



**Mondial
Relay**



InPost

WEB SERVICE DUAL CARRIER

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Date : June 2024

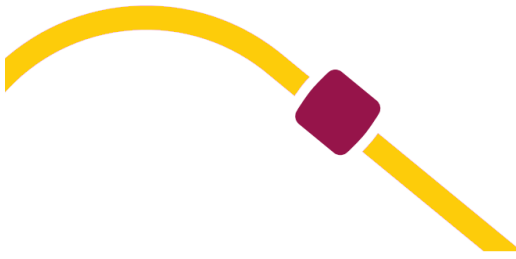


Updates

Version	Date	Comment
V-1	July 2014	Document creation
V-1.1	July 2014	Add of test environment access and update of the errors message list
V-1.2	September 2014	Update of the errors message list and evolution of the response model
V-1.3	November 2014	Update of the errors message list and evolution of the response model
V-1.4	December 2014	Enrichment of the document
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V-2.3	October 2017	Update
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V-2.6	June 2022	QRcode in API answer instead of the label for the label-less returns.
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V-2.7.1	June 2024	Specification for Poland and SME

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INTRODUCTION

This document describes the (external) service interface of the Mondial Relay, which is provided as a REST web service: The software bundles the core functionality of routing and label creation generation for outbound/return parcels. Therewith the merchants need not to have further knowledge of the business and technical details to commission shipments.

The service supports the core functionality for merchants, which want to send their outbound/return parcels through the Mondial Relay network to all offered destination countries. The service provides for each operation a routing and label generation.

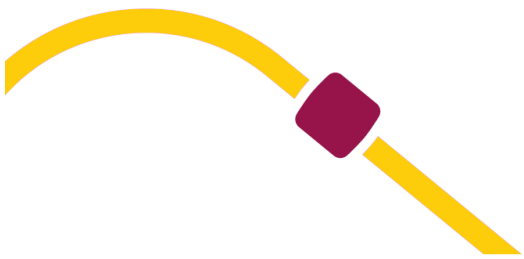
SOFTWARE USE POLICY

No batch script will be allowed for this software solution.

Before sending XML request to this Web service, please validate it at the following URL through this XML validator solution:

http://www.w3schools.com/xml/xml_validator.asp

Additional labeling operations shall be permitted only with the prior approval of Mondial Relay. The whole set of labels printed by the Merchant's hardware must be validated at first by Mondial Relay, before sending any parcel through the Network.



TERMINOLOGY

Web Service

The term “Web Service” represents a computer program enabling the communication and the exchange of information between heterogeneous applications and systems in distributed environments. They are thus a set of functionalities presented on Internet or an Intranet, by and for applications or machines, without human intervention, and in real time. Web Service is called via a URL and bears a file name.

The software are written up in various program languages and on various platforms can use web services to exchange data via IT networks like internet.

The main advantage of the Web Service usage is the automatic information flow exchange in real time with the Mondial Relay servers as opposed to files exchanges (via ftp) which take place at regular intervals during the day.

The Web services use standards and open protocols. All the exchange data are formatted in XML.

For further information, please consult: http://fr.wikipedia.org/wiki/Service_Web

Mondial Relay is not responsible for contents of the above page and cannot guarantee the information.

Regular expression

A regular expression is a character strings. The regular expressions are used today by IT people in publishing and text control as well as in formal language usage which are part of the IT languages.

XML transfer

XML is a meta-language. It is a tool which generalizes the principle of logical tagging and makes it possible to build tagging languages to represent the documents in terms of logical structures, independently of their mode of processing. The logical tagging takes place in the following order:

- Identification of the formal structure of the document. The essence of the document is described by identifying the various elements which constitute it,
- Tagging of the document in accordance with the formal structure defined.

SERVICE OVERVIEW

SERVICE, XSD LOCATION and credentials

The Mondial Relay service can be accessed by the following URLs:

Service URL for Test environment:

<https://connect-api-sandbox.mondialrelay.com/api/shipment>

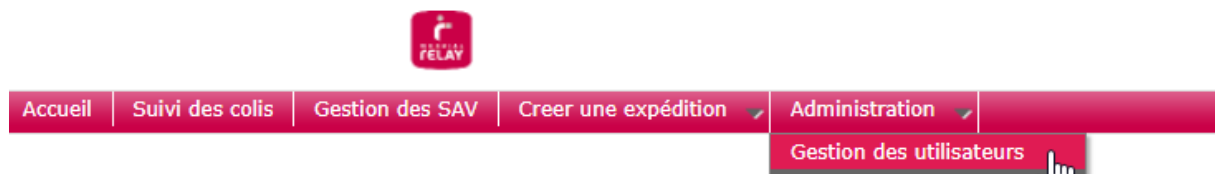
Service URL for Production environment:

<https://connect-api.mondialrelay.com/api/shipment>

Only one method is available at this URL. It provides both outbound/return label creations.



