



International Routing and Integration
Service
V1.0 API

Hermes Germany GmbH

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Chapter 1. Introduction

This document describes the (external) service interface of the International Routing and Integration Service API, which is provided as a REST webservice. The International Routing and Integration Service API combines core functionalities of routing, label creation and preadvice generation.

The service supports the core functionality for several carriers and clients, which like to send their parcels through the Hermes International Network to all offered destination countries.

Chapter 2. Environments

For developers to test their code, we're supplying every account with test and live API keys and distinguish between following environments. For both environments a valid authentication token needs to be obtained first from the AUTHENTICATION server:

Environment	Service	URL
Production	Auth	https://auth.hermesborderguru.io
	Dispatcher	https://iris.hermesborderguru.io/request
Integration	Auth	https://auth.hermesborderguru.io
	Dispatcher	https://iris-preview.hermesborderguru.io/request

Chapter 3. Versioning

We will constantly release new versions of the IRIS product. The newest deployed version will always be accessible without the need of explicitly defining a version tag within the URI request header. You don't need to update the software to access the new version.

We are developing via continuous delivery and promise to adhere to our "[API design commitment](#)".

Our quality standard:

- We will release every single change after peer-review and automated tests to production.
 - This is how we maintain a high-quality service to keep pace with fast evolving requirements of our clients.
- Deployments are rolling.
 - Continuous as well as rolling deployments lead to zero-downtimes during new deployments.
- A deployment process takes the shortest possible amount of time which enables us to react quickly.

Chapter 4. API design commitment

For the sake of clarity and transparency, this section details basic information concerning the interface design.

The following will help users gain a better understanding of the IRIS interface design and architecture of our API functions. Our objective is to clarify common misconceptions, so that the integration and usage of IRIS runs as smoothly as possible.

Transparency regarding how changes are handled on IRIS, is of utmost importance. The following section aims to define the possible reasons for why changes can be made, and how such changes will be handled in IRIS.

Our commitments:

- We promise to act in the best interest of our customers at all times.
- We treat changes with due care and with as much foresight and planning as possible.
 - Changes on the API will usually take place for technical or maintenance reasons, or;
 - Change requests generated by our customers.
- We will fix forward.
 - We will not roll back to an older version.
 - If deprecated functionality is needed again, it will be deployed within a new version.
- We keep track of backwards compatibility.
 - **Deprecation** will be communicated as early as possible.
- We respect the tolerant reader pattern ^[1] and expect partners to do the same.
 - New fields can be added to any JSON object within either request or response.
 - Mandatory fields can become optional ^[2].
 - New API endpoints can be added.
 - Endpoints can become deprecated.
 - Will be removed after a defined grace-period ^[3].
- We have defined mandatory fields which can differ depending on the use case you are following.
- Values and field types are clearly defined.
 - Provided with a rule set regarding safety and security.
 - No value types or fields will be changed or deleted.
- We use JSON with UTF-8 encoding for request/response handling.
- We work together with different third party services to provide a wide range of functionality.
 - These special services are not directly maintained by our team.
 - We constantly keep track of these services to minimise risk and to ensure optimal functionality for our users.

- We will react instantly in case of performance issues or an outage.
- This may result in differences ^[4] in the request processing time.
- IRIS Servers are hosted in Germany.
 - We guarantee high availability.
 - We have a fully scalable system.
 - Our infrastructure is optimized for international use.
- Response times may differ due to location and available internet connection.
 - Third party servers can be hosted differently.
 - Upload times and latencies can vary depending on the available infrastructure of the caller.
- Permanent high detailed monitoring.
 - Ensures quick response time in case of unwanted behaviour of the system.
 - Alerting is set up for production critical parts of the system.
 - Supports fast analysis.
 - Facilitates the identification of possible user improvements.
 - Guarantees OLA satisfaction.
- We aim to keep changes to the interface to an absolute minimum.
 - Especially when our user integrations could be negatively impacted
 - In cases where it is unavoidable, we will always respect the tolerant reader pattern, and inform any stakeholder as early as possible.
- Enhanced error handling.
 - We aim to provide responses that contain clear and understandable information, providing opportunities to correct any input mistakes.

If ambiguities are encountered, please feel free to contact IRIS Support!



Please feel free to [Contact](#) us if there is anything unclear about these topics. We are always willing to explain and discuss our philosophies and our way to provide the best possible product for our customers.



Take special notice of the [Deprecation](#) appendix!

[1] Be as tolerant as possible when reading data from another service: Ignore fields not needed for requested functionality. Ignore unknown content, and expect variant data structures. Allow changes as far as possible. Unused behavior is free to change.

[2] E.g. [Changelog 2019 - Week 32](#).

[3] A grace-period for you as an API-caller will be at least two weeks and every stakeholder will be informed.

[4] Marginal under normal conditions.

Chapter 5. Authentication

Every call to the International Routing and Integration Service API is secured by an access token. This token is tied specifically to the client's account and therefore should never be given to anyone else outside the client's control. We also require that all communication with the API is secured using TLS. Requests made over HTTP or without a proper access token will fail.

It is advised to use a tool like Postman to successfully send and to retrieve POST requests to the International Routing and Integration Service API.

5.1. Register

The client gets a username and password pair from the HermesBorderguru IT. With these credentials the user can retrieve and request an access token from the authentication service, which needs to be transmitted in each request.

The token has a specific life-span and expires after a given time. With each request the remaining seconds of the token's validity will be transmitted with the result of the request. As soon as the token has expired a new token needs to be requested.

Access token life-span is set to 10 minutes. Refresh token life-span is set to 3 hours.

5.2. Retrieve a Token

5.2.1. Request

To initially retrieve an access token, one may call

```
POST
https://auth.hermesborderguru.io/token
```

with username and password sent as Basic Authentication Header ^[1].

5.2.2. Response

```
{
  "token_type": "bearer",
  "access_token": "<string>", ①
  "expires_in": 600,
  "refresh_token": "string", ②
  "refresh_expires_in": 10800
}
```

① JWT encoded token, used as Bearer token authentication

② JWT encoded refresh token for retrieving a new access token without the need to authenticate again (see [Refresh a Token](#)).

5.3. Refresh a Token

5.3.1. Request

To receive a new access token without the need to resend user credentials, a client can retrieve a new access token by sending the refresh token from a previous authentication Response as Bearer token to

```
POST
https://auth.hermesborderguru.io/refresh_token
```

With the Authentication header set to:

```
Authorization: Bearer <refresh_token_value>
```

5.3.2. Response

```
{
  "token_type": "bearer",
  "access_token": "<string>", ①
  "expires_in": 600,
  "refresh_token": "string", ②
  "refresh_expires_in": 10800
}
```

① JWT encoded token, used as Bearer token authentication (see [Retrieve a Token](#)).

② JWT encoded refresh token for retrieving a new access token without the need to authenticate again.

5.4. Usage of Access Tokens

You can use the [Retrieve a Token](#) as value for the "Authorization" header, prefixed with "Bearer" like this:

```
Authorization: Bearer <access_token_value>
```

5.5. Authentication and authorization error responses

Whenever an API resource is accessed, it is checked whether the user is authenticated and has the necessary rights to access the resource. If this check is successful, the resource handles the request, if not successful an error is returned in this format:

```
{
```

```
"error": "string",  
"errorDetails": "string" (optional)  
}
```

This list shows possible errors, the used HTTP response code as well as error messages:

HTTP code	"error" content	reason
401	Authorization header missing or invalid	The HTTP header "Authorization" with auth credentials was not provided with the request. See Usage of Access Tokens .
401	Authentication error	The provided Bearer Token could not be parsed to a valid access token. This error will include an "errorDetails" message. See Retrieve a Token and be sure to only include the value of the <i>access_token</i> field from the response as the <i>Bearer token</i> in the "Authorization" header.
403	Authenticated user is not allowed to access this resource	Although a valid Bearer Token was provided, the authenticated user does not have the necessary permission to access resources in the environment (e.g. <i>preview</i> or <i>production</i>)
403	Authenticated user does not have permission to <action description>	The user tried to access an API resource (e.g. /request/) without the necessary permission. The appropriate permissions need to be set for each client and for each resource by an administrator. Please contact us if you feel you should have the necessary permission.

[1] https://en.wikipedia.org/wiki/Basic_access_authentication#Client_side

Chapter 6. Carriers, Countries and Services

6.1. Carriers and Countries

Carrier	Countries
Hermes Germany	DE
Hermes Austria	AT, BG, CY, CZ, EE, GR, HR, HU, IE, LT, LV, MT, PL, RO, SI, SK
Hermes Italy	IT ^[5]
Mondial Relay	FR ^[1] , MC, BE, LU, PT ^[1] , ES ^[1] , NL ^[2] , IT ^[5]
Coliposte	FR ^[1] , MC
PostNord	DK, SE, FI ^[4]
PostNL	NL ^[3]
InPost	PL
Colis Privé	FR ^{[2][6]} , BE ^[2] , LU ^[2] , MC ^[2]
CZPOST	CZ
CORREOS	ES,PT
LIPO	CH,LI
DPD	AT, BE, BG, CZ, DK ^[7] , EE, ES ^[7] , FI ^[7] , FR ^[7] , GR, HR, HU, IE, IT ^[7] , LT, LU, LV, MC, NL ^[3] , PL, PT ^[7] , RO, SE, SI, SK
HRP	IT ^[5]
EVRI	GB
HATONDOT	AT

^[1] Carrier does not support following post codes & ranges in the concerned countries:

Range [97000 - 98999], *"FR, la France d'outre-mer"*,

Range [9000-000 - 9999-999], *"PT, Madeira or Azores"*,

Ranges [51001 - 51005], [51070 - 51071] and 51080, *"ES, Ceuta"*,

Ranges [52000 - 52006], [52070 - 52071] and 52080, *"ES, Melilla"*,

Range [35000 - 35999], *"ES, Las Palmas"*,

Range [38000 - 38999], *"ES, Santa Cruz de Tenerife"*.

^[2] Client is required to be specifically configured to use this carrier for the given country

^[3] This carrier does not support shipping to the dutch caribbean islands like Aruba, Curacao, Sint Maarten, Bonaire, Saba, Sint Eustatius

^[4] Carrier does not support following post code ranges in the concerned countries:

Range [22100 - 22950], *"FI, Aland Islands"*

^[5] Carrier does not support following post code ranges in the concerned countries:

Postcode 22061, *"IT, Campione d'Italia"*

Postcodes 23030, 23041, *"IT, Livigno"*

Postcode 47031 and Range [47890 - 47899], *"IT, San Marino"*

Postcode 00120, *"IT, Vatikanstadt"*

^[6] Carrier does not support following post code ranges in France:

Ranges [97000 - 97999] and [98001 - 98999], *"FR, la France d'outre-mer"*

Post codes [00100], [00200], *"Military facilities are excluded"*.

^[7] Carrier does not support following post codes & ranges in the concerned countries:

Range [3900 - 3999], *"DK, Greenland"*,

Range [51000 - 52999], *"ES, Ceuta and Melilla"*,

Ranges [35000 - 35999], [38000 - 38999], *"ES, Canary Islands"*,

Range [22100 - 22950], *"FI, Aland Islands"*,

Ranges [97000 - 97999], [98001 - 98999], *"FR, Overseas Departments"*,

Postcodes 23030, 23041, *"IT, Livigno"*,

Postcode 47031, Range [47890 - 47899], *"IT, San Marino"*,

Range [22061], *"IT, Campione d'Italia"*,

Postcode 00120, *"IT, Vatikanstadt"*,

Range [9000-000 - 9499-999], *"PT, Madeira"*,

Range [9500-000 - 9999-999], *"PT, Azores"*

6.2. Available Services

6.2.1. Austria (AT)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Cash On Delivery](#)
- [Customer Notification](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)
- [Next Day](#)
 - Only for domestic shipments from AT to AT
- [Tracking](#)
 - Mandatory
 - Not allowed to unset explicitly (`"tracking": {"tracking": false}`)

- [Mail Delivery](#)
 - Only for mail delivery import to AT
 - Not allowed to set explicitly (`"signature": {"signature": true}`)
 - Not allowed to unset explicitly (`"tracking": {"tracking": false}`)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

Using HATONDOT (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Customer Notification](#)
- [Tracking](#)
- [Signature](#)

6.2.2. Belgium (BE)

Using MR (default)

- [Home Delivery](#)
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Cash On Delivery](#)
 - Only with PuDo
- [Customer Notification](#)
- [Limited Quantity](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using Colis Privé (requires client configuration)

- [Home Delivery](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Returns](#)
- [Cash On Delivery](#)
- [Customer Notification](#)
- [Signature](#)
- [Tracking](#)
- [Limited Quantity](#)
- [Bulky Goods](#)
 - Also supported for returns

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.3. Bulgaria (BG)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
 - Only in combination with collection service

- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.4. Switzerland (CH)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)
- [Limited Quantity](#)
- [Express Delivery](#)
- [Bulky Goods](#)
 - Also supported for returns
- [Tracking](#)
 - Not allowed to unset explicitly (`"tracking": {"tracking": false}`)
- [Export Customs Clearance](#)

6.2.5. Cyprus (CY)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)

6.2.6. Czech Republic (CZ)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)
 - Always included by default

- Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)

Using CZPOST (requires client configuration)

- [Home Delivery](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Tracking](#)
 - Mandatory
 - Not allowed to unset explicitly (`"tracking": {"tracking": false}`)
- [Cash On Delivery](#)
- [Returns](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.7. Germany (DE)

- [Home Delivery](#)
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Mail Delivery](#)
- [Next Day](#)
- [Nominated Day](#)
- [Express Delivery](#)
 - Needs to be combined with [Next Day](#)
- [Cash On Delivery](#)

- [Bulky Goods](#)
- [Customer Notification](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Household Signature](#)
- [Ident Service](#), valid combinations are:
 - idCardType (100, 200 or 300) + idCardNo
 - idCardType (100, 200 or 300) + idCardNo + date of birth
 - date of birth
 - PIN
 - ageValidation (16 or 18)
 - PIN + ageValidation (16 or 18)
- [Limited Quantity](#)
- [Redirection Prohibited](#)
- [PrePaid](#)

6.2.8. Denmark (DK)

Using PNORD (default)

- [Home Delivery](#)
 - Phone or mobile no. is mandatory
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Customer Notification](#)
- [Bulky Goods](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)

- Also supported for returns
- [Signature](#)

6.2.9. Estonia (EE)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Limited Quantity](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.10. Spain (ES)

Using MR (default)

- [Home Delivery](#)
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Cash On Delivery](#)
 - Only with PuDo
- [Customer Notification](#)
- [Limited Quantity](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using CORREOS (requires client configuration)

- [Home Delivery](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
 - Can not be combined with [Signature](#)
- [Mail Delivery](#)
 - Can not be combined with [Tracking](#) and [Signature](#)
- [Signature](#)
 - Always included by default for [Home Delivery](#) and [PuDo \(Pick up / Drop off\) Delivery](#)
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Bulky Goods](#)
 - Also supported for returns
- [Limited Quantity](#)
 - Also supported for returns
- [Customer Notification](#)
- [Returns](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.11. Finland (FI)

Using PNORD (default)

- [Home Delivery](#)
 - Phone or mobile no. is mandatory
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Customer Notification](#)
- [Bulky Goods](#)
- [Signature](#)
 - Always included by default

- Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.12. France (FR)

Using MR (default)

- [Home Delivery](#)
 - Weight is mandatory to receive a Coliposte label
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Cash On Delivery](#)
 - Only with PuDo
- [Customer Notification](#)
 - Only with Pudo
- [Limited Quantity](#)
- [Signature](#)
 - Home delivery by Coliposte
 - By default without signature
 - PuDo delivery by Mondial Relay
 - Signature always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using Colis Privé (requires client configuration for FR)

- [Home Delivery](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Returns](#)
- [Cash On Delivery](#)
- [Customer Notification](#)

- [Signature](#)
- [Tracking](#)
- [Limited Quantity](#)
- [Bulky Goods](#)
 - Also supported for returns
- Military facilities are excluded (postcodes 00100 & 00200)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.13. Great Britain (GB)

- [Home Delivery](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Returns](#)
- [Customer Notification](#)
- [Export Customs Clearance](#)
- [Signature](#)
 - Not included by default
- [Household Signature](#)
- [Bulky Goods](#)
 - Also supported for returns
- [Collection](#)
 - Only for returns

6.2.14. Greece (GR)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)

- Always included by default
- Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Bulky Goods](#)
- [Signature](#)

6.2.15. Croatia (HR)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
 - Only in combination with collection service
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.16. Hungary (HU)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)

- Always included by default
- Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Cash On Delivery](#)
- [Limited Quantity](#)
- [Bulky Goods](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
 - Only in combination with collection service
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.17. Ireland (IE)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [Limited Quantity](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.18. Italy (IT)

Using HIT (default)

- [Home Delivery](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
 - Email and mobile no. are mandatory
- [Returns](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Cash On Delivery](#)
- [Limited Quantity](#)
- [Mail Delivery](#)
 - Only for mail delivery import to IT
 - Can be combined with [Tracking](#) and [Signature](#)
 - Not allowed in combination with [Limited Quantity](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Bulky Goods](#)
 - Also supported for returns
- [Returns](#)
 - Only in combination with collection service
- [Collection](#)
 - Only for returns
- [Signature](#)

Using HRP (requires client configuration)

- [Home Delivery](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Tracking](#)
 - Always included by default
 - Not allowed to unset explicitly (`"tracking": {"tracking": false}`)
- [Cash On Delivery](#)

- [Limited Quantity](#)

6.2.19. Liechtenstein (LI)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)
- [Limited Quantity](#)
- [Express Delivery](#)
- [Bulky Goods](#)
 - Also supported for returns
- [Tracking](#)
 - Not allowed to unset explicitly (`"tracking": {"tracking": false}`)
- [Export Customs Clearance](#)

6.2.20. Lithuania (LT)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Limited Quantity](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.21. Luxembourg (LU)

Using MR (default)

- [Home Delivery](#)
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Cash On Delivery](#)
 - Only with PuDo
- [Customer Notification](#)
- [Limited Quantity](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using Colis Privé (requires client configuration)

- [Home Delivery](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Returns](#)
- [Cash On Delivery](#)
- [Customer Notification](#)
- [Signature](#)
- [Tracking](#)
- [Limited Quantity](#)
- [Bulky Goods](#)
 - Also supported for returns

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.22. Latvia (LV)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Limited Quantity](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.23. Monaco (MC)

