



chronopost

WEB SERVICES

CUSTOMER IT SYSTEMS

Simplified specifications report



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1.1. DOCUMENT PURPOSE



The purpose of this document is to present the call procedure for Chronopost Web Services.

Abréviation	Description
JRE	Java TM Runtime Environment
XML	eXtensible Markup Language
XSL	eXtensible Stylesheet Language
XSLT	XSL Transformations
soapUI	Open source de test Web Service

1.2. INTRODUCTION TO SOAP



SOAP (Simple Object Access Protocol) is an exchange protocol to invoke applications on distributed and decentralised networks. Microsoft has based its .NET architecture on SOAP, but this protocol is independent of the Redmond publisher, and corresponds to a W3 note. What is it? It uses Remote Procedure Calls to transport application logic over networks and in particular, to define web services (which correspond to the option of linking heterogeneous software components through the web). How? By using transport protocol (HTTP, as well as SMTP or POP) and a language to structure the data sent in the form of messages. This language is none other than XML.

To begin with, a few clarifications on remote procedure calls.

There are two types of middleware (middleware that ensures communication between client and server): RPC middleware and ORB (Object Request Broker) middleware, where the second one is by definition, "object-oriented".

As such, in an ORB approach, the client machine uses a method on the application server that returns its result, which implies suspending the application's activity on the client machine while the data is processed by the method invoked.

Whereas, in an RPC approach, a message is sent to the server (that initiates data processing on it) by a client process that suspends its activities: the application on the client machine continues to run. Another message is sent to the client process once the called procedure is finished.

Therefore, RPC and ORB are methodologically very different.

SOAP and XML:

SOAP is based on an RPC approach, which is therefore based on messages in which the content is structured in XML. The following examples (taken from the W3C note dated May 8, 2000 and related to SOAP 1.1) show an HTTP request, followed by the corresponding (HTTP) response containing SOAP messages in the form of "enveloped" XML code:

Example 1: An HTTP request containing SOAP code

```
POST /StockQuote HTTP/1.1
Host: www.stockquoteserver.com
Content-Type: text/xml; charset="utf-8"
Content-Length: nnnn
SOAPAction: "Some-URI"
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" SOAP-
ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">
  <SOAP-ENV:Body>
    <m:GetLastTradePrice xmlns:m="Some-URI">
      <symbol>DIS</symbol>
    </m:GetLastTradePrice>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```





Example 2: the corresponding HTTP response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset="utf-8"
Content-Length: nnnn
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" SOAP-
ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">
  <SOAP-ENV:Body>
    <m:GetLastTradePriceResponse xmlns:m="Some-URI">
      <Price>34.5</Price>
    </m:GetLastTradePriceResponse>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Some knowledge of XML namespaces is required to be able to understand these examples. They are characterized by an URI - Uniform Resource Identifier. This is to respond to a SOAP request (a message contained in an http request), which therefore asks the server for a price. A SOAP "envelope" must be defined: it characterises the SOAP message. A SOAP "envelope" is subdivided into a header (not shown here) and a body (SOAP-ENV:Body).

The actual XML code does not pose any particular difficulties.

In most cases, SOAP is used without manipulating XML. As such, the different languages that have a SOAP implementation allow it to be used as a local procedure, by managing XML communications with the server at a lower level (serialization/deserialization).

In this way, the request expressed in XML above will actually be called as follows in the code (the format is obviously different depending on the languages):