Credentials

1/ In Connect (<https://connect.mondialrelay.com>), go to the option « Administration/Gestion des Utilisateurs »



2/ Select the user whose rights must be set

Liste des utilisateurs

	Login	Nom	
	ccaubin@mondialrelay.fr	CAUVIN Christophe	2
			

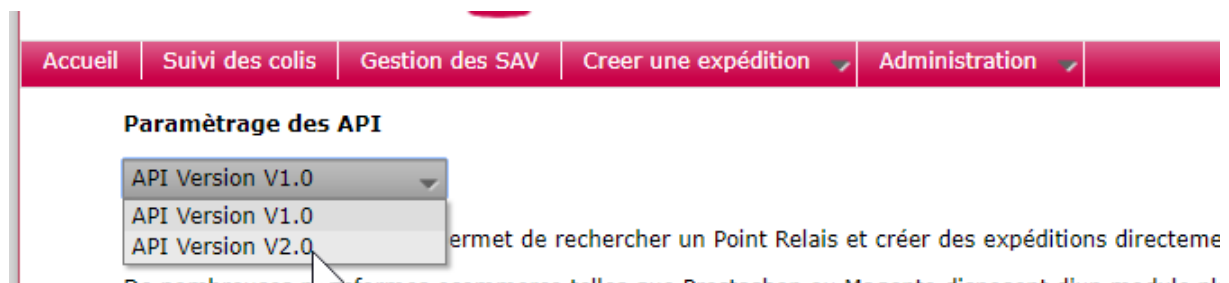
3/ Add « Configuration des API »



4/ Unlog and relog to Connect. Then, go to the option « Configuration des API »



5/ Select “API Version V2.0” and check or generate the API credentials depending on your needs.



REQUEST ENTITIES – INPUT PARAMETERS

The actual set of entities and entity properties which are needed for several requests are described as follow. An example of XML request is available at the end of the document for a better understanding.

The request structure is described by the xsd file

Request : <https://www.mondialrelay.fr/media/51911/Mondial-Relay-Shipment-API-.Request.1.0.xsd>

Response : <https://www.mondialrelay.fr/media/51914/Mondial-Relay-Shipment-API-.Response.1.0.xsd>

CONTEXT entities – INPUT PARAMETERS

Bellow the required context elements to allow access to the Web Service:

Attribute	Type	Mandatory /Optional	Max length	Regular expression	Description
Login	String	M			The Login of the Merchant who calls the service operation. Will be used for authentication.
Password	String	M			The password of the Merchant who calls the service operation. Will be used for authentication.
CustomerId	String	M	8	^[0-9A-Z]{2}[0-9A-Z]{6}\$	The Customer Id of the Merchants who calls the service operation. Will be used for authentication.
Culture	String	M	5	^[a-z]{2}-[A-Z]{2}\$	The culture that will be used to process the request and produce the output expected format.
VersionAPI	Enumeration	M			The reference of the API version. Version that match this document is 1.0

```
<Context>
  <Login>BDTEST@business-api.mondialrelay.com</Login>
  <Password>xxxxx</Password>
  <CustomerId>BDTEST</CustomerId>
  <Culture>fr-FR</Culture>
  <VersionAPI>1.0</VersionAPI>
</Context>
```


OUTPUT OPTIONS entities – INPUT PARAMETERS

Bellow the required output options elements:

Attribute	Type	Mandatory /Optional	Max length	Description
outputFormat	Enumeration	M		The value depends on the outputType field: For PDF file label, set the size format expected. Actual supported formats are 'A4', 'A5', '10x15'. For printing language label (ZPL, IPL), set the printer model. Bellow the model list of compatible printers: 'Monarch9855', 'MiniMonarch9416XL'. For any new model, please send us the printer model specifications.
outputType	Enumeration	M		The expected output format. Supported output format list: 'ZplCode', 'PdfUrl', 'IplCode'.

```
<OutputOptions>
  <OutputFormat>10x15</OutputFormat>
  <OutputType>PdfUrl</OutputType>
</OutputOptions>
```

2/ Output format compatibility:

outputType	Available outputFormat
PdfUrl	10x15 A4 A5
ZplCode	Generic_ZPL_10x15_200dpi
IplCode	Generic_IPL_10x15_204dpi
QRCode	

SHIPMENT ELEMENTS entities – INPUT PARAMETERS

Below the required elements for a complete shipment creation: the shipment information, the sender and receiver information.

1/ Shipment information:

Attribute	Type	Mandatory / Optional	Max length	Regular expression	Description
Options.key	Enumeration	O			Returns parcel Option. The exhaustive option list will be provided by MondialRelay.
Options.value	String	O			Value associated to the option.
OrderNo	String	O	15	^([0-9A-Z_-]{0,15})\$	FreeData : Customer internal order reference of the shipped content for example.
CustomerNo	String	O	9	^([0-9A-Z]{0,9})\$	FreeData: Customer reference number for example.
parcelCount	Integer	M	2	^[0-9]{1,2}\$	Quantity of parcels included in the shipment, this number has to be coherent with the selected delivery and the collection mode . The following modes are multi-parcels compatible: 24L, LD1, LDS. All the others delivery and collection modes are single-parcel only.
shipmentValue.amount	Float	O	10	^[0-9]{0,10}\$	Value of the content in EUR. Ex: 20.50
shipmentValue.currency	Enumeration	O		^[A-Z]{3}\$	Currency of the amount specified in the amount field. See standard ISO 4217 for a full currency list. Only 'EUR' currency is available at the moment.
DeliveryMode.mode	String	M	3	^[0-9A-Z]{3}\$	The product code for the delivery. Below the list of delivery and collection mode.
DeliveryMode.location	String	O	10	^[0-9A-Z]{0,10}\$	Location code of the delivery. Default: "Auto". Mandatory if the delivery mode is 24R, 24L, XOH. Leave the field in other cases.
CollectionMode.mode	String	M	3	^[0-9A-Z]{3}\$	The product code for the collection. Below the list of delivery and collection mode.
CollectionMode.location	String	O	10	^[0-9A-Z]{0,10}\$	Location code of the collection Default: "Auto". Leave the field in other cases.