Using MR (default)

- [Home Delivery](#)
- [Returns](#)
- [Customer Notification](#)
- [Limited Quantity](#)
- [Signature](#)
 - Home delivery by coliposte
 - By default without signature

Using Colis Privé (requires client configuration)

- [Home Delivery](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Returns](#)
- [Cash On Delivery](#)
- [Customer Notification](#)
- [Signature](#)

- [Tracking](#)
- [Limited Quantity](#)
- [Bulky Goods](#)
 - Also supported for returns

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.24. Malta (MT)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)

6.2.25. Netherlands (NL)

Using PostNL (default)

- [Home Delivery](#)
- [Returns](#)
- [Bulky Goods](#)
 - Also supported for returns
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Customer Notification](#)
- [Limited Quantity](#)
- [Signature](#)
 - Not included by default

- Allowed to unset explicitly (`"signature": {"signature": false}`)

- [Household Signature](#)

Using Mondial Relay (requires client configuration)

- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Returns](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.26. Poland (PL)

Using HAT (default)

- [Home Delivery](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)

Using InPost (requires special configuration)

- [Home Delivery](#)
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Bulky Goods](#)
- [Signature](#)
- [Tracking](#)
 - Always included by default

Using DPD (requires client configuration)

- [Home Delivery](#)

- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.27. Portugal (PT)

Using MR (default)

- [Home Delivery](#)
- [Returns](#)
- [Customer Notification](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Limited Quantity](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using CORREOS (requires client configuration)

- [Home Delivery](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Bulky Goods](#)
 - Also supported for returns
- [Limited Quantity](#)
 - Also supported for returns
- [Customer Notification](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns

- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.28. Romania (RO)

Using HAT (default)

- [Home Delivery](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Returns](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
 - Only in combination with collection service
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.29. Sweden (SE)

Using PNORD (default)

- [Home Delivery](#)
 - Phone or mobile no. is mandatory
- [Returns](#)
- [PuDo \(Pick up / Drop off\) Delivery](#)
- [Customer Notification](#)
- [Bulky Goods](#)
- [Signature](#)
 - Always included by default

- Not allowed to unset explicitly (`"signature": {"signature": false}`)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.30. Slovakia (SK)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)
 - Always included by default
 - Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.2.31. Slovenia (SI)

Using HAT (default)

- [Home Delivery](#)
- [Returns](#)
- [Signature](#)

- Always included by default
- Not allowed to unset explicitly (`"signature": {"signature": false}`)
- [Limited Quantity](#)
- [Bulky Goods](#)

Using DPD (requires client configuration)

- [Home Delivery](#)
- [Returns](#)
- [Collection](#)
 - Only for returns
- [Bulky Goods](#)
 - Also supported for returns
- [Signature](#)

6.3. Carrier specific Address and Reference Field Lengths

Due to the different handling, every carrier is using for managing addresses, there are different restrictions for submitting data to them. Since we don't want to restrict you we're sending the data as is to the specific carriers' backend and will receive errors in return if something wasn't correct according to the carrier.

6.4. Label Format & Sizes

Carrier	Size (full label)	Size (import label part)	Size (export label part)
Hermes Germany	DIN A6 (105 x 148 mm)	105 x 105 mm	105 x 43 mm
Hermes UK	DIN A6 (105 x 148 mm)	105 x 105 mm	105 x 43 mm
Hermes Austria	DIN A6 (105 x 148 mm)	105 x 105 mm	105 x 43 mm
Hermes Italy	DIN A6 (105 x 148 mm)	105 x 105 mm	105 x 43 mm
Colis Privé	DIN A6 (105 x 148 mm)	105 x 148 mm	n/a
CORREOS	DIN A6 (105 x 148 mm)	105 x 105 mm	n/a
CZPOST	DIN A6 (105 x 148 mm)	105 x 148 mm	n/a
DPD	DIN A6 (105 x 148 mm)	105 x 105 mm	n/a
EVRI	DIN A6 (105 x 148 mm)	105 x 105 mm	n/a
HRP	DIN A6 (105 x 148 mm)	105 x 105 mm	n/a
LIPO	DIN A6 (105 x 148 mm)	105 x 105 mm	n/a

Carrier	Size (full label)	Size (import label part)	Size (export label part)
Mondial Relay	DIN A6 (105 x 148 mm)	105 x 105 mm	n/a
PostNord	DIN A6 (105 x 148 mm)	105 x 105 mm	n/a
PostNL	DIN A6 (105 x 148 mm)	105 x 105 mm	n/a
HATONDOT	DIN A6 (105 x 148 mm)	105 x 105 mm	n/a

Note: import and export part sizes are for delivery. In case of returns, the direction is switched.

Chapter 7. Delivery

7.1. Request

POST

<https://iris-preview.hermesborderguru.io/request>

7.1.1. Http Headers



Please set following headers for each request

Header	Value	Description
Content-Type	application/json;charset=UTF-8	Fix value to interpret the JSON
Authorization	Bearer <code>auth-token</code>	Authentication token from Retrieve a Token

7.1.2. Http Body

```
{
  "delivery": {
    "sourceAddress": {
      "title": "string",
      "firstName": "string",
      "lastName": "string",
      "company": "string",
      "street": "string",
      "houseNo": "string",
      "postcode": "string",
      "city": "string",
      "state": "string",
      "country": "string", ① ②
      "phone": "string",
      "fax": "string",
      "mobile": "string",
      "email": "string",
      "addressAdditionalFields": ["add1", "add2"]
    },
    "returnsAddress": { ⑫
      "title": "string",
      "firstName": "string",
      "lastName": "string",
      "company": "string",
      "street": "string",
      "houseNo": "string",
      "postcode": "string",
      "city": "string",
      "state": "string",
```

```

    "country": "string",
    "phone": "string",
    "fax": "string",
    "mobile": "string",
    "email": "string",
    "addressAdditionalFields": ["add1", "add2"]
  },
  "destinationAddress": {
    "title": "string",
    "firstName": "string",
    "lastName": "string",
    "company": "string",
    "street": "string", ①
    "houseNo": "string",
    "postcode": "string", ①
    "city": "string", ①
    "state": "string",
    "country": "string", ① ②
    "phone": "string",
    "fax": "string",
    "mobile": "string",
    "email": "string",
    "addressAdditionalFields": ["add1", "add2"]
  },
  "source": {
    "carrier": "string", ③
    "carrierBarcode": "string" ③
  },
  "parcelData": { ④
    "packagingType": "string" ① ⑤
  },
  "customerReferences": ["reference1", "reference2"], ⑥
  "services": {}, ⑦
  "label": {}, ⑧
  "clientInput": {
    "clientLabelHeader": "string" ⑨
  },
  "client": {
    "clientId": "string", ⑩
    "clientName": "string", ⑪
    "businessModel": "string" ⑭
  },
  "customsAndTaxes": { ⑬
    "consignee": {
      "name": "string",
      "lastName": "string",
      "patronymic": "string",
      "birthDate": "string",
      "birthPlace": "string",
      "sex": "string",
      "legitimation": {

```

```

        "type": "passport",
        "documentId": "string",
        "documentReferences": [
            "ref1",
            "ref2"
        ],
        "issuingDate": "string",
        "issuingOrganization": "string",
        "issuingOrganizationCode": "string"
    },
    "taxId": "string"
},
"client": {
    "vatId": "string",
    "iossId": "string",
    "eoriNumber": "string",
    "zazAccount": "string", ⑮
    "fiscalRepresentationAddress": { ⑮
        "company": "string",
        "street": "string",
        "houseNo": "string",
        "postcode": "string",
        "city": "string",
        "phone": "string",
        "mobile": "string",
        "email": "string",
        "addressAdditionalFields": [
            "string" ⑯
        ]
    }
}
},
"invoiceReferences": [
    "string",
    "string"
]
}
}

```

① Mandatory for a valid request.

② Two letter [ISO 3166-1 ALPHA-2](#) country code.

③ Optional. If "carrier" is set sourceAddress should be omitted. The International Routing and Integration Service will perform import only (see above) but will register the export carrier and its barcode as if provided by the International Routing and Integration Service export handling for use in preadvice generation or for billing information by import carrier.

④ See [Parcel Data](#).

⑤ See [Packaging Types](#).

⑥ Various customer references can be added, e.g. customer order number. Each part of the request

(delivery/returns) can hold its own set of references.

- ⑦ At least one valid service is mandatory. See [Services](#).
- ⑧ See [Label](#).
- ⑨ Optional. Please agree usage with our IRIS Support Team. See [Contact](#).
- ⑩ Optional client id. See [Carrier Integration](#).
- ⑪ Optional client name. See [Carrier Integration](#).
- ⑫ Optional returns address. Will be printed on label instead of source address if supported by the handling carrier, currently only used by HAT.
- ⑬ See [Customs and Tax Information](#)
- ⑭ Optional business model ("B2C" or "C2C"), will be used instead of default setting stored in Hermes BorderGuru's database for the client.
- ⑮ Optional customs fields for shipments going to switzerland or lichtenstein
- ⑯ In case of shipments to swiss or liechtenstein, the fiscalRepresentationAddress.addressAdditionalFields should contain the senders fiscal Representation Address (usually prefixed with c/o and ending with Fiskalvertretung)

7.1.3. Services

Home Delivery

The home delivery service includes a delivery to a customers household within country specific standard lead times.

```
"homeDelivery": {} ①
```

- ① No additional parameter required.

PuDo (Pick up / Drop off) Delivery

The PuDo delivery service includes a delivery to selected drop off points (e.g. parcel shops) within country specific standard lead times.

```
"pudoDelivery": {  
  "pudoId": "string", ①  
  "autoSelect": boolean ②  
}
```

- ① ID of the PuDo the shipment has to be delivered to. Available IDs can be obtained via separated interfaces.
- ② if set to true, the software will try to determine automatically the nearest PuDo available within a defined radius of the destination address.



if pudoDelivery-service is requested, EITHER pudoId OR autoSelect=true has to be

provided. Omitting both or providing both together will result in an error.

Mail Delivery

The mail delivery service includes a delivery to a customers household within country specific standard lead times. It is used for deliveries of letters. So far only two associated carriers can provide this service. [Carriers and Countries](#) Mail delivery requires a non-zero, positive weight and a packagingType of 'M1' in [Parcel Data](#).

```
"mailDelivery": {} ①
```

① No additional parameter required.

Signature

The signature service includes the option to order a delivery with or without a consignees' / neighbours' signature. However, default services with each carrier are honored (e.g. Hermes Germany will always include signature service, explicitly requesting services without signature is not possible).

```
"signature": {  
  "signature": true ①  
}
```

① Whether to request signature or not.

Next Day

The next day service includes a guaranteed delivery on the next working day after injection at the import HUB.

```
"nextDay": {} ①
```

① No additional parameter required.

Nominated Day

The nominated day service includes the option to select a specific day for delivery.

```
"nominatedDay": {  
  "nominatedDay": "string" ①  
}
```

① Nominated Day within the format **DD.MM.YYYY** (DD=Day, MM=Month, YYYY=Year).

Cash On Delivery

The cash on delivery service includes the option that a consignee has to pay the offered goods when the courier hands over the parcel.

```
"cashOnDelivery": {  
  "bankTransferCurrency": "string", ①  
  "bankTransferValue": "string", ②  
  "cashCurrency": "string", ③  
  "cashValue": "string" ②  
}
```

- ① The three letter ISO 4217 ALPHA currency code for the bank transfer value.
- ② The respective value (in Cent, Pence, etc.).
- ③ The three letter ISO 4217 ALPHA currency code for the cash value.

Customer Notification

The customer notification service includes the option to inform the consignee about delivery related information by email or sms.

```
"customerNotification": {  
  "email": "string", ①  
  "sms": "string" ②  
}
```

- ① eMail address to which the notification should be sent.
- ② mobile number which should be notified.

PrePaid

When using the PrePaid service it is assumed that the parcel has already been paid for outside of the International Routing and Integration Service responsibility and the payment information has to be transmitted to the relevant systems.

```
"prePaid": {  
  "paymentTimestamp": "string", ①  
  "paymentAmount": "1000", ②  
  "paymentCurrency": "string", ③  
  "product": "string" ④  
}
```

- ① Date and time of payment in the format yyyy-MM-dd'T'HH:mm:ss.mmm'Z', for example "2018-08-02T12:30:23.145Z"
- ② The cash value paid for the parcel (in Cent, Pence, etc.).
- ③ The three letter ISO 4217 ALPHA currency code for the amount paid.

- ④ The product code for the product paid.

Household Signature

The household signature service includes the option to force a signature from the consignees' household.

```
"householdSignature": {} ①
```

- ① No additional parameter required.

Ident Service

The ident service includes authentication options the consignee has to prove before receiving a parcel.

```
"identService": {  
  "ageValidation": 0, ①  
  "dateOfBirth": "string", ②  
  "idCardNo": "string", ③  
  "idCardType": "string", ④  
  "pin": "string" ⑤  
}
```

- ① The minimum required age for the receiver of the parcel.
- ② The date of birth of the receiver of the parcel within the format **DD.MM.YYYY** (DD=Day, MM=Month, YYYY=Year).
- ③ The number of the document used for identification.
- ④ The type of the document used for identification.
- ⑤ PIN code agreed between client and customer.

Limited Quantity

The limited quantity service includes the option to send parcels with dangerous goods related content in small amounts.

```
"limitedQuantity": {} ①
```

- ① No additional parameter required.

Redirection Prohibited

The service includes the option to prohibit a redirection of shipments to selected drop off points (e.g. parcel shops, parcel locker).

```
"redirectionProhibited": {} ①
```

① No additional parameter required.

Express Delivery

The express delivery service includes the option of late injection in conjunction with a guaranteed delivery on the next working day.



In [Germany \(DE\)](#) the service must be combined with [Next Day](#).

```
"expressDelivery": {} ①
```

① No additional parameter required.

Tracking

The tracking service includes the option to assign track & trace for shipments (where applicable).

```
"tracking": {  
  "tracking": "true" ①  
}
```

① By default tracking is included in general. For [Mail Delivery](#) the default is without tracking. In this case tracking has to be assigned if needed.

Export Customs Clearance

The exportCustomsClearance service includes the option to employ Hermes to handle customs clearance for the customer.

```
"exportCustomsClearance": {} ①
```

① No additional parameter required.

Bulky Goods

The bulky goods service includes the option to send parcels which exceed the standard measurements.

```
"bulkyGoods": {} ①
```

① No additional parameter required.

Undeliverable Handling

The undeliverable handling service gives the option to define what happens to a parcel when its not possible to deliver it. The following table shows the allowed values für the service.

Code	Description	Example
SRD{days}	Storage Reshipment Destruction after x days	SRD30
SRC{days}	Storage Reshipment Collection after x days	SRC45
SRR{days}	Storage Reshipment Resale after x days	SRR20
Destruction	Destruction upon arrival	Destruction
Returns	BorderBulk process	Returns

```
"undeliverableHandling": {  
  "code": "string" ①  
}
```

① A value in the format of the table shown above

7.1.4. Label

Label output can be either in PDF, ZPL200 or ZPL300. Omitting the label object in a request will yield the same response as shown below without the labelBase64 String. Internally, the International Routing and Integration Service will not call the label service in this case, so the label will not be created.

For the following carriers and countries it is possible to request the label in ZPL2:

Carrier	Country
Colis Privé	See Carriers and Countries
Correos	See Carriers and Countries
CZPost	See Carriers and Countries
DPD	See Carriers and Countries
EVRI	GB
LIPO	See Carriers and Countries
Hermes Austria	See Carriers and Countries
Hermes Germany	DE
Hermes Italy	IT
HRP	See Carriers and Countries
Inpost	PL

Mondial Relay	FR, MC, BE, LU, PT, ES, NL. For returns, ZPL2 is only supported in FR.
PostNL	See Carriers and Countries
PostNord	See Carriers and Countries
HATONDOT	AT

The ZPL2 is accessible to print in two different dpi variants:

- **ZPL300** returns the label as base64 encoded ZPL2 for 300dpi printers
- **ZPL200** returns the label as base64 encoded ZPL2 for 203dpi printers.



The printer for ZPL needs to run at least V60.14.x or V50.14.x or later firmwares to support some required features!



The encoded labelBase64 String for ZPL2 labels uses UTF-8 encoding. Please ensure the label is decoded accordingly before it is printed to avoid unreadable characters on the label.

```
"label": {
  "output": "string", ①
  "offsetDotsY": 0, ②
  "disablePrinterModification": false ③
}
```

- ① Select the format the label is generated as. Possible values are: **PDF**, **ZPL200**, **ZPL300**.
- ② Optional, only allowed for **ZPL200** & **ZPL300**, allows to move all label elements down by the specified number of dots
- ③ Optional, only allowed for **ZPL200** & **ZPL300**, removes all commands modifying the printer settings from the label, except the encoding command ^CI28 which is required for correct label display.

7.1.5. Parcel Data

Information about the parcel is mandatory for some carriers.

```
"parcelData":{
  "packagingType": "string", ①
  "depth":10, ②
  "width":20, ②
  "length":30, ②
  "weight":5000, ③
  "value":99, ④
  "currency":"EUR", ④
  "deliveryInformation":"TEST PACKAGE",⑤
  "dutyInfo":{ ⑥
    "dutyPaid":true,
```

```

    "dutyValue": "100", ④
    "dutyCurrency": "EUR"
  }
}

```

- ① See [Packaging Types](#).
- ② In centimeters as a positive integer value, otherwise the request will be rejected.
- ③ In grams as a positive integer value, otherwise the request will be rejected.
- ④ Monetary amount in value should be provided in minor currency units, i.e. CENTS as integer (*not decimal) in case of Euro. Example: For a monetary value of EUR 1234.99 the value in cents should be 123499.
- ⑤ Used by UK for free text information, such as "Safe Place".
- ⑥ To support ongoing Brexit some additional information which are needed to be passed through IRIS.

Packaging Types

Where applicable packaging types are defined by the *Recommendation No. 21, fourth revised edition, adopted by the United Nations Centre for Trade Facilitation and Electronic Business (UN/CEFACT) (Geneva, May 2002, Document ECE/TRADE/309)*.