```
Price = GetLastTradePrice("DIS")
```

For a client and server to communicate in SOAP, they need an interface contract (equivalent to IDL in the CORBA world), formalized in the form of a WSDL file.

A WSDL document is the description, in specific XML semantics, of one or more SOAP services that are accessible to an URL. The services are described in detail with their input-outputs, and the type of each parameter is expressed.

1.3. CLIENT SIDE SOAP



To access a SOAP service, unless you are working on a low-level HTTP layer by generating the necessary XML code and dealing with all the complexity that this entails, you need to have a client implementation.

Some free ones are given below for the most common languages. This list is obviously in no way exhaustive.

These implementations generally allow the client code to be generated automatically from a WSDL document.

Language	SOAP client implementation
Java	Apache Axis : http://ws.apache.org/axis/index.html
.Net (C#, VB.Net, ASP.Net)	Microsoft SOAP Toolkit : http://msdn.microsoft.com/webservices/
Perl	SOAP::Lite : http://www.soaplite.com/
C++	Apache Axis C++ : http://ws.apache.org/axis/cpp gSOAP C++ : http://www.cs.fsu.edu/~engelen/soap.html SOAP C++ SQLData : http://www.sqldata.com/soapclient/soapclient30.htm
PHP	PHP-SOAP : http://phpsoaptoolkit.sourceforge.net/phpsoap/ PEAR SOAP Client/Server for PHP : http://pear.php.net/package/SOAP
Python	Python Web Services : http://pywebsvcs.sourceforge.net/





1.4. HTTP GET INVOCATION



As an alternative to a SOAP invocation, most Chronopost Web Services can be invoked via a simple URL get such as [https://ws.chronopost.fr/\[path web service\]?parameter1=valeur1¶meter2=valeur2&...¶meter\[n\]=valeur\[n\]](https://ws.chronopost.fr/[path web service]?parameter1=valeur1¶meter2=valeur2&...¶meter[n]=valeur[n])

It must be noted that:

- **the parameters must be passed in the order indicated by the documentation**
- **an empty parameter must not be passed in the URL**

Correct example

<https://ws.chronopost.fr/recherchebt-ws-cxf/PointRelaisServiceWS/rechercheBtParCodeproduitEtCodepostalEtDate?codePostal=28500&date=27/07/2010>

Incorrect example (codeProduit parameter passed when it is empty)

<https://ws.chronopost.fr/recherchebt-ws-cxf/PointRelaisServiceWS/rechercheBtParCodeproduitEtCodepostalEtDate?codeProduit=&codePostal=28500&date=27/07/2010>

- **these services can be called from JavaScript code, which therefore means that the information supplied to the web service will be visible in a browser. This can pose security problems (acceptable in an intranet context but may not be acceptable in an Internet context)**





2.1. RANGE OF WEB SERVICES



Chronopost proposes a suite of SOAP-based Web Services that notably allow the price of a shipment to be obtained, a shipment to be tracked, a "Point ChronoRelais" pickup/drop-off point to be located, or shipments to be declared and waybill obtained from Chronopost. To access these Web Services, a Chronopost contract number and a Chronotrace password must be used. This information is available from your Sales adviser.

To help you create and try your code, here is a test account :

- Account number, *accountNumber* variable : **19869502**
- Password, *password* variable : **255562**



For your production, your personal access will be provided after positive validation of the requests (of all the products used) and test labels that you have developed. Thank you for sending them by email.

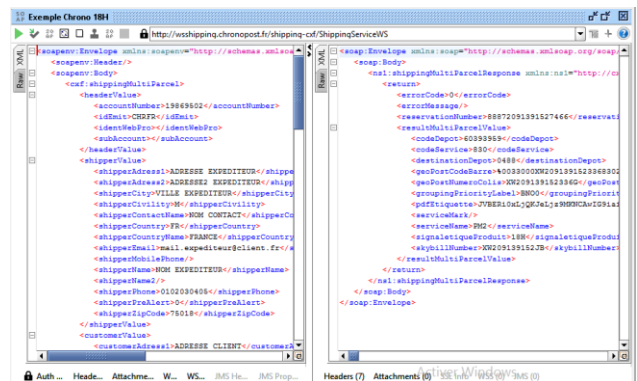
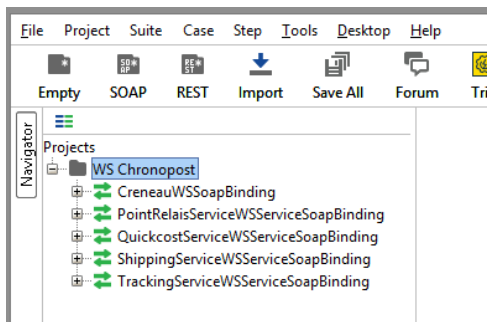
2.2. WEB SERVICES ACCESSIBILITY, AVAILABILITY AND DESCRIPTION



2.2.1. General

Web Services are availables in http ou https from ws.chronopost.fr service.

The Soapui tool allows you to view a SOAP request and its corresponding response. Soapui is an open source web service test. You can download it [here](#).



Chronopost Web Services is divided into 5 categories :

- ShippingService : cf. **chapter 2.3**
- PointRelaisService : cf. **chapter 2.4**
- Creneau : cf. **chapter 2.5**
- TrackingService : cf. **chapter 2.6**
- QuickcostService : cf. **chapter 2.7**

Dashboard available at <http://wslive.chronopost.fr/> allows you to consult in real time the accessibility and the availability rate of web services Chronopost



**A backup solution on the service name ws2.chronopost.fr is available if the Web Services on ws.chronopost.fr is in an unavailability state.
This solution should only be used in case of failure of ws.chronopost.fr**

2.2.2. Description of the different services

'ShippingService' category :

> **shippingMultiParcelV4 : (Cf. chapter 2.3.2)**

This service allow to generate labels with or without collection on request (ESD) and obtain a Chronopost skybill to place on the package.

Example of a format for the 'shippingMultiParcelV4' service :



The request is composed of :

- 7** mandatory structures described in **chapter 2.3.2**
- 5** mandatory variables described in **chapter 2.3.2.b9**
- 4** optional structures described in chapter 2.3.2.b1, chapter 2.3.2.b10, chapter 2.3.2.b11, chapter 2.3.2.b12 used according to the chosen service and the desired need.

> **getReservedSkybillTypeAndModeAuth : (Cf. chapter 2.3.3)**

This service allow to retrieve a label when the reservation was requested by the service 'shippingMultiParcelV4'.

> **faisabiliteESD : (Cf. chapter 2.3.4.a)**

This service allows you to check that the collectis feasible and if necessary the reason.

> **rechercherContraintesEnlevement : (Cf. chapter 2.3.4.c)**

This service makes it possible to receive for a zip code, a city and a country code requested, the minimum and maximum time at which the collection on request can be performed and the minimum beat required.

> **annulerEnlevements : (Cf. chapter 2.3.5)**

This service allows you to cancel a collection on request (ESD) in the Chronopost IT.

'PointRelaisService' category :

> **recherchePointChronopostInter : (Cf. chapter 2.4.2)**

This service allows you to search for a list of Chronopost delivery points by zip code, city and country code.

'Creneau' category :

- > **searchDeliverySlot : (Cf. chapter 2.5.2)**
This service allows you to search delivery slots from an interval of dates, the shipper address and a product type.
- > **confirmDeliverySlotV2 : (Cf. chapter 2.5.3)**
This service allows you to confirm a delivery slot previously selected by 'searchDeliverySlot' service.

'TrackingService' category :

- > **searchPOD : (Cf. chapter 2.6.2)**
This service retrieves a parcel's proof of delivery by its tracking number.
- > **searchPODWithSenderRef : (Cf. chapter 2.6.2)**
This service retrieves the proof of delivery by a shipper reference.
- > **trackSearch : (Cf. chapter 2.6.3.a)**
This service is used to track multiple parcels over a defined period of time.
- > **trackSkybillV2 : (Cf. chapter 2.6.3.b)**
This service is used to track a single parcel.
- > **trackWithSenderRef : (Cf. chapter 2.6.3.c)**
This service is used to track a parcel based on a shipper reference.
- > **cancelSkybill : (Cf. chapter 2.6.4)**
This service allows you to cancel a parcel in the Chronopost IT.

'QuickcostService' category :

- > **calculateDeliveryTime : (Cf. chapter 2.7.2)**
This service calculates the delivery time according to of the place of departure, of the place of delivery, of the delivery service requested, date of shipment of the parcel.
- > **calculateProducts : (Cf. chapter 2.7.3)**
This service provides possible delivery services to a zip code.
- > **quickCost : (Cf. chapter 2.7.4)**
This service allows you to calculate the price of a shipment according to different criteria.





2.3. LABEL GENERATION SERVICES (ShippingService)



2.3.1. Presentation

Chronopost has many label generation services. As the transport changes that Chronopost has undergone, the services have also changed. Currently, in the 'Shippingservice' category, we recommend to use 'shippingMultiParcelV4', 'getReservedSkybillTypeAndModeAuth', 'faisabiliteESD', 'rechercherContraintesEnlevement' services.

These services allow you to record a shipment in the Chronopost IT with or without collection on request (ESD) and obtain a Chronopost skybill to place on the package.

All the elements necessary for the delivery of the parcel, and its invoicing are to be entered. Functionally these services ensure the declaration of shipment as in the shipping tools of Chronopost (chronopost.fr or EDI).

Name	shippingMultiParcelV4, getReservedSkybillTypeAndModeAuth, faisabiliteESD, rechercherContraintesEnlevement
Namespace	http://cxf.shipping.soap.chronopost.fr
Port	ShippingServiceWS
URL	Production : https://ws.chronopost.fr/shipping-cxf/ShippingServiceWS Development : https://ws.chronopost.fr/shipping-cxf/ShippingServiceWS
WSDL	Production : https://ws.chronopost.fr/shipping-cxf/ShippingServiceWS?wsdl Development : https://ws.chronopost.fr/shipping-cxf/ShippingServiceWS?wsdl
Protocole	SOAP
Style	Document
Transport	SOAP over http
Operation	shippingMultiParcelV4 : - generates one or more skybills in a single call (the multi-parcel does not concern delivery Pickup point), - allows you to generate a skybill and retrieve it via a URL. The label is then stored in the Chronopost IS - it is possible to reserve a collection on request (ESD) and send the skybill by email. getReservedSkybillWithTypeAndModeAuth : allows you to retrieve a label when the reservation was requested via shippingMultiParcelV4. faisabiliteESD : allows you to check that the collectis feasible and if necessary the reason. rechercherContraintesEnlevement : makes it possible to receive for a zip code, a city and a country code requested, the minimum and maximum time at which the collection on request can be performed and the minimum beat required.
Requests examples	shippingMultiParcelV4 getReservedSkybillWithTypeAndModeAuth
Responses examples	shippingMultiParcelV4Response getReservedSkybillWithTypeAndModeAuthResponse





2.3.2. The service 'shippingMultiParcelV4'

This service generates one or more skybills in a single call (the multi-parcel does not concern delivery Pickup point), or allows you to generate a skybill and retrieve it via a URL. The label is then stored in the Chronopost IS. It is possible to reserve a collection on request (ESD) and send the skybill by email.

2.3.2.a. Request structure :

It is imperative to respect the order of structures and variables in the request architecture. Cf. 4.7. EXAMPLE OF A REQUEST / RESPONSE

Structure / Variable	Sub-structure	Option	Comments	Cf. Chapters
esdValue		X	Collection on request (ESD)	2.3.2.b1. esdValue structure
headerValue			Chronopost account shipper	2.3.2.b2. headerValue structure
shipperValue			Contact details of shipper Possible duplication identical to the 'numberOfParcel' variable	2.3.2.b3. shipperValue structure
customerValue			Contact details of customer	2.3.2.b4. customerValue structure
recipientValue			Contact details of recipient Possible duplication identical to the 'numberOfParcel' variable	2.3.2.b5. recipientValue structure
refValue			Shipper and recipient references Possible duplication identical to the 'numberOfParcel' variable	2.3.2.b6. refValue structure
skybillValue			Parcel information Possible duplication identical to the 'numberOfParcel' variable	2.3.2.b7. skybillValue structure
skybillParamsValue			Skybill Format and Mode	2.3.2.b8. skybillParamsValue structure
password			Password associated with 'accountNumber' variable (headerValue structure)	2.3.2.b9. Variables common
version			Web Service version	2.3.2.b9. Variables common
modeRetour			Mode of skybill communication	2.3.2.b9. Variables common
numberOfParcel			Number of parcel	2.3.2.b9. Variables common