Attribute	Type	Mandatory / Optional	Max length	Regular expression	Description
Parcel.content	String	O	40	^[0-9A-Z_\-' , /]{0,40}\$	A brief description of the parcel content. The value will be printed on the label (freedata)
Parcel.length.Value	Integer	O/M	10	^[0-9]{0,10}\$	The length of the parcel, unit has to be specified in the unit attribute (in cm)
Parcel.length.Unit	Enum	O/M	2		cm
Parcel.width.Value	Integer	O/M	10	^[0-9]{0,10}\$	The width of the parcel, unit has to be specified in the unit attribute (in cm)
Parcel. width.Unit	Enum	O/M	2		cm
Parcel.depth.Value	Integer	O/M	10	^[0-9]{0,10}\$	The depth of the parcel, unit has to be specified in the unit attribute (in cm)
Parcel. depth.Unit	Enum	O/M	2		cm
Parcel.weight.Value	Integer	M	10	^[0-9]{0,10}\$	The weight of the parcel (in gram), unit has to be specified in the unit attribute <i>Minimum 10grs</i>
Parcel. weight.Unit	Enum	O	2		gr
deliveryInstruction	String	O	30	^[0-9A-Z_\-' , /]{0,30}\$	Delivery instructions (e.g. safe place details, door code)

Mandatory for Poland and must not exceed the dimensions 64 * 39 * 38

```

<Shipment>
  <Options>
    <Option Key="LNG" Value="NL"/>
    <Option Key="ASS" Value="3"/>
  </Options>
  <OrderNo/>
  <CustomerNo/>
  <ParcelCount>1</ParcelCount>
  <shipmentValue.amount>20.50</shipmentValue.amount>
  <shipmentValue.currency>EUR</shipmentValue.currency>
  <DeliveryMode Mode="24R" Location="FR-39807" />
  <CollectionMode Mode="CCC" Location="" />
  <Parcels>
    <Parcel>
      <Content>Livres</Content>
      <Length Value="60" Unit="cm" />
      <Width Value="10" Unit="cm" />
      <Depth Value="8" Unit="cm" />
      <Weight Value="1000" Unit="gr" />
    </Parcel>
  </Parcels>

```

Below the list of Delivery and Collection Mode:

- CCC : Merchant collection
- REL : Point Relais® collection
- LCC : Merchant delivery
- HOM : Home delivery
- 24R : Point Relais® delivery
- 24L : Point Relais® XL delivery
- XOH: D+1 Delivery *for this delivery mode, a specific action is mandatory by EDI in addition to the creation of the shipment and label by this API. So, please refer to the EDI specification file and the file "leaving warehouse".*

The use of the CCC / LCC modes will determine if the shipment is an outbound or a return parcel.

2/ Sender and receiver address specifications:

Attribute	Type	Mandatory / Optional	Max length	Regular expression	Description	
Title	String	O	32 for the concatenation of the 3 fields	^[0-9A-Z_\-'\., /]{0,32}\$	Mr or Mme	Do not fill AddressAdd1 if these fields are filled
Firstname	String	M(1)			Firstname of sender/receiver	
Lastname	String	M(1)			Lastname of sender/receiver	
streetname	String	M	40 for the concatenation	^[0-9A-Z_\-'\., /]{0,40}\$	The street name of the addressee. HouseNo+Streetname should not be greater than 40 characters. <i>For Netherland the house number must be filled at the end of the field (N° after the name of the street)</i>	
houseNo	String	O	10	^[0-9A-Z_\-'\., /]{0,10}\$	The house no of the addressee.	
countryCode	String	M	2	^[A-Z]{2}\$	The two letter country code of the addressee (e. g. DE, GB). For a complete list of country code, refer to the standard ISO 3166-1-alpha-2. Please contact Mondial Relay to get the full list of countries reachable from our network.	
postcode	String	M	10	^[A-Za-z_\-'\.]{2,10}\$	The postcode of the addressee.	
city	String	M	30	^[A-Za-z_\-'\.]{2,30}\$	The city of the addressee.	

Attribute	Type	Mandatory / Optional	Max length	Regular expression	Description
addressAdd1	String	M ⁽¹⁾	30	^[0-9A-Z_\-'\., /]{0,30}\$	Name. Do not fill it if Firstname/Lastname are filled
addressAdd2	String	O	30	^[0-9A-Z_\-'\., /]{0,30}\$	Additional Name information
addressAdd3	String	O	30	^[0-9A-Z_\-'\., /]{0,30}\$	Additional address information of the address (e.g. locality name).
phoneNo	String	M/O	20	For France ^((00 \+33 0)[0-9][0-9]{8})\$ Other Regex below	The phone number of the address. Please specify the area code (e.g. +33 for FRANCE). Mandatory for home delivery/collection and for Poland flow.
mobileNo	String	O	20	For France ^((00 \+33 0)[0-9][0-9]{8})\$	The mobile phone number of the address. Please specify the area code (e.g. +33 for FRANCE).
email	String	O	70	^[\\w\\-\\.\\@_]{7,70}\$	The email address of the addressee.

M⁽¹⁾ : Firstname + Lastname OR addressAdd1 is mandatory: if all fields are filled, addressAdd1 will not be integrated.

```

<Address>
  <Title>Mr</Title>
  <Firstname>Firstname Sender/Receiver</Firstname>
  <Lastname>Streetname Sender/Receiver </Lastname>
  <Streetname>Streetname Sender/Receiver </Streetname>
  <HouseNo>1</HouseNo>
  <CountryCode>FR</CountryCode>
  <PostCode>12345</PostCode>
  <City>City Sender/Receiver</City>
  <AddressAdd1>Address 1 Sender/Receiver</AddressAdd1>
  <AddressAdd2> Address 2 Sender/Receiver </AddressAdd2>
  <AddressAdd3> Address 3 Sender/Receiver </AddressAdd3>
  <PhoneNo />
  <MobileNo>+33300000000</MobileNo>
  <Email>sender/receiver@xxxx.fr</Email>
</Address>