Request Value	Description
PC	Parcel - Standard
S1	Small Parcel
BG	Bag
B1	Bicycle
S2	Ski
L1	Lightweight Bag
RJ	Hanging Garments
M1	Mail (only in conjunction with Mail Delivery)

International parcels

Specific information about the contained items is necessary for worldwide shipments.

```

"parcelData":{
  "packagingType": "string", ①
  "depth":10, ⑬
  "width":20, ⑬
  "length":30, ⑬
  "currency": "string", ②
  "shipmentCost": 0, ⑪
  "items": [
    {

```

```

        "sku": "string", ③
        "category": "string", ④
        "countryOfManufacture": "string", ⑤
        "value": 1000, ⑥
        "weight": 5000, ⑦
        "quantity": 1, ⑧
        "description": "string", ⑨
        "exportDescription": "string", ⑫
        "hsCode": "string", ⑭
        "exportHsCode": "string", ⑯
        "url": "string" ⑮
    }
},
"shipmentOriginAddress":{ ⑩
    "title": "string",
    "firstName": "string",
    "lastName": "string",
    "company": "string",
    "street": "string",
    "houseNo": "string",
    "postcode": "string",
    "city": "string",
    "state": "string",
    "country": "string", ⑤
    "phone": "string",
    "fax": "string",
    "mobile": "string",
    "email": "string",
    "addressAdditionalFields": ["add1","add2"]
}
}

```

- ① See [Packaging Types](#).
- ② The three letter [ISO 4217 ALPHA](#) currency code for the item values.
- ③ [Stock keeping unit](#).
- ④ Category of the given item (carrier dependant).
- ⑤ Two letter [ISO 3166-1 ALPHA-2](#) country code of where the item was manufactured.
- ⑥ Monetary amount in value must be greater than zero and should be provided in minor currency units, i.e. CENTS as integer (*not decimal) in case of Euro as stated in (2). Example: For a monetary value of EUR 1234.99 the value in cents should be 123499.
- ⑦ Weight of the item in grams, requires a positive integer value, otherwise the request will be rejected.
- ⑧ Quantity of the item in the parcel.
- ⑨ Description of item.
- ⑩ To perform customs clearance and routing for specific shipments requires information about the origin of a shipment.

- ⑪ Costs of shipping of the shipment (in Cent, Pence, etc.) as a positive integer value, otherwise the request will be rejected.
- ⑫ Optional description of the item in the language of the exporting country.
- ⑬ In centimeters as a positive integer value, otherwise the request will be rejected.
- ⑭ Optional [Harmonized System Code](#) for the importing country
- ⑮ Optional URL referencing item details
- ⑯ Optional [Harmonized System Code](#) for the exporting country

7.1.6. Customs and Tax Information

When importing to some countries, you can provide optional information for customs and taxes declaration as follows (see chapter [Validation Rules](#) for the requirements for each country):

```
"customsAndTaxes": {
  "consignee": {
    "name": "string",
    "lastName": "string",
    "patronymic": "string", ⑪
    "birthDate": "string", ⑫
    "birthPlace": "string",
    "sex": "string",
    "legitimation": { ⑬
      "type": "passport", ⑭
      "documentId": "string", ⑮
      "documentReferences": [ ⑯
        "ref1",
        "ref2"
      ],
      "issuingDate": "string", ⑰
      "issuingOrganization": "string", ⑱
      "issuingOrganizationCode": "string" ⑲
    },
    "taxId": "string"
  },
  "client": {
    "vatId": "string", ⑳
    "iossId": "string", ㉑
    "eoriNumber": "string", ㉒
    "zazAccount": "string", ㉓
    "fiscalRepresentationAddress": { ㉔
      "company": "string",
      "street": "string",
      "houseNo": "string",
      "postcode": "string",
      "city": "string",
      "phone": "string",
      "mobile": "string",
      "email": "string",
    }
  }
}
```

```

        "addressAdditionalFields": [
            "string"
        ]
    },
    "shipment": {
        "outboundReference": "string" ⑫
    }
},
"invoiceReferences": [ ⑪
    "string",
    ...
    "string"
]

```

- ① A name derived from the name of a father or ancestor
- ② Document information identifying the consignee
- ③ The type of the document, currently only **passport** is supported
- ④ The identifying number of the document
- ⑤ Further information identifying the document
- ⑥ In YYYY-MM-DD format (ISO 8601)
- ⑦ The name of the issuing organization
- ⑧ Optional code identifying the issuing organization
- ⑨ Optional VAT identification number that can be provided for value added tax purposes. For a successful request the vatId has to start with two letters if supplied.
- ⑩ Optional IOSS Identifier that can be provided for value added tax purposes.
- ⑪ Optional invoice references as proof in case of customs and/or police inspections
- ⑫ Only for returns: Allowing linking shipments to a previously requested delivery using any the orderId or the returned barcodes. Must be a valid and unique reference when supplied.
- ⑬ Optional customs fields for shipments going to switzerland or lichtenstein
- ⑭ Optional EORI Number for import or export of goods into or out of the EU

7.1.7. Example

```

{
  "delivery":{
    "sourceAddress":{
      "title":"HERREN",
      "firstName":"Hans",
      "lastName":"Gruber",
      "company":"",
      "street":"Essener Strasse",
      "houseNo":"89",
      "postcode":"22419",

```

```

    "city": "Hamburg",
    "country": "DE",
    "addressAdditionalFields": ["ADD_ADDR1"],
    "phone": "0123445887",
    "fax": "012345544",
    "mobile": "0171111111",
    "email": "email@email.de"
  },
  "destinationAddress": {
    "title": "Herr",
    "firstName": "Max",
    "lastName": "Mustermann",
    "company": "",
    "street": "Karlsruher Strasse",
    "houseNo": "11",
    "postcode": "76125",
    "city": "Karlsruhe",
    "country": "DE",
    "addressAdditionalFields": ["ADD_ADDR1"],
    "phone": "0358145000",
    "fax": "035815545",
    "mobile": "0172333769",
    "email": "email@email.de"
  },
  "services": {
    "pudoDelivery": {
      "pudoId": "656181"
    },
    "signature": {
      "signature": true
    }
  },
  "parcelData": {
    "packagingType": "PC",
    "depth": 10,
    "width": 20,
    "length": 30,
    "weight": 5000,
    "value": 99
  },
  "customerReferences": ["0123456789", "9876543210"],
  "label": {
    "output": "PDF"
  },
  "customsAndTaxes": {
    "client": {
      "vatId": "DE123456789",
      "iossId": "IM0401234560",
      "eoriNumber": "GB123456789123"
    },
    "consignee": {

```

```

        "name": "John",
        "lastName": "Smith",
        "patronymic": "string",
        "birthDate": "01.01.2001",
        "birthPlace": "London",
        "sex": "m",
        "legitimation": {
            "type": "passport",
            "documentId": "12345",
            "documentReferences": [
                "ref1",
                "ref2"
            ],
            "issuingDate": "2021-10-04",
            "issuingOrganization": "MID ROSSII",
            "issuingOrganizationCode": "07701"
        },
        "taxId": "DE12345"
    }
}

```

7.2. Minimal Request Example

```

{
  "delivery" : {
    "parcelData" : {
      "depth" : 10,
      "width" : 20,
      "length" : 30,
      "weight" : 5000,
      "value" : 99,
      "packagingType" : "PC"
    },
    "sourceAddress" : {
      "country" : "DE"
    },
    "destinationAddress" : {
      "company" : "Germany AG",
      "street" : "Beim Grünen Jäger",
      "houseNo" : "101",
      "postcode" : "10791",
      "city" : "Berlin",
      "email" : "de@hermesworld.com",
      "phone" : "+49 11 111 111",
      "country" : "DE"
    },
    "services" : {

```

```

    "homeDelivery" : { }
  }
}

```

Please note that some fields depending on the source and destination country and on the provided service have to be set and the minimum request has to be extended. For further information on required fields read [Validation Rules](#).

7.3. Carrier Integration

In case if a integration is made by a carrier the identification of the client can be handy for further actions like reporting or clearing. To do so the client details must be added within the blocks delivery and returns to specify the client.

This Feature must be activated through our IRIS Support Team. See [Contact](#).

7.4. Example

```

{
  "delivery": {
    ...
    "client": {
      "clientId": "string", ①
      "clientName": "string", ②
      "businessModel" : "string" ③
    }
  },
  "returns": {
    ...
    "client": {
      "clientId": "string", ①
      "clientName": "string", ②
      "businessModel" : "string" ③
    }
  }
}

```

- ① the identification of a certain client in case of a carrier integration.
- ② the name of a certain client in case of a carrier integration.
- ③ the business model of a certain client, can be either "B2C" or "C2C". This setting overrides the client's default setting stored in the client database. == Response

7.4.1. Http Headers

Header	Value	Description
X-Iris-Requestid	UUID	Unique identifier in the International Routing and Integration Service. Use this for questions regarding the executed request

7.4.2. Http Body

```
{
  "delivery":{
    "labelContent":{
      "mode": "string", ①
      "export":{ ④
        "source":["..."],
        "barcodeObject": [
          {
            "barcode": "...",
            "barcodeFormatted": ". . . . .",
            "barcodeFormattedParts": ["..."], ⑬
            "barcodeSymbology": "."
          }
        ],
        "client":["..."],
        "carrier": "string", ②
        "layoutVariant": "string"
      },
      "import":{ ⑤
        "source":["..."],
        "destination":["..."],
        "sortlevel":["..."],
        "info":["..."],
        "barcodeObject": [
          {
            "barcode": "...",
            "barcodeFormatted": ". . . . .",
            "barcodeFormattedParts": ["..."], ⑬
            "barcodeSymbology": "."
          }
        ],
        "combinable": "string", ⑫
        "services":["..."], ⑪
        "servicetag":["..."], ⑩
        "serviceObject": [
          {
            "serviceName": "string",
            "serviceText": "string",
            "serviceLogo": "string",
            "textAsLogo": "string"
          }
        ]
      },
    },
  },
}
```

```

        "carrier": "string", ③
        "layoutVariant": "string"
    },
    },
    "labelBase64": "...", ⑥
    "labelType": "string", ⑦
    "orderId": "string", ⑩
    "trackingInfo": { ⑧
        "shipmentId": "string",
        "url": "url"
    },
    "confirmedServices": [ ⑨
        {
            "...": {}
        }
    ]
}
}

```

- ① Direction of label.
- ② Carrier code of export carrier (eg. HAT, HG20, MR...).
- ③ Carrier code of import carrier (eg. HAT, HG20, MR...).
- ④ Export label content. Common fields include `source`, `client`, `barcode`, `barcodeFormatted`, `barcodeFormattedParts`, `sortlevel`.
- ⑤ Import label content. Common fields include `source`, `destination`, `barcode`, `barcodeFormatted`, `barcodeFormattedParts`, `sortlevel`, `info`, `services`.
- ⑥ Base64 encoded label data.
- ⑦ Label format PDF. For select cases (see [Label](#)) ZPL300 or ZPL200 is also possible.
- ⑧ See [Tracking Info](#).
- ⑨ Requested services including defaults (can contain additional information).
- ⑩ Only for internal use.
- ⑪ See [LabelContent services\[\] remarks](#)
- ⑫ Optional information for source carrier whether label is combinable and if so, if the source carrier can add its part above or below. (possible values: `ADD_ABOVE`, `ADD_BELOW`, `NOT_COMBINABLE`)
- ⑬ Optional list of formatted barcode parts for customized label design.

7.4.3. Tracking Info

If the client has a contractual relationship with Hermes Borderguru we provide a publicly available link to our tracking system. You can forward this link to your customers for tracking purposes.

```

{
  "trackingInfo": {

```

```
"shipmentId": "string",  
"url": "url"  
}
```

7.4.4. Example

```
{  
  "delivery": {  
    "labelContent": {  
      "mode": "delivery",  
      "import": {  
        "destination": [  
          "EMPFÄNGER:",  
          "Getraenke Valentiner",  
          "M. Mustermann",  
          "Langenhorner Chaussee 375",  
          "DE - 22419 Hamburg"  
        ],  
        "source": [  
          "ABSENDER:",  
          "Hans Gruber",  
          "ADD_ADDR1",  
          "Essener Strasse 89",  
          "DE - 22419 Hamburg"  
        ],  
        "sortlevel": [  
          "31",  
          "HAMBURG",  
          "00 - 00",  
          "D"  
        ],  
        "info": [  
          "Datum", "2018-12-18",  
          "Gewicht in kg", "5,000",  
          "Reference 1", "0123456789",  
          "Reference 2", "9876543210"  
        ],  
        "barcodeObject": [  
          {  
            "barcode": "H0000500012646301068",  
            "barcodeFormatted": "H 000050 00126463 01 068",  
            "barcodeSymbology": "C128"  
          }  
        ],  
        "combinable": "ADD_ABOVE",  
        "services": [],  
        "serviceObject": [  
          {  
            "serviceName": "pudoDelivery",  

```



```

        "serviceLogo": "letter_p",
        "textAsLogo": "p"
    },
    ],
    "carrier": "HG20",
    "layoutVariant": "default"
},
"export": {
    "source": [
        "Retourenadresse:",
        "Hans Gruber",
        "ADD_ADDR1",
        "Essener Strasse 89",
        "DE - 22419 Hamburg"
    ],
    "client": [
        "Testuser 5000000"
    ],
    "carrier": "HG20",
    "layoutVariant": "default"
}
},
"labelBase64": "...", ①
"labelType": "PDF",
"orderId": "122419010000332745",
"trackingInfo": {
    "shipmentId": "H0000500012646301068",
    "url": "https://hermesborderguru.io/tracking?id=H0000500012646301068"
},
"confirmedServices": [
    {
        "pudoDelivery": {
            "pudoId": "656181"
        },
        "signature": {},
        "tracking": {},
        "carrier": "HG20"
    }
]
}
}

```

① Base64 encoded PDF data.

7.5. Corresponding Delivery Label



Retourenadresse:
Hans Gruber
ADD_ADDR1
Essener Strasse 89
DE - 22419 Hamburg

P

ABSENDER:
Hans Gruber
ADD_ADDR1
Essener Strasse 89
DE - 22419 Hamburg

31
HAMBURG
00 - 00
D

EMPFÄNGER:

Getraenke Valentiner
M. Mustermann
LANGENHORNER CHAUSSEE 375
DE - 22419 HAMBURG

Datum	2018-04-26
Gewicht in kg	5,000



H 000050 00000041 01 031

Chapter 8. Delivery scenarios

The most common way to request the International Routing and Integration Service for delivery is to send a parcel from one country to another, involving an export carrier (that transports the shipment from the sender to the originating country's border) and an import carrier (that takes over the shipment at the destination country's border and transports it to the recipient).

There are however different scenarios that involve only one carrier. In most cases this will be the import carrier. The different scenarios and how to request them are listed in detail below. Corresponding returns scenarios are listed in chapter [Returns scenarios](#).

For the full description of request parameters please consult the [Delivery](#) chapter.

8.1. Cross-border deliveries

```
{
  "delivery": {
    "sourceAddress": {
      ...
      "country": "DE"
    },
    "destinationAddress": {
      ...
      "country": "FR"
    },
    "services": {
      "homeDelivery": {}
    },
    "label": {
      "output": "PDF"
    },
    ...
  }
}
```

In this scenario the International Routing and Integration Service will determine a carrier that supports home delivery in France (FR). The International Routing and Integration Service determines the export carrier for Germany (DE) and the import carrier for France (FR). Both carrier modules will be called to perform their respective routing and preadvice generation. Also, the export carrier will create the upper part of the combilabel, the bottom part will be generated by the import carrier. The response will contain the full label data, combined from import and export parts.

8.2. Domestic deliveries

```
{
```

```

    "delivery": {
      "sourceAddress": {
        "...",
        "country": "AT"
      },
      "destinationAddress": {
        "...",
        "country": "AT"
      },
      "services": {
        "homeDelivery": {}
      },
      "label": {
        "output": "PDF"
      },
      ...
    }
  }
}

```

Since source and destination countries are both handled by the same carrier, only this carrier will be responsible for this request and it will be treated as a domestic shipment. This means only one preadvice is generated and although the resulting label is optically split in two parts, it is actually a monolabel.

The domestic scenario is always applied if

- determined import and export carriers are the same (usually `sourceCountry = destinationCountry`)
- import and export carriers share the same domestic group (currently valid for *Hermes Austria* and *Hermes Italy* since they share the same routing information and preadvice logic)

8.3. Import-only deliveries with source address

This scenario can also be called *direct-injection*, because a client is directly injecting its parcels into the destination country. The identification of an import-only delivery request is currently managed by IRIS Support Team. See [Contact](#).

For import-only delivery request the International Routing and Integration Service will only call routing, preadvice and label creation logic for the import carrier, the export carrier determination will be skipped.

- The label will thus only consist of the import part.
- The source address provided in request will be printed on the label instead of sender address, which is usually the export carrier's default address in the realm of the import carrier.

This scenario can only be used with import carriers that also support export deliveries into the network (at the moment *Hermes Germany*, *Hermes Austria*, *Hermes Italy*, *Hermes UK*). For other carriers the export carrier information has to be specified for import only shipments as described

in [Import-only deliveries with source carrier \(export\) information](#) because that carrier will be billed against. For deliveries using *Mondial Relay* or [\[COLIPOSTE\]](#), it is also possible to use this scenario, because the shipment will be billed against the responsible business unit that the requesting client is assigned to.

8.4. Import-only deliveries with source carrier (export) information

```
{
  "delivery": {
    "source" : {
      "carrier": "MR",
      "carrierBarcode": "123456789"
    },
    "destinationAddress": {
      "...",
      "country": "DE"
    },
    ...
  }
}
```

This *import-only* scenario will also result in only import carrier's routing, preadvice and label creation being called. For every case where export carrier information is needed in the process, the provided information is used. Thus, in this example, the same address is printed on the import label as would be with a cross carrier request where **MR** (*Mondial Relay*) is the export carrier. Also, in preadvices that require delivery and collection carrier information, the date provided in request will be used.

Chapter 9. Returns

The returns service includes C2B delivery within country specific standard lead times.



Returns is very similar to [Delivery](#). Main difference is that services are optional!

