1
Collect Address2	Alpha	40	N	Address line 2
Collect Placename	Alpha	40	N	Locality
Collect Postal Town	Alpha	40	Y	Postal Town
Collect County	Alpha	40	N	County
Collect Postcode	Alpha	9	Y	Full valid postcode. i.e. outer<space>inner e.g. CV8 3ED
Collect Contact	Alpha	40	Y	Collection Contact
Collect Telephone	Alpha	20	Y	Collection Telephone number
Collect Email	Alpha	30	N	Email address
Collect Special Instruction 1	Alpha	30	N	Special collection instructions
Collect Special Instruction 2	Alpha	30	N	Special collection instructions
Customer Reference	Alpha	20	N	Customer's Reference
Alternative Reference	Alpha	20	N	Alternative Reference
Time Ready	Time	4	Y	Time ready for collect
Open Lunchtime	Logical	1	Y	Y/N
Latest Pick Up Time	Time	4	Y	Latest time of collection
Filler	Num	4	N	Leave Blank
Filler	Num	6	N	Leave Blank
Delivery Special Instructions 1	Alpha	30	N	Special Delivery instructions
Delivery Special Instructions 2	Alpha	30	N	Special Delivery instructions
Service	Num	3	Y	Delivery Service – <b>See Appendix A</b>
Insurance Units	Num	2	N	Number of Insurance Units, default to 0. . 1 unit equates to £1000 additional cover.
Timed Delivery Time	Time	4	N	Delivery Time HHMM.
Book In	Logical	1	Y	Book in Flag – Y/N

<b>Delivery Contact</b>	Alpha	40	N	Delivery Contact
<b>Delivery Number</b>	Alpha	10	N	Delivery Number
<b>Delivery Name</b>	Alpha	40	N	Delivery Name
<b>Delivery Address 1</b>	Alpha	40	Y	Address 1
<b>Delivery Address 2</b>	Alpha	40	N	Address 2
<b>Delivery Placename</b>	Alpha	40	N	Locality
<b>Delivery Postal Town</b>	Alpha	40	Y	Postal Town
<b>Delivery County</b>	Alpha	40	N	County
<b>Delivery Postcode</b>	Alpha	9	Y	Full valid postcode. i.e. outer<space>inner e.g. CV8 3ED
<b>Delivery Telephone</b>	Alpha	20	N	Delivery Telephone number
<b>Delivery Email</b>	Alpha	30	N	Email
<b>Manifest Date</b>	Date	8	Y	Date Manifested - DDMMYYYY
<b>Manifest Time</b>	Time	4	Y	Time Manifested - HHMM
<b>User ID</b>	Alpha	10	N	Consignor User ID
<b>Modified Date</b>	Date	8	Y	Date last modified/entered - DDMMYYYY
<b>Modified Time</b>	Time	4	Y	Time last modified/entered - HHMM
<b>Deleted</b>	Logical	1	Y	Y/N (Always N)
<b>Collect Ebox Reference</b>	Alpha	10	N	Collection Ebox Reference (Leave blank)
<b>Delivery Ebox Reference</b>	Alpha	10	N	Delivery Ebox Reference (Leave Blank)
<b>Description Of Goods 1</b>	Alpha	40	N	Description Of Goods to be collected.
<b>Description Of Goods 2</b>	Alpha	40	N	
<b>Total Length</b>		1243		

## Footer

This data type is a simple footer record.

Data Type				Footer
Data Version				1.00
Last Changed				18/06/2001
Field Name	Type	Length	Mandatory	Description
Data Type	Alpha	10	Y	FOOTER
Data Version	Alpha	10	Y	1.00
Actual Records	Num	10	Y	Actual number of records in this file (including header and footer)
Total Length		30		

## Channel Island Requirements

Customers despatching items to the Channel Islands must provide basic customs declaration

In this scenario, you will need to

- Populate the Alternative Reference field in the **DOM SUB data type** with value and brief description of goods

# PRINTED MANIFEST LAYOUT

A paper summary manifest can be produced at the end of each day to confirm the despatches although it is **not a mandatory requirement**

DHL Parcel UK DHL COPY		MANIFEST		01/08/2020 16:59		Page: 1				
Manifest sent via SFTP				Postcode v1.42						
Customer: F000010		{Company Name}								
Consignment No	Del	Rec	Sht	Customer Ref	Address Details	Weight	Items	Extnd Liab	Service	Collect Point
30052910033148	N	N	0	Ref1234	19 RECTORY ROAD	RM17 6BE	1	1		1
30052910033149	N	N	0	331810888	HANSLOPE PARK	MK19 7BH	2	2		1
Total Consignments for:				{Company Name}		2				
				Total Items		3				
				Total Weight		3				
* = Consolidated Consignment										
Total Consignments:				2						
Total Number Of Items:				3						
Total Weight:				3						
Drivers Signature: _____										
Drivers Number : _____										
Date and Time : _____										
						Last backup 01/08/2020 06:04				

This is a summary manifest with one record shown on every line. This is a summary manifest from DHL eCommerce UK's Consignor system, the manifest produced from a customer's system does not need the columns Del, Rec, Sht or CollectPoint.

In the "Postcode v1.42" you will need to print the version of the postcode file you are using; this can be obtained from the first record of the postcode.dat table.

# SERVICE FILE LAYOUT

The details of the complete range of DHL eCommerce UK services is provided in a file Service.dat. But it is common for customers to just select a small subset of the range available in their systems, in which case it would not be necessary to load the full service table into your systems.

**\*Note** the DHL eCommerce UK Service.dat file will be updated at least 4 times a year. Please provide an email address to receive these updates.

The Service File is a flat ASCII file (Service.dat) with fixed length records and fields, one record per line. The record length is 139 bytes, the fields are listed below:

FIELD NAME	TYPE/SIZE	Description
DataType	Alpha 10	Record Data Type
DataVersion	Alpha 10	Version of Data Type
DataCommand	Alpha 1	I For Insert, D for Delete, U for Update.
ServiceKey	Numeric 4	Unique Service Key, populate into Service on the Manifest record.
ServiceDesc	Alpha 40	Long Service Description (For Combo boxes etc..)
ShortDesc	Alpha 20	Short Service Description (For Label)
ServiceLevel	Numeric 2	Service Level, in conjunction with the postcode file can be used to filter down available Business to Business services from any given postcode. See algorithm below.
DeliveryDays	Numeric 2	Minimum Number of days needed for Delivery. When 99 depends on collection date and if it is being delivered on a Saturday.
Timed	Logical 1/0	Ignore
Saturday	Logical 1/0	Is this a Saturday Service? This service is only available if the delivery date is a Saturday.
WeightLimit	Numeric 4	Maximum number of kilos for this service.
ItemLimit	Numeric 4	Maximum number of items for this service.
SetWeight	Numeric 4	If not zero, then this is a fixed mandatory Weight for the Service (which the user cannot change).
SetItems	Numeric 4	If not zero, then this is a fixed mandatory number of items for the service (which the user cannot change).
Collections	Logical 1/0	Is this service a Third-Party Collection Service?
Home	Logical 1/0	Is this a home delivery only service?
International	Logical 1/0	Is this service an International Air Service?
CarriageForward	Logical 1/0	Is this service a Carriage Forward Service?
Pallets	Logical 1/0	Is this service a Pallets Service?
ProductType	Numeric 2	Product/Delivery Type, use to determine how to use in charge code matrix when picking a charge code for pricing.
SurchargeType	Numeric 2	Surcharge Type/Desc, use to select row in surcharge matrix.
SurchargeProductType	Numeric 2	Surcharge Product Type/Surcharge Type, use to select column in surcharge matrix.
DiscountType	Numeric 2	Discount Type (Comm.types), use to select row in Discount table if applicable. Code 0 means no discounting via this method is possible.
CollectPoint	Logical 1/0	Is this a CollectPoint Service?
MaxLength	Numeric 4	Max Length of Parcel (International Road).
MaxWidth	Numeric 4	Max Width of Parcel (International Road).
MaxDepth	Numeric 4	Max Depth Of parcel (International Road).