multiParcel		X	Multi-parcel shipment	2.3.2.b9. Variables common
scheduledValue	appointmentValue	X	Information for FOOD and PRECISE products Possible duplication identical to the 'numberOfParcel' variable	2.3.2.b10. scheduledValue structure and appointmentValue structure
recipientLocalValue		X	Used only for SF Express service	2.3.2.b11. recipientLocalValue structure
customsValue	articlesValue	X	Used only for SF Express service	2.3.2.b12. customsValue structure and articlesValue structure





2.3.2.b. Response detailed structure :

2.3.2.b1. esdValue structure (optional) :

Optional structure and used only for a collection on request (ESD).

Triggers the sending of an email using the variable 'shipperEmail' (shipperValue structure), to confirm the collection on request.

XML element	XSD type	XSD format	Mandatory	Description	Comments
closingDateTime	dateTime	YYYY-MM-DDTHH:MM:SS	X	Date and time of closure of collection on request	Only time is exploited
height	float		X	Package height in cm (0 if unknown)	Do not enter these values here, but in the skybillValue structure parcel by parcel
length	float		X	Package length in cm (0 if unknown)	
width	float		X	Package width in cm (0 if unknown)	
retrievalDateTime	dateTime	YYYY-MM-DDTHH:MM:SS	X	Date and time of shipment collect desired	Date between D day and D + 3 months
shipperBuildingFloor	string	[a-zA-Z0-9](0,32)	X	Building number, shipment collect floor	
shipperCarriesCode	string	[a-zA-Z0-9](0,38)	X	Shipment collect building door code	
shipperServiceDirection	string	[a-zA-Z0-9](0,32)	X	Name of department shipment collect	
specificInstructions	string	[a-zA-Z0-9](0,255)	X	Specific instructions for shipment collect	Number of parcels to be recovered, for example
ItAlprimerParChronopost	boolean	[0 1]		Indicates if the label must be printed in Chronopost office before collect	
nombreDePassageMaximum	int	[0-9]*		Set at 1	
refEsdClient	string	[a-zA-Z0-9](0,32)	X	Customer ESD reference (single reference for a day)	
codeDepotColReq	string				Variables reserved for Chronopost
numColReq	string				

2.3.2.b2. headerValue structure (Mandatory) :

XML element	XSD type	XSD format	Mandatory	Description	Comments
accountNumber	Int	[0-9]{8}	X	Account number contracted with Chronopost	
idEmit	string	CHRFR	X	Fixed value : CHRFR	
identWebPro	string				Variable reserved for Chronopost
subAccount	Int	[0-9]{3}		Sub-account number	





2.3.2.b3. shipperValue structure (Mandatory) :

For all 'shippingMultiParcel' services this structure can be duplicated. The number of duplicates must correspond to the value entered in the variable 'numberOfParcel'.

XML element XML	XSD type	XSD format	Mandatory	Description	Comments
shipperAdress1	string	[a-zA-Z0-9](0,38)	X	Shipper address	
shipperAdress2	string	[a-zA-Z0-9](0,38)		Additional shipper address	
shipperCity	string	[a-zA-Z0-9](0,50)	X	Shipper city	
shipperCivility	string	[E L M]	X	Shipper civility	E : Mrs L : Miss M : Mister
shipperContactName	string	[a-zA-Z0-9](0,100)		Shipper contact name	Mandatory if ESD or SF Express shipment
shipperCountry	string	[A-Z](2)	X	Shipper country code	Standard ISO 3166-2 Alpha-2 Examples : FR for France, JP for Japan Cf. 4.3. LIST OF COUNTRY CODES
shipperCountryName	string	[a-zA-Z0-9](0,50)		Shipper country name	Full title of the country
shipperEmail	string	[a-zA-Z0-9](0,80)	X	Shipper e-mail address	Mandatory if you want to use the option of sending the skybill by email, or printing in Post Office
shipperMobilePhone	string	[9](0,17)		Shipper mobile phone number	Variable reserved for Chronopost
shipperName	string	[a-zA-Z0-9](0,100)	X	Shipper name	If individual, enter last name and first name in this variable Important if SF Express shipment
shipperName2	string	[a-zA-Z0-9](0,100)		Additional shipper name	If professional, enter last name and first name in this variable Mandatory if SF Express shipment
shipperPhone	string	[9](0,17)	X	Shipper phone number	Example : 0102030405 Mandatory if SF Express shipment Mobile phone because sending an SMS if modeRetour at 3
shipperPreAlert	int	[0 11]		Type of pre-alert (MAS)	0 : no pre-alert 11: pre-alert shipper email
shipperZipCode	string	[a-zA-Z0-9](0,9)	X	Shipper zip code	Cf. 4.3. ZIP CODES FORMAT
shipperType	string	[1 2]		Type of shipper 1 : Professional 2 : Individual	





2.3.2.b4. customerValue structure (Mandatory) :

This structure is used to fill in the details of the Chronopost customer when the latter is neither the sender nor the recipient, in the case of a Shop 2 Shop shipment for example.

XML element	XSD type	XSD format	Mandatory	Description	Comments
customerAdress1	string	[a-zA-Z0-9](0,38)	X	Customer address	
customerAdress2	string	[a-zA-Z0-9](0,38)		Additional customer address	
customerCity	string	[a-zA-Z0-9](0,50)	X	Customer city	
customerCivility	string	[E L M]	X	Customer civility	E : Mrs L : Miss M : Mister
customerContactName	string	[a-zA-Z0-9](0,100)		Customer contact name	Mandatory if ESD or SF Express shipment
customerCountry	string	[A-Z](2)	X	Customer country code	Standard ISO 3166-2 Alpha-2 Examples : FR for France, JP for Japan Cf. 4.3. LIST OF COUNTRY CODES
customerCountryName	string	[a-zA-Z0-9](0,50)		Customer country name	Full title of the country
customerEmail	string	[a-zA-Z0-9](0,80)	X	Customer email address	
customerMobilePhone	string	[9](0,17)		Customer mobile phone number	Example : 0601020304
customerName	string	[a-zA-Z0-9](0,100)	X	Customer name	Important if SF Express shipment
customerName2	string	[a-zA-Z0-9](0,100)		Additional customer name	Mandatory if SF Express shipment
customerPhone	string	[9](0,17)	X	Customer phone number	Example : 0102030405
customerPreAlert	int	[0]11		Type of pre-alert	Variable reserved for Chronopost
customerZipCode	string	[a-zA-Z0-9](0,9)	X	Customer zip code	For Ireland : 1 = Dublin 2 = others destinations Cf. 4.3. ZIP CODES FORMAT
printAsSender	string	[Y N]		Y : Customer printed N : Sender printed	Indicates if the customer address should be printed instead of the sender on the label





2.3.2.b5. recipientValue structure (Mandatory) :

This structure can be duplicated. The number of duplicates must correspond to the value entered in the variable 'numberOfParcel'. However, if the 'multiParcel' variable is at Y (shipment with multiple packages to be delivered together) do not duplicate the structure.

XML element	XSD type	XSD format	Mandatory	Description	Comments
recipientAdress1	string	[a-zA-Z0-9](0,38)	X	Recipient address	
recipientAdress2	string	[a-zA-Z0-9](0,38)		Additional recipient address	
recipientCity	string	[a-zA-Z0-9](0,50)	X	Recipient city	
recipientCivility	string	[E L M]	X	Recipient civility	E : Mrs L : Miss M : Mister
recipientContactName	string	[a-zA-Z0-9](0,100)		Recipient contact name	Mandatory if ESD or SF Express shipment
recipientCountry	string	[A-Z](2)	X	Recipient country code	Standard ISO 3166-2 Alpha-2 Examples : FR for France, JP for Japan Cf. 4.3. LIST OF COUNTRY CODES
recipientCountryName	string	[a-zA-Z0-9](0,50)		Recipient country name	Full title of the country
recipientEmail	string	[a-zA-Z0-9](0,80)	X	Recipient email address	
recipientMobilePhone	string	[9](0,17)		Recipient mobile phone number	Example : 0601020304
recipientName	string	[a-zA-Z0-9](0,100)	X	Recipient name	Important if SF Express shipment
recipientName2	string	[a-zA-Z0-9](0,100)		Additional recipient name	Important if SF Express shipment
recipientPhone	string	[9](0,17)	X	Recipient phone number	Important if SF Express shipment
recipientPreAlert	int	[0 22]		Type of pre-alert (MAS)	0 : no pre-alert 22 : pre-alert recipient email
recipientZipCode	string	[a-zA-Z0-9](0,9)	X	Recipient zip code	For Ireland : 1 = Dublin 2 = others destinations Cf. 4.3. ZIP CODES FORMAT
recipientType	string	[1 2]		Type of recipient 1 : Professional 2 : Individual	Mandatory in the case of a shipment to China with SF Express, for the identification of the clearance channel

2.3.2.b6. refValue structure (Mandatory) :

This structure can be duplicated. The number of duplicates must correspond to the value entered in the variable 'numberOfParcel'.

XML element	XSD type	XSD format	Mandatory	Description	Comments
customerSkybillNumber	string	[a-zA-Z0-9](0,15)		Customer skybill number, can be up to 15 characters	If it is filled in and the label is in A4 format (mode = SPD or PDF) or ZPL (mode = Z2D), this number will appear as a bar code on the label
PCardTransactionNumber	string				Variable reserved for Chronopost
recipientRef	string	[a-zA-Z0-9](0,35)		Recipient reference	Free variable
shipperRef	string	[a-zA-Z0-9](0,35)		Shipper reference	Free variable (printable on the invoice). This value can then be used as search criteria in the tracking.
idRelais	string	[0-9] {4} [A-Za-z] {1}		Identifier delivery point	Relay Point code to be used only in the case of a RELAY product.





2.3.2.b7. skybillValue structure (Mandatory) :

This structure can be duplicated. The number of duplicates must correspond to the value entered in the variable 'numberOfParcel'. For a SWAP product this structure must be duplicated, the 'productCode' variable of the first structure indicates the outward parcel, and the 'productCode' variable of the second structure the return parcel.

XML element	XSD type	XSD format	Mandatory	Description	Comments
bulkNumber	string			Total number of parcels	Enter if the shipment contains multiple packages to be delivered together. Fill in the variable with skybillRank
codCurrency	string	EUR		Currency of the express return payment, EUR by default	
codValue	int	[0-9]*		Value of the express return payment, in euro cents	To be entered when the product code is 09, ChronoREP
content1	string	[a-zA-Z0-9](0,45)		Parcel content detail 1	
content2	string	[a-zA-Z0-9](0,45)		Parcel content detail 2	
content3	string	[a-zA-Z0-9](0,45)		Parcel content detail 3	
content4	string	[a-zA-Z0-9](0,45)		Parcel content detail 4	
content5	string	[a-zA-Z0-9](0,45)		Parcel content detail 5	
customsCurrency	string	EUR		Currency of the declared value for customs, EUR by default	USD for Dollar
customsValue	int	[0-9]*		Declared value for customs	This variable is necessary in case of international transport of goods. Its absence in this case may result in the blocking of the shipment in customs
evtCode	string	DC	X	Fixed variable : DC	Parcel event code
insuredCurrency	string	EUR		Currency of the insured value, EUR by default	
insuredValue	int	[0-9]*		Value of the insured value in euro cents example : 8920 = 89,20 €	The information in this variable implies the use of the insurance service so the cost will be charged in addition to that of the transport
latitude					Variable reserved for Chronopost
longitude					Variable reserved for Chronopost
masterSkybillNumber	string			Number of the first parcel of a shipment	
objectType	string	[DOC MAR]	X	Type of parcel DOC = Document MAR = Good	
portCurrency	string	EUR			Variable reserved for Chronopost
portValue	int	[0-9]*			Variable reserved for Chronopost
productCode	string	[a-zA-Z0-9](2)	X	Delivery product code. The products to be used are those contracted with Chronopost	Codes provided by your IT Chronopost contact Cf. 4.1. LIST OF PRODUCT CODES
qualite					Variable reserved for Chronopost

The description structure skybillValue continues on the next page...





[skybillValue structure \(next\)](#) :

XML element	XSD type	XSD format	Mandatory	Description	Comments
service	string	[0-9] (3) [0-9] (1)	X	Delivery day 0 = Normal 1 = Delivery monday for friday departure 6 = Delivery saturday for friday departure Product SHOP 2 SHOP Europe 346 = Delivery Saturday 345 = Delivery for a day week 920 = Chrono REP France product 237 = Chrono REP DOM product	For PRECISE products, different values to be retrieved by the 'confirmDeliverySlotV2' service Enter 907 for a shipment SF Express Lot 1, in Lot 2 the value remains at 0