9.1. Request

POST

<https://iris-preview.hermesborderguru.io/request>

9.1.1. Http Headers



Please set following headers for each request

Header	Value	Description
Content-Type	application/json;charset=UTF-8	Fix value to interpret the JSON
Authorization	Bearer <code>auth-token</code>	Authentication token from Retrieve a Token

9.1.2. Http Body

```
{
  "returns": {
    "sourceAddress": {
      "title": "string",
      "firstName": "string",
      "lastName": "string",
      "company": "string",
      "street": "string",
      "houseNo": "string",
      "postcode": "string",
      "city": "string",
      "state": "string",
      "country": "string", ①
      "phone": "string",
      "fax": "string",
      "mobile": "string",
      "email": "string",
      "addressAdditionalFields": ["add1", "add2"]
    },
    "destinationAddress": {
      "title": "string",
      "firstName": "string",
      "lastName": "string",
      "company": "string",
      "street": "string",

```

```

    "houseNo": "string",
    "postcode": "string",
    "city": "string",
    "state": "string",
    "country": "string", ①
    "phone": "string",
    "fax": "string",
    "mobile": "string",
    "email": "string",
    "addressAdditionalFields": ["add1", "add2"]
  },
  "returnsAddress": { ⑩
    "title": "string",
    "firstName": "string",
    "lastName": "string",
    "company": "string",
    "street": "string",
    "houseNo": "string",
    "postcode": "string",
    "city": "string",
    "state": "string",
    "country": "string",
    "phone": "string",
    "fax": "string",
    "mobile": "string",
    "email": "string",
    "addressAdditionalFields": ["add1", "add2"]
  },
  "source": {
    "carrier": "string", ⑪
    "carrierBarcode": "string" ⑪
  },
  "parcelData": {
    "packagingType": "string", ②
    "depth": 0, ③
    "width": 0, ③
    "length": 0, ③
    "weight": 0 ④
  },
  "clientInput": {
    "clientLabelHeader": "string" ⑦
  },
  "customerReferences": ["reference1", "reference2"], ⑤
  "label": {}, ⑥
  "client": {
    "clientId": "string", ⑧
    "clientName": "string", ⑨
    "businessModel": "string" ⑬
  },
  "customsAndTaxes": { ⑫
    "consignee": {

```

```

    "name": "string",
    "lastName": "string",
    "patronymic": "string",
    "birthDate": "string",
    "birthPlace": "string",
    "sex": "string",
    "legitimation": {
        "type": "passport",
        "documentId": "string",
        "documentReferences": [
            "ref1",
            "ref2"
        ],
        "issuingDate": "string",
        "issuingOrganization": "string",
        "issuingOrganizationCode": "string"
    },
    "taxId": "string"
},
"client": {
    "vatId": "string",
    "iossId": "string",
    "eoriNumber": "string"
},
"shipment": {
    "outboundReference": "string" ⑮
}
},
"invoiceReferences": [
    "string",
    "string"
],
"services": { ⑭
    "collection": {
        ...
    },
    "bulkyGoods": {}
}
}
}

```

- ① Two letter [ISO 3166-1 ALPHA-2](#) country code
- ② See [Packaging Types](#)
- ③ In centimeters as a positive integer value, otherwise the request will be rejected.
- ④ In grams as a positive integer value, otherwise the request will be rejected.
- ⑤ Various customer references can be added, e.g. customer order number. Each part of the request (delivery/returns) can hold its own set of references.
- ⑥ See [Label](#)

- ⑦ Optional. Please agree usage with our IRIS Support Team. See [Contact](#)
- ⑧ Optional client id. See [Carrier Integration](#).
- ⑨ Optional client name. See [Carrier Integration](#).
- ⑩ Optional returns address. Will be printed on label instead of destination/returns address if supported by the handling carrier, currently only used by HAT.
- ⑪ Optional. If both attributes are set, IRIS will only handle the export side of the returns shipment, but will register the provided import carrier name and its barcode as if provided by IRIS import handling. See [Export-only returns with provided import carrier information](#)
- ⑫ See [Customs and Tax Information](#)
- ⑬ Optional business model ("B2C" or "C2C"), will be used instead of default setting stored in Hermes BorderGuru's database for the client.
- ⑭ Optional service block.
- ⑮ Mandatory for returns from Norway (NO), Switzerland (CH) and Great Britain (GB)

9.1.3. Services

For returns, the service block is entirely optional, although for some carrier and country combinations it can become mandatory.

Collection

Requesting the collection service will result in the parcel being picked up by the carrier from the senders (sourceAddress) home.

```
"collection": {
  "collectionDate": "yyyy-MM-dd" ①
}
```

- ① The collectionDate is mandatory and has to be in the format yyyy-MM-dd (ex.: 2024-01-23)

Bulky Goods

The bulky goods service includes the option to send parcels which exceed the standard measurements.

```
"bulkyGoods": {} ①
```

- ① No additional parameter required.

Undeliverable Handling

The undeliverable handling service gives the option to define what happens to a parcel when its not possible to deliver it. The following table shows the allowed values für the service.

Code	Description	Example
SRD{days}	Storage Reshipment Destruction after x days	SRD30
SRC{days}	Storage Reshipment Collection after x days	SRC45
SRR{days}	Storage Reshipment Resale after x days	SRR20
Destruction	Destruction upon arrival	Destruction
Returns	BorderBulk process	Returns

```
"undeliverableHandling": {
  "code": "string" ①
}
```

① A value in the format of the table shown above

9.1.4. Example

```
{
  "returns": {
    "sourceAddress": {
      "title": "",
      "firstName": "",
      "lastName": "",
      "company": "Sweden Inc.",
      "street": "Roslagsgatan",
      "houseNo": "43",
      "postcode": "113 54",
      "city": "Stockholm",
      "email": "se@hermesworld.com",
      "phone": "+46 11 111 111",
      "fax": "+46 22 222 222",
      "mobile": "+46 33 333 333",
      "country": "SE",
      "addressAdditionalFields": [
        "Första våningen",
        ""
      ]
    },
    "destinationAddress": {
      "title": "Dr.",
      "firstName": "Thomas",
      "lastName": "Mueller",
      "company": "",
      "street": "Hamburger Str",
      "houseNo": "58",
    }
  }
}
```

```

        "postcode": "22145",
        "city": "Hamburg",
        "country": "DE",
        "addressAdditionalFields": [
            "ADD_ADDR1_DE"
        ],
        "phone": "040123456789",
        "mobile": "0200000000",
        "fax": "010987654321",
        "email": "test@test.de"
    },
    "label": {
        "output": "PDF"
    },
    "parcelData": {
        "packagingType": "PC",
        "depth": 10,
        "width": 20,
        "length": 30,
        "weight": 5000,
        "value": 99
    },
    "customerReferences": [
        "0123456789",
        "9876543210"
    ]
}

```

9.2. Response

9.2.1. Http Headers

Header	Value	Description
X-Iris-Requestid	UUID	Unique identifier in the International Routing and Integration Service. Use this for questions regarding the executed request

9.2.2. Http Body

```

{
  "returns":{
    "labelContent":{
      "mode": "string", ①
      "export":{ ④
        "source":["..."],
        "barcodeObject": [
          {

```

```

        "barcode": "...",
        "barcodeFormatted": ". . . . .",
        "barcodeFormattedParts": ["..."], ⑫
        "barcodeSymbology": "C39"
    }
},
"combinable": "string", ⑪
"client":["..."],
"carrier": "HG20", ②
"layoutVariant": "default",
"quickResponse": ["<base 64 encoded png>"] ⑩
},
"import":{ ⑤
    "source":["..."],
    "destination":["..."],
    "sortlevel":["..."],
    "info":["..."],
    "barcodeObject": [
        {
            "barcode": "...",
            "barcodeFormatted": ". . . . .",
            "barcodeFormattedParts": ["..."], ⑫
            "barcodeSymbology": "C39"
        }
    ],
    "services":["..."], ⑨
    "serviceObject": [
        {
            "serviceName": "string",
            "serviceText": "string"
        }
    ],
    "carrier": "HG20", ③
    "layoutVariant": "default"
}
},
"labelBase64": "...", ⑥
"labelType": "string", ⑦
"orderId": "string",
"trackingInfo": { ⑧
    "shipmentId": "string",
    "url": "url"
},
"confirmedServices": [ ⑬
    {
        "bulkyGoods": {}
    }
]
}
}

```

- ① Direction of label
- ② Carrier code of export carrier (eg. HAT, HG20, MR...)
- ③ Carrier code of import carrier (eg. HAT, HG20, MR...)
- ④ Export label content. Common fields include `source`, `client`, `barcode`, `barcodeFormatted`, `barcodeFormattedParts`, `sortlevel`
- ⑤ Import label content. Common fields include `source`, `destination`, `barcode`, `barcodeFormatted`, `barcodeFormattedParts`, `sortlevel`, `info`, `services`
- ⑥ Base64 encoded label data
- ⑦ Label format PDF/ZPL200/ZPL300. For select cases (see [Label](#)) ZPL300 or ZPL200 is also possible.
- ⑧ See [Tracking Info](#)
- ⑨ See [LabelContent services\[\] remarks](#)
- ⑩ When client is setup for this use case, a base64 encoded PNG image is returned for parcelshop returns in Germany.
- ⑪ Optional information for source carrier whether label is combinable and if so, if the source carrier can add its part above or below. (possible values: ADD_ABOVE, ADD_BELOW, NOT_COMBINABLE)
- ⑫ Optional list of formatted barcode parts for customized label design.
- ⑬ Only present when services are used and supported by the carrier

9.2.3. Example

```
{
  "returns": {
    "labelContent": {
      "mode": "returns",
      "disablePrinterModification": false,
      "import": {
        "sortlevel": [
          "D      RETOURE"
        ],
        "barcodeObject": [
          {
            "barcode": "H0000500053211601031",
            "barcodeFormatted": "H 000050 00532116 01 031",
            "barcodeSymbology": "C128"
          }
        ],
        "client": [
          "Ben Testuser"
        ],
        "additional": [
          "returnsBarcode"
        ],
        "carrier": "HG20",
```

```

        "layoutVariant": "default"
    },
    "export": {
        "destination": [
            "TO:",
            "HERMES DE",
            "c/o postnord Logistics Lübeck",
            "Vevaxelgatan 8",
            "SE - 20706 Malmö"
        ],
        "source": [
            "FROM:",
            "Sweden Inc.",
            "",
            "Roslagsgatan 43",
            "SE - 113 54 Stockholm"
        ],
        "sortlevel": [
            "Routing"
        ],
        "info": [
            "Customer No:",
            "0410080311",
            "Weight in kg:",
            "5,000",
            "Reference:",
            "0123456789"
        ],
        "barcodeObject": [
            {
                "barcode": "94464238483SE",
                "barcodeFormatted": "Parcel-ID: 94464238483SE",
                "barcodeSymbology": "C128"
            }
        ],
        "serviceObject": [
            {
                "serviceName": "returns",
                "serviceText": "MyPackReturn"
            },
            {
                "serviceName": "returns",
                "serviceText": "24"
            }
        ],
        "carrier": "PNORD",
        "layoutVariant": "default"
    }
},
"labelBase64": "...", ①
"labelType": "PDF",

```



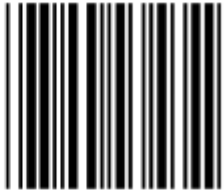


```

    "orderId": "040633039972821229",
    "trackingInfo": {
      "shipmentId": "94464238483SE",
      "url": "https://hermesborderguru.io/tracking?id=94464238483SE"
    }
  }
}

```

① Base64 encoded PDF data

9.3. Corresponding Returns Label

							
 34-111-05-01010019-1	Client address: Hermes Nuneaton Hub 1 Hamilton Way GB - CV10 7SD Nuneaton						
<div style="border: 2px solid black; padding: 5px; display: inline-block;"> 34 NUN34 </div>							
<p>RETOURE</p> <p>ABSENDER: Thomas Mueller ADD_ADDR1_DE Hamburger Str 58 DE - 22145 Hamburg</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>EMPFÄNGER:</p> <p>Hermes UK Rugby Gateway GB - CV23 0WE Rugby Hermes Rugby Gateway</p> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 30%;">Datum</td> <td>2018-04-26</td> </tr> <tr> <td>Gewicht in kg</td> <td>5,000</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	Datum	2018-04-26	Gewicht in kg	5,000			<div style="border: 1px solid black; padding: 10px; margin: 0 auto; width: 80%;"> R  </div> <div style="font-size: 2em; font-weight: bold; margin: 10px auto; width: 20%;">D</div> <div style="text-align: right; margin-top: 20px;">  </div>
Datum	2018-04-26						
Gewicht in kg	5,000						
 H 000050 00000042 02 061							

9.3.1. Example with Services

```
{
  "returns": {
    "sourceAddress": {
      "title": "Mr.",
      "firstName": "John",
      "lastName": "Smith",
      "company": "",
      "street": "Seward St",
      "houseNo": "29",
      "postcode": "EC1V 3RF",
      "city": "London",
      "email": "gb@hermesworld.com",
      "phone": "+44 11 111 111",
      "fax": "+44 22 222 222",
      "mobile": "+44 33 333 333",
      "country": "GB",
      "addressAdditionalFields": [
        "c/o Ken Brown",
        ""
      ]
    },
    "destinationAddress": {
      "title": "Dr.",
      "firstName": "Thomas",
      "lastName": "Mueller",
      "company": "",
      "street": "Hamburger Str",
      "houseNo": "58",
      "postcode": "22145",
      "city": "Hamburg",
      "country": "DE",
      "addressAdditionalFields": [
        "ADD_ADDR1_DE"
      ],
      "phone": "040123456789",
      "mobile": "0200000000",
      "fax": "010987654321",
      "email": "test@test.de"
    },
    "label": {
      "output": "PDF"
    },
    "parcelData": {
      "packagingType": "PC",
      "depth": 10,
      "width": 20,
      "length": 30,
      "weight": 5000,
    }
  }
}
```



```

    "value": 99,
    "shipmentCost": 99,
    "currency": "EUR",
    "items": [
      {
        "sku": "SOME_SKU",
        "category": "test",
        "countryOfManufacture": "DE",
        "value": 200,
        "weight": 2500,
        "description": "blank",
        "quantity": 1,
        "hsCode": "12345678901",
        "deliveryInformation": "TEST PACKAGE"
      }
    ]
  },
  "customerReferences": [
    "0123456789",
    "9876543210"
  ],
  "services": {
    "collection": {
      "collectionDate": "yyyy-MM-dd"
    },
    "bulkyGoods": {}
  },
  "customsAndTaxes": {
    "client": {
      "vatId": "string",
      "iossId": "string"
    },
    "shipment": {
      "outboundReference": "string"
    }
  }
}

```

9.4. Response with confirmed services

9.4.1. Http Headers

Header	Value	Description
X-Iris-Requestid	UUID	Unique identifier in the International Routing and Integration Service. Use this for questions regarding the executed request

9.4.2. Http Body

```
{
  "returns":{
    "labelContent":{
      "mode": "string", ①
      "export":{ ④
        "source":["..."],
        "barcodeObject": [
          {
            "barcode": "...",
            "barcodeFormatted": ". . . . .",
            "barcodeFormattedParts": ["..."], ⑫
            "barcodeSymbology": "C39"
          }
        ],
        "combinable": "string", ⑪
        "client":["..."],
        "carrier": "HG20", ②
        "layoutVariant": "default",
        "quickResponse": ["<base 64 encoded png>"] ⑩
      },
      "import":{ ⑤
        "source":["..."],
        "destination":["..."],
        "sortlevel":["..."],
        "info":["..."],
        "barcodeObject": [
          {
            "barcode": "...",
            "barcodeFormatted": ". . . . .",
            "barcodeFormattedParts": ["..."], ⑫
            "barcodeSymbology": "C39"
          }
        ],
        "services":["..."], ⑨
        "serviceObject": [
          {
            "serviceName": "string",
            "serviceText": "string"
          }
        ],
        "carrier": "HG20", ③
        "layoutVariant": "default"
      }
    },
    "labelBase64": "...", ⑥
    "labelType": "string", ⑦
    "orderId": "string",
    "trackingInfo": { ⑧
```

```

        "shipmentId": "string",
        "url": "url"
    },
    "confirmedServices": [ ⑬
        {
            "bulkyGoods": {}
        }
    ]
}

```

- ① Direction of label
- ② Carrier code of export carrier (eg. HAT, HG20, MR...)
- ③ Carrier code of import carrier (eg. HAT, HG20, MR...)
- ④ Export label content. Common fields include `source`, `client`, `barcode`, `barcodeFormatted`, `barcodeFormattedParts`, `sortlevel`
- ⑤ Import label content. Common fields include `source`, `destination`, `barcode`, `barcodeFormatted`, `barcodeFormattedParts`, `sortlevel`, `info`, `services`
- ⑥ Base64 encoded label data
- ⑦ Label format PDF/ZPL200/ZPL300. For select cases (see [Label](#)) ZPL300 or ZPL200 is also possible.
- ⑧ See [Tracking Info](#)
- ⑨ See [LabelContent services\[\] remarks](#)
- ⑩ When client is setup for this use case, a base64 encoded PNG image is returned for parcelshop returns in Germany.
- ⑪ Optional information for source carrier whether label is combinable and if so, if the source carrier can add its part above or below. (possible values: `ADD_ABOVE`, `ADD_BELOW`, `NOT_COMBINABLE`)
- ⑫ Optional list of formatted barcode parts for customized label design.
- ⑬ Only present when services are used and supported by the carrier

9.4.3. Example

```

{
    "returns": {
        "labelContent": {
            "mode": "returns",
            "disablePrinterModification": false,
            "import": {
                "sortlevel": [
                    "D      RETOURE"
                ],
                "barcodeObject": [
                    {
                        "barcode": "...",

```

```

        "barcodeFormatted": "...",
        "barcodeSymbology": "C128"
    },
    ],
    "client": [
        "...",
    ],
    "additional": [
        "returnsBarcode"
    ],
    "carrier": "HG20",
    "layoutVariant": "default",
    "quickResponse": ["<base 64 encoded png>"]
},
"export": {
    "source": [
        "...",
        "...",
        "...",
        "GB"
    ],
    "destination": [
        "...",
        "...",
        "...",
        "...",
        "...",
        "...",
        "...",
        "..."
    ],
    "sortlevel": [
        "...",
        "...",
        null
    ],
    "info": [
        "...",
        "...",
        "...",
        "..."
    ],
    "barcodeObject": [
        {
            "barcode": "...",
            "barcodeFormatted": "...-...-...-...",
            "barcodeSymbology": "C128"
        },
        {
            "barcode": "...",
            "barcodeSymbology": "PDF-417"
        }
    ]
}

```

```

    ],
    "collectionDate": "yyyy-MM-dd",
    "clientName": "...",
    "carrier": "EVRI",
    "layoutVariant": "default"
  }
},
"labelBase64": "...",
"labelType": "string",
"orderId": "string",
"confirmedServices": [
  {
    "collection": {
      "collectionDate": "yyyy-MM-dd"
    },
    "bulkyGoods": {}
  }
],
"trackingInfo": {
  "shipmentId": "string",
  "url": "url"
}
}

```

① Base64 encoded PDF data

Chapter 10. Returns scenarios

The most common way to request the International Routing and Integration Service for returns is to send a parcel from one country to another, involving an export carrier (that transports the shipment from the sender to the originating country's border) and an import carrier (that takes over the shipment at the destination country's border and transports it to the recipient).