```

Regular expression for phone numbers:

- France FR : +33 ^[1-9][0-9]{8}\$
- Espagne ES : +34 ^[1-9][0-9]{8}\$
- Belgique BE : +32 ^[4]?[0-9]{8}\$
- Allemagne DE : +49 ^[0-9]{5,11}\$
- Luxembourg LU : +352 ^[0-9]{5,9}\$
- Portugal PT : +351 ^[0-9]{5,9}\$
- Autriche AT : +43 ^[0-9]{4,13}\$
- Angleterre UK : +44 ^[0-9]{7,10}\$
- Italie IT : +39 ^[0-9]{9,10}\$
- Guyane GF +594 ^[1-9][0-9]{8}\$
- Saint Martin MF : +590 ^[1-9][0-9]{8}\$
- Martinique MQ : +596 ^[1-9][0-9]{8}\$
- Mayotte YT : +262 ^[1-9][0-9]{8}\$
- Pays Bas NL : +31 ^[0-9]{9}\$
- Irlande IE : +353 ^[0-9]{9}\$
- Monaco FR : +377 ^[0-9]{5,9}\$
- Suisse CH : +41 ^[0-9]{9}\$
- Poland PL: +48\d{9}

The address will be printed this way on the label.

[Firstname] [Lastname] or [addressAdd1] [addressAdd2] [HouseNo] [StreetName] [addressAdd3] [postcode] [City] [Country]

Bold values are mandatory

3/ Options (not for returns):

Attribute	Type	Mandatory / Optional	Max length	Regular expression	Description
Option.Key	String	O	?		"ASS": for an assurance value "LNG":
Option.Value	String	O	?		Value of the option key

SERVICE REQUEST SPECIFICATIONS

The XML request sent to Mondial Relay Web Service has to be encoded into UTF-8 without BOM format. The XML response delivered by the Mondial Relay Web Service will also be encoded into UTF-8 without BOM format.

The Mondial Relay Web Service is provided as a REST web service over HTTPS and may use third party certificate authority.

When you call our API, please use the following HTTP headers:

Header name	Value
Accept	application/xml
Content-Type	text/xml

XML RESPONSE ENTITIES – OUTPUT PARAMETERS

The actual set of entities and entity properties for a complete response are specified below. An example of XML response is available at the end of the document for a better understanding.

The response structure is described by the xsd file

<http://www.mondialrelay.com/media/51911/Mondial-Relay-Shipment-API-.Response.1.0.xsd>

CONTEXT entities – OUTPUT PARAMETERS

The context entities in the response service are similar to the request service. For specification details, refer to the

CONTEXT entities – INPUT PARAMETERS part.

OUTPUT OPTIONS entities – OUTPUT PARAMETERS

The output options entities in the response service are similar to the request service. For specification details, refer to the

<Context>

```
<Login>BDTEST@business-api.mondialrelay.com</Login>
```

```
<Password>xxxxx</Password>
```

```
<CustomerId>BDTEST</CustomerId>
```

```
<Culture>fr-FR</Culture>
```

```
<VersionAPI>1.0</VersionAPI>
```

```
</Context>
```

OUTPUT OPTIONS entities – INPUT PARAMETERS part.

SHIPMENT ELEMENTS entities – OUTPUT PARAMETERS

In this part will be return the required label information (the raw data) as well as the label in itself. (zplCode or pdfUrl).

Raw data label entities:

Parcel Data information. Required Data is specified below:

Attribute	Type	Description
Title	String	The data title that will be set in the label data area. The destination address determines the title language of the label.
value	String	The value associated to the data description.

Sender/Recipient/Merchant information: Will contain the formatted address. The destination address will determine the language set for the label.

Attribute	Type	Description
zoneTitle	String	Title to print against the address
addressLines.order	String	Order number of the addressLine
addressLines.addressLine	String	addressLine

Routing arguments:

Attribute	Type	Description
routingArguments.CarrierCode	String	The carrier code: MR for Mondial Relay HMS for Hermes partner.
routingArguments.Role	String	Specify if the carrier is at the collection or at the delivery of the shipment.
routingArgumentLines.Order	String	The order number in which the routing arguments should be displayed.
routingArgumentLine.Key	String	The key to identify the routing argument content.
routingArgumentLine.Value	String	The data that should be displayed on the label.

Barcodes:

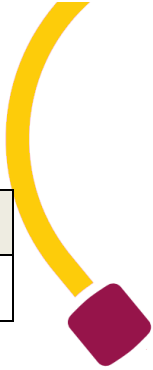
This entity will contain all the required carriers' barcode. One barcode is required for each carrier.

Attribute	Type	Description
Carriercode	String	The carrier code.
type	String	Symbology used to print the barcode. (e.g. "code128")
displayedValue	String	Man readable barcode number which should be printed with the barcode.
value	String	The barcode number

Parcel Entities:

This part of the XML file will contain all the required shipment data.

Attribute	Type	Description
Data.Title	String	Title to print against the entity.



Attribute	Type	Description
Data.Value	String	Value of the entity.

Output entity:

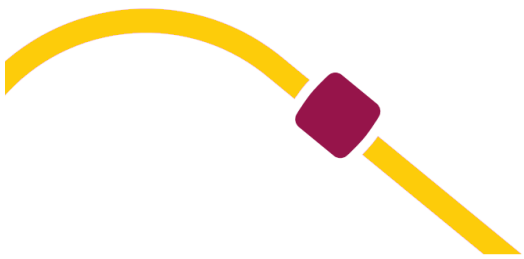
If output type is zplCode, the data inside <output> is encoded into base64. Ordinary ZPL Code contains non UTF-8 characters; it couldn't be added into the XML response without any conversion.

