SFTP TRACKING DATA

DEVELOPERS GUIDE

Version 4.6

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DHL eCommerce UK

TABLE OF CONTENTS

INTRODUCTION

For customers who wish to receive detailed tracking information on their shipments, data can be pushed to a designated SFTP area. As parcels move through the DHL eCommerce UK network they are scanned, details of parcel scans and proof of delivery records are made available for customers to download.

This document provides a detailed specification of the data types in use in the Customer Scan and Customer Proof of Delivery Records.

This will be organised and managed by the Customer Integrations team who can be contacted via customerintegrations_ecsuk@dhl.com

SFTP ACCESS

Before we can provide access the DHL Parcel 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: - sftpecsgb.dhl.com

SCANNING RECORDS

Details of parcel scans captured in the DHL eCommerce UK network can be obtained from the same SFTP area used to upload your manifest data. The files will appear in the /outgoing folder using the file name convention customerscans<DHL eCommerce UK Account ID>ddmmyyyyhhmmss.dat. Files will be archived periodically to /outgoing/history/today where you can access the data for the current week. Each transmission has a header, details records and a footer, the format of these are detailed below:

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 also the date & time the file was produced.

The BatchID can just be used as a narrative to indicate where the file came from "DHL eCommerce UK Customer Scans 27/12/2002 13:00:00" for example but essentially it is free text to describe the transmission.

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***	***Description***
Data Type	Alpha	10	SIMPLEHEAD
Data Version	Alpha	10	1.01
BatchID	Alpha	50	Unique BatchID/Descriptor.
ExpectedRecords	Num	10	Expected number of records in this file (including header and footer)
Transmission Date	Date	8	Date file transmitted
Transmission Time	Time	6	Time file transmitted
Source Network Address	Alpha	20	IP address or DNS name of source computer. (Optional).
Total Length		114	

Customer Scan

This data type is captured whenever a parcel is scanned in the DHL eCommerce UK network. The record contains the shipment number scanned, the customers' reference for the parcel (usually sales or order number), the alternative reference for the parcel, the parcel number within the shipment, date and time of scan, location and scan type. The location code is a short unique reference for the DHL eCommerce UK location the parcel was scanned at, the description of that location is also included. The scan type is used to refer to the type of scan that has taken place, for example "Into Collecting Location", "Into Delivery Location", "Onto Drivers Vehicle". Again a ScanTypeCode and description are included.

Data Type			***Customer Scan***
Data Version			***2.00***
Last Changed			***13/03/2020***
Field Name	***Type***	***Length***	***Description***
Data Type	Alpha	10	CUSTSCAN
Data Version	Alpha	10	2.00
Filler (Not Used)	Alpha	14	
Customers Reference	Alpha	20	
Alternative Reference	Alpha	20	
Parcel Number	Num	4	
Scan Date	Date	8	Scan Date – DDMMYYYY
Scan Time	Time	6	Scan Time – HHMMSS
LocationCode	Alpha	4	Code for DHL location parcel scanned at.
Location	Alpha	30	Narrative to describe DHL location scanned
ScanTypeCode	Alpha	4	Code for type of scan. **See Appendix A**
ScanType	Alpha	25	Narrative to describe scan type.
ShipmentNumber	Alpha	40	DHL eCommerce UK shipment number.
Total Length		195	

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***	***Description***
Data Type	Alpha	10	FOOTER
Data Version	Alpha	10	1.00
Actual Records	Num	10	Actual number of records in this file (including header and footer)
Total Length		30	

Example Scan File

File name - customerscansF000010210520201615O1.dat

SIMPLEHEAD1.01 DHL Parcel Customer Scans 21/05/2020 16:15:01 321052020161501

CUSTSCAN 2.00 Order1234 PO 45678 00012105202016024300 50Ryton WH10In Delivering Warehouse S40206590232117

FOOTER 1.00 3

PROOF OF DELIVERY RECORDS

Details of Proof of Delivery records can be obtained from the same SFTP area used to upload your manifest data. The files will appear in the outgoing folder using the file name convention customerpods<DHL eCommerce UK Account ID>ddmmyyyyhhmmss.dat. Files will be archived periodically to /outgoing/history/today where you can access the data for the current week. Each transmission has a header, details records and a footer, the format of these are detailed below:

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 also the date & time the file was produced.