Signature Optional ( <b>DO NOT USE</b> )	Logical I/O	( <b>DO NOT USE, deprecated</b> )
Max. Average Weight per Parcel	Numeric 4	Maximum Average Weight per Parcel
InternationalRoad	Logical 1/0	Is this service an International Road Service?
ServiceDescWithService Number	Alpha 44	Service code with Long service description. Can be used for drop down boxes etc.

The Collections, Home, International and Carriage Forward fields are used to filter out unwanted services dependent on the situation. Usually Collections, International and Carriage Forward type services are filtered out.

The ServiceLevel is used to filter (ServiceLevel >= ) by is calculated from the flags in the postcode file using the following algorithm:

- If 9AM allowed, Then ServiceLevel = 30
- Else If 10:30 allowed Then ServiceLevel = 40
- Else If AM allowed Then ServiceLevel = 50
- Else If Next Day allowed Then ServiceLevel = 60
- Else If 48 hour allowed Then ServiceLevel = 70
- Else ServiceLevel = 80

If the Saturday service is set within the service.dat file then the delivery date must be a Saturday and Saturday delivery must be enabled at the delivery postcode.

The Items and Weight Limit indicate the maximum number of items and weight for the service.

The Set Items & Weight fields indicate that for the service the items or weight is fixed and should not be changed by the user.

If the Pallets field is set to true then a number of Pallets must be captured, the number of pallets is then forwarded in the manifest file.

The maximum length, width and depth are applicable to International type Shipments only.

# POSTCODE.DAT FILE LAYOUT

The DHL eCommerce UK postcode file (Postcode.dat) is a flat ASCII file with fixed length records and pipe delimited fields, one record per line.

**\*Note** the DHL eCommerce UK postcode.dat file will be updated at least 4 times a year. Please provide an email address to receive these updates.

The fields are listed below:

FIELD NAME	TYPE/SIZE	Description
Hub Letter	Alpha 1	DHL Hub Letter (Ignore)
Town	Alpha 22	Postal Town
County	Alpha 18	County
Postcode	Alpha 4 (Outer) Alpha 1 (Inner)	Postal Code at district level. Two fields, 4 letter outer (before space) and 1 <sup>st</sup> letter of inner (after space). So in the file LN105 relates to postcode sector LN10 5, B8<space><space>2 relates to B8 2. To convert into one searchable field please trim all spaces from the outer postcode, add one space and then add the inner postcode.
Do not use	Alpha 1	Ignore, do not use
9AM	Number	No 9am Service Available 1/0 (1 = Not available)
10:30AM	Number	No 10:30 Service Available 1/0 (1 = Not available)
AM	Number	No Am Service Available 1/0 (1 = Not available)
NextDay	Number	No Next Day Service Available 1/0 (1 = Not available)
48Hour	Number	No 48 Hour Service Available 1/0 (1 = Not available)
PrimarySort	Alpha 5	DHL Primary Sort (Labels)
SecondarySort	Alpha 16	DHL Secondary Sort (Labels)
LNT	Date 4	Latest Notification Time (To arrange collection)
LCT	Date 4	Latest Collection Time
Home AM	Number	No Home AM available 1/0 (1 = Not available)
Home PM	Number	No Home PM available 1/0 (1 = Not available)
Home Evening	Number	No Home Evening available 1/0 (1 = Not available)
Locality	Alpha 35	Locality/Placename/District
Postcode Version	Alpha 4	DHL Postcode version, needed for ProductVersion datatype on manifest.
Saturday	Number	No Saturday Service available 1/0 (1 = Not available)
Saturday 9AM	Number	No Saturday 9AM Service available 1/0 (1 = Not available)
Saturday 10:30AM	Number	No Saturday 10:30AM Service available 1/0 (1 = Not available)
Pallets	Number	No Pallets Service available 1/0 (1 = Not available)
CourierDepotCode	Number	Do not use - Redundant
Returns	Number	If Inbox returns is available for this postcode. (0 = Available, 1 = Not Available)
Bank Holiday Region	Alpha 20	UK bank holiday region name. One of; 'none', 'England-and-Wales', 'Northern-Ireland', 'Scotland'.
Customs Level	Alpha 5	Level of customs declaration required at this postcode district: none, basic or full.

# LABEL LAYOUT

## Outbound Shipment Label

A sample label is shown below:



**\*Note** - The dimensions for a DHL eCommerce UK label are 6x4 inch. (Approx. 15x10 cm)

A description of the fields on the label follows, start on the left-hand side working downwards followed by the right hand side working downwards:

### Appears on Label

### Description

1 - 1D Barcode (Top middle)

Barcode using Code 128 symbology (not EAN). In the following format:

- (1 Alpha) Version/Barcode Type – Always A
- (4 Alpha) Postcode Out. First half of postcode before space.
- (1 Alpha) Postcode In. First character of postcode after space.
- 14-digit Shipment number e.g. 12345670000001
- Parcel number zero filled in 3 digits e.g. 001.
- So that it can be read by our overhead Arch Scanners the X-Dimension (Z-Module) of the barcode must be 0.375 or 0.500. This makes the barcode approximately 10x2.5cm.
- Barcode must have 0.5mm white space all the way round particularly after the lead out (right hand edge).



2 - FAO: Contact Name	FAO: Text followed by Contact field.
3 - Business Name	Consignee Business Name.
4 - Address Line One	Address line 1.
5 - Address Line Two	Address line 2.
6 - Address Line Three	Placename/Locality.
7 - Postal Town	Postal Town.
8 - County	County
9 - B8 2SQ	Postal code – Full postcode. I.e. outer<space>inner e.g. B8 2SQ
10 - Special Instructions One	Special Instructions 1.
11 - Special Instructions Two	Special Instructions 2.
12 - B8 2SQ	Postal code – Capitals letters with black ground. Immediately this tells the operator which postcode the Shipment is being delivered to.
13 - Con.No: 12345670000001	Text <b>Con. No:</b> followed by Shipment number.
14 - Parcel: 1	Text <b>Parcel:</b> followed by item number of label.
15 - Weight: 15 Kg	Text <b>Weight:</b> followed by weight in whole kilos followed by Kg.
16 - Ref: Reference	Text <b>Ref.</b> Followed by Customers Reference.
17 - AltRef: Alt Reference	Text <b>AltRef</b> followed by second customer reference.
18 - 01/02/2014	Despatch Date in DD/MM/YYYY format.
19 - SATURDAY 10:30	Short Description of Service from Service.dat table.
20 - <u>50</u>	Primary Sort from postcode.dat file underlined (or with 2 underscore characters underneath).
21 - BIRMINGHAM	Secondary Sort from postcode file.
22 - (F020579)	DHL eCommerce UK account identifier (Account Number) Immediately this tells our operator who the Shipment belongs to
23 - DHL Logo	Logo should be DHL eCommerce UK in bold font



FAO:Contact Name

Business Name

Address Line One

Address Line Two

Address Line Three

Town

County

B8 2SQ

Special Instructions 1

Special Instructions 2

Shipment No:

55500001700462

Parcel:

1

Weight:

15 kg

Ref:

Order 1234

AltRef:

Toys 10GBP

19/06/2023

Saturday 10:30

**50**

**B8 2SQ**

**Birmingham**

(F020579)

**DHL eCommerce UK**

## InBox Return Shipment Label

If the InBox Return label option is required when creating the outbound shipment, then this second label is placed inside the box being sent to the recipient. A 3<sup>rd</sup> instructions label should also be produced (see InBox Return section).

After delivery, if the recipient decides to return some/all the contents of the box then they stick the return label on the box over the delivery label and send the box back.