shipDate	dateTime	YYYY-MM-DDTHH:MM:SS	X	Date of shipment of the parcel	Send generation date, current date if not entered
shipHour	int	[0-9](2)	X	Time of shipment of the parcel	Send generation time, current date if not entered
skybillRank	string			Rank of parcel on total number	Enter if the shipment contains multiple parcels to be delivered together Fill in the variable 'bulkNumber' at the same time
source					Variable reserved for Chronopost
weight	float	[0-9](5)	X	Parcel weight	Example : 25.55
weightUnit	string	KGM	X	Unit of weight	Kilograms by default
height	float		X	Package height in cm (0 if unknown)	
length	float		X	Package length in cm (0 if unknown)	
width	float		X	Package width in cm (0 if unknown)	
as	string			Empty by default, except for the products : - PRECISE Sunday = A02 - MED 13H 15/25C° = A02 - MED 13H 2/8C° = A02 - SHOP 2 SHOP FR or Europe = A15	
subAccount	string			Sub-account number	To be entered when the product code is 09, ChronoREP
toTheOrderOf				Order of the cheque for an express return payment	
carrier	string	[0 1]		Type of carrier 0 = LINEX 1 = SF EXPRESS	Only for shipment to China with SF Express
skybillNumber					Variable reserved for Chronopost
skybillBackNumber					Variable reserved for Chronopost
alternateProductCode	string	[a-zA-Z0-9](2)		« Replacement » product code The products to be used are those contracted with Chronopost	If the product entered in productCode is "refused", the product code of this variable will be selected, examples : - Zip code 85350 is forbidden in 10H (code 02), but authorized in 13H (code 01) - Zip code JE1 0FS is forbidden in Chrono Classic for Jersey (code 44), but authorized in Chrono Express (code 17) Cf. 4.1. LIST OF PRODUCT CODES
labelNumber				Variable used to print a label number	Variable reserved for Chronopost





2.3.2.b8. skybillParamsValue structure (Mandatory) :

XML element	XSD type	XSD format	Mandatory	Description	Comments
mode	string	[PDF PPR SPD THE Z2D JSON ZPL SLT XML THEP SG Z2DPSG] Cf. 4.5. EXAMPLES OF SKYBILL Cf. 4.8. DESCRIPTION OF SKYBILL PDF A4	X	Format of the skybill to print PDF : skybill with proof of deposit to be printed on a paper printer, A4 format PPR : skybill in PDF format, the proof of deposit part contains the 5 relay points closest to the shipment SPD : skybill in PDF format without proof of deposit, A4 format THE : skybill in PDF format without proof of deposit and to be printed on ZPL compatible thermal printer, A4 format Z2D : skybill in ZPL format to be printed on a thermal printer JSON : mode used for SF Express shipments ZPL : skybill in 11x15 format for printing on ZPL compatible thermal printer SLT : mode used for the E-label, sending an SMS XML, XML2D : XML stream to create a skybill with or without 2D barcode THEPSG, Z2DPSG, ZPLPSG : identical to THE and Z2D formats but in landscape orientation ZPL300 : skybill in ZPL format and intended to be printed on a thermal printer 300dpi	PDF XML : combination to be used for printing on a machine in Post Office PPR SLT XML : combination to use for a Shop 2 Shop shipment, national or european PDF SLT XML : combination to use for a Shop 2 Shop shipment, national or european For a SF Express Lot 1 shipment, the print mode must contain "... JSON" in addition to the print mode you choose (ZPL JSON, PDF JSON...). For Lot 2 this variable is no longer mandatory With the shippingWithReservationAndESDWithRef Client service, it is possible to produce several labels in a single request, PDF Z2D will produce for example 2 skybills (one in PDF and the other in Z2D) In THE format, the returned stream remains a PDF stream that is formatted differently to match the A6 format of the thermal labels. These printers must accept printing via the desktop driver
duplicata	string	[Y N]		Printing a skybill with a duplicate (without barcode)	
withReservation	int	[0 1 2]		Skybill to be saved 0 : by default, without reservation 1 : with reservation 2 : with reservation and the first skybill format specified in 'mode' variable	Enter 2 for a SF Express shipment

In the case of a label with proof of deposit (PDF mode) the proof of deposit part is customizable with a gif with the following characteristics:

- Black and white colour
- Height 378 pixels
- Width 639 pixels
- Maximum size of 50Ko

The file name must have the following format : [contract number].echronopass_pub.gif, example : 12345600.echronopass_pub.gif

This request should be made to your Chronopost sales contact.





2.3.2.b9. General variables :

XML element	XSD type	XSD format	Mandatory	Description	Comments
password	string	[0-9](6)	X	Password associated with 'accountNumber' variable	
modeRetour	string	[1 2 3 4]	X	Indicates if the skybill should be sent by email: 1 : the skybill is sent to the shipperEmail email address. If the esdValue structure is filled in, this email will be used to confirm the collection on request and send the skybill 2 : no sending of email 3 : the skybill can be printed in Post Office, and sent SMS 4 : sending a specific email to the Shop 2 Shop product	Cf. 4.6. EXAMPLES OF EMAILS
numberOfParcel	int	[0-9]*	X	Number of parcel If collection on request (ESD) the maximum number is 50, otherwise 100 (according to the <mode> of printing requested)	Enter 2 for a Chrono REP (Return Express of Payment) product, 1 Go label and 1 Return label
version	string	[0-9](1)		Web Service version, default 2.0	
multiParcel	string	[A-Z](0,1)		Multi parcel shipment : Y : Yes, the recipientValue structure must not be duplicated N : No	

2.3.2.b10. scheduledValue structure (Optional) :

This structure can be duplicated. The number of duplicates must correspond to the value entered in the variable 'numberOfParcel'.

XML element	XSD type	XSD format	Mandatory	Description	Comments
appointmentValue				Information sub-structure for PRECISE products, see following table	
expirationDate	dateTime	YYYY-MM-DD		Use-by date	Mandatory for FOOD products
sellByDate	dateTime	YYYY-MM-DD		Sell-by date	

appointmentValue sub-structure :

This structure is not used for 'shipping, shippingV2 and shippingWithESDOnly' services.

XML element	XSD type	XSD format	Mandatory	Description	Comments
timeSlotEndDate	dateTime	YYYY-MM-DDTHH:MM:SS	X	Slot end date and end time	Mandatory for PRECISE products
timeSlotStartDate	dateTime	YYYY-MM-DDTHH:MM:SS	X	Slot start date and start time	
timeSlotTariffLevel	string	N1		Tariff level, fixed variable : N1	





2.3.2.b11. recipientLocalValue structure (Optional) :

This structure must be used only in the case of a shipment delivered to SF Express Lot 1, it must be used to pass the consignee's address in the language of the destination country. For Lot 2, this structure is no mandatory.

XML element	XSD type	XSD format	Mandatory	Description	Comments
recipientAdress1	string	[a-zA-Z0-9](0,25)	X	Recipient address	Fill with Chinese characters
recipientAdress2	string	[a-zA-Z0-9](0,25)	X	Additional recipient address	Fill with Chinese characters
recipientCity	string	[a-zA-Z0-9](0,50)	X	Recipient city	Fill with Chinese characters
recipientContactName	string	[a-zA-Z0-9](0,100)	X	Recipient name and first name	Fill with Chinese characters
recipientCountry	string	[A-Z](2)	X	Recipient country code	CN by default
recipientCountryName	string	[A-Z](0,50)	X	Recipient country name	China to inform in Chinese : 中国
recipientEmail	string	[a-zA-Z0-9](0,80)		Recipient e-mail address	
recipientMobilePhone	string	[9](0,17)		Recipient mobile phone number	
recipientName	string	[a-zA-Z0-9](0,100)	X	Recipient name	Fill with Chinese characters
recipientName2	string	[a-zA-Z0-9](0,100)	X	Additional recipient name	Fill with Chinese characters
recipientPhone	string	[9](0,17)	X	Recipient phone number	
recipientPreAlert	int	[0]22		Reserved	Not used
recipientZipCode	string	[a-zA-Z0-9](0,9)		Recipient zip code	Set the same value as recipientZipCode of the recipientvalue structure
identityCardNumber	string	[a-zA-Z0-9](0,100)	X	Identity card number	Essential for SF EXPRESS Lot 1 traffic
language	string	locale		Identification of language and country	zh_CN by default
province	string	[a-zA-Z0-9](0,100)		Recipient province	Fill with Chinese characters
recipientType	string	[1]2		Type of recipient 1 : Professional 2 : Individual	
thirdParty	string	[0]1		0 : No 1 : Yes	B2C third party customs clearance channel for shipment to China with SF Express





2.3.2.b12. customsValue structure (Optional) :

XML element	XSD type	XSD format	Mandatory	Description	Comments
articlesValue			X	Sub-structure for detailing an item, see following table	
bagNumber	string	[a-zA-Z0-9](0,30)		Bag number	Variable reserved for Chronopost
clearanceCleared	string	[a-zA-Z0-9]{1}	X	N : No F : Free E : Export Cleared T : Transit cleared I : Import Cleared H : Hybrid	Refers to the type of customs. Data provided by the commercial Chronopost
currency	string	[a-zA-Z0-9]{3}	X	Currency to be used : Yuan (¥) = CNY	
description	string	[a-zA-Z0-9](1,100)	X	General description of the shipment	
descriptionInLanguage	string	[a-zA-Z0-9](1,100)	X	General description of the shipment in the recipient's language	
ean	string	[a-zA-Z0-9](0,20)		Shipper SIRET number	
incoterm	string	[a-zA-Z0-9]{2}	X	Commercial rules between seller and buyer	
language	string	locale		zh_CN by default	
numberOfItems	int	int		Number of items	
value	float	float	X	Corresponds to the total value of the shipment in YUAN (¥)	
vatNumber	string	[a-zA-Z0-9](0,20)		TVA number of the recipient of the commercial invoice	
descriptionInEnglish	string	[a-zA-Z0-9](1,100)	X	General description of the shipment in English	

articlesValue sub-structure :

This structure can be duplicated as many times as there will be different items in the parcel.

XML element	XSD type	XSD format	Mandatory	Description	Comments
content	string	[a-zA-Z0-9](1,200)	X	Item description	
contentInLanguage		[a-zA-Z0-9](1,200)	X	Description validated at the time of registration of products with Chronopost	Fill with Chinese characters
grossWeight	float	[0-9](5)		Gross weight of article with packaging	Example : 25.55
hscode	string		X	HS Chinese code on 8 characters	Code for customs clearance
netWeight	float	[0-9](5)	X	Net weight of item, without packaging	Example : 25.55
origin	string			Country of manufacture of the article	
position	int	int	X	Position of the item	The first item is number 1 and then incremented for the following items
quantity	int	int	X	Quantity	
regime	string	[a-zA-Z0-9](0,3)		Customs procedure applied	Customer must enter R42 if 42 is requested, otherwise empty
value	float		X	Total value of item in YUAN (¥) → unit price * number of items	





[2.3.2.c. Response detailed structure :](#)

The response contains a resultMultiParcelValue structure and the following variables. [Cf. 4.7 EXAMPLE OF A REQUEST / RESPONSE](#)

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	Cf. 4.4.1. ESD ERROR CODES
errorMessage	string		Error message	
reservationNumber	string		Reservation number	Variable present when variable 'withReservation' to 1 or 2 (skybillParamsValue structure) Used to retrieve skybill with 'getReservedSkybillTypeAndModeAuth' service
ESDFullNumber	string		Single number of collection on request (ESD)	Variables present only if the esdValue structure of the request is filled in
ESDNumber	string		Number of collection on request (ESD)	
pickupDate	dateTime	YYYY-MM-DDTHH:MM:SS	Date to release the collection on request (ESD)	
resultMultiParcelValue	structure		Cf. Table below	

[resultMultiParcelValue structure :](#)

XML element	XSD type	Description	Comments
asCode	string	Code related to the delivery product	
codeDepot	string		
codeService	string	Service code related to the delivery product	Internal routing information