If output type is PdfUrl, the data inside <output> will contain an URL from where is stored the PDF File.

STATUS ELEMENTS entities – OUTPUT PARAMETERS

Here will be provided the errors handling.

Attribute	Type	Description
Status.code	Integer	The error code which determines the reasons for the errors/warnings.
Status.level	String	Grasp the serious nature of the situation.
Status.message	String	A brief description of the error meaning.



ERROR HANDLING

GENERAL FUNCTIONALITY OF ERROR HANDLING

The general error handling strategy of Mondial Relay is to collect as many errors and warnings as possible and return all in one response.

The service differentiates between technical errors and business errors.

Technical errors (like a failed connection) are returned immediately as runtime exceptions as they prohibit further processing. This kind of exceptions can be caught from the service caller.

Business errors and warnings are all collected in an internal list and returned with the service response in the status entity .

The difference between errors and warnings is that errors prevent the successful execution of the request. Warnings on the other hand should be considered by the service user to avoid such warnings in future calls, but they don't prevent the successful execution of the request.

INTERPRETING ERRORS IN THE RESPONSE

This section describes the strategy of how errors should be interpreted and handled by the service user.

As described before, when a technical exception occurs this should be caught. No further response will be provided by Mondial Relay in case of technical errors. The user of the service can try to call the service later again.

When a response is returned by a service operation, check for any business errors in the list of errors.

If yes, react on the error codes and stop processing of the service entity.

If no, iterate through the list of Label entities in the response entity. On each Label entity, check the list of errors for business errors and the list of warnings for business warnings. If there is at least one error, react on the error(s), stop processing the current Label entity and continue with the next entity.

If there is at least one warning but no error(s), react on the warning(s) and continue with processing the current Label entity.

If there are no errors and no warnings, then continue with processing the current Label entity.

ERROR CODES

All business errors and warnings contain an error code which determines the reasons for the errors/warnings. The following list shows all available error codes.

- *Critical Error: general service problem.*
- *Error: Problem linked to specific request elements*
- *Warning: Problem linked to specific request elements that are not mandatory.*

Error Code	Error Type	Description
-1	Critical Error	Severe System Error. Please, contact the Service Center.
10000	Critical Error	A general error occurred during authentication. Check that the login or/and password are correctly filled.
10001	Critical Error	Invalid user and/or password. Check the authentication information.
10002	Critical Error	A general error occurred while checking configuration. Check that the customerId field is correctly filled.
10003	Critical Error	A general error occurred while checking configuration. Check that the culture field is correctly filled.
10004	Critical Error	A general error occurred while checking configuration. Check that the VersionAPI field is correctly filled.
10005	Critical Error	A general error occurred while checking configuration. Unknown customer Id.
10006	Critical Error	A general error occurred while checking configuration. Unknown culture.
10007	Critical Error	A general error occurred while checking configuration. Unknown VersionAPI.
10008	Warning	Unknown outputFormat. Statement ignored.
10009	Error	No output type defined in the output options.
10010	Error	Invalid output type defined in the output options.
10011	Error	A general error occurred while checking shipments List. No shipment entity defined in the request. A request must contain at least one return element.
10012	Error	No sender information defined in the shipment request.
10013	Error	No receiver information defined in the shipment request.
10014	Warning	Invalid order number. Statement ignored.
10015	Warning	Invalid customer reference defined in the shipment entity. Statement ignored.
10016	Error	No parcel count defined in the shipment entity.

Error Code	Error Type	Description
10017	Error	Invalid parcel count.
10018	Warning	Invalid amount defined in the shipment. Statement ignored.
10019	Warning	Invalid shipmentValue defined in the shipment. Statement ignored.
10020	Warning	Invalid currency. Statement ignored.
10021	Warning	Invalid option key. Statement ignored.
10022	Warning	Invalid option value. Statement ignored.
10023	Error	No delivery mode defined in the request.
10024	Error	Invalid delivery mode defined in the request.
10025	Warning	Invalid location for the delivery mode. Statement ignored.
10026	Error	No Collection Mode defined in the request.
10027	Error	Invalid Collection Mode defined in the request.
10028	Warning	Invalid location for the collection mode. Statement ignored.
10029	Warning	Invalid content. Statement ignored.
10030	Warning	Invalid length. Statement ignored.
10031	Warning	Invalid width. Statement ignored.
10032	Warning	Invalid depth. Statement ignored.
10033	Error	No weight defined in the parcel element.
10034	Error	Invalid weight.
10035	Warning	Invalid delivery Instruction. Statement ignored.
10036	Warning	Invalid Title defined in the address. Statement ignored.
10037	Warning	Invalid first name defined in the address. Statement ignored.
10038	Warning	Invalid last name defined in the address. Statement ignored.
10039	Error	Invalid street name defined in the address.
10040	Error	No street name defined in the address.
10041	Warning	Invalid house Number defined in the address. Statement ignored.
10042	Error	Invalid country code defined in the address.