A sample label is shown below:

1 Header	CMR <sup>1a</sup> Version 99.99.99		RETURN <sup>1c</sup> CONNECT	1d <b>DHL</b>	7 mm (text 5mm normal) CMR / 2mm Version / 5mm BOLD CAPS product) 1mm above 1mm below
	2/3 Sender Address	2a Name, House Number + Street 12345678901234567890123456789 City, Postcode, COUNTRY		2b 97	3a
4 Recipient Address	4a Name56789012345678901234567890123 Keyword + Nbr. 1 House Number + Street City + Postcode COUNTRY		4b +123 1234 12345678		43.5 mm (text 8mm)
	5 Product Features	5a	5b	7 mm (text 5mm)	
6 Shipment information	6a ACCOUNT NO: X000000		6b COLLECTED: 20-09-17	6c WEIGHT: 001.0KG	7 mm (text 2mm) Title CAPS Data BOLD CAPS
7 Handling Information	7a		7b		7 mm (text 5mm)
8 Customer Information	8a				15.5 mm
9 Barcodes	9a		9b (2L) DE53572+70000002		62 mm Barcode 25 mm (text 2mm)
	9c		9d (J) JD15605 0 12345678901234 0		

100 mm

151.5 mm

## Parcel Connect Label Description

	Field Name	Description	Measurements	Requirement
1	Header	Contains the GToB, Version, Product Name (Parcel Connect) & DHL Logo	Section: 7mm height	Mandatory
1a	General Terms Of Business (GTB)	The CMR logo must be displayed in the header, CMR text acceptable. Default = <b>CMR</b>	5mm Normal Text	Mandatory
1b	Label Version	Version of label design to be determined by development. For a self-labeller, the version is your version of the label from your own label generation software.	2mm Text	Mandatory
1c	Product Name	Always <b>RETURN CONNECT</b>	5mm <b>BOLD</b> Text	Mandatory
1d	DHL Logo	DHL Logo (provided, if not received please request)		Mandatory
2	Sender Details	Contains original recipient Address plus concession to include DHL eCommerce UK Primary Sort Code	Section: 43.5mm height (including recipient details)	Mandatory
2a	Ship From/Sender Address	<p>Original recipient Address</p> <p><b>GB Address</b> (Alpha2CountryCode) Use:</p> <p>Line 1 = concatenate <b>DeliveryFullName</b> and <b>BusinessName</b> with comma as separator. Truncate to ensure 5mm clear space to right.</p> <p>Line 2 = Concatenate <b>AddressLine1</b> &amp; <b>AddressLine2</b> &amp; <b>District</b> with comma as separator. Truncate to ensure 5mm clear space to right.</p> <p>Line 3 = <b>PostalTown,PostCode, CountryName</b></p>	<p>3 lines of text 2mm Normal</p> <p>1mm above and below each line</p>	Mandatory
2b	Sender Telephone	<b>Default value: BLANK (no current requirements for InBox Returns)</b>		
3	Manual Sort Instruction	Manual Sort Code and Numbers	Located in sender address	Conditional
3a	Primary Sort Code	<p>DHL eCommerce UK label sortation code. From the Postcode.dat table, this is the value of the Primary Sort for the return address postcode</p> <p><b><u>Bold Underlined</u></b></p>	<p>Right align 3mm space all around</p> <p>8mm</p>	Mandatory
4	Recipient Details	Contains delivery address and contact information	Included in allowance above	Mandatory

4a	Ship To/Receiver Address	<p>Delivery Address</p> <p>Line 1 = <b>DeliveryFullName</b></p> <p>Line 2 = <b>BusinessName</b></p> <p>Line 3 = Concatenate <b>AddressLine1</b> &amp; <b>AddressLine2</b> &amp; <b>District</b> with comma as separator. Truncate to ensure 5mm clear space to right.</p> <p>Line 4 = <b>PostCodePostalTown</b></p> <p>Line 5 = <b>CountryName</b></p> <p>GB Delivery Address <b>passed from service:</b></p> <p>Line 1 = <b>DeliveryFullName</b></p> <p>Line 2 = <b>BusinessName</b></p> <p>Line 3 = Concatenate <b>AddressLine1</b> &amp; <b>AddressLine2</b> &amp; <b>District</b> with comma as separator. Truncate to ensure 5mm clear space to right.</p> <p>Line 4 = <b>PostalTownPostCode</b></p> <p>Line 5 = <b>CountryName</b></p>	<p>4 corners 1x7mm lines clean corners</p> <p>2.5mm Normal text / 1mm space between lines</p> <p>5mm space between inner corners and text block</p>	Mandatory
4b	Recipient Telephone	<p>Recipient Telephone Number: <b>DeliveryPhone</b></p> <p><b>NOTE:</b> EU security regulations forbid to print personal data such as phone number and email on a label, unless this is required to fulfil the contract to deliver a parcel and it is in compliance with local legislation. Printing of phone number and/or email on the label is only permitted for parcels destined to following countries: CZ, DK, HU, NO, PL, SK, SI.</p> <p><b>DO NOT SHOW GRAPHIC IF NO NUMBER</b></p>	<p>Vertical print</p> <p>1.6mm text / word "Tel:" or graphic</p> <p>3mm space all around</p>	Optional & Conditional
5	Product Features	Product Features & Manual Handling Instruction	7mm with 0.5mm separator bar above and below	Conditional
5a	Black Bar	<p>Left 50% Negative Print (Black background / White text if required)</p> <p>Product printed in WHITE if required</p> <p><b>Default value: BLANK (no current requirements)</b></p>	<p>Black block left half</p> <p>5mm <b>BOLD CAPS</b></p>	Conditional

5b	Additional Features	<b>Default value: BLANK</b>		Conditional
6	Shipment Information	Account number / Collection Date / Weight / Reference (Consignment) number	7mm high / 2 lines text 1mm space above / below / between lines	Mandatory
6a	Account Number	Associated DHL eCommerce UK <b>RETURN Account Number</b>	2mm CAPS title / 2MM <b>BOLD CAPS</b> data	Mandatory
6b	Date Collected	Collection Date DD/MM/YY = <b>CollectionDate</b> <b>Leave Blank or 01/01/01</b>	2mm CAPS title / 2MM <b>BOLD CAPS</b> data	Mandatory
6c	Weight	Weight = <b>Weight in Kg (plus text “Kg”)</b> Same as the outbound shipment weight	2mm CAPS title / 2MM <b>BOLD CAPS</b> data	Mandatory
6d	Reference Number	Return Customer Reference. E.g RMA number	2mm CAPS title / 2MM <b>BOLD CAPS</b> data	Mandatory
7	Handling Information	Graphical icon for manual handling i.e. Cash On Delivery, Bulky Item <b>Default value: BLANK</b>	7mm high	Optional
7a	Customer Information	No current requirement - Customers own information bi-lateral agreement	7mm high	Optional
7b	Bulky Goods	<b>Default value: BLANK</b>	3mm clear space to right	Optional
8	Customer Information	No current requirement - Customers own information bi-lateral agreement	15.5 mm	Optional
8a	Customer Information	No current requirement - Customers own information bi-lateral agreement <b>Default value: BLANK (no current requirements)</b>	15.5 mm	Optional
9	Barcode	ASC MH10 “2L” c128 format code128 format	62mm combined routing / tracking barcode section	Mandatory
9a	Routing Barcode	Barcode centred on label  NO Brackets are permitted within the barcode	3mm free space above barcode  25mm High	Mandatory
9b	Human Readable	Human Readable centred on label  Barcode centred on label	2mm high human readable with 1mm space above and below	Mandatory
9c	Tracking Barcode	Allocated consignment tracking number ASC MH10  Barcode centred on label	25mm High	Mandatory

9d	Human Readable	Human Readable centred on label Barcode centred on label	2mm high human readable with 1mm space above and 2mm below text (JD)	Mandatory
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### Barcode Encoding

<i>Barcode</i>	<i>Encoding Type</i>	<i>Application Identifier</i>	<i>Symbology</i>
ROUTING	ASC MH 10	2L	CODE 128
TRACKING	ASC MH 10	J	CODE 128

### Barcode Quality

The main technical requirements for the barcode printing (routing and 1 D identifier) are:

#### Barcode quality:

Rate 3 (B) according ISO/IEC 15146. DPAG must have tested and approved the barcode quality in the parcel centres prior to sending the first parcels. The quality level 3 (B) must also be achieved when using clear film above a barcode.