The BatchID can just be used as a narrative to indicate where the file came from "DHL eCommerce UK Customer PODs 27/12/2002 13:00:00" for example but essentially it is free text to describe the transmission.

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***	***Description***
Data Type	Alpha	10	SIMPLEHEAD
Data Version	Alpha	10	1.01
BatchID	Alpha	50	Unique BatchID/Descriptor.
ExpectedRecords	Num	10	Expected number of records in this file (including header and footer)
Transmission Date	Date	8	Date file transmitted
Transmission Time	Time	6	Time file transmitted
Source Network Address	Alpha	20	IP address or DNS name of source computer. (Optional).
Total Length		114	

Customer Proof of Delivery

This data type is captured whenever a shipment is delivered or a delivery attempt was made but failed. The record contains the shipment number scanned, the customers reference for the parcel (usually sales or order number), the alternative reference for the parcel, the date and time of the delivery or delivery attempt, name of signatory if a success, failure code and description if delivery failed. Finally the service code and description are output to show which delivery service the shipment was being delivered on.

***Note.** If a delivery attempt failed, the DeliverySignature field will be **blank** and a DeliveryFailureCode will be passed along with a DeliveryFailureDescription

Data Type			***Customer POD***
Data Version			***2.00***
Last Changed			***13/03/2020***
Field Name	***Type***	***Length***	***Description***
Data Type	Alpha	10	CUSTPOD
Data Version	Alpha	10	2.00
Filler (Not Used)	Alpha	14	
Customers Reference	Alpha	20	
Alternative Reference	Alpha	20	
Delivery Date	Date	8	Delivery or attempted delivery date DDMMYYYY.
Delivery Time	Time	6	Delivery or attempted delivery time HHMMSS.
DeliverySignature	Alpha	30	Name of signatory if successful delivery.
DeliveryFailureCode	Alpha	4	Code for failure reason if consignment could not be delivered. **See Appendix B**
DeliveryFailureDescription	Alpha	30	Text description of failure reason if shipment could not be delivered.
ServiceCode	Numeric	4	Service Code, 3 – 9AM for example.
ServiceDescription	Alpha	30	Text Description Of Delivery Service.
ShipmentNumber	Alpha	40	DHL eCommerce UKshipment/consignment number
DeliveryTypeCode	Alpha	4	If delivered, code for delivery type. **See Appendix C**
DeliveryTypeDescription	Alpha	40	Text description of delivery type e.g. signed for by consignee, left with neighbour, left safe.
Total Length		270	

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***	***Description***
Data Type	Alpha	10	FOOTER
Data Version	Alpha	10	1.00
Actual Records	Num	10	Actual number of records in this file (including header and footer)

Total Length	30

Example POD File

File Name – customerpodsF00001029042020204500.dat

SIMPLEHEAD1.01 DHL Parcel Customer PODs 29/04/2020 20:45:00 329042020204500
CUSTPOD 2.00 DHL UKMail Cust Ref Alternative Referenc29042020203858MISS
Bloggs 0001Next Day 32038498094487
DT01Signed for at address
FOOTER 1.00 3

APPENDIX A - SCAN TYPE CODES

ScanTypeCode	ScanTypeDescription
WH01	Implant Collection Scan
WH02	In Collecting Warehouse Scan
WH04	Transit Scan
WH05	Onto Delivery Van Scan
WH07	In Holdbay Scan
WH09	In Warehouse Scan
WH10	In Delivering Warehouse Scan
WH12	Non-Machinable Scan
WH13	Onto Trunk Vehicle Scan
WH14	Check Weighed
WH15	Long Length Scanned
WH16	Valuable Item
WH18	Security Scan In
WH19	Security Scan Out
WH21	Open High Value Cage Scan
WH22	Close High Value Cage Scan
WH24	Into High Value Cage Scan
WH31	Scanned into HoldBay - Carded
WH35	Volumetric Scan
WH37	Auto-Sort National
WH39	Auto-Sort Local
WH59	Manually Handled Item
WH95	Manual Volumetric Scan
WH72	Parcel Removed from Route
WH96	Driver Acceptance Scan
WH99	10 Box Check
CTCL	Driver Collection Scan
CTDL	IOD Parcel Scan
CTAD	Parcel has been added to a container
DT14	IOD Parcel Scan (LPS)
SP21	LPS Receipt Scan
SP22	LPS Handover to Driver
SP23	FMD Collected from LPS
SP24	Return Collected from LPS
SP25	LPS Accept Delivery Scan
SP26	Customer collect from LPS
SP27	Damaged Collected from LPS