destinationDepot	string	Delivery Chronopost agency code	Internal routing information
geoPostCodeBarre	string	Routing barcode	Barcode for parcel sort
geoPostNumeroColis	string	Number of parcel DPD Group	
groupingPriorityLabel	string	Chronopost agency code that manages delivery	Internal routing information
pdfEtiquette	base64Binary	Base64 content of the skybill selected in the request, variable 'mode'	Cf. 4.8. DESCRIPTION OF A SKYBILL PDF A4
serviceMark	string	Marking of the parcel	Value linked to the delivery product
serviceName	string	Description of the DPD Group service of delivery desired	
signalétiqueProduit	string	Description of the desired delivery service	
skybillNumber	string	Skybill number	
DSort	string	Distri Sort, delivery route code	Internal routing information
OSort	string	Origin Sort	Internal routing information





2.3.3. The service 'getReservedSkybillTypeAndModeAuth'

This service allow to retrieve a label when the reservation was requested by the service 'shippingMultiParcelV4'.

2.3.3.a. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
reservationNumber	string	[a-zA-Z0-9]*	X	Reservation number	This variable corresponds to the 'reservationNumber' variable generated in the response of the 'shippingMultiParcelV4' service.
mode	string	[PDF PPR SPD THE Z2D JSON ZPL SLT XML THEPSG Z2DPSG]	X	Format of the skybill to print	This variable must be entered with one of the modes defined in the 'shippingMultiParcelV4' service. Cf. 2.3.2.b8. skybillParamsValue structure
numberSearch	string	[a-zA-Z0-9]*		Reservation number	
accountNumber	int	[0-9]{8}		Account number contracted with Chronopost	
password	string	[0-9]{6}		Password associated with 'accountNumber' variable	

2.3.3.b. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	0 : Collection on request (ESD) possible on the requested place and date 29 : Reservation number not found or inconsistent
errorMessage	string		Error message	
skybill	base64Binary		Base64 content of the skybill selected in the request, variable 'mode'	
type	string		Skybill format to print	

2.3.3.c. GET service :

The 'getReservedSkybillWithTypeAndModeAuth' service is available in GET.

Here is an example :

<https://ws.chronopost.fr/shipping-cxf/ShippingServiceWS/getReservedSkybillAuth?reservationNumber=88896353780857082&key=1234zeze554d5s7854&mode=ZPL>

The variable **key** is an authentication key calculated according to the account number contracted with Chronopost. This variable is supplied on request to the Chronopost IT.





2.3.4. The services 'faisabiliteESD' and 'rechercherContraintesEnlevement'

A collection on request (ESD) has special constraints depending on where it is to be carried out. Each Chronopost agency provides for each zip code in France, the time at which the collect can be done at the earliest, the latest time, and the minimum beat required by Chronopost to complete the collection on request (ESD). The service 'faisabiliteESD' allows you to check that the collect is feasible and if necessary the reason.

2.3.4.a. faisabiliteESD request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
shipperValue	structure		X	Details of the collection on request (ESD)	2.3.2.b3. shipperValue structure
retrievalDateTime	dateTime	YYYY-MM-DDTHH:MM:SS	X	Desired date and time for collection on request (ESD)	Earliest date and time
closingDateTime	dateTime	YYYY-MM-DDTHH:MM:SS	X	Date and time of closure collection on request (ESD)	Date and time at the latest

2.3.4.b. faisabiliteESD response detailed structure :

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	0 : practicable collection on request (ESD) 14 : To be carried out your collection on request (ESD) must be ready at the latest at 16:30 17, 21 : The message varies according to the desired date of collection on request (ESD)
errorMessage	string		Error Message	

2.3.4.c. rechercherContraintesEnlevement request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
country	string	[0-9](2)	X	Country code shipper	
zipCode	string	[a-zA-Z0-9](0,9)	X	Zip code shipper	
city	string	[a-zA-Z0-9](0,50)	X	City shipper	

2.3.4.d. rechercherContraintesEnlevement response detailed structure :

By using the 'rechercherContraintesEnlevement' service, you will receive for a postal code and a city requested, the minimum and maximum time at which the collection on request can be performed and the minimum beat required.

XML element	XSD type	XSD format	Description	Comments
codeErreur	int		Error code	
esdContraintesAgence	structure		Cf. Table below	





esdContraintesAgence structure :

XML element	XSD type	XSD format	Description	Comments
battement	int		Minimum beat in minutes between time of availability and time of closure	
battementEnHeure	string		Minimum beat in hours between time of availability and time of closure	
codeAgence	string		Chronopost agency code in charge of collection on request (ESD)	
codePostal	string		Chronopost agency postal code in charge of collection on request (ESD)	
hla	string		Time deadline for request to create a collection on request (ESD)	
hlp	string		Maximum time of transit	
hppt	string		Time of transit at the earliest	
nomAgence	string		Name of the agency Chronopost in charge of collection on request	
ville	string		City of the agency Chronopost in charge of collection on request	
zoneA	boolean			

2.3.4.e. GET service :

The service 'researchContraintesEnlevement' is accessible in GET.
Here are two examples :

<https://ws.chronopost.fr/shipping-cxf/ShippingServiceWS/rechercherContraintesEnlevement?country=FR&zipCode=75001&city=PARIS>

<https://ws.chronopost.fr/shipping-cxf/ShippingServiceWS/rechercherContraintesEnlevement?country=FR&zipCode=28500>

2.3.4.f. Comment :

In case of bad weather, social or sporting events (Tour de France, official travel etc...) some agencies may disable a postal code preventing the collection on request for the day or more.

2.3.5. The service 'annulerEnlevements'

The 'annulerEnlevements' service allows you to cancel a collection on request (ESD) in the Chronopost IT.

2.3.5.a. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
accountNumber	int	[0-9](8)	X	Account number contracted with Chronopost	
password	int	[0-9](6)	X	Password associated with 'accountNumber' variable	
language	string	[a-zA-Z](2)_[a-zA-Z](2)		Language of event messages	Values fr_FR : french en_GB : english
esdNumber	string	[0-9](10)	X	Collection on request number to be deleted 'ESDFullNumber' variable retrieved in shipping method response	This variable can be duplicated as many times as there is collection on request to delete





2.3.5.b. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
codeErreur	int	[0-9]{8}	Error code	0 if cancellation occurred
errorMessage	string		Error message related to the error code encountered	
statut	complexType	entry	Cf. Table below	Map containing the result of cancellation requests

statut structure :

XML element	XSD type	XSD format	Description	Comments
key	string		Collection on request number to be cancelled	Number passed in the request
value	string		Status of the request	Collection on request cancellation service response

2.4. CHRONOPOST DELIVERY POINT SEARCH SERVICE (PointRelaisService)



2.4.1. Presentation

Chronopost offers various services that allow you to search for Chronopost delivery points closest to an address. You can retrieve «stores» delivery points with or without the instructions.

Name	recherchePointChronopostInter
Namespace	http://cxf.rechercheBt.soap.chronopost.fr
Port	PointRelaisServiceWS
URL	Production : https://ws.chronopost.fr/recherchebt-ws-cxf/PointRelaisServiceWS Development : https://ws.chronopost.fr/recherchebt-ws-cxf/PointRelaisServiceWS
WSDL	Production : https://ws.chronopost.fr/recherchebt-ws-cxf/PointRelaisServiceWS?wsdl Development : https://ws.chronopost.fr/recherchebt-ws-cxf/PointRelaisServiceWS?wsdl
Protocole	SOAP
Style	Document
Transport	SOAP over http
Operation	recherchePointChronopostInter : allows you to search for a Chronopost delivery point by address
Requests examples	rechercheDetailPointChronopostInter
Responses examples	rechercheDetailPointChronopostInterResponse

2.4.2. The service 'recherchePointChronopostInter'

This service allows you to search for a list of Chronopost delivery points by zip code, city and country code (for International).





2.4.2.a. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
accountNumber	int	[0-9]{8}	X	Account number contracted with Chronopost	
password	string	[0-9]{6}	X	Password associated with 'accountNumber' variable	
address	string	[a-zA-Z0-9]{0,200}		Address of the search	
zipCode	string	[a-zA-Z0-9]{0,9}	X	Zip code of the search	Cf. 4.3. ZIP CODES FORMAT
city	string	[a-zA-Z0-9]{0,50}	X	City of the search	
countryCode	string	[A-Z]{2}	X	Country code of the search	Cf. 4.3. LIST OF COUNTRY CODES
type	string	[A B P C T]	X	Chronopost point type searched A : Chronopost agency B : Post office P : Relay point + box C : Relay point without box T : All type delivery point	Values A and B are not currently supported
productCode	string	[a-zA-Z0-9]{2}	X	Chronopost product code of the search	Cf. 4.1. LIST OF PRODUCT CODES
service	string	[L D I T]	X	Nature of the research benefit L : Chronopost point delivery D : warehouse I : instance T : All type service	
weight	float	[0-9]{0,5}		Weight in gram of parcel	Example : 25550
shippingDate	string	JJ/MM/AAAA	X	Date the parcel entered the Chronopost network	
maxPointChronopost	int	[0-9]{1,2}		Maximum number of points to return	Maximum value 25
maxDistanceSearch	int	[0-9]{1,2}		Maximum distance from the point in KM	Maximum value 40
holidayTolerant	int	[0 1]	X		Set the value to 1
language	string	[A-Z]{2}		Language of return	FR by default
version	string	[0-9]{1}		Web Service version	2.0 by default





2.4.2.b. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	Cf. 4.4.3. ERROR CODES
errorMessage	string		Error message	
qualiteReponse	int	[0 1 2]	Response quality 0 : bad quality, result to be ignored 1 : average quality, the search was carried out on the recipient zip code 2 : excellent quality, the search was performed on the recipient address	
wsRequestId	string			Variable reserved for Chronopost
listePointRelais	structure			Cf. Table below

listePointRelais structure :

XML element	XSD type	XSD format	Description	Comments
accesPersonneMobilitreReduite	boolean	[true false]	Indicates if the delivery point has disabled access	Not used, always true
actif	boolean	[true false]	Indicates if delivery point is active	
adresse1	string		First delivery point address line	
adresse2	string		Second delivery point address line	
adresse3	string		Third delivery point address line	
codePays	string	[A-Z](2)	Delivery point country code	
codePostal	string		Delivery point zip code	
coordGeolocalisationLatitude	string		Latitude coordinates of delivery point	
coordGeolocalisationLongitude	string		Longitude coordinates of delivery point	
distanceEnMetre	int		Distance in meters from delivery point to customer	Significant result if variable 'qualiteReponse' is 2
identifiant	string		Delivery point identifier	
indiceDeLocalisation	string		Additional information on the delivery point	
localite	string		Delivery point city	
nom	string		Delivery point company name	
poidsMaxi	int		Maximum weight in Kg of parcels accepted at the delivery point	Value always at 20
typeDePoint	string		Type of the point A : Chronopost agency B : Post Office P : Relay point	
urlGoogleMaps	string		URL to locate the delivery point on Google Maps	
listeHoraireOuverture	structure			Cf. Table below





[listeHoraireOuverture structure :](#)

This structure is duplicated as many times as there will be a delivery point opening day.

XML element	XSD type	XSD format	Description	Comments