Error Code	Error Type	Description
10043	Error	No country code defined in the address.
10044	Error	Invalid postcode defined in the address.
10045	Error	No postcode defined in the address.
10046	Error	Invalid city defined in the address.
10047	Error	No city defined in the address.
10048	Warning	Invalid Additional address field 1 defined in the address. Statement ignored.
10049	Warning	Invalid Additional address field 2 defined in the address. Statement ignored.
10050	Warning	Invalid Additional address field 3 defined in the address. Statement ignored.
10051	Warning	Invalid phone number defined in the address. Statement ignored.
10052	Warning	Invalid mobile number defined in the address. Statement ignored.
10053	Warning	Invalid email defined in the address. Statement ignored.
10054	Error	Unknown address.
10055	Error	Unable to determine transportation plan for this sender address.
10056	Error	Unable to determine transportation plan for this receiver address.
10057	Error	Routing is not needed. No routing will be created.
10058	Error	Routing not completed.
10059	Error	Routing denied.
10060	Error	Label could not be generated for this request.
10061	Error	Not Well-formed XML request.
10062	Warning	Title + FirstName + LastName should not be greater than 30 characters.
10063	Error	HouseNo + StreetName should not be greater than 30 characters.
10065	Error	The number of parcel elements is different from the parcelCount defined in the shipment.
10066	Error	A general error occurred while checking configuration. No access right.
10067	Error	No configuration for your business.
10068	Error	Unable to get the partner barcode.
10069	Warning	Postal code modified by the partner for routing purpose.

Error Code	Error Type	Description
10070	Error	Multi parcels forbidden for this product code.
10071	Error	Collection location not found.
10072	Error	Location not allowed for your business. Please refer to your binding agreement.
10073	Error	Location not allowed for this shipment.
10074	Error	No allowed location for this product code.
10075	Error	Llocation not allowed for this product code.
10076	Error	Unauthorized option for this product code.
10077	Error	No compatible label for this printer.
10078	Error	No available label for this shipment.
10079	Error	Invalid country code for your customer settings.
10080	Error	PDF File unavailable.
10081	Error	Unable to join the partner.
10085	Error	A Mandatory phone number is missing
10090	Error	ParcelSize : Dimensions are missing or are incorrect
99998	Error	XML Parse error. This error will return the specific reason of the reject. You can check your XML request via the XML validator link specify in the policy part.
99999	Critical Error	An error occurred. Please contact the Service Center.

XML REQUEST EXAMPLE

```
<?xml version="1.0" encoding="utf-8"?>
<ShipmentCreationRequest xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns="http://www.example.org/Request">
  <Context>
    <Login>BDTEST@business-api.mondialrelay.com</Login>
    <Password>CCCCCSCSSSS</Password>
    <CustomerId>BDTEST</CustomerId>
    <Culture>fr-FR</Culture>
    <VersionAPI>1.0</VersionAPI>
  </Context>
  <OutputOptions>
    <OutputFormat>10x15</OutputFormat>
    <OutputType>PdfUrl</OutputType>
  </OutputOptions>
  <ShipmentsList>
    <Shipment>
      <OrderNo>KDZ-9999</OrderNo>
      <CustomerNo>CUS1234</CustomerNo>
      <ParcelCount>1</ParcelCount>
      <DeliveryMode Mode="24R" Location="FR-66974" />
      <CollectionMode Mode="CCC" Location="" />
      <Parcels>
        <Parcel>
          <Content>Livres</Content>
          <Weight Value="1000" Unit="gr" />
          <Length Value="1" Unit="cm" />
          <Width Value="31" Unit="cm" />
          <Depth Value="41" Unit="cm" />
        </Parcel>
      </Parcels>
      <DeliveryInstruction>Livrer au fond a droite</DeliveryInstruction>
      <Sender>
        <Address>
          <Title />
          <Firstname />
          <Lastname />
          <Streetname>Avenue Antoine Pinay</Streetname>
          <HouseNo>4</HouseNo>
          <CountryCode>FR</CountryCode>
          <PostCode>59510</PostCode>
          <City>HEM</City>
          <AddressAdd1>Mondial Relay</AddressAdd1>
          <AddressAdd2 />
          <AddressAdd3>Mondial Relay</AddressAdd3>
          <PhoneNo />
          <MobileNo>+33320202020</MobileNo>
          <Email>contact@mondialrelay.fr</Email>
        </Address>
      </Sender>
      <Recipient>
        <Address>
          <Title>Mr</Title>
          <Firstname>John</Firstname>
          <Lastname>THETESTER</Lastname>
          <Streetname>test street</Streetname>
          <HouseNo>10</HouseNo>
          <CountryCode>FR</CountryCode>
          <PostCode>75001</PostCode>
          <City>Paris 1</City>
          <AddressAdd1 />
          <AddressAdd2 />
          <AddressAdd3 />
          <PhoneNo>+33320202020</PhoneNo>
          <MobileNo />
          <Email>contact@mondialrelay.fr</Email>
        </Address>
      </Recipient>
    </Shipment>
  </ShipmentsList>
</ShipmentCreationRequest>
```