APPENDIX B – DELIVERY FAILURE CODES

DeliveryFailureCode	DeliveryFailureDescription
DNTR	01 - Not Received
DOUT	02 - Out Of Time
DVBR	03 - Vehicle Breakdown
DRTS	04 - RTS / TPC
DMIS	05 - Misroute
DEHD	07 - Held Over
DACD	10 - LPS Carded
DALR	11 - Delivery to LPS Refused
DALC	12 - LPS Closed
DRTA	15 - Road Traffic Accident
DNFC	19 - Parcel(s) not Received from Customer
RDL1	42 - Rescheduled Delivery
DETA	45 - Delivered
DESF	46 - Shortage Failure
DETI	47 - Time Failure
DF17	Damge
DF18	No Appropriate Safe Place
DF20	Held for Review
DF32	Customer Does Not Have PIN
DF33	Incorrect PIN
DF34	Unable to generate PIN
DF35	Age Verification Failed
DF48	48 - No Contact / Access Available
DF49	49 - No COD / Swap Out Available
DEDT	50 - Date Failure
DCAD	51 - Check Of Address
DCRD	52 - Card Left
DBKI	53 - Book-In
DWPC	54 - Incorrect Post Code
DCMS	55 - Customer Misroute
DBAD	56 - Inclement Weather
DREF	57 - Refused
DCAL	58 - To Be Called For
DSUB	59 - With Sub Contractor
DF72	72 - Line Haul Delay
CUHO	77 - Handed Over to Courier
DF80	80 – Failed Clearance
DMIN	84 - Major Incident

DBER	99 - Held at Delivery Location

APPENDIX C - DELIVERY TYPE CODES

DeliveryTypeCode	DeliveryTypeDescription
DT02	In the Porch
DT03	Behind the Gate
DT04	In the Shed
DT05	In the Garage
DT06	With Porter/Care Taker
DT07	In Conservatory
DT08	In Greenhouse
DT09	Other Location
DT10	Left with Neighbour
DT13	Posted
DT14	Received at Local Parcel Shop
DT15	Accepted at delivery point
DT16	Collected from Depot
DT17	Signed for at Delivery Point
DT18	Signed for by Neighbour
DT19	Accepted At Delivery Point **B**y PIN
DT20	Collected At Depot By PIN
DT21	Collected At Delivery Point By Age Verification
DT22	Collected At Depot By Age Verification

VERSION CONTROL

Version	Date	Detail	Author
V1.x	unknown	First Draft - No version control applied to earlier versions	UKM
V2.0	2016	Document Rebrand	Lewis Williams
V2.1	19/04/2018	Introduction of Version Control Update all Scan event codes and POD Exception codes Specify path for archived data /outgoing/history/today	Lewis Williams
V3.0	01/10/2018	Document Rebrand – DHL Parcel UK	Lewis Williams
V4.0	21/05/2020	Revised Customer Scan and Customer POD layout to accommadate 40 digit shipment numbers **V2** Update Appendix A - Scan Type codes Update Appendix B - Delivery Failure codes Addition of Appendix C – Delivery Type Code	Lewis Williams
V4.1	18/09/2020	Update to Appendix B	Lewis Williams
V4.2	28/09/2021	Update to Appendix C	Lewis Williams
V4.3	11/05/2022	Update to SFTP Server - sftpecsgb.dhl.com	Lewis Williams
V4.4	13/02/2023	Updates to scan type codes CTAD	Akbar Mufti
V4.5	10/12/2024	Rebrand, Update Appendix A - Scan Type codes Update Appendix B - Delivery Failure codes Update Appendix C – Delivery Type codes	Akbar Mufti
V4.6	30/04/2025	Update Appendix B – Delivery Failure codes	Tracy Hodges