horairesAsString	string		List of opening hours morning and afternoon of delivery point	Example : 08:30-12:00 12:00-19:00
jour	int		Day of week	1= monday up to 7= sunday
debut	string		Opening hours morning and afternoon	Duplicated variable for morning and afternoon
fin	string		Closing hours morning and afternoon	Duplicated variable for morning and afternoon

[2.4.2.c. Comments :](#)

The Web Service returns the open Relay Points within 15 days.

A parcel deposited in Relay Point remains pending for 7 days, then returns to the shipper.

In the case of a Box, the time taken for a proceeding falls to 3 days.

Not all parcel templates are eligible to be delivered in the boxes. Do not hesitate to ask your Chronopost sales in order to make sure of the constraints before offering a delivery on box to your recipients.





2.5. DELIVERY SLOT SEARCH AND GEOCODING SERVICE (Creneau)



2.5.1. Presentation

In order to allow all Chronopost customers to take advantage of the PRECISE (RDV) transport offers, 2 solutions are available:

- Slot suggestion and confirmation services, '**searchDeliverySlot**' and '**confirmDeliverySlotV2**'
- **The weekly page** of suggested slot

These 2 solutions are designed to be used:

- As part of a purchase path on the website of a merchant site that offers transport solutions. The integration of the solution must take place after the validation of a shopping basket and before payment.
- As part of a reprogramming of an appointment following a failure during the delivery attempt, either by the recipient or by the customer.

Name	searchDeliverySlot, confirmDeliverySlotV2
Namespace	http://cxf.soap.ws.creneau.chronopost.fr
Port	CreneauServiceWS
URL	Production : https://ws.chronopost.fr/rdv-cxf/services/CreneauServiceWS Development : https://ws.chronopost.fr/rdv-cxf/services/CreneauServiceWS
WSDL	Production : https://ws.chronopost.fr/rdv-cxf/services/CreneauServiceWS?wsdl Development : https://ws.chronopost.fr/rdv-cxf/services/CreneauServiceWS?wsdl
Protocole	SOAP
Style	Document
Transport	SOAP over http
Operation	searchDeliverySlot : allows you to search delivery slots from a date interval, the shipper address and a product type confirmDeliverySlotV2 : allows you to confirm a delivery slot
Requests examples	searchDeliverySlot confirmDeliverySlotV2
Responses examples	searchDeliverySlotResponse confirmDeliverySlotV2Response





2.5.2. The service 'searchDeliverySlot'

This service allows you to search delivery slots from an interval of dates, the shipper address and a product type.

2.5.2.a. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
password	string	[0-9](6)	X	Password associated with 'accountNumber' variable	
accountNumber	int	[0-9](8)	X	Account number contracted with Chronopost	
callerTool	string	[a-zA-Z0-9](6)	X	Caller tool	RDVWS value by default
productType	string	[a-zA-Z0-9](12)	X	Product type RDV : for normal PRECISE FRESH : for positive cold shipments FREEZE : for negative cold shipments	
shipperAdress1	string	[a-zA-Z0-9](38)		Shipper address	
shipperAdress2	string	[a-zA-Z0-9](38)		Additional shipper address	
shipperZipCode	string	[a-zA-Z0-9](9)	X	Shipper zip code	Cf. 4.3. ZIP CODES FORMAT
shipperCity	string	[a-zA-Z0-9](50)		Shipper city	
shipperCountry	string	[A-Z] (2)	X	Shipper country code	Cf. 4.3. LIST OF COUNTRY CODES
recipientAdress1	string	[a-zA-Z0-9](38)		Recipient address	
recipientAdress2	string	[a-zA-Z0-9](38)		Additional recipient address	
recipientZipCode	string	[a-zA-Z0-9](9)	X	Recipient zip code	Cf. 4.3. ZIP CODES FORMAT
recipientCity	string	[a-zA-Z0-9](50)		Recipient city	
recipientCountry	string	[A-Z] (2)	X	Recipient country code	Cf. 4.3. LIST OF COUNTRY CODES
injectionSite	string	[a-zA-Z0-9](3)		Injection site	Trigram of the agency Chronopost where the parcel entered the network
weight	float	[0-9](5)		Weight of the parcel in Kg	Example : 25.55
dateBegin	dateTime	YYYY-MM-DDTHH:MM:SS	X	Date and time of first slot to be displayed : 08:00:00	If this date is less than or equal to the current date, it is ignored and replaced by the current date + 1
dateEnd	dateTime	YYYY-MM-DDTHH:MM:SS	X	Date and time of last slot to be displayed : 22:00:00	If this date is greater than D + 14, this date is ignored and replaced by D + 14
shipperDeliverySlotClosed	dateTime	YYYY-MM-DDTHH:MM:SS / YYYY-MM-DDTHH:MM:SS		Days and slots closed	Table of closing slots, if a slot is not in the right format it is not kept
currency	string	[a-zA-Z] (3)		Currency	EUR by default
rateN1	string	number format		Price to display for tariff level 1	
rateN2	string	number format		Price to display for tariff level 2	
rateN3	string	number format		Price to display for tariff level 3	
rateN4	string	number format		Price to display for tariff level 4	
rateLevelsNotShow	string	[N1]		Tariff level	
slotType	string	[J S]]		Type of slot requested J : only "Day" slots are returned S : only "Evening" slots are returned Empty parameter: all slots are returned	

The request structure continues on the next page...





Request structure (next) :

XML element	XSD type	XSD format	Manadatory	Description	Comments
isDeliveryDate	boolean	[true false]		Service start date	Possible values true : dateBegin is considered the earliest delivery date of the parcel. The first proposed slot is immediately after that date false : dateBegin parameter is considered to be the earliest delivery date of the parcel. The first proposed slot is positioned at start date + lead time (D+1 on working day)

2.5.2.b. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
code	int		Error code	
message	string		Error message	
meshCode	string		Mesh code, recipient zip code	Cf. 4.4.4. ERROR CODES Value to be used to confirm the reservation of the slot, 2.5.3.a. 'confirmDeliverySlotV2' service
transactionID	string		Unique transaction identifier	
slotList	structure		List of slots	Cf. Table below

slotList structure :

XML element	XSD type	XSD format	Description	Comments
deliverySlotCode	string		Slot identifier	Value to be used to confirm the reservation of the slot, 2.5.3.a. 'confirmDeliverySlotV2' service
deliveryDate	string	YYYY-MM-DDTHH:MM:SS	Slot date	
dayOfWeek	int	[1-7](1)	Day of week, 1=Monday, 2=Saturday, ..., 7=Sunday	
startHour	int	[0-9](2)	Start hour of slot	
startMinutes	int	[0-9](2)	Start minute of slot	
endHour	int	[0-9](2)	End hour of slot	
endMinutes	int	[0-9](2)	End minute of slot	
tariffLevel	string	[N1 N2 N3 N4]	Slot tariff level	
status	string	[O F]	Slot status F : closed O : opened	
note	int	[0-9](1)	Slot qualification slot 0 : closed or full slot 1 : complicated slot to produce 2 : not attractive slot 3 : medium slot 4 : strong slot 5 : extremely attractive slot	
incentiveFlag	boolean	[true false]	Is the incentive active or not in the slot?	
rawRank	int		Position of the slot in relation to other slots	Position of the slot relative to other slots, whether open or closed. Sorted on this value, it facilitates the display in chronological order by the caller
rank	int		Slot position among open slots	Value to be used to confirm the reservation of the slot, 2.5.3.a. 'confirmDeliverySlotV2' service





2.5.3. The service 'confirmDeliverySlotV2'

This service allows you to confirm a delivery slot previously selected by 'searchDeliverySlot' service.

2.5.3.a. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
password	string	[0-9](6)	X	Password associated with 'accountNumber' variable	
accountNumber	int	[0-9](8)	X	Account number contracted with Chronopost	
callerTool	string	[a-zA-Z0-9](6)	X	Caller tool	RDVWS value by default
productType	string	[a-zA-Z0-9](12)	X	Product type RDV : for normal PRECISE FRESH : for positive cold shipments FREEZE : for negative cold shipments	
codeSlot	string		X	Slot identifier	Retrieved value of searchDeliverySlot response 2.5.2.b., 'deliverySlotCode' variable
meshCode	string		X	Mesh code, recipient zip code	Retrieved value of searchDeliverySlot response 2.5.2.b.
transactionID	string		X	Transaction identifier	
rank	string		X	Rank of selected slot	
position	string			Selected slot display position	
dateSelected	string	YYYY-MM-DD	X	Date of selected slot	Retrieved value of searchDeliverySlot response 2.5.2.b., 'deliveryDate' variable

2.5.3.b. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
code	int		Error code	Cf. 4.4.5. ERROR CODES
message	string		Error message	
productCode	string	[a-zA-Z0-9](1-2)	Slot product code	
serviceCode	string	[0-9](3)	Slot service code	
asCode	string		Slot as code	Variables generated only for PRECISE DIMANCHE, SHOP 2 SHOP France or Europe, MED 13H 2/8C° and MED 13H 15/25C° products

2.5.4. The weekly suggested slot page

The weekly page is based on the slot suggestion service and provides some additional features :

- language support for interface construction, English and French
- display of sales prices to the final customer
- integration with a calling page: url back if ok and url back if abandon

Price display management (Tariff N1 to Tariff N4).

It is necessary to differentiate the proposed selling prices for transport from the merchant site to the final customer (it will be called Customer Selling Price) and the carrier selling price, which applies in invoicing the shipment by Chronopost to the merchant site.

The functionalities proposed here are intended to give the merchant site the hand so that it can freely animate the pricing policy it wishes for its final customers.

The 4 price levels that the caller indicates in the call parameters of the page are those that will be displayed on the weekly page.





To better understand the values to be implemented, you can use the interface <http://www.chronopost.fr/rdv/> and see the link obtained in finality.

The '**Identifiant**' variable is an authentication key calculated according to the account number contracted with Chronopost. This variable is supplied on request by the Chronopost IT.

Example :

<http://www.chronopost.fr/rdv/sandwich.htm?login=xH09bgd500kL4eQq%2FrhzMQ%3D%3D&productType=RDV&shipperAdress1=&shipperAdress2=&shipperZipCode=92220&shipperCity=&shipperCountry=FR&recipientAdress1=&recipientAdress2=&recipientZipCode=75001&recipientCity=&recipientCountry=FR&dateBegin=2016-07-22&creneauOff=&creneauOff=&injectLocation=31999&weight=&dateMax=&showRates=Oui¤cy=%E2%82%AC&rateN1=10%2C00&rateN2=15%2C00&rateN3=17%2C00&rateN4=17%2C15&rateLevelsNotShow=&lang=en&urlValidated=http%3A%2F%2Fwww.chronopost.fr%2F%2Frdv%2Fconfirm.jsp&urlCancel=http%3A%2F%2Fwww.chronopost.fr%2F%2Frdv%2FisDeliveryDate=false&slotType=&withAsCode=>

Select a date and a time slot :

Next week >

April 2020

	Monday 6 April	Tuesday 7 April	Wednesday 8 April	Thursday 9 April	Friday 10 April	Tuesday 14 April	Wednesday 15 April
8am - 10am	17.15 € eco	17.15 € eco	17.15 € eco	17.15 € eco	17.15 € eco	17.15 € eco	17.15 € eco
9am - 11am	17.00 € eco	17.00 € eco	17.00 € eco	17.00 € eco	17.00 € eco	17.00 € eco	17.00 € eco
10am - 0pm	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €
11am - 1pm	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €
0pm - 2pm	15.00 €	15.00 €	15.00 €	15.00 €	15.00 €	15.00 €	15.00 €
1pm - 3pm	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €
2pm - 4pm	10.00 €	15.00 €	17.00 €	10.00 €	15.00 €	15.00 €	17.00 €
3pm - 5pm	10.00 €	15.00 €	17.00 €	17.15 €	10.00 €	15.00 €	17.00 €
4pm - 6pm	17.15 €	10.00 €	15.00 €	17.00 €	17.00 €	10.00 €	15.00 €
6pm - 8pm	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €
7pm - 9pm	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €
8pm - 10pm	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €	10.00 €



Indicates that a delivery is already in your neighborhood.

Cancel

Validate



2.6. THE SERVICES OF THE PARCEL TRACKING (TrackingService)



2.6.1. Presentation