#### Measures:

Right and left: min. 5mm

Above and below: min. 3mm (excludes text)

Height: min. 25mm

X-Module: FIXED 0.375mm (Aligns with Thermal Label requirements)

#### Quiet zones:

#### Distances between barcode:

Below one another: min. 3mm

Aside one another: min. 7mm

Example of ASC MH10 Routing Barcode



Data Segment	Description	Example data
Data Identifier (DI)	"2L" identifies this barcode as containing Routing Information	2L
ISO 2 Char Country Code	Destination Country	GB
Postcode/Zip Code	Destination Postal Area	CV83ED
Separator	Data Separator "+"	+
Product Code (length 2)	Default 72	72
Delivery Day (length 2)	<b>DEFAULT VALUE:</b> 00	00
Delivery Time (length 1)	Day time code <b>DEFAULT VALUE:</b> 0	0
Feature(s) Code (length 3)	<b>DEFAULT VALUE:</b> 000	000
Serial	Serial Identifier of Parcel <b>DEFAULT VALUE:</b> NULL	

Example of ASC MH10 Consignment Tracking Barcode



Data Segment	Description
(J)	Data Identifier
J D14905	Issued by DHL for exclusive use by DHL eCommerce UK
0 / 5	0 = TEST SYSTEM / 5 = LIVE SYSTEM
55005390024653	DHL eCommerce UK 14 digit consignment range
0	DHL eCommerce UK check digit

## OCR Readability

The OCR readability will be used in the case of missing EDI data. OCR is a strong tool to efficiently and quickly recognise the delivery address. Below specification text shows:

- Base rules: these standard recommended rules allow optimal OCR recognition.
- Specified deviations: these permitted minimum conditions allow reasonable, but lower than optimal OCR recognition, and may result in reduced overall speed/quality levels. The use of multiple deviations may exponentially increase the risk of address non-detection.

### Requirements to support readability of the address text

- Base rule: Arial font, Courier font or Helvetica font are recommended script types. Deviation: Other fonts with equal legibility are also acceptable. Following script types shall not be used: italic script, fancy type (Zierschrift), irregular script, negative print, outline font, gag font.
- Underlined address text is forbidden.
- The address text must be printed in dark colour (i.e. black, blue). Light colours (i.e. yellow, green, pink) are forbidden.
- The background of the address text must be light and uniformly coloured (ideally white). Textured background is forbidden.
- Label size: DHL eCommerce UK standard labels are 100mm by 151mm in portrait orientation.
- A label must not be glued around the corner or two sides of a parcel.

### Requirements to support understanding of the address text

- Country information: The country name must be written in English or German language.
- Base rule: The country name is written by itself on the last line of the address block. Deviation: The country name may be printed together with the city name and ZIP code on the last line. Country name must be positioned at the end or the beginning of the line.
- A PO box address is not permitted.
- Base rule: Additional address information (i.e. customer reference (Post number)) should be written in a separate line. Deviation: Additional address information is shown at the end of the name line.

### Four corners: Position 4 corners around the address

- Line thickness: **1,0mm** (base rule)
- Line length: **7mm** (deviation)
- Adhere to quiet zone at least **5mm** (deviation), between address and 4 corners
- Adhere to quiet zone at least **3mm** (deviation), between corners and lines above & below the address segment





# INBOX RETURN

## PREREQUISITES

To generate an InBox Return you will require a separate Returns account number, In the event of requiring different Return addresses, a Returns account number will be required for each Return address.

InBox return, this is referred to as a Linked Return. This is where the Return is generated at the point of despatch against the original outbound shipment (In Box return label).

The primary method for Returns is via the DHL ServicePoint network.

Domestic InBox Returns must be;

- Single parcel consignment only
- Parcel dimensions 120 x 90 x 60 cm or less
- Parcel weight 20kg or less
- Contact details
  - Email address
  - Mobile number (for SMS)
- InBox Return availability is determined by the outbound shipment delivery postcode. (see Returns section within the postcode.dat file)

## InBox Return Instructions Label

**We strongly advise that you to provide the sender of the return with a simple set of instructions** for when they receive their returns label to help them understand what is required from them to ensure their return is processed without issues.

Below is an example of instructions we would recommend you provide to ensure the sender is aware of how to package the parcel, how to apply the label, and where to locate their nearest DHL eCommerce UK ServicePoint.

If you have any questions, then please contact your DHL eCommerce UK Sales/Account manager:

Example:

**Returning your items via DHL eCommerce UK is simple.**

- 1. Package your return item ensuring that the parcel is sealed and secure**
- 2. Apply the return label to your parcel or if you have a barcode then please have this available to show and scan in store**
- 3. Take the parcel to your preferred ServicePoint who will process it for you**

Go to <https://parcelshopfinder.dhlparcel.com/> to locate our ServicePoints which are situated in PayPoint stores and for more information

Example Instruction label overleaf.....

The top portion must contain the "Return Instruction" as shown below. The bottom portion of the label can be used for your own specific return instructions or returns policy etc. A logo may also be used.

## RETURN INSTRUCTIONS

### Return Instructions within UK

Returning your items via DHL Parcel UK is simple.

1. Package your return item ensuring that the parcel is sealed and secure
2. Apply the return label to your parcel
3. Take the parcel to your preferred ServicePoint who will process it for you

Go to <https://parcelshopfinder.dhlparcel.com> to locate our ServicePoints which are situated in PayPoint stores

### Return Instructions within EU

Returning your parcel from outside of the UK, please visit <https://dhlparcel.co.uk/international-returns> for instructions



### Customer Specific return instruction EXAMPLE.

If you return an item within 28 days of the item being delivered to you, we'll give you a full refund by way of the original payment method.

We aim to refund you within 14 days of having received the returned item.

# NOTIFICATIONS

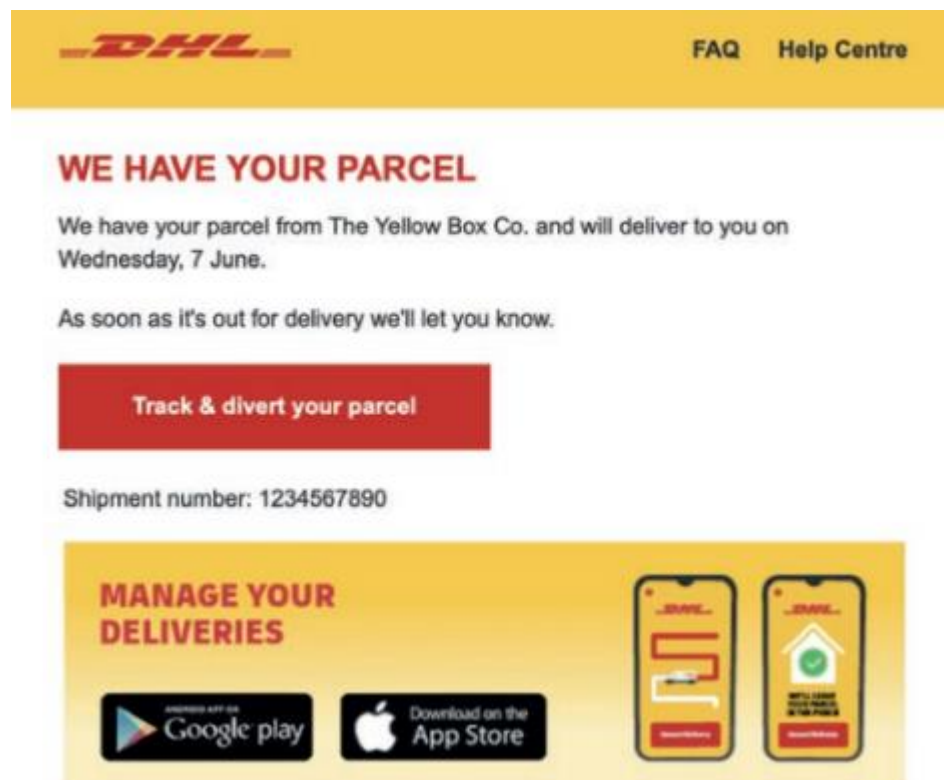
It is possible for DHL eCommerce UK to automatically notify your customers via email when your goods are confirmed as received into the DHL eCommerce UK network and are on their way to delivery. .

## Order Received

This is triggered when the manifest data has been processed in the DHL eCommerce UK network.