There are, however, different scenarios that involve only one carrier. In most cases this will be the export carrier. The different scenarios and how to request them are listed in detail below. Corresponding delivery scenarios are listed in [Delivery scenarios](#).

For the full description of request parameters please consult the [Returns](#) chapter.

10.1. Cross-border returns

```
{
  "returns": {
    "sourceAddress": {
      ...
      "country": "AT"
    },
    "destinationAddress": {
      ...
      "country": "DE"
    },
    "label": {
      "output": "PDF"
    },
    ...
  }
}
```

In this scenario the International Routing and Integration Service determines the export carrier for AT and the import carrier for DE. Both carrier modules will be called to perform their respective routing and preadvice generation. Also, the export carrier will create the upper part of the combilabel, the bottom part will be generated by the import carrier. The response will contain the full label data, combined from import and export parts.

10.2. Domestic returns

```
{
  "returns": {
    "sourceAddress": {
      ...
      "country": "AT"
    },
    "destinationAddress": {
```

```

    ...
    "country": "AT"
  },
  "label": {
    "output": "PDF"
  },
  ...
}
}

```

Since source and destination countries are both handled by the same carrier, only this carrier will be responsible for this request and it will be treated as a domestic returns. This means only one preadvice is generated and although the resulting label is optically split in two parts, it is actually a monolabel.

The domestic scenario is always applied if

- determined import and export carriers are the same (usually `sourceCountry = destinationCountry`)
- import and export carriers share the same domestic group (currently valid for HAT and HIT since they share the same routing information and preadvice logic)

10.3. Export-only returns (ignore import carrier determination)

This scenario can also be regarded as the reversal of *direct-injection*, because a client is returning parcels which were before received via *direct-injection*. The identification of an export-only returns request is currently managed by IRIS Support Team. See [Contact](#).

For export-only returns request the International Routing and Integration Service will only call routing, preadvice and label creation logic for the export carrier, the import carrier determination will be skipped.

- The label will thus only consist of the export part.
- The source address provided in request will be used on the label whereas the destination address printed on the label will be a *specified return-to address* of the export carrier instead of the provided destination address.

This scenario can currently only be used for returns from France (FR, using *Mondial Relay*), as the shipment will then be billed against the *responsible business unit* that the requesting client is assigned to. For other carriers the original *source carrier* information has to be specified for export-only shipments as described next in [Export-only returns with provided import carrier information](#) because that carrier will be billed against.

10.4. Export-only returns with provided import carrier information

```
{
  "returns": {
    "source": {
      "carrier": "MR",
      "carrierBarcode": "123456789"
    },
    "sourceAddress": {
      "country": "DE"
    },
    "destinationAddress": {
      "...",
      "postcode": "string",
      "city": "string",
      "street": "string",
      "country": "FR"
    },
    "...",
  },
  "...",
}
```

This export-only scenario will result in only export carrier's routing, preadvice and label creation being called. For every case where import carrier information is needed in the process, the provided information is used. Thus, in this example, the same address is printed on the export label as would be with a cross carrier request where **MR** (*Mondial Relay*) is the import carrier. Also, in preadvices that require delivery and collection carrier information, the data provided in request will be used. == Delivery and Returns Combined

We offer the possibility to order a delivery and as well a return within one single api request.

Therefore, one needs to combine both, delivery and return requests as shown in the following sample.

10.5. Request

POST

<https://iris-preview.hermesborderguru.io/request>

10.5.1. Http Headers



Please set following headers for each request

Header	Value	Description
Content-Type	application/json;charset=UTF-8	Fix value to interpret the JSON

Header	Value	Description
Authorization	Bearer auth-token	Authentication token from Retrieve a Token

10.5.2. Http Body Example

```
{
  "delivery": {
    "parcelData": {
      "depth": 10,
      "width": 20,
      "length": 30,
      "weight": 5000,
      "value": 99,
      "packagingType": "PC"
    },
    "customerReferences": [
      "0123456789",
      "9876543210"
    ],
    "sourceAddress": {
      "title": "",
      "firstName": "",
      "lastName": "",
      "company": "Germany AG",
      "street": "Beim Grünen Jäger",
      "houseNo": "101",
      "postcode": "10791",
      "city": "Berlin",
      "email": "de@hermesworld.com",
      "phone": "+49 11 111 111",
      "fax": "+49 22 222 222",
      "mobile": "+49 33 333 333",
      "country": "DE",
      "addressAdditionalFields": [
        "Erste Etage",
        ""
      ]
    },
    "destinationAddress": {
      "title": "Herr",
      "firstName": "Tim",
      "lastName": "Buktu",
      "company": "",
      "street": "Innsbrucker Bundesstraße",
      "houseNo": "95",
      "postcode": "5020",
      "city": "Salzburg",
      "email": "at@hermesworld.com",
      "phone": "+43 11 111 111",

```

```

    "fax": "+43 22 222 222",
    "mobile": "+43 33 333 333",
    "country": "AT",
    "addressAdditionalFields": [
        "c/o Beate Neumann",
        ""
    ]
},
"services": {
    "homeDelivery": {},
    "signature": {
        "signature": "true"
    }
},
"label": {
    "output": "PDF"
}
},
"returns": {
    "parcelData": {
        "depth": 10,
        "width": 20,
        "length": 30,
        "weight": 5000,
        "value": 99,
        "packagingType": "PC"
    },
    "customerReferences": [
        "0123456789",
        "9876543210"
    ],
    "sourceAddress": {
        "title": "Herr",
        "firstName": "Tim",
        "lastName": "Buktu",
        "company": "",
        "street": "Innsbrucker Bundesstraße",
        "houseNo": "95",
        "postcode": "5020",
        "city": "Salzburg",
        "email": "at@hermesworld.com",
        "phone": "+43 11 111 111",
        "fax": "+43 22 222 222",
        "mobile": "+43 33 333 333",
        "country": "AT",
        "addressAdditionalFields": [
            "c/o Beate Neumann",
            ""
        ]
    },
    "destinationAddress": {

```

```

    "title": "",
    "firstName": "",
    "lastName": "",
    "company": "Germany AG",
    "street": "Beim Grünen Jäger",
    "houseNo": "101",
    "postcode": "10791",
    "city": "Berlin",
    "email": "de@hermesworld.com",
    "phone": "+49 11 111 111",
    "fax": "+49 22 222 222",
    "mobile": "+49 33 333 333",
    "country": "DE",
    "addressAdditionalFields": [
        "Erste Etage",
        ""
    ]
},
"label": {
    "output": "PDF"
}
}
}

```

10.6. Response

10.6.1. Http Headers

Header	Value	Description
X-Iris-Requestid	UUID	Unique identifier in the International Routing and Integration Service. Use this for questions regarding the executed request

10.6.2. Http Body Example

```

{
  "delivery": {
    "labelContent": {
      "mode": "delivery",
      "disablePrinterModification": false,
      "import": {
        "destination": [
          "EMPFÄNGER:",
          "Herr",
          "Tim Buktu",
          "c/o Beate Neumann",
          "Innsbrucker Bundesstraße 95",
          "5020 Salzburg"
        ]
      }
    }
  }
}

```

```

    ],
    "source": [
        "ABSENDER:",
        "Hermes DE",
        "Paketfach Hermes DE 1",
        "AT - 4005 Linz"
    ],
    "sortlevel": [
        "82",
        "WALS",
        "",
        "D"
    ],
    ],
    "info": [
        "Datum",
        "2024-08-09",
        "Gewicht in kg",
        "5,000",
        "Reference 1",
        "0123456789",
        "Reference 2",
        "9876543210"
    ],
    ],
    "barcodeObject": [
        {
            "barcode": "03222182200055",
            "barcodeFormatted": "03222182200055",
            "barcodeSymbology": "I"
        }
    ],
    "carrier": "HAT",
    "layoutVariant": "default"
},
"export": {
    "sortlevel": [
        "82"    "WALS"
    ],
    "barcodeObject": [
        {
            "barcode": "H0000500053211901082",
            "barcodeFormatted": "H 000050 00532119 01 082",
            "barcodeSymbology": "C128"
        }
    ],
    "client": [
        "Ben Testuser"
    ],
    "carrier": "HG20",
    "layoutVariant": "default"
}
},

```

```

"labelBase64": "...", ①
"labelType": "PDF",
"orderId": "040633039972821267",
"confirmedServices": [
  {
    "homeDelivery": {},
    "signature": {},
    "tracking": {}
  }
],
"trackingInfo": {
  "shipmentId": "H0000500053211901082",
  "url": "https://hermesborderguru.io/tracking?id=H0000500053211901082"
},
"returns": {
  "labelContent": {
    "mode": "returns",
    "disablePrinterModification": false,
    "import": {
      "sortlevel": [
        "D      RETOURE"
      ],
      "barcodeObject": [
        {
          "barcode": "H0000500053212001072",
          "barcodeFormatted": "H 000050 00532120 01 072",
          "barcodeSymbology": "C128"
        }
      ],
      "client": [
        "Ben Testuser"
      ],
      "additional": [
        "returnsBarcode"
      ],
      "carrier": "HG20",
      "layoutVariant": "default"
    },
    "export": {
      "destination": [
        "EMPFÄNGER:",
        "Hermes DE",
        "Paketfach Hermes DE 1",
        "4005 Linz"
      ],
      "source": [
        "ABSENDER:",
        "Tim Buktu",
        "c/o Beate Neumann",
        "Innsbrucker Bundesstraße 95",

```

```

    "AT - 5020 Salzburg"
  ],
  "sortlevel": [
    "D"
  ],
  "info": [
    "Datum",
    "2024-08-09",
    "Gewicht in kg",
    "5,000",
    "Reference 1",
    "0123456789",
    "Reference 2",
    "9876543210"
  ],
  "barcodeObject": [
    {
      "barcode": "03222182200062",
      "barcodeFormatted": "03222182200062",
      "barcodeSymbology": "I"
    }
  ],
  "services": [
    "RETOURPAKET"
  ],
  "carrier": "HAT",
  "layoutVariant": "default"
}
},
"labelBase64": "...", ①
"labelType": "PDF",
"orderId": "040633039972821274",
"trackingInfo": {
  "shipmentId": "03222182200062",
  "url": "https://hermesborderguru.io/tracking?id=03222182200062"
}
}
}

```

① Base64 encoded PDF data

Chapter 11. Checkroute

Checkroute functionality lets you test whether a given address with certain service can be routed or not.

The most common way to request the International checkRoute is to send a normal request to the endpoint with all the mandatory fields for the request. The response will contain all routing information without any barcode or barcode generated.

11.1. Request

POST

<https://iris-preview.hermesborderguru.io/checkroute>

11.1.1. Http Headers



Please set following headers for each request

Header	Value	Description
Content-Type	application/json;charset=UTF-8	Fix value to interpret the JSON
Authorization	Bearer auth-token	Authentication token from Retrieve a Token

11.1.2. Http Body

```
{
  "delivery": {
    "sourceAddress": {
      "title": "string",
      "firstName": "string",
      "lastName": "string",
      "company": "string",
      "street": "string",
      "houseNo": "string",
      "postcode": "string",
      "city": "string",
      "state": "string",
      "country": "string", ① ②
      "phone": "string",
      "fax": "string",
      "mobile": "string",
      "email": "string",
      "addressAdditionalFields": ["add1", "add2"]
    },
    "destinationAddress": {
      "title": "string",
      "firstName": "string",
```

```

        "lastName": "string",
        "company": "string",
        "street": "string", ①
        "houseNo": "string",
        "postcode": "string", ①
        "city": "string", ①
        "state": "string",
        "country": "string", ① ②
        "phone": "string",
        "fax": "string",
        "mobile": "string",
        "email": "string",
        "addressAdditionalFields": ["add1", "add2"]
    },
    "source" : {
        "carrier": "string" ③
        "carrierBarcode": "string", ③
    }
    "parcelData": { ④
        "packagingType": "string" ① ⑤
    },
    "customerReferences": ["reference1", "reference2"], ⑥
    "services": {} ⑦
}
}

```

- ① Mandatory for a valid request.
- ② Two letter [ISO 3166-1 ALPHA-2](#) country code.
- ③ Optional. If "carrier" is set sourceAddress should be omitted. The International Routing and Integration Service will perform import only (see above) but will register the export carrier and its barcode as if provided by the International Routing and Integration Service export handling for use in preadvice generation or for billing information by import carrier.
- ④ See [Parcel Data](#).
- ⑤ See [Packaging Types](#).
- ⑥ Various customer references can be added, e.g. customer order number. Each part of the request (delivery/returns) can hold its own set of references.
- ⑦ At least one valid service is mandatory. See [Services](#).

11.1.3. Example Request

```

{
  "delivery": {
    "parcelData": {
      "depth": 10,
      "width": 20,
      "length": 30,

```



```

        "weight":5000,
        "value":99,
        "packagingType":"PC"
    },
    "sourceAddress":{
        "title":"HERREN",
        "firstName":"Hans",
        "lastName":"Gruber",
        "company":"",
        "street":"Essener Strasse",
        "houseNo":"89",
        "postcode":"22419",
        "city":"Hamburg",
        "country":"DE",
        "addressAdditionalFields":[
            "ADD_ADDR1",
            "ADD_ADDR2",
            "ADD_ADDR3"
        ],
        "phone":"0358145887",
        "fax":"0358155544",
        "mobile":"01723334448",
        "email":"email@egal.de"
    },
    "destinationAddress":{
        "title":"Monsieur",
        "firstName":"Jacques",
        "lastName":"Balfourt",
        "company":"",
        "street":"Rue de la mer",
        "houseNo":"221",
        "postcode":"75002",
        "city":"Paris",
        "country":"FR",
        "phone":"040123456789",
        "mobile":"020000000",
        "fax":"010987654321",
        "email":"test@test.fr",
        "addressAdditionalFields":[
            "ADD_ADDR4",
            "ADD_ADDR5",
            "ADD_ADDR6"
        ]
    },
    "services":{
        "homeDelivery":{

        }
    },
    "customerReferences":[
        "0123456789",

```

```

    "9876543210"
  ]
}
}

```

11.1.4. Example Response Without Barcode

```

{
  "delivery": {
    "labelContent": {
      "mode": "delivery",
      "import": {
        "destination": [
          "Destinataire:",
          "Monsieur Jacques Balfourt",
          "ADD_ADDR4",
          "ADD_ADDR5",
          "221 Rue de la mer",
          "FR - 75002 Paris"
        ],
        "source": [
          "Expéditeur:",
          "HERMES ALLEMAGNE ",
          "ZAC des 4 Vents 9",
          "Avenue Antoine Pinay",
          "FR - 59999 Hem"
        ],
        "sortlevel": [
          "FR / ",
          "A 0123",
          "N 000123",
          "T 00123",
          "CDT RELABL"
        ],
        "barcodeObject": [],
        "serviceObject": [
          {
            "serviceName": "cashOnDelivery",
            "serviceText": "A Encaisser: 0 EUR"
          },
          {
            "serviceName": "homeDelivery",
            "serviceText": "HOM"
          }
        ],
        "carrier": "MR",
        "layoutVariant": "default"
      },
      "export": {

```

```

        "source": [
            "Hans Gruber",
            "ADD_ADDR1",
            "Essener Strasse 89",
            "DE - 22419 Hamburg"
        ],
        "sortlevel": [
            "61"      "FR"
        ],
        "client": [
            "Testuser 5000000"
        ],
        "carrier": "HG20",
        "layoutVariant": "default"
    }
},
"confirmedServices": [
    {
        "homeDelivery": {},
        "signature": {},
        "tracking": {}
    }
]
}
}

```

Chapter 12. Status Code Handling

We use standard http error codes. In addition we will provide a message with a short description of the error if known.

12.1. 400 - Bad Request

Your request was not correct. Please see the following response body examples for more detailed information.

```
{
  "timestamp": 1511257921987,
  "message": "Source address missing or incomplete!",
  "module": "dispatcher/request",
  "requestId": "413e8a01-8a54-4e0c-aebf-9a2c47c40bbd"
}
```

```
{
  "timestamp": 1511254374650,
  "message": "Import carrier for PL not available",
  "module": "dispatcher/request",
  "requestId": "2b527fa7-98fc-46b9-b837-581f17b57285"
}
```

12.2. 401 - Unauthorized

The request has not been applied because it lacks valid authentication credentials for the target resource. First action should be updating your access token!

12.3. 500 - Internal Server Error

Something has seriously gone wrong.

```
{
  "timestamp": 1511255088326,
  "message": "Error processing HG20 export routing",
  "module": "carrier-hg20/route/export,dispatcher/request",
  "requestId": "225f7838-1b14-4c18-9f43-283773c1f164"
}
```

12.4. 501 - Not Implemented

Should not happen on the public endpoints but is used internally

```
{  
  "timestamp": 1511254458933,  
  "message": "Import carrier for AT currently unavailable",  
  "module": "dispatcher/request",  
  "requestId": "04af2050-2602-471f-93a2-05756fb85462"  
}
```

Chapter 13. Error Codes

Whenever a validation fails or any other error occurs within request processing, IRIS will respond with an HTTP status code (usually 400 - Bad Request, see [Status Code Handling](#)) and information on what type of error has happened and what modules are affected. Also, a human-readable error message is provided. A typical error response looks like this:

```
{
  "category": "FIELD_MISSING",
  "message": "Field 'delivery.destinationAddress.postCode' is missing",
  "status": "BAD_REQUEST",
  "module": "dispatcher/carrier-hg20",
  "timestamp": "20-05-2019 14:34:34",
  "requestId": "2b4949b8-e550-46e7-a43e-d9c99e869eca"
}
```

The "category" field groups error situations by type, in this case, the error falls into the "field missing" category. See the list below for all error categories.

The "message" field contains a human-readable error message, providing details on the error. In this case, the relevant field that is missing from the request is provided.