XML RESPONSE EXAMPLE

```
<?xml version="1.0" encoding="utf-16"?>
<ShipmentCreationResponse xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="http://www.example.org/Response">
  <Context>
    <Login>BDTEST@business-api.mondialrelay.com</Login>
    <Password>CCCCCSSSSSS</Password>
    <CustomerId>BDTEST</CustomerId>
    <Culture>fr-FR</Culture>
    <VersionAPI>1.0</VersionAPI>
  </Context>
  <OutputOptions>
    <OutputFormat>10x15</OutputFormat>
    <OutputType>PdfUrl</OutputType>
  </OutputOptions>
  <ShipmentsList>
    <Shipment ShipmentNumber="96408887">
      <LabelList>
        <Label>
          <RawContent>
            <Parcel />
            <Sender ZoneTitle="ExpeditEUR">
              <AddressLines Order="1" AddressLine="Mondial Relay" />
              <AddressLines Order="2" AddressLine="" />
              <AddressLines Order="3" AddressLine="4 Avenue Antoine Pinay" />
              <AddressLines Order="4" AddressLine="Mondial Relay" />
              <AddressLines Order="5" AddressLine="FR 59510 HEM" />
            </Sender>
            <Recipient ZoneTitle="Destinataire">
              <AddressLines Order="1" AddressLine="Mr John THETESTER" />
              <AddressLines Order="2" AddressLine="" />
              <AddressLines Order="3" AddressLine="10 test street" />
              <AddressLines Order="4" AddressLine="" />
              <AddressLines Order="5" AddressLine="FR 75001 Paris 1" />
            </Recipient>
            <LabelValues Key="MR.ExpeditEUR.Libelle" Value="Mondial Relay" />
            <LabelValues Key="MR.ExpeditEUR.LigneAdresse1" Value="4 Avenue Antoine Pinay" />
            <LabelValues Key="MR.ExpeditEUR.LigneAdresse2" Value="Mondial Relay" />
            <LabelValues Key="MR.ExpeditEUR.CodePays" Value="FR" />
            <LabelValues Key="MR.ExpeditEUR.CodePostal" Value="59510" />
            <LabelValues Key="MR.ExpeditEUR.Ville" Value="HEM" />
            <LabelValues Key="MR.Destinataire.Libelle" Value="Mr John THETESTER" />
            <LabelValues Key="MR.Destinataire.LibelleComplement" Value="AGENCE MONDIAL RELAY" />
            <LabelValues Key="MR.Destinataire.LigneAdresse2" Value="9 AVENUE ANTOINE PINAY" />
            <LabelValues Key="MR.Destinataire.CodePays" Value="FR" />
            <LabelValues Key="MR.Destinataire.CodePostal" Value="59510" />
            <LabelValues Key="MR.Destinataire.Ville" Value="HEM" />
            <LabelValues Key="MR.Expedition.Sequence" Value="1" />
            <LabelValues Key="MR.Expedition.NombreColis" Value="1" />
            <LabelValues Key="MR.Expedition.ContenuColis" Value="Livres" />
            <LabelValues Key="MR.Expedition.NumeroExpedition" Value="96408887" />
            <LabelValues Key="MR.Expedition.Poids" Value="1,00" />
            <LabelValues Key="MR.Expedition.DateEnvoi" Value="10/03/2016" />
            <LabelValues Key="MR.Expedition.VolumeTotal" Value="0" />
            <LabelValues Key="MR.Expedition.InstructionLivraison" Value="Livrer au fond a droite" />
            <LabelValues Key="MR.Expedition.CRT" Value="0,00" />
            <LabelValues Key="MR.Expedition.ReferenceClient" Value="CUS1234" />
            <LabelValues Key="MR.Expedition.ReferenceExterne" Value="KDZ-9999" />
          </RawContent>
        </Label>
      </LabelList>
    </Shipment>
  </ShipmentsList>
</ShipmentCreationResponse>
```




```
<LabelValues Key="MR.Expedition.CodeBarresAAfficher"
Value="11964088870101706623669740" />
<LabelValues Key="MR.Expedition.CodeBarres" Value="11964088870101706623669740" />
<LabelValues Key="MR.PlanTri.Mode" Value="24R" />
<LabelValues Key="MR.PlanTri.CodeAgence" Value="662" />
<LabelValues Key="MR.PlanTri.Tournee" Value="66974" />
<LabelValues Key="MR.PlanTri.Navette" Value="662" />
<LabelValues Key="MR.PlanTri.CodePays" Value="FR" />
<LabelValues Key="MR.PlanTri.Groupe" Value="R08" />
<LabelValues Key="MR.PlanTri.LibelleAgence" Value="HEM" />
<LabelValues Key="NomEtiquette" Value="Label_C_MR_L_MR_FR_10x15" />
<LabelValues Key="ModeSandbox" Value="False" />
<Barcodes>
<Barcode Type="Code128" DisplayedValue="11964088870301006623669740"
Value="11964088870301006623669740" CarrierCode="MR" />
</Barcodes>
</RawContent>



<Output>http://connect.mondialrelay.com//BDTEST/etiquette/GetStickersExpeditionsAnonyme?ens=B
DTEST&amp;expedition=96408887&amp;lg=fr-
FR&amp;format=10x15&amp;crc=XXXXXXXXX</Output>
</Label>
</LabelList>
</Shipment>
</ShipmentsList>
<StatusList />
</ShipmentCreationResponse>
```

SAMPLE SINGLE CARRIER LABEL

PUDO/LOCKER delivery (FR, BE, LU, NL, PT, IT)

SPECIMEN		00978128790101800003000007	
FR / R08		24R	
AG 662		N 00 - 5918	
T 39807		1 / 1	
24R		HEM	
HEM			
Expéditeur		Destinataire	
[Title] [Firstname] [Lastname] [Address 2] [HouseNo] [Streetname] [Address 3] [CountryCode] [PostCode] [City]		[Title] [Firstname] [Lastname] [PUDO / LOCKER name] [PUDO / LOCKER address]	
N° Expédition	Date d'envoi	Poids (Kg)	N° Collis
97812902	31/05/2024	1,00	1 / 1
Delivery instruction			
Content		Référence Commande	
Référence Client			

PUDO delivery (DE, AT)

SPECIMEN		00978135350101800003200006	
DE R02			
Ag 6610 HERMES DE		24R	
N 0		T 21593	
ABSENDER: Mondial Relay ZAC des 4 Vents 9, Avenue Antoine Pinay FR - 59999 Herm		EMPFÄNGER: [PUDO / LOCKER name] [Title] [Firstname] [Lastname] [PUDO / LOCKER address]	
Customer [Title] [Firstname] [Lastname] [Address 2] [PostCode] [HouseNo] [Streetname] [Address 3] [CountryCode] [CountryCode] [PostCode] [City] OrderNo CustomerNo		44 MAINZ 74 - 31 D	
Datum	Gewicht in kg	Reference 1	Reference 2
2024-05-31	1,000	null	F197813535
			