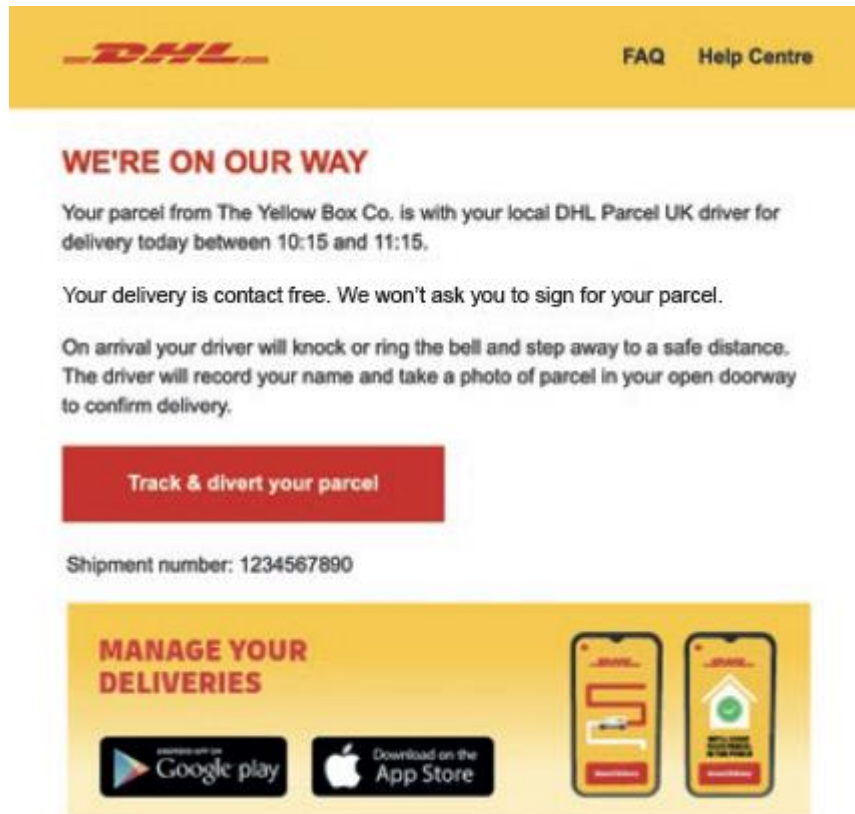
## We Have Your Parcel

This is triggered by the first scan of a parcel in the shipment in the DHL eCommerce UK network. This notification includes the link to our tracking website where the recipient can select to rearrange the delivery if required.



## Out For Delivery (ETA)

This will normally happen on the morning of the delivery following driver loading the vehicle and the delivery route is calculated. A notification containing an estimated delivery window is generated. The notification will be sent by both SMS and email if both details are provided In the DOM\_SUB entry.



## Estimated Time of Collection (ETC)

Estimated Time of Collection is only available for Third Party Collections and Collection Carriage Forward type transactions. This is similar to the ETA process above whereby we send both SMS and email notifying the third-party sender of the estimated time of collection. Both SMS and email details should be provided to use this service in the Third-Party Collections and/or Collection Carriage Forward manifest requests.

# SERVICE POINTS

DHL ServicePoints (also referred to as Alternative Delivery Points ADP) will provide consumers with more flexible delivery options for receiving their parcel.



## IN FLIGHT

Following a delivery attempt, the driver will take the parcel to the nearest ServicePoint, where the customer can collect their parcel later that day.



## CHANGE IT

Customers can change their delivery destination to a ServicePoint – either before or after a delivery attempt.



## DIRECT

Customers can choose delivery to a ServicePoint when they place their order online.

## PREREQUISITES

There are a number of mandatory requirements and prerequisites before you can consign direct to a ServicePoint. It is your responsibility to ensure these requirements are adhered to prior to generating a consignment to a ServicePoint.

**Failure to do so will result in your parcel being returned to sender.**

- Single parcel consignment only
- Next Day service only
- Parcel dimensions 120 x 90 x 60 cm or less
- Parcel weight 20kg or less
- Contact details
  - Delivery Contact
  - Email address

## SERVICEPOINT LOCATIONS

### SERVICEPOINT FINDER API

Please discuss with your DHL eCommerce UK IT Contact so the necessary access can be provided to the DHL Developer portal.

<https://developer.dhl.com/api-reference/parcel-uk#reference-docs-section/operations-tag-Servicepoints>

# APPENDIX A – DELIVERY CHOICES SERVICE CODES

		Deliver to neighbour if no answer at doorstep - signature service	Deliver to doorstep only - signature service	Leave safe if no answer at doorstep - non signature service
		YYY	NYN	YYY/Safe
<b>Parcels</b>	Next Day	1	220	210
	Next Day 12:00	2	221	211
	Next Day 10:30	9	222	212
	Next Day 09:00	-	3	-
	Saturday	4	225	215
	Saturday 10:30	7	226	216
	Saturday 09:00	-	5	-
	48 Hr	48	-	72
	48 Hr + (used for 72h areas)	-	-	72
<b>Pallets</b>	Pallet 24hrs	-	97	-
	Pallet 48hrs	-	98	-
<b>Return to Sender</b>	Next Day	-	401	-
	Next Day 12:00	-	402	-
	Next Day 10:30	-	409	-
	Next Day 09:00	-	403	-
	Saturday	-	404	-
<b>Send to 3rd Party</b>	Next Day	-	451	-
	Next Day 12:00	-	452	-
	Next Day 10:30	-	459	-
	Next Day 09:00	-	453	-
	Saturday	-	454	-
<b>Bagit Small 1kg</b>	Next Day	40	240	230
	Next Day 12:00	41	241	231
	Next Day 10:30	49	242	232
	Next Day 09:00	-	42	-
	Saturday	43	245	235
	Saturday 10:30	46	246	236
	Saturday 09:00	-	44	-

		YYY	NYN	YYY/Safe
<b>Bagit Medium 2kg</b>	Next Day	30	250	340
	Next Day 12:00	31	251	341
	Next Day 10:30	39	252	349
	Next Day 09:00	-	32	-
	Saturday	33	255	343
	Saturday 10:30	36	256	346
	Saturday 09:00	-	34	-
<b>Bagit Large 5kg</b>	Next Day	20	260	360
	Next Day 12:00	21	261	361
	Next Day 10:30	29	262	369
	Next Day 09:00	-	22	-
	Saturday	23	265	636
	Saturday 10:30	26	266	366
	Saturday 09:00	-	24	-

# SFTP TRACKING

Details of parcel scans and proof of delivery captured in the DHL eCommerce UK network can be obtained from the same SFTP area used to upload your manifest data. If requested and enabled, these files will appear in the /outgoing folder.

Request a copy of the **SFTP Tracking developers guide** for more info.

## TRACKING URL's

You can link directly to the tracking pages using the Shipment number or your sender's reference.

To track using the **Shipment number** you can use the below URL.

<https://track.dhlparcel.co.uk/?con=<Insert Shipment number here>>

**e.g.**

<https://track.dhlecommerce.co.uk/?con=12345670000001>

To track using the **senders reference** you can use the below URL.

**Note.** You will also need to pass the delivery postcode to be able to track by the reference field.

<https://track.dhlparcel.co.uk/?ref=<Reference Here>&dp=<Postcode>>

**e.g.**

<https://track.dhlecommerce.co.uk/?ref=D2002095459-01&dp=WA3+2JQ>



# TEST SCENARIOS

## Testing & Approval Process

Once Customer development work has been completed, a test and approval process will be performed on the resulting labels and manifest files to ensure a smooth go live.

Below is a list of test data scenarios that will need to be completed to allow DHL eCommerce UK to perform testing on your development prior to going live.

Test step failures will be notified to the Customer by their IT Owner. Customers will be requested to rectify any failures and once completed a retest will be carried out.

Either scanned electronic copies or physical label samples will need to be provided as stated for each scenario, along with corresponding manifest files. **The test scenario number should be presented in the Reference 1 or Special Instructions field.**

**Note:** Please allocate a minimum of **2 weeks** within your project planning for testing to be completed and sign off approval to be given by DHL eCommerce UK prior to go live.