13.1. List of error categories with HTTP code 400

category	description
FIELD_MISSING	a required field is missing from request, see the "message" field for details
FIELD_INVALID	the content of a field doesn't comply with the expected format. Examples include providing a floating-point numeric value when an integer value is expected. See the "message field" for details.
FIELD_UNWANTED	in certain scenarios, a specific field may not be set. If it is provided in the request, an error with this category is generated. The "message" field will contain the field name and specific information.
SERVICE_COMBINATION_INVALID	for every carrier used in IRIS there is a predefined set of available services and combinations of services (see Available Services). If the request specifies a combination that can not be handled by the carrier, an error of this category is generated with details on the invalid services to be found in the "message" field.
SERVICE_INVALID	the service or its parameters contain invalid content for the used carrier and scenario. Details are found in the "message" field
SERVICE_UNSUPPORTED	if the request contains a service that is not offered by the handling carrier (see Available Services), an error of this category is generated with details on the invalid services to be found in the "message" field.

category	description
ROUTE_UNAVAILABLE	this error category indicates that the routing logic called by the handling carrier module can not complete the routing. Usually this is due to incorrect address data. Details on the error can be found in the "message" field.
REQUEST_NOT_READABLE	an error with this category is generated when IRIS can not parse the incoming request message. This can be due to unsupported special characters within the request or technical reasons on the data transport layer.
ENCODING_UNSUPPORTED	IRIS expects all requests to be UTF-8 encoded. Although in specific cases requests might work in different character encodings, it is strongly advised to provide properly UTF-8 encoded requests. If IRIS can not parse a request because of a wrong encoding, an error of this category is returned.

13.2. List of other error categories

In addition to errors pertaining to the request, other things can go wrong. For these scenarios, the following additional error categories will be returned:

category	HTTP code	description
FORBIDDEN	403	the user tried to access a resource that's not accessible
UNAUTHORIZED	401	the user tried to access an IRIS resource without a valid authentication token
NOT_FOUND	404	the user tried to access a resource that doesn't exist
TOO_MANY_REQUESTS	429	the server is busy handling other requests, the user should try again in a few minutes
CONFIGURATION_ERROR	500	some configuration settings within IRIS are wrong. If the problem persists and the error is still generated after retrying the request, please contact IRIS Support. See Contact
EXCEPTION_UNEXPECTED	500	an unknown error occurred within IRIS. If the problem persists and the error is still generated after retrying the request, please contact IRIS Support. See Contact
EXTERNAL_SERVICE_ERROR	500	an external service called by IRIS returned an error. If the problem persists and the error is still generated after retrying the request, please contact IRIS Support. See Contact
INTERNAL_SERVICE_ERROR	500	an internal service called by IRIS returned an error. If the problem persists and the error is still generated after retrying the request, please contact IRIS Support. See Contact

Chapter 14. Input Normalization and Sanitation Rules

This chapter describes normalization and sanitation rules for IRIS requests. In order to guarantee a successful request and response behaviour, please align your application in accordance.

- **Request normalization and sanitation:** Every request sent to IRIS will pass through normalizations and sanitizations regarding the content of a certain field (listed below). If the request does not align with these rules, IRIS will try to apply these rules automatically to succeed or respond with an error message explaining the details.

The following rules are valid for deliveries and returns to any country.

- If any string field contains the character chain "../", IRIS will respond with an error.

```
{
  "delivery": {
    "sourceAddress": {
      "title": "string", ①
      "firstName": "string", ①
      "lastName": "string", ①
      "company": "string", ①
      "street": "string", ①
      "houseNo": "string", ①
      "postcode": "string", ①
      "city": "string", ①
      "state": "string", ①
      "phone": "string", ① ②
      "fax": "string", ① ②
      "mobile": "string", ① ②
      "email": "string" ①
    },
    "returnsAddress": {
      ... ③
    },
    "destinationAddress": {
      ... ③
    },
    "source": {
      "carrier": "string", ①
      "carrierBarcode": "string" ①
    },
    "clientInput": {
      "clientLabelHeader": "string" ①
    },
    "client": {
      "clientId": "string", ①
      "clientName": "string" ①
    }
  }
}
```



```
}  
}
```

- ① All special HTML and control characters get filtered and removed. Backslashes are replaced with regular slashes.
- ② See [Phone, Fax and Mobile Numbers](#).
- ③ Same as "sourceAddress".

14.1. Phone, Fax and Mobile Numbers

All telephone, fax and mobile telephone numbers provided must conform to the following scheme or IRIS will ignore them and not print the numbers on the label where they can support delivery (e.g. customer-notification):

- The country code must have either the prefix + or 00. If no country code is specified, the country field will be used for determination.
- Illegal characters will be removed, invalid inputs are omitted.
- The **minimum** length of the number (without country code) is 2 characters.
- The **maximum** length of the number (without country code) is 17 characters.



Numbers in requests from or to Great Britain and Ireland have a maximum length of 15 characters, including the country code.



All numbers will be formatted according to the [E.164](#) standard.

14.2. Default Value as Fallback Solution

In order to provide a fallback mechanism for incomplete requests, IRIS is able to handle carrier specific defaults. These values will be applied for the given data if the carrier and its values are present in the defaults routine:

- Parcel weight
- Parcel length
- Parcel depth
- Parcel width
- Destination address email
- Destination address phone
- Destination address mobile

The following services can be adjusted for the carriers: **Home Delivery** Pudo Delivery ** Returns

If you want to adjust fallback values, or you need to adjust an IRIS services - please contact IRIS Support Team See [Contact](#).

Chapter 15. Validation Rules

This chapter describes validation rules in place for IRIS requests. In order to guarantee a successful request and response behaviour, please align your application in accordance.

- **Request Validation:** Every request sent to IRIS will pass through certain validations regarding the content of every field. If the request is not valid IRIS will respond with an error message explaining the details. There are some general request validations and some validations are defined according to functionality of the carrier module that corresponds to both source and destination country.
- **Service Validation:** Every request sent to IRIS will have at least one valid service or combination of services. When more than one service is provided there are validations which verify their combination according to the functionality of the carrier module.

The following rules are valid for deliveries to the specified country or returns from the specified country. As of now, every specified service validation is only verified for delivery requests, for return requests, everything passed as services will be ignored.

15.1. General

The bare minimum for a valid request is as follows, additional validation rules and/or valid and invalid combinations of additional services are stated in the section for the respective target country.

```
{
  "delivery": {
    "sourceAddress": {
      "country": "string" ① ②
    },
    "destinationAddress": {
      "street": "string", ①
      "postcode": "string", ①
      "city": "string",
      "country": "string" ① ②
    },
    "parcelData": { ①
      "packagingType": "string" ③
    },
    "services": {} ① ④
  }
}
```

① Mandatory for a valid request.

② Two letter [ISO 3166-1 ALPHA-2](#) country code.

③ For valid values see [Packaging Types](#), [Parcel Data](#).

④ Valid and required services as well as valid combinations are listed in the section of the target

country.

15.2. Postcode Validation

Postcodes will be validated according to the specific format required by each country, as well as against regions where the service is unavailable. If the validation process fails, a detailed error message will be provided. This message will explain which patterns need to be matched and outline the general expected format for the postcode. The standard format utilizes the characters N (numbers), A (letters), and X (any letter or number) to illustrate the expected structure of the postcode.

15.3. Austria (AT)

15.3.1. Request Validation

Direction key for returns is determined based on the sourceAddress for Hermes Austria.

```
"sourceAddress": {  
  "street": "string", ①  
  "postcode": "string", ①  
  "city": "string", ①  
  "country": "string" ①  
}
```

① Mandatory for a valid request.

15.3.2. Service Validation

The following services can be used for deliveries to AT:

- Home Delivery
- Parcelshop Delivery (PuDo)
- Cash on Delivery
- Signature
- Customer Notification
- Limited Quantity
- Bulky Goods
- Next Day
- Mail Delivery

Please note that either [Home Delivery](#), [PuDo \(Pick up / Drop off\) Delivery](#) or [Mail Delivery](#) is mandatory.

Only valid service combinations can be requested:

	Home Delivery	CashOn Delivery	PuDo Delivery	Sig-nature	Cus-tomer Noti-fication	Limited Quantity	Bulky Goods	Next Day	Mail Delivery
Home Delivery	N/A	OK	FAIL	OK	OK	OK	OK	OK	FAIL
CashOn Delivery	OK	N/A	FAIL	OK	OK	OK	OK	OK	FAIL
PuDo Delivery	FAIL	FAIL	N/A	OK	OK	OK	OK	OK	FAIL
Sig-nature	OK	OK	OK	N/A	OK	OK	OK	OK	FAIL
Cus-tomer Noti-fication	OK	OK	OK	OK	N/A	OK	OK	OK	FAIL
Limited Quantity	OK	OK	OK	OK	OK	N/A	OK	OK	FAIL
Bulky Goods	OK	OK	OK	OK	OK	OK	N/A	OK	FAIL
Next Day	OK	OK	OK	OK	OK	OK	OK	N/A	FAIL
Mail Delivery	FAIL	FAIL	FAIL	FAIL	FAIL	FAIL	FAIL	FAIL	N/A

15.4. Belgium (BE)

15.4.1. Service Validation

Using MR (default)

The following services can be used for deliveries to BE

- Home Delivery
- Parcelshop Delivery (PuDo)
- Cash on Delivery
- Signature
- Limited Quantity

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined. [\[Cash on delivery\]](#) can only be used in conjunction with [PuDo \(Pick up / Drop off\) Delivery](#).

Using Colis Privé (requires special configuration)

The following services can be used for deliveries to BE

- Home Delivery
- Signature

Returns can also be requested with this carrier.

15.5. Bulgaria (BG)

15.5.1. Request Validation

Direction key for returns is determined based on the sourceAddress for Hermes Austria.

```
"sourceAddress": {  
  "street": "string", ①  
  "postcode": "string", ①  
  "city": "string", ①  
  "country": "string" ①  
}
```

① Mandatory for a valid request.

15.5.2. Service Validation

The following services can be used for deliveries to BG and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Bulky goods

15.6. Switzerland (CH)

15.6.1. Request Validation

```
"destinationAddress": {  
  "lastName": "string", ①  
  "street": "string", ①  
  "houseNo": "string" ②  
  "country": "string" ①  
},  
"parcelData": {  
  "weight": 5000, ③  
  "items": [{ ④
```

```
}]
```

- ① Mandatory for a valid request.
- ② Optional, if available in field "street". Otherwise, mandatory for a valid request.
- ③ Weight properties are always in grams and require a positive integer value greater than 0.
- ④ There must be at least 1 item provided.

15.6.2. Service Validation

The following services can be used for deliveries to LI and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Express Delivery
- Bulky goods
- Tracking (Not allowed to unset explicitly ("tracking": {"tracking": false}))
- Export Customs Clearance

15.7. Cyprus (CY)

15.7.1. Service Validation

The following services can be used for deliveries to CY and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Bulky goods

15.8. Czech Republic (CZ)

15.8.1. Request Validation

Direction key for returns is determined based on the sourceAddress for Hermes Austria.

```
"sourceAddress": {  
  "street": "string", ①  
  "postcode": "string", ①  
  "city": "string", ①  
  "country": "string" ①
```

```
}
```

① Mandatory for a valid request.

Carrier CZPOST has specific requirements per service regarding weight and dimensions. If home delivery, pudo delivery or returns is requested, the request has the following limits:

- length has min of 15cm and max of 120cm
- width has min of 11cm and max of 60cm
- depth has min of 2cm and max of 60cm
- weight has min 100gr of and max of 3.1kg

The json structure is as follows:

```
"parcelData" : {  
  "depth" : 100, ①  
  "width" : 20, ①  
  "length" : 30, ①  
  "weight" : 5000 ②  
}  
  
"label" : {  
  "output" : "PDF" ③  
}
```

① Optional dimension field - only validated if all three dimensions are present

② Mandatory field

③ Mandatory field for delivery request only, because we need to provide this information to CZPOST. The possible values are PDF, ZPL200 and ZPL300

15.8.2. Service Validation

The following services can be used for deliveries to CZ and used, but only one of home or pudo delivery is valid:

- Home Delivery
- Pudo Delivery
- Signature
- Customer Notification
- Tracking

Using carrier CZPOST the [Cash On Delivery](#) service has the following validations:

- cashOnDelivery.cashCurrency has to be CZK (Czech crowns)
- cashOnDelivery.cashValue has to be 0 or a positive integer

15.9. Germany (DE) - home delivery or parcelshop delivery

15.9.1. Service Validations

These services are offered in Germany:

- Home Delivery
- Parcelshop Delivery
- Nominated Day Delivery
- Ident Service
- Next Day Delivery
- Cash on Delivery
- Redirection prohibited
- Signature*
- Customer Notification
- Household Signature
- Limited Quantity
- Bulky Goods
- Express Delivery

Additionally, [\[MailDelivery\]](#) is available as well as PrePaid Parcelshop Delivery, which are handled in the below chapters [Germany \(DE\) - mail delivery](#) and [Germany \(DE\) - prepaid delivery](#)

For Home- and regular Parcelshop deliveries the following combination matrix tables give an overview which services can be combined with each other and which combinations will raise an error. Note that either Home Delivery or Parcelshop Delivery needs to be requested, but not both.

HG20	Home Delivery	Nominated Day Delivery	Ident Service	Next Day Delivery	Cash on Delivery	Redirect prohibited	Signature*
Home Delivery	N/A	OK	OK	OK	OK	OK	*
Nominated Day Delivery	OK	N/A	OK	FAIL	OK	OK	*
Ident Service	OK	OK	N/A	OK	OK	OK	*
Next Day Delivery	OK	FAIL	OK	N/A	OK	OK	*

HG20	Home Delivery	Nominate d Day Delivery	Ident Service	Next Day Delivery	Cash on Delivery	Redirect prohibited	Signature*
Cash on Delivery	OK	OK	OK	OK	N/A	OK	*
Redirect prohibited	OK	OK	OK	OK	OK	N/A	*
Signature*	*	*	*	*	*	*	N/A
Customer Notification**	OK	OK	OK	OK	FAIL	OK	*
Household Signature	OK	OK	FAIL	OK	OK	OK	FAIL
PuDo	FAIL	OK	OK	OK	FAIL	FAIL	*
Limited Quantity	OK	OK	OK	OK	OK	OK	*
Bulky Goods	OK	OK	OK	OK	OK	OK	*
Express Delivery	OK	OK	OK	OK	OK	OK	*

HG20	Household Signature	PuDo	Limited Quantity	Bulky Goods	Express Delivery
Home Delivery	OK	OK	OK	OK	OK
Nominated Day Delivery	OK	OK	OK	OK	OK
Ident Service	FAIL	OK	OK	OK	OK
Next Day Delivery	OK	OK	OK	OK	OK
Cash on Delivery	OK	FAIL	OK	OK	OK
Redirection prohibited	OK	FAIL	OK	OK	OK
Signature*	FAIL	*	*	*	*
Customer Notification**	OK	OK	OK	OK	OK
Household Signature	N/A	FAIL	OK	OK	OK
PuDo	FAIL	N/A	OK	OK	OK

HG20	Household Signature	PuDo	Limited Quantity	Bulky Goods	Express Delivery
Limited Quantity	OK	OK	N/A	OK	OK
Bulky Goods	OK	OK	OK	N/A	FAIL
Express Delivery	OK	OK	OK	FAIL	N/A

15.10. Germany (DE) - general delivery

15.10.1. Request Validation

The following validation must be adhered to every delivery request for Germany.

```
"parcelData": {
  "weight": 1000,
}
```

- ① Mandatory for a valid request.
- ② Must be greater than zero.

15.11. Germany (DE) - mail delivery

15.11.1. Request Validation

Mail deliveries to Germany cannot be handled cross-border or cross-carrier. Thus, it is required to request an "import only" delivery. See [Import-only deliveries with source address](#).

```
"parcelData": {
  "packagingType": "M1",
  "weight": 500,
  "length": 35,
  "width": 25,
  "height": 5,
},
"destinationAddress": {
  "company": "string",
  "firstName": "string",
  "lastName": "string",
  "street": "string",
  "postcode": "string",
  "city": "string",
  "country": "DE",
}
```

- ① Mandatory for a valid request.
- ② The only valid [Packaging Type](#) for mail deliveries is "M1".
- ③ Weight property is expected in grams (as integer). Omitting the value, providing negative, zero or decimal values will result in an error. Also, the maximum weight supported is 1000 for 1 kilogram.
- ④ If *company* is missing or empty, the field *firstName* becomes mandatory. This means that one of the fields must always be filled.
- ⑤ Length property is expected in cm (as integer). Omitting the value, providing negative, zero or decimal values will result in an error. Also, the maximum length supported is 35 cm.
- ⑥ Width property is expected in cm (as integer). Omitting the value, providing negative, zero or decimal values will result in an error. Also, the maximum width supported is 25 cm
- ⑦ Height property is expected in cm (as integer). Omitting the value, providing negative, zero or decimal values will result in an error. Also, the maximum height supported is 5 cm

15.11.2. Service Validation

For mail deliveries to Germany, it is mandatory to provide [Mail Delivery](#) in the "services" section.

Additionally, [Tracking](#) can be provided, as there's an option between different carriers that offer tracked or untracked mail delivery.

15.12. Germany (DE) - prepaid delivery

15.12.1. Service Validation

The following services can be used if requesting a prepaid parcelshop delivery in DE:

- Parcelshop Delivery(PuDo)
- Prepaid Service
- Customer Notification
- Signature

Please note that the [\[Prepaid Service\]](#) can only be requested if [PuDo \(Pick up / Drop off\) Delivery](#) is also requested.

15.13. Denmark (DK)

15.13.1. Request Validation

In the `destinationAddress` section, phone or mobile is mandatory only in combination with Parcelshop Delivery :

```
"destinationAddress": {  
  "phone": "string", ①
```

```
"mobile": "string" ①  
}
```

① Either phone or mobile has to be set for delivery date arrangement.

15.13.2. Service Validation

The following services can be used for deliveries to DK

- Home Delivery
- Parcelshop Delivery (PuDo)
- Signature
- Limited Quantity
- Bulky Goods

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

15.14. Estonia (EE)

15.14.1. Service Validation

The following services can be used for deliveries to EE and used in any combination:

- Home Delivery
- Parcelshop Delivery (PuDo)
- Signature
- Limited Quantity

15.15. Spain (ES)

15.15.1. Service Validation

The following services can be used for deliveries to ES

- Home Delivery
- Parcelshop Delivery (PuDo)
- Cash on Delivery
- Signature
- Limited Quantity

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

[\[Cash on delivery\]](#) can only be used in conjunction with [PuDo \(Pick up / Drop off\) Delivery](#).