SPECIMEN		H 100076 03316032 01 044	

Return (FR, BE, LU, NL, PT, IT)

SPECIMEN

00978128790101800003000007

Expéditeur
 [Title] [Firstname] [Lastname]
 [Address 2] [PostCode]
 [HouseNo] [Streetname]
 [Address 3] [CountryCode]
 FR-59510
 [City]

FR / LCC

AG 662

N 00 - 0662

T 119

SPECIMEN

00978128790101800003000007

Destinataire
 [Title] [Firstname] [Lastname]
 [Address 2]
 [HouseNo] [Streetname]
 [Address 3]
 @2060 [City] [CountryCode]
Return code

LCC

HEM

1 / 1

N° Expédition	Date d'envoi
97813054	31/05/2024

Poids (Kg)	Volume (L)	N° Collis
1,00		1 / 1

Delivery/Intruction

C

Content

Référence Client

Référence Commande

Return (DE, AT)

SPECIMEN

00978135500101200022000003

Livrer à / Ship to
 [Title] [Firstname] [Lastname]
 [Address 2]
 [HouseNo] [Streetname]
 [Address 3]
 [CountryCode] @2060 [City]
 OrderNo
 CustomerNo
Return code

FR

Ag 662 HEM

N 662

T 119

SPECIMEN

00978135500101200022000003

ABSENDER:
 [Title] [Firstname] [Lastname]
 [Address 2] [PostCode]
 [HouseNo] [Streetname]
 [CountryCode] [PostalCode] [City]

LCC

D



EMPFÄNGER:	
Mondial Relay	
ZAC des 4 Vents	
9, Avenue Antoine Pinay	
FR - 59999 Hem	

Datum	2024-05-31
Gewicht in Kg	1,000
Reference 1	null
Reference 2	F197813550

H 100076 03316039 01 510

SPECIMEN

Home France

 <p>48H-DOMICILE Easy</p>	
<p>EXPEDITEUR [Title] [Firstname] [Lastname] [HouseNo] [Streetname] [Address 3] [CountryCode] [PostalCode] [City]</p>	
FR	10
5908	10KA
<p>[Title] [Firstname] [Lastname] [Address 2] [HouseNo] [Streetname] [Address 3] [Postal Code] - [City]</p>	
<p>Consignes complementaires : Delivery/Instruction</p>	
<p>COLIS PRIVE</p> <p>SPECIMEN</p>	
<p>Ref : R75400159043 Poids : 1,00 kg Editée le : 31/05/2024</p> <p>R7540015904359650</p>	
<p>SPECIMEN</p> <p>00978131090101200000000001</p>	
<p> HOM AG 9260</p> <p>FR CP</p>	

Home Netherlands

<p>Mondial Relay SAS Postbus 20205 8000CE Zwolle</p>	<p>FRANCO</p>
<p>Handtekening voor ontvangst Burenbeleving toegestaan</p>	<p>PostNL AVG</p> <p>[Title] [Firstname] [Lastname] [Address 2] [HouseNo] [Streetname] [Address 3] NL - [PostalCode][City]</p>
<p>1 Collo</p>	
<p>SPECIMEN</p> <p>*3SFEVG10292483*</p>	
<p>Customer [Title] [Firstname] [Lastname] [Address 2] [PostCode] [HouseNo] [Streetname] [Address 3] [CountryCode] [CountryCode] [PostalCode] [City] OrderNo CustomerNo</p> <p>0999 T 6660 Ag 6660 POSTNL NL N 6660 T 6660</p> <p>HOM</p> <p>000000000000101013023318187600</p> <p>SPECIMEN</p> <p></p>	

Home Spain and Portugal



009781325501010000000000009

ES

Customer
[Title] [Firstname] [Lastname]
[Address 2] [PostCode]
[HouseNo] [Streetname]
[Address 3] [CountryCode]
[CountryCode] [PostalCode] [City]
OrderNo
CustomerNo

Ag 4220 ESPAGNE HOM
N 4220
T 4220

586820003 Mondial Relay
CAMI DE LES OLIVERES, N°1 VILANOVA I LA GELTRU
08800 BARCELONA

[Title] [Firstname] [Lastname]
[HouseNo] [Streetname]
[Address 3]

[PostalCode]

[City]
[City]
ATT: [Title] [Firstname] [Lastname] [Addre
TELF: +33320202020

EXP:

Envio retorno


REEMBOLSO: 0,00 Eur	BULTOS: 1 de 1	FECHA : 31/05/2024
TIPO PORTES: PAGADOS	PESO : 1,00	

REF: F197813255
Cod.BULTO:
63300075601809301080017
BUL.CLI:

PAQ24




Home Germany and Austria



0097813516010150000000000007

DE

Customer
[Title] [Firstname] [Lastname]
[Address 2] [PostCode]
[HouseNo] [Streetname]
[Address 3] [CountryCode]
[CountryCode] [PostalCode] [City]
OrderNo
CustomerNo



Ag 6610 HERMES DE HOM
N 6610
T 6610

ABSENDER:
Mondial Relay
ZAC des 4 Vents
9, Avenue Antoine Pinay
FR - 59999 Hem

75 WISMAR
00 - 00
D

EMPFÄNGER:
[Title] [Firstname] [Lastname]
[Address 2]
[HouseNo] [Streetname]
[Address 3]
DE - [PostalCode] [City]

Datum	2024-05-31
Gewicht in kg	1,000
Reference 1	null
Reference 2	F197813516

H 100076 03316023 01 075