## Label Format

Scenario	Purpose	Requirements	Expected Result
S1.1	To ensure that that the proposed label format meets the operational requirements of DHL eCommerce UK, and to gain operational approval for this format	Provide a scanned copy of a label to address:  Travelodge New Road Peterborough Cambridgeshire PE1 1TT	All Mandatory fields will need to be present in line with the specification and agreement from your DHL eCommerce UK IT Contact

## Manifest Format

Scenario	Purpose	Requirements	Expected Result
S2.1.	To ensure that that the manifest format meets the operational requirements of DHL eCommerce UK	Provide an electronic manifest using the data generated for the label produced in scenario S1.1 via email	This should be in line with the specification and agreement from your DHL eCommerce UK IT Contact
S2.2.	The purpose of this scenario is to test your SFTP connection	Using the login credentials provided connect to the agreed SFTP area.  Access the following folders within your SFTP area:  misc incoming outgoing	Access to the SFTP area is granted.  You are able to access all 3 folders, confirm by email to DHL eCommerce UK IT

**Note:** Please do not proceed to the next steps until you have had confirmation steps S1.1, S2.1 & S2.2 are approved.

## Data Check

Scenarios listed in this section cover multiple test areas. Labels should be provided via email to your DHL eCommerce UK Integrations contact in a scanned electronic format, with physical labels posted to the following address: FAO: Customer Integrations, DHL eCommerce UK, Express House, Hillman Way, Ryton-on-Dunsmore, Coventry, CV8 3ED

Scenario	Purpose	Requirements	Expected Result
S3.1	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Operational Configuration</p>	<p>Produce a Shipment label on a <b>"Next Day"</b> service.</p> <p>Swallow Belstead Brook Hotel Belstead Road Ipswich Suffolk IP2 9HB</p>	<p>Label should be produced showing Primary Sort <b>"35"</b> and Secondary Sort <b>"Ipswich"</b></p>
S3.2	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Operational Configuration</p> <p>If 9am services will never be used please advise when submitting the test pack</p>	<p>Produce a Shipment label on a <b>"9am"</b> service.</p> <p>DHL eCommerce UK Express House 464 Berkshire Avenue Slough Berkshire SL1 4PL</p>	<p>Label should be produced showing <b>"9:00"</b> service.</p> <p>Should show Primary Sort <b>"20"</b> and Secondary Sort <b>"Slough"</b></p>
S3.3	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Operational Configuration Basic Customs requirements</p>	<p>Produce a Shipment label on a <b>"48h"</b> service along with the relevant basic customs declaration to:</p> <p>Jersey Post Postal Headquarters JERSEY Channel Islands JE1 1AA</p>	<p>Label should be produced showing the Primary Sort <b>"92"</b> and Secondary Sort <b>"JERSEY/FAREHAM"</b></p>
S3.4	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Operational Configuration</p>	<p>Produce label on <b>"Next Day"</b> service.</p> <p>Royal mail Lerwick Delivery Office 46-50 Commercial Street Lerwick Shetland ZE1 0AA</p>	<p><b>"Next Day"</b> service should not be allowed. Advise DHL eCommerce UK IT of outcome. Provide a screenshot where possible.</p> <p>Label should be produced showing the correct <b>"72 hours"</b> service. (Service code 72)</p>

Scenario	Purpose	Requirements	Expected Result
			Should show Primary Sort <b>"87"</b> and Secondary Sort <b>"Aberdeen"</b>
S3.5	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Operational Configuration</p> <p>If Saturday services will never be used please advise when submitting the test pack</p>	<p>Set collection date to Friday. Produce a Shipment label for the below address on a <b>"Saturday"</b> service</p> <p>DHL eCommerce UK Express House Wolseley Drive Birmingham West Midlands B8 2SQ</p>	<p>Label should be produced showing the correct <b>"Saturday"</b> service.</p> <p>Should show Primary Sort <b>"50"</b> and Secondary Sort <b>"Birmingham"</b></p>
S3.6	<p>This scenario will test Multi item Shipment labels</p>	<p>Produce 1 shipment with <b>FOUR</b> items on <b>"Next Day"</b> service.</p> <p>DHL eCommerce UK Express House Hillman Way Ryton-On-Dunsmore Coventry CV8 3ED</p>	<p>Four Labels with the same shipment number should be produced showing Primary Sort <b>"51"</b> and Secondary Sort <b>"Ryton"</b></p>
S3.7	<p>This scenario will test Multi item Shipment labels</p>	<p>Produce a <b>TWO</b> item Shipment on <b>"Medium Bagit"</b> service.</p> <p>DHL eCommerce UK Express House Hillman Way Ryton-On-Dunsmore Coventry CV8 3ED</p>	<p><b>"Medium Bagit"</b> service should not be allowed with <b>multiple</b> items.</p> <p>Advise DHL eCommerce UK IT of outcome. Provide a screenshot where possible.</p>
S3.8	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Operational Configuration</p> <p>If 9am services will never be used please advise when submitting the test pack</p>	<p>Produce a Shipment label on a <b>"9am"</b> service.</p> <p>Captain Cook Inn 60 Staithes Lane Staithes Saltburn-by-the-Sea TS13 5AD</p>	<p><b>"9am"</b> service should not be allowed. Advise</p> <p>DHL eCommerce UK IT of outcome. Provide a screenshot where possible.</p> <p>Label should be produced on the next available service.</p> <p>Should show Primary Sort <b>"76"</b> and Secondary Sort <b>"Teesside"</b></p>

Scenario	Purpose	Requirements	Expected Result
S3.9	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Operational Configuration</p>	<p>Produce 3 separate Shipments demonstrating the 3 different <b>delivery choices</b> available. (See Appendix A)</p> <p>Swallow Belstead Brook Hotel Belstead Brook Park Belstead Road Ipswich Suffolk IP2 9HB</p>	<p>3 separate Shipment labels should be produced 1 for each of the delivery choice</p> <p>Labels should show Primary Sort "<b>35</b>" and Secondary Sort "<b>Ipswich</b>"</p>
S3.10	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Postcode Validation Operational Configuration</p>	<p>Produce a Shipment label using the address below</p> <p>Address Line 1 Address Line 2 Address Line 3 B90 6AA</p>	<p>This is an invalid postcode, label and data should not be produced.</p> <p>Advise DHL eCommerce UK IT of outcome. Provide a screenshot where possible.</p>
S3.11	<p>This scenario will test that the following:</p> <p>Data provided in the manifest matches the data contained on the physical label and within the barcodes</p> <p>Customer is able to transfer this file via their Primary SFTP connection</p>	<p>Produce a manifest containing the data for all test labels produced in the previous test scenarios. S3.1 – 3.11</p> <p>Transfer the manifest via SFTP, loading it in to the <b>\misc</b> folder. The manifest file should transfer as a .lck file only changing to a .dat once the file has fully loaded.</p> <p>For testing, the manifest <b>must not</b> be passed to the \incoming area.</p>	<p>Manifest is produced for all label data and provided to DHL eCommerce UK IT</p> <p>Manifest transferred to the SFTP area in to the <b>\misc</b> folder.</p> <p>Confirm to DHL eCommerce UK IT that the data is being transferred as a .lck file and changing to a .dat once the file has fully loaded.</p>
S3.12	<p>This scenario checks volume data loading</p>	<p>Produce a manifest for at least 100 Shipments. Data used should be valid UK addresses</p> <p>Transfer the manifest via the SFTP area, loading it in to the <b>\misc</b> folder.</p>	<p>Manifest produced with at least 100 Shipments.</p> <p>Manifest transferred via SFTP.</p>

Scenario	Purpose	Requirements	Expected Result
S3.13	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Operational Configuration Clearance requirements B2C Movement</p>	<p>Produce label on a “48H” service along with the B2C to:</p> <p>Newtownards Retail 241 Newtownards Road Belfast BT4 1AF</p>	<p>Label should be produced showing the</p> <p>Primary Sort “90”and Secondary Sort “Belfast”</p>
S3.14	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Operational Configuration Clearance requirements B2B (Green Lane) Movement</p>	<p>Produce label on a “48H” service along with the B2B (Green Lane) Windsor framework requirements to:</p> <p>Newtownards Retail 241 Newtownards Road Belfast BT4 1AF</p>	<p>Label should be produced showing the</p> <p>Primary Sort “90”and Secondary Sort “Belfast”</p>
S3.15	<p>This scenario will test the following aspects:</p> <p>Label Format incl. barcodes Service Validation Routing Validation Operational Configuration Clearance requirements B2B (Red Lane) Movement</p>	<p>Produce label on a “48H” service along with the B2B (Red Lane) Windsor framework requirements to:</p> <p>Newtownards Retail 241 Newtownards Road Belfast BT4 1AF</p>	<p>Label should be produced showing the</p> <p>Primary Sort “90”and Secondary Sort “Belfast”</p>

## Additional feature tests

The following scenarios are designed to test the additional features available. If you require any of these features please complete the tests and submit to your DHL eCommerce UK Integration contact.