Chronopost offers a variety of services to obtain parcel tracking, as well as services to retrieve Proof of Delivery (POD) parcels.

Name	trackXX series, searchPODXX series, cancelSkybill
Namespace	http://cxf.tracking.soap.chronopost.fr
Port	TrackingServiceWS
URL	Production : https://ws.chronopost.fr/tracking-cxf/TrackingServiceWS Development : https://ws.chronopost.fr/tracking-cxf/TrackingServiceWS
WSDL	Production : https://ws.chronopost.fr/tracking-cxf/TrackingServiceWS?wsdl Development : https://ws.chronopost.fr/tracking-cxf/TrackingServiceWS?wsdl
Protocole	SOAP
Style	Document
Transport	SOAP over http
Operation	trackXX : allows tracking of a parcel, or multiple parcels, over a defined range of dates searchPODXX : retrieves a parcel's Proof of Delivery (POD) when available, by tracking number or shipper reference cancelSkybill : cancels a previously generated skybill
Requests examples	trackSearch trackSkybillV2 searchPOD cancelSkybill
Responses examples	trackSearchResponse trackSkybillV2Response searchPODResponse cancelSkybillResponse

The characters XX correspond to the different versions of each service.

2.6.2. The services of the 'searchPOD' series

The 'searchPOD' service retrieves a parcel's proof of delivery by its tracking number, and the 'searchPODWithSenderRef' service retrieves the proof of delivery by a shipper reference.

2.6.2.a. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
accountNumber	int	[0-9](8)	X	Account number contracted with Chronopost	
password	string	[0-9](6)	X	Password associated with 'accountNumber' variable	
language	string	[a-zA-Z](2)_[a-zA-Z](2)	X	Language of event messages	Values fr_FR : french en_GB : english
pdf	boolean		X	Indicates if a PDF file should be generated	
skybillNumber	string	[a-zA-Z0-9]*	X	Skybill number	Only for 'searchPOD' service
sendersRef	string	[a-zA-Z0-9]*	X	Shipper reference	Only for 'searchPODWithSenderRef' service





2.6.2.b. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	
errorMessage	string		Error message	
formatPOD	string	[PDF JPG PNG]	Proof of Delivery format	
pod	base64Binary		Contents in base64 of Proof of Delivery	
podPresente	boolean	[true false]	Indicates if Proof of Delivery is available	If yes, the 'statusCode' variable is 5
statusCode	int		Indicates the reason for absence of Proof of Delivery	1 : ineligible, for which the signature of the recipient is not required. 2 : no signature/waybill, Proof of Delivery is not available online for this shipment 3 : image not yet available, Proof of Delivery is available within one working day after delivery of the parcel 5 : Proof of Delivery available
skybillNumber	string		Skybill number	Only for 'searchPODWithSenderRef' service

2.6.2.c. GET service :

'searchPOD' services are available in GET.
Here are two examples :

[https://ws.chronopost.fr/tracking-cxf/TrackingServiceWS/searchPOD?accountNumber=\[accountnumber\]&password=\[password\]&language=en_GB&skybillNumber=XY9999999999FR&pdf=true](https://ws.chronopost.fr/tracking-cxf/TrackingServiceWS/searchPOD?accountNumber=[accountnumber]&password=[password]&language=en_GB&skybillNumber=XY9999999999FR&pdf=true)

[https://ws.chronopost.fr/tracking-cxf/TrackingServiceWS/searchPODWithSenderRef?accountNumber=\[accountnumber\]&password=\[password\]&language=en_GB&sendersRef=\[SENDERREF\]&pdf=false](https://ws.chronopost.fr/tracking-cxf/TrackingServiceWS/searchPODWithSenderRef?accountNumber=[accountnumber]&password=[password]&language=en_GB&sendersRef=[SENDERREF]&pdf=false)

The account number contracted with Chronopost associated with the password must be entered in the URL.





2.6.3. The services of the 'track' series

The **'trackSearch'** service is used to track multiple parcels over a defined period of time, the **'trackSkybillV2'** service is used to track a single parcel, and the **'trackWithSenderRef'** service is used to track a parcel based on a shipper reference.

2.6.3.a. The service 'trackSearch' :

2.6.3.a1. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
accountNumber	int	[0-9](8)	X	Account number contracted with Chronopost	
password	string	[0-9](6)	X	Password associated with 'accountNumber' variable	
language	string	[a-zA-Z](2)_[a-zA-Z](2)	X	Language of event messages	Values fr_FR : french en_GB : english
consigneesCountry	string	[0-9](2)		Recipient country code	Cf. 4.3. LIST OF COUNTRY CODES
consigneesRef	string	[a-zA-Z0-9]*		Recipient reference	
consigneesZipCode	string	[a-zA-Z0-9](0,9)		Recipient zip code	Cf. 4.3. ZIP CODES FORMAT
dateDeposit	string	DD/MM/YYYY	X	Start date of the search	
dateEndDeposit	string	DD/MM/YYYY	X	End date of the search	
parcelState	string	[ANY NONDISTRIBUES DISTRIBUES INTERNATIONAL INSTANCE INCIDENT]	X	Status of shipment following request	ANY : whatever the state NONDISTRIBUES : parcel not distributed DISTRIBUES : parcel distributed INTERNATIONAL : shipments abroad INSTANCE : instance parcel INCIDENT : incident parcel
sendersRef	string	[a-zA-Z0-9]*		Shipper reference	
serviceCode	string	[0-9](3)	X	Sub-account number	ALL : all sub-accounts related to the account





2.6.3.a2. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	
errorMessage	string		Error message	
listInfosPOD	structure		Structure present if positive research	Cf. Table below

listInfosPOD structure :

XML element	XSD type	XSD format	Description	Comments
dateDeposit	string	DD/MM/YYYY	Date of departure of the parcel	
depositCountry	string		Shipper country code	
depositZipCode	string		Shipper zip code	
objectType	string			Variable reserved for Chronopost
recipientCity	string		Recipient city	
recipientCountry	string		Recipient country code	
recipientName	string		Recipient company name	
recipientRef	string		Recipient reference	
recipientZipCode	string		Recipient zip code	
shipperCity	string		Shipper city	
shipperRef	string		Shipper reference	
shipperZipCode	string		Shipper zip code	
skybillNumber	string		Skybill number	
significantEvent	structure			Cf. Table below

significantEvent structure :

XML element	XSD type	XSD format	Description	Comments
code	string	[DC].....[AN]	Parcel Event Code	Cf. 4.2. LIST OF EVENT CODES
eventDate	dateTime	YYYY-MM-DDTHH:MM:SS	Date of last event	
eventLabel	string		title of last event	
highPriority	boolean	[true false]	Event flag that reflects parcel status	
NPC	string		Chronopost accounting item number	
officeLabel	string		Name of the delivery agency Chronopost	
zipCode	string		Zip code of the delivery agency Chronopost	





2.6.3.b. The service 'trackSkybillV2' :

2.6.3.b1. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
language	string	[a-zA-Z](2)_[a-zA-Z](2)	X	Language of event messages	Values fr_FR : french en_GB : english It_IT : italian es_ES : spanish de_DE : german nl_NL : dutch pt_PT : portuguese
skybillNumber	string	[a-zA-Z0-9]*	X	Skybill number	

2.6.3.b2. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	
errorMessage	string		Error message	
listEventInfoComp	structure		Structure with details of events	Cf. Table below

listEventInfoComp structure :

XML element	XSD type	XSD format	Description	Comments
skybillNumber	string		Skybill number	
events	structure		Structure with details of events This structure can be duplicated as many times as there will be events	Cf. Table below

events structure :

XML element	XSD type	XSD format	Description	Comments
code	string	[DC].....[AN]	Parcel event code	Cf. 4.2. LIST OF EVENT CODES
eventDate	dateTime	YYYY-MM-DDTHH:MM:SS	Date of last event	
eventLabel	string		Title of last event	
highPriority	boolean	[true false]	Event flag that reflects parcel status	The event at 'true' is the last of the list
NPC	string		Chronopost accounting item number	
officeLabel	string		Name of the delivery agency Chronopost	
zipCode	string		Zip code of the delivery agency Chronopost	
infoCompList	structure		Additional information related to the event	Cf. Table below

infoCompList structure :

XML element	XSD type	XSD format	Description	Comments
name	string		Type of additional information	
value	string		Value of additional information	





[2.6.3.c. The service 'trackWithSenderRef' :](#)

[2.6.3.c1. Request structure :](#)

XML element	XSD type	XSD format	Mandatory	Description	Comments
accountNumber	int	[0-9](8)	X	Account number contracted with Chronopost	
password	string	[0-9](6)	X	Password associated with 'accountNumber' variable	
language	string	[a-zA-Z](2)_[a-zA-Z](2)	X	Language of event messages	Values fr_FR : french en_GB : english
sendersRef	string	[a-zA-Z0-9]*	X	Shipper reference	

[2.6.3.c2. Response detailed structure :](#)

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	
errorMessage	string		Error message	
listParcel	structure		Structure with details of events	Cf. Table below

[listParcel structure :](#)

XML element	XSD type	XSD format	Description	Comments
skybillNumber	string		Skybill number	
events	structure		Structure with details of events	Cf. Table below

[events structure :](#)

XML element	XSD type	XSD format	Description	Comments
code	string	[DC].....[AN]	Parcel event code	Cf. 4.2. LIST OF EVENT CODES
eventDate	dateTime	YYYY-MM-DDTHH:MM:SS	Date of last event	
eventLabel	string		Title of last event	
highPriority	boolean	[true false]	Event flag that reflects parcel status	The event at 'true' is the last of the list
NPC	string		Chronopost accounting item number	
officeLabel	string		Name of the delivery agency Chronopost	
zipCode	string		Zip code of the delivery agency Chronopost	





2.6.3.d. Parcel tracking URL's :

Chronopost provides 3 Urls of parcel tracking:

- A parcel tracking URL that is available in 7 languages (FR, DE, ES, GB, IT, NL and PT), you can enter one or more parcel numbers (separated by ';')

http://www.chronopost.fr/tracking-no-cms/suivi-page?listeNumerosLT=XU999999999FR&langue=fr_FR

- A tracking URL based on a recipient reference, in our example **ABCDEF ABCDEF** :

http://suivi.chronopost.fr/servletExpedition?refDestinataire=ABCDEF%20ABCDEF&langue=fr_FR&key=xxxxxxxxxxxxxxxxxxxx

- A tracking URL based on a shipper reference, in our example **ABCDEF** :

http://suivi.chronopost.fr/servletExpedition?refExpeditEUR=ABCDEF&langue=fr_FR&key=xxxxxxxxxxxxxxxxxxxx

The check digit(key), xxxxxxxxxxxxxxxxxxxx, is calculated according to the Chronopost contract. This key is unique by contract.

2.6.4. The service 'cancelSkybill'

The 'cancelSkybill' service allows you to cancel a parcel in the Chronopost IT.

Cancellation is possible about 10 minutes after the creation of the skybill by a shipping service.

2.6.4.a. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
accountNumber	int	[0-9](8)	X	Account number contracted with Chronopost	
password	string	[0-9](6)	X	Password associated with 'accountNumber' variable	
language	string	[a-zA-Z](2)_[a-zA-Z](2)		Language of event messages	Values fr_FR : french en_GB : english
skybillNumber	string	[a-zA-Z0-9]*	X	Skybill number	

2.6.4.b. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	Possible values : 0 : cancellation made 1 : a system error has occurred 2 : the parcel does not match the contract entered in 'accountNumber' variable of the request 3 : the parcel is not yet integrated into the Chronopost IT, or parcels already supported by Chronopost
errorMessage	string		Error message	
statusCode	int			

2.6.4.c. GET service :

The 'cancelSkybill' service is available in GET.

Here is an example :

[https://ws.chronopost.fr/tracking-cxf/TrackingServiceWS/cancelSkybill?accountNumber=\[accountNumber\]&password=\[password\]&skybillNumber=\[NUMERODECOLIS\]&langue=fr_FR](https://ws.chronopost.fr/tracking-cxf/TrackingServiceWS/cancelSkybill?accountNumber=[accountNumber]&password=[password]&skybillNumber=[NUMERODECOLIS]&langue=fr_FR)