15.16. Finland (FI)

15.16.1. Request Validation

In the `destinationAddress` section, phone or mobile is mandatory only in combination with Parcelshop Delivery:

```
"destinationAddress": {  
  "phone": "string", ①  
  "mobile": "string" ①  
},
```

① Either phone or mobile has to be set for delivery date arrangement.

15.16.2. Service Validation

The following services can be used for deliveries to FI

- Home Delivery
- Parcelshop Delivery (PuDo)
- Signature
- Limited Quantity
- Bulky Goods

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

15.17. France (FR)

15.17.1. Service Validation

Using MR (Default)

The following services can be used for deliveries to FR

- Home Delivery
- Parcelshop Delivery (PuDo)
- Cash on Delivery
- Signature
- Limited Quantity

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

[\[Cash on delivery\]](#) can only be used in conjunction with [PuDo \(Pick up / Drop off\) Delivery](#).

Using Colis Privé (requires special configuration for FR)

The following services can be used for deliveries to FR

- Home Delivery
- Parcelshop Delivery (PuDo)
- Signature

Returns can also be requested with this carrier.

We currently do not support deliveries to military facilities (postcode 00100 & 00200).

15.18. Greece (GR)

15.18.1. Service Validation

The following services can be used for deliveries to GR and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Bulky goods

15.19. Great Britain (GB)

15.19.1. Request Validation

- If [customsAndTaxes.client.eoriNumber](#) is provided, its length has to be exactly **14 characters** (see [Customs and Tax Information](#) chapter).

15.19.2. Service Validation

The following services are available for deliveries to GB and can be requested only with valid service combinations:

	Home Delivery	PuDo Delivery	Signature	Household Signature	Bulky Goods	Export Customs Clearance
Home Delivery	N/A	FAIL	OK	OK	OK	OK
PuDo Delivery	FAIL	N/A	FAIL	FAIL	FAIL	OK
Signature	OK	FAIL	N/A	FAIL	OK	OK

Household Signature	OK	FAIL	FAIL	N/A	OK	OK
Bulky Goods	OK	FAIL	OK	OK	N/A	OK
Export Customs Clearance	OK	OK	OK	OK	OK	N/A

15.20. Croatia (HR)

15.20.1. Request Validation

Direction key for returns is determined based on the sourceAddress for Hermes Austria.

```
"sourceAddress": {
  "street": "string", ①
  "postcode": "string", ①
  "city": "string", ①
  "country": "string" ①
}
```

① Mandatory for a valid request.

15.20.2. Service Validation

The following services can be used for deliveries to HR and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Bulky goods

15.21. Hungary (HU)

15.21.1. Request Validation

Direction key for returns is determined based on the sourceAddress for Hermes Austria.

```
"sourceAddress": {
  "street": "string", ①
  "postcode": "string", ①
  "city": "string", ①
  "country": "string" ①
}
```

① Mandatory for a valid request.

15.21.2. Service Validation

The following services can be used for deliveries to HU and used in any combination:

- Home Delivery
- Parcelshop Delivery (PuDo)
- Signature
- Limited Quantity
- Bulky goods
- Cash on Delivery

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

15.22. Ireland (IE)

Please see entry for [Ireland \(IE\)](#)

15.23. Italy (IT) - Parcel delivery

15.23.1. Request Validation

In the `destinationAddress` section, email or mobile is mandatory only in combination with Parcelshop Delivery :

```
"destinationAddress": {  
  "email": "string", ①  
  "mobile": "string" ①  
},
```

① Either phone or mobile has to be set for delivery date arrangement.

15.23.2. Service Validation

The following services can be used for deliveries to IT:

- Home Delivery
- Parcelshop Delivery (PuDo)
- Signature
- Cash On Delivery
- Limited Quantity

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

15.24. Italy (IT) - Mail delivery

15.24.1. Request Validation

In the *parcelData* section, additional mandatory values need to be provided:

```
"parcelData": { ①
  "packagingType": "M1" ① ②
  "depth": 10, ③
  "width": 20, ③
  "length": 30, ③
  "weight": 5000, ① ④
  "value": 99 ① ⑤
}
```

- ① Mandatory for a valid request.
- ② The only valid [Packaging Types](#) for mail deliveries is "M1".
- ③ Measurements are optional, if provided they need to be equal or greater than 0 and are supplied in centimeters (as integer) otherwise the request will be rejected.
- ④ Weight property is always in grams and requires a positive integer value, otherwise the request will be rejected.
- ⑤ Monetary amount in value should be provided in minor currency units, i.e. CENTS as integer (*not decimal) in case of Euro. Example: For a monetary value of EUR 1234.99 the value in cents should be 123499.

15.24.2. Service Validation

For mail deliveries to [Italy \(IT\)](#), it is mandatory to provide *"mailDelivery"* in the *"services"* section (see [Mail Delivery](#)).

Additionally [Tracking](#) and [Signature](#) can be provided.

15.25. Liechtenstein (LI)

15.25.1. Request Validation

```
"destinationAddress": {
  "lastName": "string", ①
  "street": "string", ①
  "houseNo": "string" ②
  "country": "string" ①
}
```

```

"parcelData": {
  "weight": 5000, ③
  "items": [{ ④
    ...
  }]
}

```

- ① Mandatory for a valid request.
- ② Optional, if available in field "street". Otherwise, mandatory for a valid request.
- ③ Weight properties are always in grams and require a positive integer value greater than 0.
- ④ There must be at least 1 item provided.

15.25.2. Service Validation

The following services can be used for deliveries to LI and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Express Delivery
- Bulky goods
- Tracking (Not allowed to unset explicitly ("tracking": {"tracking": false}))
- Export Customs Clearance

15.26. Lithuania (LT)

15.26.1. Service Validation

The following services can be used for deliveries to LT and used in any combination:

- Home Delivery
- Parcelshop Delivery (PuDo)
- Signature
- Limited Quantity

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

15.27. Luxembourg (LU)

15.27.1. Service Validation

Using MR (Default)

The following services can be used for deliveries to LU

- Home Delivery
- Parcelshop Delivery (PuDo)
- Cash on Delivery
- Signature
- Limited Quantity

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

[\[Cash on delivery\]](#) can only be used in conjunction with [PuDo \(Pick up / Drop off\) Delivery](#).

Using Colis Privé (requires special configuration)

The following services can be used for deliveries to LU

- Home Delivery
- Signature

Returns can also be requested with this carrier.

15.28. Latvia (LV)

15.28.1. Service Validation

The following services can be used for deliveries to LV and used in any combination:

- Home Delivery
- Parcelshop Delivery (PuDo)
- Signature
- Limited Quantity

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

15.29. Monaco (MC)

15.29.1. Service Validation

The following services can be used for deliveries to MC

- Home Delivery
- Parcelshop Delivery (PuDo)

- Cash on Delivery
- Signature
- Limited Quantity

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

[\[Cash on delivery\]](#) can only be used in conjunction with [PuDo \(Pick up / Drop off\) Delivery](#).

15.30. Malta (MT)

15.30.1. Service Validation

The following services can be used for deliveries to MT and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Bulky goods

15.31. Netherlands (NL)

15.31.1. Service Validation

The following services can be used for deliveries to NL

- Home Delivery
- Parcelshop Delivery (PuDo)
- Household Signature
- Signature
- Limited Quantity
- Customer Notification
- Bulky Goods

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined. [Household Signature](#) can only be used in conjunction with [Home Delivery](#) and not be combined with [Signature](#).

15.32. Poland (PL)

15.32.1. Service Validation

Using HAT (default)

The following services can be used for deliveries to PL and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Bulky goods

Using InPost (requires special configuration)

- Home Delivery
- Parcelshop Delivery (PuDo)
- Bulky goods
- Signature
- Tracking

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

15.33. Portugal (PT)

15.33.1. Service Validation

The following services can be used for deliveries to PT

- Home Delivery
- Customer Notification
- Parcelshop Delivery (PuDo)
- Signature
- Limited Quantity

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

15.34. Romania (RO)

15.34.1. Request Validation

Direction key for returns is determined based on the sourceAddress for Hermes Austria.

```
"sourceAddress": {  
  "street": "string", ①  
  "postcode": "string", ①
```

```
"city": "string", ①
"country": "string" ①
}
```

① Mandatory for a valid request.

15.34.2. Service Validation

The following services can be used for deliveries to RO and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Bulky goods

15.35. Sweden (SE)

15.35.1. Request Validation

In the `destinationAddress` section, phone or mobile is mandatory only in combination with Parcelshop Delivery:

```
"destinationAddress": {
  "phone": "string", ①
  "mobile": "string" ①
},
```

① Either phone or mobile has to be set for delivery date arrangement.

15.35.2. Service Validation

The following services can be used for deliveries to SE

- Home Delivery
- Parcelshop Delivery (PuDo)
- Signature
- Limited Quantity
- Bulky Goods

Please note that either [Home Delivery](#) or [PuDo \(Pick up / Drop off\) Delivery](#) is mandatory. Those services can not be combined.

15.36. Slovakia (SK)

15.36.1. Request Validation

Direction key for returns is determined based on the sourceAddress for Hermes Austria.

```
"sourceAddress": {  
  "street": "string", ①  
  "postcode": "string", ①  
  "city": "string", ①  
  "country": "string" ①  
}
```

① Mandatory for a valid request.

15.36.2. Service Validation

The following services can be used for deliveries to SK and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Bulky goods

15.37. Slovenia (SI)

15.37.1. Request Validation

Direction key for returns is determined based on the sourceAddress for Hermes Austria.

```
"sourceAddress": {  
  "street": "string", ①  
  "postcode": "string", ①  
  "city": "string", ①  
  "country": "string" ①  
}
```

① Mandatory for a valid request.

15.37.2. Service Validation

The following services can be used for deliveries to SI and used in any combination:

- Home Delivery (this is mandatory for all deliveries)
- Signature
- Limited Quantity
- Bulky goods

Appendix A: Contact

If at any point you're getting the feeling that you're lost or you're having a question, because something we're describing isn't clear to you. Don't hesitate to contact us at it-carriermanagement@hermesworld.com

Appendix B: Changelog

2025 - Week 23

- Rename client.ZAZaccount to client.zazAccount in [Customs and Tax Information](#) and delivery request.

2025 - Week 15

- Added returns [Example with Services](#) request and response

2025 - Week 09

- Updated supported carriers for ZPL in [Label](#), removed service requirement

2025 - Week 07

- Adapted eoriNumber information to [Customs and Tax Information](#) chapter
- Added request validation information for country [Great Britain \(GB\)](#)

2025 - Week 05

- Added [Germany \(DE\) - general delivery](#) to [Validation Rules](#)
- Changed requirements for [Collection](#)
- Added service [Collection](#) and [Bulky Goods](#) for returns for country [Great Britain \(GB\)](#)

2024 - Week 52

- Added HATONDOT to supported ZPL labels in [Label](#)
- Added HATONDOT label size to [Label Format & Sizes](#)
- Added HATONDOT to [Carriers and Countries](#)

2024 - Week 51

- Added EVRI to supported ZPL labels in [Label](#)
- Added EVRI label size to [Label Format & Sizes](#)
- Added EVRI to [Carriers and Countries](#)

2024 - Week 50

- Added services that can be combined with the service [Signature](#) for [Great Britain \(GB\)](#)
- Added new field **customsAndTaxes.client.eoriNumber** to [Customs and Tax Information](#)
- Added services that can be combined with the service [Household Signature](#) for [Great Britain \(GB\)](#)
- Added a service compatibility matrix for country [Great Britain \(GB\)](#) in [Validation Rules](#)

2024 - Week 49

- Added service [Bulky Goods](#) for [Returns](#) for [Liechtenstein \(LI\)](#) and [Switzerland \(CH\)](#)
- Added service [Export Customs Clearance](#) and removed [PuDo \(Pick up / Drop off\) Delivery, Next Day, Household Signature, Limited Quantity](#) for country [Great Britain \(GB\)](#)

2024 - Week 47

- Added support for returns from countries [Liechtenstein \(LI\)](#) and [Switzerland \(CH\)](#)
- Updated LIPO supported ZPL labels

2024 - Week 45

- Updated chapter [Authentication](#) to reflect current way of authenticating when calling IRIS

2024 - Week 44

- Removed service [lockerDelivery](#) for all carriers

2024 - Week 43

- Added service [exportCustomsClearance](#) for countries [Switzerland \(CH\)](#) and [Liechtenstein \(LI\)](#)
- Add `client.ZAZaccount` and `client.fiscalRepresentationAddress` to [Customs and Tax Information](#) and request examples

2024 - Week 42

- Added postcode validation chapter

2024 - Week 36

- Removed carrier [HGPI](#)

2024 - Week 33

- Added note for ZPL2 base64 decoding
- Added `shipment.outboundReference` to [Customs and Tax Information](#) and examples

2024 - Week 32

- Removed carrier [Bring](#)
- Removed carrier [HUK \(GB\)](#) related documentation
- Adapted request/response examples

2024 - Week 30

- Removed postcode exclusions for Countries [Croatia \(HR\)](#) and [Romania \(RO\)](#) for carrier [DPD](#)

2024 - Week 28

- Updated URL in tracking info object example within [Delivery](#) chapter

2024 - Week 26

- Added service [Limited Quantity](#) for carrier HRP in IT
- Adapted postcode validation text for Italy in [Carriers and Countries](#)
- Added carrier Inpost to ZPL supported carriers
- Updated [Label Format & Sizes](#)
- Removed carriers P2, Media Postal Group, MailAlliance and Citypost

2024 - Week 25

- Removed service Standard Plus
- Added services descriptions for chapter [Returns](#)
- Added carrier HRP
- Added service [Cash On Delivery](#) for carrier HRP
- Added carrier HRP to ZPL supported carriers

2024 - Week 24

- Updated italian postcode validation constraints for available [Carriers and Countries](#)
- Added new service [Collection](#)
- Added service [Bulky Goods](#) for [Returns](#) for carrier DPD

2024 - Week 22

- Removed chapters and documentation about the removed Home Collection service
- Added service [Locker Delivery](#) for carrier HAT in [Austria \(AT\)](#)

2024 - Week 20

- Removed carrier "US Carrier", country US and validation rules for country US
- Added service [Returns](#) for carrier DPD for all supported countries
- Added unsupported postcode ranges for carrier DPD in [Carriers and Countries](#)

2024 - Week 19

- Removed carrier ExpressOne
- Removed carrier "IL Carrier", country IL and validation rules for country IL
- Added carrier DPD for countries [Austria \(AT\)](#), [Belgium \(BE\)](#), [Denmark \(DK\)](#), [Spain \(ES\)](#), [Finland \(FI\)](#), [France \(FR\)](#), [Greece \(GR\)](#), [Italy \(IT\)](#), [Luxembourg \(LU\)](#), [Monaco \(MC\)](#), [Netherlands \(NL\)](#), [Poland \(PL\)](#), [Portugal \(PT\)](#), [Sweden \(SE\)](#)

2024 - Week 15

- Added service [Bulky Goods](#) for carrier DPD for all supported countries
- Added barcodeFormattedParts field in barcodeObject to help with label design

- Added service [Bulky Goods](#) for carrier INPOST in [Poland \(PL\)](#)

2024 - Week 14

- Removed service [Limited Quantity](#) from countries [Sweden \(SE\)](#), [Denmark \(DK\)](#) and [Finland \(FI\)](#) for carrier PostNord
- Added combinable label information to [Delivery](#) and [Returns](#) response

2024 - Week 11

- Removed carrier YUNEU
- Removed carrier FANCOURIER
- Added service [Bulky Goods](#) to countries [Sweden \(SE\)](#), [Denmark \(DK\)](#) and [Finland \(FI\)](#) for carrier PostNord

2024 - Week 09

- Added missing services to validation chapter for [Netherlands \(NL\)](#)

2024 - Week 05

- Added unsupported postcode ranges for carrier DPD in [Carriers and Countries](#)

2024 - Week 01

- Added carrier DPD for countries [Bulgaria \(BG\)](#), [Czech Republic \(CZ\)](#), [Estonia \(EE\)](#), [Croatia \(HR\)](#), [Hungary \(HU\)](#), [Ireland \(IE\)](#), [Lithuania \(LT\)](#), [Latvia \(LV\)](#), [Romania \(RO\)](#), [Slovenia \(SI\)](#), [Slovakia \(SK\)](#)

2023 - Week 49

- Updated parcelData.items.value for [International parcels](#) that value must be greater than zero
- Updated [disablePrinterModification](#) description to include ^CI28 command

2023 - Week 47

- Updated signature service description for carrier CORREOS in countries [Portugal \(PT\)](#) and [Spain \(ES\)](#)

2023 - Week 46

- Added new field **exportHsCode** for [International parcels](#)
- Added carrier [Validation Rules](#) for countries [Switzerland \(CH\)](#) and [Liechtenstein \(LI\)](#), carrier LIPO
- Updated service signature for country [Portugal \(PT\)](#) and carrier CORREOS

2023 - Week 45

- Added new parameters [offsetDotsY](#) & [disablePrinterModification](#) for ZPL labels to [Label](#)

2023 - Week 44

- Removed service [\[Standard Plus\]](#) for carrier Correos from countries [Spain \(ES\)](#) and [Portugal \(PT\)](#)

2023 - Week 43

- Removed services [Bulky Goods](#) and [\[Standard Plus\]](#) for country [Poland \(PL\)](#) for carrier YUNEU
- Removed services [Bulky Goods](#) and [\[Standard Plus\]](#) for returns for all supported countries for carrier YUNEU
- Removed service [\[Standard Plus\]](#) for Hermes Austria (HAT) in countries [Austria \(AT\)](#), [Bulgaria \(BG\)](#), [Cyprus \(CY\)](#), [Czech Republic \(CZ\)](#), [Greece \(GR\)](#), [Croatia \(HR\)](#), [Hungary \(HU\)](#), [Malta \(MT\)](#), [Poland \(PL\)](#), [Romania \(RO\)](#), [Slovakia \(SK\)](#), [Slovenia \(SI\)](#)

2023 - Week 42

- Added service [\[Standard Plus\]](#) for Hermes Austria (HAT) in countries [Austria \(AT\)](#), [Bulgaria \(BG\)](#), [Cyprus \(CY\)](#), [Czech Republic \(CZ\)](#), [Greece \(GR\)](#), [Croatia \(HR\)](#), [Hungary \(HU\)](#), [Malta \(MT\)](#), [Poland \(PL\)](#), [Romania \(RO\)](#), [Slovakia \(SK\)](#), [Slovenia \(SI\)](#)