Scenario	Purpose	Requirements	Expected Result
S4.1	<p>This scenario will test the following aspects:</p> <p>InBox returns Label Formats incl. barcodes</p>	<p>Produce a shipment with a InBox return to a residential address of your choice</p>	<p>Both the outbound label and InBox return labels must be provided along with the</p>

Scenario	Purpose	Requirements	Expected Result
	Service Validation Routing Validation Operational Configuration		manifest data for this shipment
S4.2	This scenario will test the following aspects:  Swap Out Label Format incl. barcodes Service Validation Routing Validation Operational Configuration	Produce a Shipment that requires exchange on delivery “ <b>Swap Out</b> ”  DHL eCommerce UK Express House Hillman Way Ryton-On-Dunsmore Coventry CV8 3ED	Label is produced  Data received contains a request for “ <b>Swap Out</b> ”
S4.3	This scenario will test the following aspects:  Extended Cover Label Format incl. barcodes Service Validation Routing Validation Operational Configuration	Produce a Shipment with Extended Liability to cover the items to a value of £1500.  DHL eCommerce UK Express House 464 Berkshire Avenue Slough Berkshire SL1 4PL	Label is produced  Data received contains the correct number of insurance units to cover the value of goods.
S4.4	This scenario will test the following aspects:  ServicePoint mandatory requirements. Label Format incl. barcodes Service Validation Routing Validation Operational Configuration	Produce a Shipment to a DHL <b>ServicePoint</b> of your choice.	Label/Manifest should be produced showing the correct DHL ServicePoint address and corresponding information.
S4.5	This scenario will test that the following:  Data provided in the manifest matches the data contained on the physical label and within the barcodes	Produce a manifest containing the data for all test labels produced in the previous test scenarios.  Transfer the manifest via your Primary SFTP, loading it in to the MISC folder.	Manifest is produced for all label data and provided to DHL eCommerce UK IT  Manifest transferred to the Primary SFTP area in to the MISC folder.
S4.6	This Scenario will test the following.  PIN code requested for a Shipment for valid delivery location.	Produce a Manifest for any existing service. (Next day, 9am etc)  Add “PIN” in Shipment.DeliveryChoice field.  Ensure the delivery location is valid for the service. (Anywhere other than	Label / Manifest is created for Shipment for selected service.  Delivery choice to be set to NYN/PIN

Scenario	Purpose	Requirements	Expected Result
		highlands and islands, guernsey, jersey etc.)	
S4.7	<p>This Scenario will test the following.</p> <p>PIN code requested for a Shipment for invalid delivery location.</p>	<p>Produce a Manifest for any existing service. (Next day, 9am etc)</p> <p>Add "PIN" in Shipment.DeliveryChoice field.</p> <p>Ensure the delivery location is invalid for the service. (Select highlands and islands, guernsey, jersey etc.)</p>	<p>Label / Manifest is created for Shipment for selected service.</p> <p>Delivery choice to be set to NYN</p>
S4.8	<p>This Scenario will test the following.</p> <p>PIN code requested for a Shipment for valid collect from Depot location.</p>	<p>Produce a Manifest with a delivery service of "Collect from Depot".</p> <p>Add "PIN" in Shipment.DeliveryChoice field.</p> <p>Ensure the Depot is any Depot (excluding Argyle, Inverness, Orkney and Shetlands, Guernsey or Jersey)</p>	<p>Label / Manifest is created for Shipment to be collected from depot.</p> <p>Delivery choice to be set to NNN/DPI</p>
S4.9	<p>This Scenario will test the following.</p> <p>PIN code requested for a Shipment for invalid collect from Depot location.</p>	<p>Produce a Manifest with a delivery service of "Collect from Depot".</p> <p>Add "PIN" in Shipment.DeliveryChoice field.</p> <p>Ensure the Depot is one of the following (Argyle, Inverness, Orkney and Shetlands, Guernsey or Jersey)</p>	<p>Label / Manifest is created for Shipment to be collected from depot.</p> <p>Delivery choice to be set to NNN/DEPOT</p>
S4.10	<p>This Scenario will test the following.</p> <p>AGE verification requested for a Shipment for valid delivery location.</p>	<p>Produce a Manifest for any existing service. (Next day, 9am etc)</p> <p>Add "AGE" in Shipment.DeliveryChoice field.</p> <p>Ensure the delivery location is valid for the service.</p>	<p>Label / Manifest is created for Shipment for selected service.</p> <p>Delivery choice to be set to NYN/AGE</p>

Scenario	Purpose	Requirements	Expected Result
		(Anywhere other than highlands and islands, guernsey, jersey etc.)	
S4.11	<p>This Scenario will test the following.</p> <p>AGE Verification requested for a Shipment for invalid delivery location.</p>	<p>Produce a Manifest for any existing service. (Next day, 9am etc)</p> <p>Add "AGE" in Shipment.DeliveryChoice field.</p> <p>Ensure the delivery location is invalid for the service. (Select highlands and islands, guernsey, jersey etc.)</p>	<p>Label / Manifest is created for Shipment for selected service.</p> <p>Delivery choice to be set to NYN</p>
S4.12	<p>This Scenario will test the following.</p> <p>AGE verification requested for a Shipment for valid collect from Depot location.</p>	<p>Produce a Manifest with a delivery service of "Collect from Depot".</p> <p>Add "AGE" in Shipment.DeliveryChoice field.</p> <p>Ensure the Depot is any Depot (excluding Argyle, Inverness, Orkney and Shetlands, Guernsey or Jersey)</p>	<p>Label / Manifest is created for Shipment to be collected from depot.</p> <p>Delivery choice to be set to NNN/DAG</p>
S4.13	<p>This Scenario will test the following.</p> <p>AGE verification requested for a Shipment for invalid collect from Depot location.</p>	<p>Produce a Manifest with a delivery service of "Collect from Depot".</p> <p>Add "AGE" in Shipment.DeliveryChoice field.</p> <p>Ensure the Depot is one of the following (Argyle, Inverness, Orkney and Shetlands, Guernsey, or Jersey)</p>	<p>Label / Manifest is created for Shipment to be collected from depot.</p> <p>Delivery choice to be set to NNN/DEPOT</p>
S4.14	<p>This Scenario will test the following.</p> <p>Signature and photo requested for a Shipment for valid delivery location.</p>	<p>Produce a Manifest for deliver to recipient only service.</p> <p>Add "SIG" in Shipment.DeliveryChoice field.</p>	<p>Label / Manifest is created for Shipment for selected service.</p> <p>Delivery choice to be set to NYN/SIG+</p>



Scenario	Purpose	Requirements	Expected Result
	Deliver to recipient only	Ensure the delivery location is valid for the service. (Anywhere other than highlands and islands, guernsey, jersey etc.)	
S4.15	<p>This Scenario will test the following.</p> <p>Signature and photo requested for a Shipment for *invalid delivery location.</p> <p>Deliver to recipient only.</p>	<p>Produce a Manifest for deliver to recipient only service.</p> <p>Add "SIG" in Shipment.DeliveryChoice field.</p> <p>Ensure the delivery location is invalid for the service. (Select highlands and islands, guernsey, jersey etc.)</p>	<p>Label / Manifest is created for Shipment for selected service.</p> <p>Delivery choice to be set to NYN</p>
S4.16	<p>This Scenario will test the following.</p> <p>Signature and photo requested for a Shipment for valid delivery location.</p> <p>Deliver to recipient or neighbour</p>	<p>Produce a Manifest for deliver to recipient or neighbour service.</p> <p>Add "SIG" in Shipment.DeliveryChoice field.</p> <p>Ensure the delivery location is valid for the service. (Anywhere other than highlands and islands, guernsey, jersey etc.)</p>	<p>Label / Manifest is created for Shipment to be collected from depot.</p> <p>Delivery choice to be set to YYY/SIG+</p>
S4.17	<p>This Scenario will test the following.</p> <p>Signature and photo requested for a Shipment for invalid delivery location.</p> <p>Deliver to recipient or neighbour</p>	<p>Produce a Manifest for deliver to recipient or neighbour service.</p> <p>Add "SIG" in Shipment.DeliveryChoice field.</p> <p>Ensure the delivery location is invalid for the service. (Select highlands and islands, guernsey, jersey etc.)</p>	<p>Label / Manifest is created for Shipment for selected service.</p> <p>Delivery choice to be set to YYY</p>