2023 - Week 41

- Added ZPL for LIPO in [Label](#) chapter
- Military facility exclusion for Colis Privé
 - [Using Colis Privé \(requires special configuration for FR\)](#)
 - [Using Colis Privé \(requires client configuration for FR\)](#)
 - [Carriers and Countries](#)

2023 - Week 39

- Added carrier LIPO for countries [Switzerland \(CH\)](#) and [Liechtenstein \(LI\)](#)
- Added services for countries [Switzerland \(CH\)](#) and [Liechtenstein \(LI\)](#)

2023 - Week 38

- Added returns for countries [Belgium \(BE\)](#), [Denmark \(DK\)](#) and [Finland \(FI\)](#) to carrier YUNEU
- Removed [PuDo \(Pick up / Drop off\) Delivery](#) for carrier YUNEU for multiple countries

2023 - Week 36

- Added new service [\[Standard Plus\]](#)
- Added service [Limited Quantity](#), [Bulky Goods](#), [\[Standard Plus\]](#) for carrier Correos in countries [Spain \(ES\)](#), [Portugal \(PT\)](#)
- Added service [Bulky Goods](#) and [\[Standard Plus\]](#) for carrier YUNEU

2023 - Week 34

- Added service [Limited Quantity](#) for carrier Colis Privé in countries [France \(FR\)](#), [Belgium \(BE\)](#), [Luxembourg \(LU\)](#) and [Monaco \(MC\)](#)

2023 - Week 33

- Removed EU 2.0 Carrier

2023 - Week 31

- Added [Returns](#) for CORREOS for country [Spain \(ES\)](#)

2023 - Week 30

- Adjusted service combination for [\[Locker Delivery\]](#) for CORREOS for country [Spain \(ES\)](#)

2023 - Week 28

- Added carrier CORREOS for countries [Spain \(ES\)](#) and [Portugal \(PT\)](#)

2023 - Week 27

- Added service [Bulky Goods](#) for country [Netherlands \(NL\)](#)
- Added service [Cash On Delivery](#) for country [Czech Republic \(CZ\)](#) for carrier CZPOST

2023 - Week 26

- Added validation for [Hungary \(HU\)](#) and [Czech Republic \(CZ\)](#) regarding label
- Added optional services for returns
- Added available services for carrier Colis Privé

2023 - Week 25

- Added ExpressOne Carrier in [Carriers and Countries](#)
- Added ZPL for ExpressOne in [Label](#) chapter
- Added validation for [Hungary \(HU\)](#) regarding dimensions and weight
- Added service [Cash On Delivery](#) for country [Hungary \(HU\)](#)
- Added dimensions and service validation for CZPOST in [Czech Republic \(CZ\)](#)

2023 - Week 24

- Added ZPL for Correos in [Label](#) chapter
- Added validation for [Czech Republic \(CZ\)](#) regarding dimensions and weight

2023 - Week 23

- Added [\[Locker Delivery\]](#) for CZPOST in [Czech Republic \(CZ\)](#) chapter

2023 - Week 22

- Added ZPL for CZPost in [Label](#) chapter

2023 - Week 18

- Added ZPL2 for HIT in [Label](#) chapter

2023 - Week 17

- Added service [PuDo \(Pick up / Drop off\) Delivery](#) for carrier Colis Privé

2023 - Week 16

- Added product description for default values fallback mechanism

2023 - Week 15

- Added ZPL2 for CityPost in [Label](#) chapter
- Added ZPL2 for MailAlliance in [Label](#) chapter
- Added ZPL2 for Media Postal Group in [Label](#) chapter
- Added ZPL2 for P2 in [Label](#) chapter
- Added ZPL2 for PostNL in [Label](#) chapter
- Added ZPL2 for PostNord in [Label](#) chapter
- Added ZPL2 for EU 2.0 in [Label](#) chapter

2023 - Week 14

- Added ZPL2 for Bring in [Label](#) chapter
- Updated unsupported postcode ranges for carrier Colis Privé in [Carriers and Countries](#)

2023 - Week 13

- Added ZPL2 for Colis Privé in [Label](#) chapter

2023 - Week 11

- Corrected dpi value for ZPL200 in [Label](#) chapter
- Changed supported ZPL services, carriers and countries to a table format

2023 - Week 09

- Added service [PuDo \(Pick up / Drop off\) Delivery](#) and [\[Locker Delivery\]](#) for country [Romania \(RO\)](#)

2023 - Week 08

- Added service [Returns](#) for countries [Cyprus \(CY\)](#), [Estonia \(EE\)](#), [Greece \(GR\)](#), [Ireland \(IE\)](#), [Lithuania \(LT\)](#), [Latvia \(LV\)](#) and [Malta \(MT\)](#)
- Add defaults feedback chapter for normalization and sanitation

2023 - Week 07

- Added supported countries for CZPOST in [Carriers and Countries](#)
- Added supported services for CZPOST in [Czech Republic \(CZ\)](#)

2023 - Week 07

- Added service [PuDo \(Pick up / Drop off\) Delivery](#) for country [Estonia \(EE\)](#), [Lithuania \(LT\)](#) and [Latvia \(LV\)](#)

2023 - Week 07

- Added supported countries for FANCOURIER in [Carriers and Countries](#)
- Added attribute "businessModel" in [Delivery](#), [Returns](#) and [\[Home Collection\]](#) request documentation

2023 - Week 05

- Added supported countries for YUNEU in [Carriers and Countries](#)

2022 - Week 48

- Added unsupported postcode range for Colis Privé in [Carriers and Countries](#)

2022 - Week 47

- Updated request validation example for Israel (IL)
- Added new rule to [Input Normalization and Sanitation Rules](#) chapter

2022 - Week 46

- Removed dmx as option for label format

2022 - Week 38

- Added returns qr hint for [Returns](#) response

2022 - Week 36

- Adjust requirement information: mandatory fields email and mobile for PuDo Delivery for country [Italy \(IT\)](#)

2022 - Week 36

- Added mandatory fields email and mobile for PuDo Delivery for country [Italy \(IT\)](#)

2022 - Week 35

- Adjusted [\[Home Collection\]](#) response

2022 - Week 34

- Added carrier Colis Privé

2022 - Week 33

- Removed deprecated parameter "ignoreCarrier" from example requests and flag description
- Updated the page [\[Appendix C: Deprecation\]](#)

2022 - Week 32

- Added Mondial Relay (MR) to supported carriers for ZPL label creation
- Added Hermes Austria (HAT) to supported carriers for ZPL label creation

2022 - Week 30

- Added validation for returns with EU 2.0 Carrier

2022 - Week 29

- Added service [PuDo \(Pick up / Drop off\) Delivery](#) for country [Italy \(IT\)](#)
- Added returns for EU 2.0 Carrier

2022 - Week 26

- Added customsAndTaxes to example request

2022 - Week 25

- Removed marked as deprecated X-Eros-Requestid response headers

2022 - Week 24

- Added service [Undeliverable Handling](#)
- Added new label output format for select cases

2022 - Week 17

- Added service [\[Locker Delivery\]](#)
- Added carrier InPost for [Poland \(PL\)](#)

2022 - Week 12

- Added dimension validation rules for mail delivery in Germany
- Added postcode restriction for Hermes Italy, PostNL and PNord
- Removed service SameDay- and TimeWindow- Delivery for Hermes Germany 20

2022 - Week 10

- Added carrier for [\[Israel \(IL\)\]](#)

2022 - Week 6

- Removed service [Cash On Delivery](#) for country [Portugal \(PT\)](#)
- Added service [PuDo \(Pick up / Drop off\) Delivery](#) for country [Portugal \(PT\)](#)
- Added [Returns](#) for country [Portugal \(PT\)](#)
- Added country [Netherlands \(NL\)](#) to supported countries for carrier Mondial Relay
- Added [Returns](#) for country [Netherlands \(NL\)](#) for carrier Mondial Relay

2022 - Week 4

- Added invoiceReferences to [Customs and Tax Information](#)
- Added new fields **customsAndTaxes.client.vatId** and **customsAndTaxes.client.iossId** to [Customs and Tax Information](#)
- Removed regulatoryInformation from [delivery requests](#)
- Added excluded post code ranges for certain countries, see [Carriers and Countries](#), p.9

2021 - Week 46

- Added X-Iris-Requestid to response headers
- Marked X-Eros-Requestid response headers as deprecated
- Changed client_id example in [\[Get Information about Token\]](#) from EROS to IRIS
- Make field SKU optional for EU 2.0 carrier, see [International parcels](#) chapter

2021 - Week 45

- Added birthDate format information to [Customs and Tax Information](#) chapter

2021 - Week 37

- Added [Customs and Tax Information](#) chapter
- Added **url** to [International parcels](#)

2021 - Week 26

- Added returns request validation for [Austria \(AT\)](#), [Bulgaria \(BG\)](#), [Czech Republic \(CZ\)](#), [Croatia \(HR\)](#), [Hungary \(HU\)](#), [Romania \(RO\)](#), [Slovakia \(SK\)](#) and [Slovenia \(SI\)](#) in [Validation Rules](#)

2021 - Week 23

- Removed Borderguru from the list of available carriers [Carriers and Countries](#).
- Removed Australia & Canada from the list of available services [Available Services](#) and [Validation Rules](#).

2021 - Week 18

- Added new field **regulatoryInformation.vatId** for [delivery requests](#)
- Added note about new token generation when old one is close to expiration in [Retrieve a Token](#)

2021 - Week 16

- Added [Mail Delivery](#) for country AT in [Carriers and Countries](#)
- Updated [Austria \(AT\)](#) in [Validation Rules](#)

2021 - Week 10

- Added new field **hsCode** for [International parcels](#)
- Updated Request Validation for using "EU 2.0" carrier

2021 - Week 3

- Removed country IE from carrier Hermes UK (HUK) in [Carriers and Countries](#)

2021 - Week 1

- Updated [Label Format & Sizes](#) for MA and MPG

2020 - Week 53

- Added country IE to Hermes Austria (HAT)
- Added Tracking as mandatory for HAT

2020 - Week 50

- Added service [Limited Quantity](#) to countries BE, CY, DK, EE, ES, FI, FR, GR, LT, LU, LV, MC, MT, NL, PL, PT and SE
- Added [Mail Delivery](#) carrier [\[MailAlliance\]](#) to [Carriers and Countries](#)

2020 - Week 44

- Added service [Next Day](#) to [Austria \(AT\)](#)

2020 - Week 42

- Added service [Limited Quantity](#) to countries GB and IE, IT

2020 - Week 40

- Added Request Validation for using "EU 2.0" carrier

2020 - Week 28

- Updated [Germany \(DE\) - mail delivery](#) validation rules.

2020 - Week 27

- Updated [Countries and Services](#), added additional mailDelivery carrier in Germany.
- Modified [Germany \(DE\) - mail delivery](#) description.

2020 - Week 26

- Updated [Parcel Data](#) and [International parcels](#) parameter validation description

2020 - Week 25

- Added [Phone, Fax and Mobile Numbers](#) to [Input Normalization and Sanitation Rules](#)

2020 - Week 22

- removed flag "exportOnly" from returns requests
- modified chapters [Export-only returns \(ignore import carrier determination\)](#) and [Export-only returns with provided import carrier information](#) to clarify export-only handling

2020 - Week 15

- Added US postcode validation-rule to [\[United States of America \(US\)\]](#)

2020 - Week 14

- Added chapter [Input Normalization and Sanitation Rules](#)

2020 - Week 13

- Added service [Signature](#) for [Mail Delivery](#) in [Italy \(IT\)](#)

2020 - Week 12

- Re-organized chapter [Validation Rules](#). Ordered by country and improved readability
- Updated [Validation Rules](#) for [\[CITYPOST\]](#)

2020 - Week 11

- Added new carrier [\[P2\]](#) for [Mail Delivery](#)
 - Updated [Carriers and Countries](#) for [\[P2\]](#)
 - Updated [Label Format & Sizes](#) for [\[P2\]](#)
 - Updated [Validation Rules](#) for [\[P2\]](#)

2020 - Week 9

- Added returns scenario [\[Export-only returns with source address \(without import\)\]](#)
- Added service [Express Delivery](#) for [\[United States of America \(US\)\]](#)

2020 - Week 7

- Added new chapter [Returns scenarios](#)

2020 - Week 6

- Added new carrier [\[US carrier\]](#) for [\[United States of America \(US\)\]](#) import

2020 - Week 5

- Removed US as available country from carrier BorderGuru

2020 - Week 3

- Added *Mondial Relay* and *COLIPOSTE* handling to import-only scenario at [Import-only deliveries with source address](#)

2019 - Week 51

- Removed Carrier P2 and [Mail Delivery](#) in [Germany \(DE\)](#)

2019 - Week 48

- Updated [Available Services](#) for [\[Australia \(AU\)\]](#), [\[Canada \(CA\)\]](#) and [\[United States of America \(US\)\]](#)

2019 - Week 45

- Added optional *returns address* to returns request

2019 - Week 43

- Added [Validation Rules](#) chapter.

2019 - Week 41

- Added optional *returns address* to delivery request

2019 - Week 39

- Updated [Carriers and Countries](#), added [Poland \(PL\)](#) to list of HAT-handled countries

2019 - Week 38

- Updated [Versioning](#) chapter.
- Added [API design commitment](#) chapter.

2019 - Week 37

- Removed Carrier Geis and Country PL

2019 - Week 36

- Enabled Carrier CityPost for import only shipment.
- Edapted description for [Tracking Info](#)
- Added service [Bulky Goods](#) for [Austria \(AT\)](#), [Bulgaria \(BG\)](#), [Cyprus \(CY\)](#), [Czech Republic \(CZ\)](#), [Greece \(GR\)](#), [Croatia \(HR\)](#), [Hungary \(HU\)](#), [Malta \(MT\)](#), [Romania \(RO\)](#), [Slovakia \(SK\)](#), [Slovenia \(SI\)](#)

2019 - Week 32

- Removed deprecated fields from documentation, added [LabelContent services\[\]](#) remarks

LabelContent Superseded fields

Response field	Superseded by	Deprecation time
import.barcode[]	import.barcodeObject[].barcode	June 2019
export.barcode[]	export.barcodeObject[].barcode	June 2019
import.barcodeFormatted[]	import.barcodeObject[].barcodeFormatted	June 2019
export.barcodeFormatted[]	export.barcodeObject[].barcodeFormatted	June 2019
importCarrier	import.carrier	June 2019
exportCarrier	export.carrier	June 2019
*.services[]	*.serviceObject[]	June 2019
import.variant[]	import.layoutVariant	June 2019
export.variant[]	export.layoutVariant	June 2019

- IRIS needs *.services[] to create a label for carrier GEIS. See [Response](#).
- IRIS needs *.services[] for returns case

2019 - Week 31

- Added service [Limited Quantity](#) for [Austria \(AT\)](#), [Czech Republic \(CZ\)](#), [Slovakia \(SK\)](#), [Hungary \(HU\)](#), [Slovenia \(SI\)](#), [Romania \(RO\)](#), [Bulgaria \(BG\)](#), [Croatia \(HR\)](#)

2019 - Week 29

- Added service [Home Delivery](#) for [Finland \(FI\)](#) and updated mandatory information for SE, DK, FI and PL

2019 - Week 21

- Added [Error Codes](#) chapter.

2019 - Week 20

- Added "Mail Delivery" as available service for [Italy \(IT\)](#) and new carrier CityPost in [Carriers and Countries](#)

2019 - Week 19

- Added confirmedServices to /request & /checkroute endpoints [Response Example Response Without Barcode](#)

2019 - Week 16

- Added [Tracking Info](#)

2019 - Week 11

- Service PuDo Delivery removed for Monaco.

2019 - Week 7

- Standalone returns shipments no longer possible for Poland. Description added in [Carriers and Countries](#).

2019 - Week 6

- Added deliveryInformation and dutyInfo description
- Added import.variant and import.layoutVariant to [Deprecation](#)

2019 - Week 5

- Added service combination requirements for **express delivery** in Germany in chapter [Available Services](#)

2019 - Week 4

- [Customer Notification](#) service not available for Ireland. Removed from Document.

2018 - Week 51

- Added [Deprecation](#) chapter and references

2018 - Week 46

- Added "Cash on Delivery" as available Service for Italy
- Changed "European Routing Service" to "International Routing and Integration Service" throughout the document

2018 - Week 44

- Added "serviceObject" in response documentation

2018 - Week 43

- Added "barcodeObject" in response documentation for each label part
- Added "carrier" and "layoutVariant" as response fields within label parts

2018 - Week 34

- Added clarification to [\[import only shipment with source address\]](#)
- Changed request parameters for [Delivery scenarios](#) with "import only" requirements

2018 - Week 33

- Added information for Hermes Germany PI integration and [PrePaid](#) service

2018 - Week 31

- Added mandatory fields to [Http Body](#).
- Formatted header and footer.
- Minor style and spelling corrections.
- Pulled versioning up to 1.0.

2018 - Week 30

- [Signature](#) service not mandatory anymore.
- Minor spelling corrections.
- [Ident Service](#) changed.
 - "module" removed from request parameters.
 - Rules for Germany added in [Carriers and Countries](#).
- Added mandatory data for [Mail Delivery](#).
- Added chapter [Delivery scenarios](#).

2018 - Week 29

- Added [originatingCarrierBarcode](#) and [originatingCarrier](#) to [Request](#).
- [Parcel Data](#) and ["customerReferences"](#) has been moved into ["delivery"](#), ["returns"](#) and ["collection"](#) segments of the [Request](#).
- Added [Mail Delivery](#) as a service and new carrier P2 in [Carriers and Countries](#).

Appendix C: Deprecation

C.1. LabelContent Superseded Fields

Response Field	Superseded By	Deprecation Time
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C.2. LabelContent services[] remarks

Previously the [\[LabelContent Superseded fields\]](#) appendix contained deprecation of `services[]` fields in label response blocks. During removal of these fields we noticed that IRIS still has some special cases where they serve a different purpose and thus need to remain. Check the IRIS label specification to find out where these are used.

Here is a small list of remaining `services[]` block usages: (as of 2019-08-07)

- HAT returns export
- HIT returns export
- HG20 returns export

C.3. Parameter "ignoreCarrier"

Setting the flag "ignoreCarrier" to true/false is no longer required in request. This process is now managed by IRIS Support Team. See [Contact](#).