Scenario	Purpose	Requirements	Expected Result
S4.18	<p>This Scenario will test the following.</p> <p>POSTED requested for a Shipment.</p>	<p>Produce a Manifest for any existing service. (Next day, 9am etc)</p> <p>Add "POS" in Shipment.DeliveryChoice field.</p>	<p>Label / Manifest is created for Shipment for selected service.</p> <p>Delivery choice to be set to NYN/POSTED</p>

## Physical sample label validation

***Only proceed to this section when instructed to do so. Full label and manifest sign off must be obtained from DHL eCommerce UK prior to sending physical labels.***

The purpose of this test is to validate the print quality of your labels generated from your live production printers. Several physical labels should be produced to different addresses from each production printer. If using more than one printer, please mark on the labels in order to identify which printer the label was produced from.

Please send a digital photo of the labels to your DHL Integrations contact for validation.

## Live end-to-end Shipment

***Only proceed to this section when instructed to do so. Full IT accreditation must be obtained from DHL eCommerce UK prior to sending a live Shipment.***

The purpose of this test is to generate a Shipment in your live environment to an address of your choice. Ideally this should be an empty box and not contain any goods. Send the manifest containing the live Shipment information to the **/incoming** folder on the DHL eCommerce UK SFTP area.

You will need to advise your DHL eCommerce UK contact of the Shipment number used so we can monitor the progress of this shipment.

# VERSION CONTROL

Version	Date	Detail	Author
V1.x	unknown	First Draft - No version control applied to earlier versions	UKM
V2.0	10/05/2016	Document Rebrand Increased the email field to 60 characters in DOM_SUB record Addition of Channel Island requirements	Lewis Williams
V2.1	29/07/2016	Introduction of Version Control Mandatory column added to D_2D & DS2D barcode record	Lewis Williams
V2.2	24/08/2016	Amendment to Insurance Units in manifest and 2D Barcode.	Lewis Williams
V2.3	13/10/2016	Removed 2 redundant test scenarios Update Service Descriptions in test scenarios	Lewis Williams
V2.4	11/11/2016	Correction to ServiceLevel algorithm codes Pg 21 to match ServiceDatLayout.doc	Lewis Williams
V2.5	16/12/2016	Correction to Test & Approval process: Scenario S3.2 to match Postcode.dat and Service.dat Layout	Shehreen Qamar
V2.6	22/12/2016	Additional information for House Details and Secure Location in the DOMESTIC entry (Manifest and 2D Barcode).	Lewis Williams
V2.7	03/01/2017	Amendment to test 3.14	Lewis Williams
V2.8	23/06/2017	Addition of "Live end-to-end Shipment" (Page 45) – This has always been a requirement but was not specifically mentioned in this documentation. Update to IT Service Desk telephone number Clarification around the use of "signature optional" Addition of numbered label layout and dimensions	Lewis Williams
V2.9	11/12/2017	Amend example BPPostcode Version number Clarification to X-Dimension (Z-Module) Page 23 County – Mandatory for ROI Update Test scenarios to match PCU 3.60 Clarification to ROI Postcodes	Lewis Williams
V3.0	01/09/2018	Document Rebrand – DHL Parcel UK Addition of ServicePoints Manifest changes <ul style="list-style-type: none"> <li>• DOMESTIC – v1.05 to V1.06</li> <li>• BOX – v1.00 – v1.02</li> </ul> Removal of contingency manifest (email) Update to Channel Island requirements Update URLs to dhlparcel.co.uk Revised test scenarios	Lewis Williams
V3.1	01/07/2020	Removal of ROI requirements (now international) Addition of <ul style="list-style-type: none"> <li>• InBox returns</li> <li>• ServicePoint requirements</li> </ul> Update: <ul style="list-style-type: none"> <li>• Domestic manifest record</li> <li>• all references to FTP to SFTP</li> <li>• delivery choices (service Codes)</li> <li>• Channel Island requirements (VOG/DOG)</li> </ul>	Lewis Williams
V3.2	25/01/2021	Addition of Channel Island & Northern Ireland customs requirements (post Brexit) Manifest changes <ul style="list-style-type: none"> <li>• DOMESTIC – v2.00 to V2.10</li> <li>• Added Customs Data Type V1.00</li> <li>• Added Ccustom Item Data Type V1.00</li> </ul> Updat to postcode.dat file layout Removal of PDF417 Barcode	Lewis Williams
V3.3	28/06/2021	Amendment to InBox Return consignment number layout. 7 digit prefix & 7 digit suffix updated to show 14 digit number range.	Lewis Williams
V3.4	06/07/2021	Clarification on InBox returns Update InBox return instruction example label	Lewis Williams

<b>V3.5</b>	19/11/2021	Manifest changes <ul style="list-style-type: none"> <li>• Customs v1.00 – 1.01</li> <li>• CustomItem v1.00 – 1.01</li> </ul> Test 4.6 (Nominated timed service) removed Change to Physical Label validation checks Update to all test	Lewis Williams
<b>V3.6</b>	17/11/2021	Clarity on ServicePoint address field mapping	Lewis Williams
<b>V3.7</b>	06/01/2022	Removed option of ServicePoint locations via SFTP (.XML) Update to Appendix A	Lewis Williams
<b>V3.8</b>	17/03/2022	Update to ServicePoint finder API. Developer Portal added Update to address mapping in Domestic data type for ServicePoint shipments	Lewis Williams
<b>V3.9</b>	11/05/2022	Update to SFTP server - sftpccs.gb.dhl.com Removal of Description/Value of good for InBox Return shipments (not applicable since Brexit) Clarification to Post Brexit requirements for shipments to Northern Ireland	Lewis Williams
<b>V4.0</b>	04/01/2023	Removed XL Bagit services from Appendix A – Delivery choices service codes Removed mention of PDN via SMS Updated test scenarios requesting a shipment to be sent using PDN via SMS	Akbar Mufti
<b>V4.1</b>	19/06/2023	Updated domestic outbound shipment label <ul style="list-style-type: none"> <li>• Introducing large 2nd postcode</li> <li>• Removal of sender name, sender postcode and telephone number</li> </ul>	Akbar Mufti
<b>V4.2</b>	11/07/2023	Update to the DHL Parcel UK logo on the label which should now read DHL eCommerce page 28 & 29	Akbar Mufti
<b>V4.3</b>	13/02/2024	Document rebrand – DHL eCommerce UK Updated Senders Telephone Number to non mandatory in the DOMESTIC line	Akbar Mufti
<b>V5.0</b>	19/06/2024	Windsor Framework – Northern Ireland Update delivery choice	Esme Jewkes
<b>V5.1</b>	03/07/2024	Domestic Version Amended Clearance Item Total amended	Nicola Cotterill
<b>V5.2</b>	12/08/2024	Domestic Type Version Amended from 2.10 – 2.20 Update to the DHL eCommerce logo on the label which should now read DHL eCommerce UK page 28 & 29	Akbar Mufti
<b>V5.3</b>	03/09/2024	CLRITEM – Country of manufacture Updated from 3 ISO code to 2 ISO code. Record total length amended to 181 CLRITEM version changed to 2.10	Nicola Cotterill
<b>V5.4</b>	12/09/2024	Third party collection and carriage forward where delivery postcode = BT, services are not available. Reminder only one clearance record per shipment	Esme Jewkes
<b>V5.5</b>	23/05/2025	Updated B2B red lane Windsor Framework guidance to include recipient EORI number. Reason for export list updated Clearance record Updated Windsor Framework guidance, including examples for each trade lane. Total value and number of pieces mandatory in Clearance record for all NI shipments Update IT Service Desk contact details, Channel islands requirements, updated tracking URL's.	Esme Jewkes Akbar Mufti Nicola Cotterill