The account number contracted with Chronopost associated with the password must be entered in the URL.





2.7. THE SERVICES OF THE 'CALCULATE' SERIES AND 'QUICKCOST' SERVICE (QuickcostService)

2.7.1. Presentation

Chronopost offers various services to calculate delivery times, as well as to calculate the price of a shipment.

Name	calculateXX series, quickCost
Namespace	http://cxf.quickcost.soap.chronopost.fr
Port	QuickcostServiceWS
URL	Production : https://ws.chronopost.fr/quickcost-cxf/QuickcostServiceWS Development : https://ws.chronopost.fr/quickcost-cxf/QuickcostServiceWS
WSDL	Production : https://ws.chronopost.fr/quickcost-cxf/QuickcostServiceWS?wsdl Development : https://ws.chronopost.fr/quickcost-cxf/QuickcostServiceWS?wsdl
Protocole	SOAP
Style	Document
Transport	SOAP over http
Operation	calculateDeliveryTime : calculates the delivery time according to different criteria calculateProducts : provides possible delivery services to a zip code quickCost : calculates the price of a shipment
Requests examples	calculateDeliveryTime calculateProducts quickCost
Responses examples	calculateDeliveryTimeResponse calculateProductsResponse quickCostResponse

The characters XX correspond to the different versions of each service.

2.7.2. The service 'calculateDeliveryTime'

The '**calculateDeliveryTime**' service calculates the delivery time according to:

- of the place of departure
- of the place of delivery
- of the delivery service requested
- date of shipment of the parcel

2.7.2.a. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
depCountryCode	string	[A-Z](2)	X	Shipper country code	Cf. 4.3. LIST OF COUNTRY CODES
depZipCode	string	[0-9](5)	X	Shipper zip code	Cf. 4.3. ZIP CODES FORMAT
arrCountryCode	string	[A-Z](2)	X	Recipient country code	Cf. 4.3. LIST OF COUNTRY CODES
arrZipCode	string	[A-Z](2)	X	Recipient zip code	Cf. 4.3. ZIP CODES FORMAT
arrCity	string	[a-zA-Z0-9](0,50)		Recipient city	
productCode	string	[a-zA-Z0-9](1-2)	X	Delivery product code	Cf. 4.1. LIST OF PRODUCT CODES
type	string	[M D]	X	Type of parcel M : Good D : Document	
service	string	[0 6]	X	Delivery day 0 : no delivery on saturday 1 : delivery monday 6 : delivery saturday	
shippingDate	dateTime	DD/MM/YYYY		Shipping date	



2.7.2.b. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	
errorMessage	string		Error message	
date	dateTime	YYYY-MM-DDTHH:MM:SS	Estimated delivery date and maximum delivery time	Ex. : <date>2020-07-17T23:59:00+01:00</date>, the parcel will be delivered on july 17, 2020 during the day

2.7.2.c. GET service :

The 'calculateDeliveryTime' service is available in GET.
Here is an example :

<https://ws.chronopost.fr//quickcost-cxf/QuickcostServiceWS/calculateDeliveryTime?depCountryCode=FR&depZipCode=75012&arrCountryCode=FR&arrZipCode=28500&arrCity=VERNOUILLET&productCode=1&type=D&shippingDate=01/03/2020>

2.7.3. The service 'calculateProducts'

The 'calculatedProducts' service provides possible delivery services to a zip code.
The answer allows to offer only services opened by Chronopost, without prior filter.

2.7.3.a. Request structure :

Élément XML	Type XSD	Format XSD	Obligatoire	Description	Commentaires
accountNumber	int	[0-9](8)	X	Account number contracted with Chronopost	
password	string	[0-9](6)	X	Password associated with 'accountNumber' variable	
depCountryCode	string	[A-Z](2)	X	Shipper country code	Cf. 4.3. LIST OF COUNTRY CODES
depZipCode	string	[0-9](5)	X	Shipper zip code	Cf. 4.3. ZIP CODES FORMAT
arrCountryCode	string	[A-Z](2)	X	Recipient country code	Cf. 4.3. LIST OF COUNTRY CODES
arrZipCode	string	[A-Z](2)	X	Recipient zip code	Cf. 4.3. ZIP CODES FORMAT
type	string	[M D]	X	Type of parcel M : Good D : Document	
weight	float	[0-9](5)	X	Weight of parcel in kilograms	Example : 25.55

2.7.3.b. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	
errorMessage	string		Error message	
productList	structure		List of prices by product code This structure is duplicated as many times as there will be different products	Cf. Table below





productList structure :

XML element	XSD type	XSD format	Description	Comments
amount	float		Amount excluding tax of the parcel according to the weight entered	
amountTTC	float		Total amount of the parcel according to the weight entered	
amountTVA	float		Amount of VAT of the parcel according to the weight entered	
productCode	string		Delivery product codes found	Cf. 4.1. LIST OF PRODUCT CODES

2.7.3.c. GET service :

The 'calculateProducts' service is available in GET.
Here is an example :

[https://ws.chronopost.fr/quickcost-cxf/QuickcostServiceWS/calculateProducts?accountNumber=\[accountNumber\]&password=\[password\]&depCountryCode=FR&depZipCode=75012&arrCountryCode=BE&arrZipCode=1000&arrCity=Bruxelles&type=M&weight=12&height=12&length=13&width=12&shippingDate=01/03/2020](https://ws.chronopost.fr/quickcost-cxf/QuickcostServiceWS/calculateProducts?accountNumber=[accountNumber]&password=[password]&depCountryCode=FR&depZipCode=75012&arrCountryCode=BE&arrZipCode=1000&arrCity=Bruxelles&type=M&weight=12&height=12&length=13&width=12&shippingDate=01/03/2020)

The account number contracted with Chronopost associated with the password must be entered in the URL.

2.7.4. The service 'quickCost'

The 'quickCost' service allows you to calculate the price of a shipment according to different criteria.

2.7.4.a. Request structure :

XML element	XSD type	XSD format	Mandatory	Description	Comments
accountNumber	int	[0-9](8)	X	Account number contracted with Chronopost	
password	string	[0-9](6)	X	Password associated with 'accountNumber' variable	
depCode	string	[a-zA-Z0-9] (5 2)	X	Shipper zip code or country code	Cf. 4.3. LIST OF COUNTRY CODES
arrCode	string	[a-zA-Z0-9] (5 2)	X	Recipient zip code or country code	Cf. 4.3. LIST OF COUNTRY CODES
weight	float	[0-9](5)	X	Weight of parcel in kilograms	Example : 25.55
productCode	string	[a-zA-Z0-9](1-2)	X	Delivery product code	Cf. 4.1. LIST OF PRODUCT CODES
type	string	[M D]	X	Type of parcel M : Good D : Document	

2.7.4.b. Response detailed structure :

XML element	XSD type	XSD format	Description	Comments
errorCode	int		Error code	Cf. 4.4.7. ERRORS CODES
errorMessage	string		Error message	
amount	float		Amount excluding tax of the parcel according to the weight entered	
amountTTC	float		Total amount of the parcel according to the weight entered	
amountTVA	float		Amount of VAT of the parcel according to the weight entered	
zone	string		Pricing zone related to the country of delivery	
service	structure		List of shipping supplements	Cf. Table below
assurance	structure		Amount of insurance related to shipment	Cf. Second table below



'service' structure :

XML element	XSD type	XSD format	Description	Comments
amount	float		Amount excluding tax of supplement found	
amountTTC	float		Total amount of supplement found	
amountTVA	float		Amount of VAT found supplement	
codeService	string		Codes of the found supplement	
label	string		Title of the found supplement	

'assurance' structure :

XML element	XSD type	XSD format	Description	Comments
plafond	float		Maximum amount of insurance	
taux	float		Rate of the insurance	

2.7.4.c. GET service :

The '**quickCost**' service is available in GET.
Here is an example :

[https://ws.chronopost.fr/quickcost-cxf/QuickcostServiceWS/quickCost?accountNumber=\[accountNumber\]&password=\[password\]&depCode=28500&arrCode=75001&weight=1&productCode=1&type=M](https://ws.chronopost.fr/quickcost-cxf/QuickcostServiceWS/quickCost?accountNumber=[accountNumber]&password=[password]&depCode=28500&arrCode=75001&weight=1&productCode=1&type=M)

The account number contracted with Chronopost associated with the password must be entered in the URL.





2.8. END OF DAY SUMMARY



There is no method to generate an end of day listing. The customer must edit this document by his own means, based on the template below for example.

The end of day listing summarizes all shipments completed over one day.

SUMMARY STATEMENT

DATE : 27/03/2020

CUSTOMER :

ACCOUNT NUMBER : 99999999

SUB-ACCOUNT NUMBER : 999

NAME : Customer name
 ADDRESS : Customer address
 CITY : Customer city
 ZIP CODE : Customer zip code
 COUNTRY : Customer country name
 PHONE : Customer phone number



DETAILS OF NATIONAL SHIPMENTS :

SKYBILL NUMBER	SHIPPER REF.	RECIPIENT REF.	PRODUCT	WEIGHT	RECIPIENT NAME	NAME AND FIRST NAME	POSTCODE	CITY	COUNTRY	SAT.	ABRU.	REP.
X099999999FR	ABCEFGHIJKLMNOP	ABCEFGHIJKLMNOP	CHRONO 13H	6.55	RECIPIENT NAME	M. JEAN BORDE	31000	TOULOUSE	FRANCE			
X099999999FR	ABCEFGHIJKLMNOP	ABCEFGHIJKLMNOP	CHRONO 13H	0	RECIPIENT NAME	M. JEAN BORDE	31000	TOULOUSE	FRANCE			
X099999999EE	123456789012345	123456789012345	CHRONO 10H	11	RECIPIENT NAME	M. BRUNO MIGUEL	33100	BORDEAUX	FRANCE	X		
X099999999AA	A1B2C3D4E5F6G7H	A1B2C3D4E5F6G7H	CHRONO REP	6.7	RECIPIENT NAME	MRS MARTINE ROBIN	75014	PARIS	FRANCE			599.00
X099999999JB	IJ2K3L4M5N6P7Q8	IJ2K3L4M5N6P7Q8	CHRONO 18H	6.86	RECIPIENT NAME	M. PHILIPPE GRIVOCZ	69001	LYON	FRANCE	X	750.00	
X099999999FR	ABCEFGHIJKLMNOP	8858R	RELAY 13H	3.4	NAO PRESSE	M. DAMIEN MARCHAND	63000	CLERMONT FERRAND	FRANCE			

DETAILS OF INTERNATIONAL SHIPMENTS :

SKYBILL NUMBER	SHIPPER REF.	RECIPIENT REF.	PRODUCT	WEIGHT	RECIPIENT NAME	NAME AND FIRST NAME	POSTCODE	CITY	COUNTRY	SAT.	ABRU.	REP.
X099999999LF	ABCEFGHIJKLMNOP	ABCEFGHIJKLMNOP	CLASSIC	4.6	RECIPIENT NAME	M. CHRISTOPHE JEBO	20019	MILAN	ITALY			
X099999999FR	123456789012345	123456789012345	EXPRESS	2	RECIPIENT NAME	M. JICORO KAWO	100-000	TOKYO	JAPAN			

SUMMARY :

DESTINATION	NUMBER OF PARCEL	WEIGHT (kg)
NATIONAL	6	27.51
INTERNATIONAL	2	6.6
TOTAL	8	34.11

Customer signature

Chronopost driver signature

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METHODOLOGY





3.1. DESCRIPTION OF A SHIPMENT BtoB, BtoC, FOOD



Details of the recipient

It is essential that :

- The recipient's email is entered in the **<recipientEmail>** variable
- The recipient's mobile phone is entered in the **<recipientPhone>** variable
- In the case of a delivery to an individual, the recipient's name and first name is entered in **<recipientName>** variable
- In the case of a company delivery, the company name is entered in **<recipientName>** variable and the recipient name is entered in the **<recipientName2>** variable.



Delivery services

The delivery service is the one you have contracted with your Chronopost sales representative. Its value is indicated in **<productCode>** variable.

Saturday delivery is possible for all parcels delivered on friday, for delivery in France. Its value is indicated in the **<service>** variable. The possible values are '6' for a saturday delivery, or '0' by default for a weekday delivery.

For a shipment delivered by Chronopost Food, it is imperative that the expiration date be entered in the **<expirationDate>** variable. Any parcel with an expiration date that is not indicated or exceeded will not be delivered.

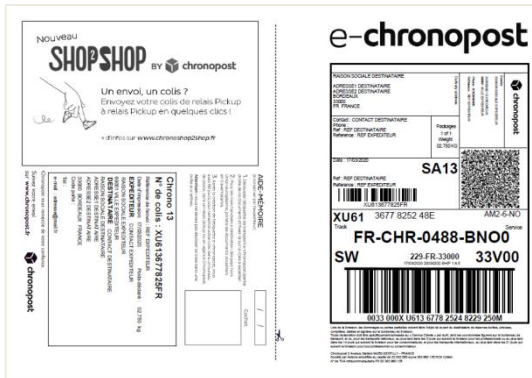


Label generation

We recommend using **«shippingMultiParcelV4»** service.

The mode of retrieving a label is customized in the **<mode>** variable, 'ZPL', 'THE', 'SPD', 'PDF' for example.

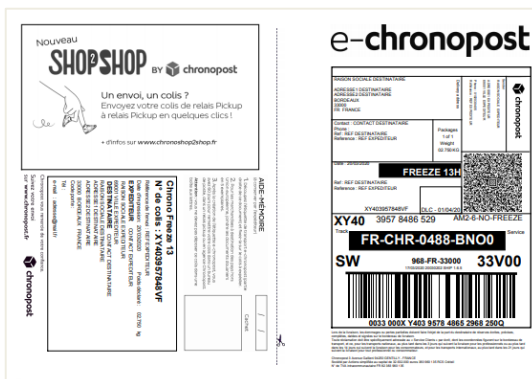
You can retrieve the label, coded base64, in the webservice response, in the **<pdfEtiquette>** variable. To do this, you must specify in the **<withReservation>** variable the value '0'. If you specify the value '1' or '2', you will get a **<reservationNumber>** variable containing a reservation number that will allow you to obtain the label stored at Chronopost, avoiding you, to store it at home until the time of printing.



Skybill PDF A4, Chrono 13H Saturday



Thermal label, Chrono 13H



Skybill PDF A4, Chrono FREEZE 13H



Thermal label, Chrono FRESH 13H



3.2. DESCRIPTION OF A SHIPMENT FOR A FRENCH OR EUROPE DELIVERY PICKUP POINT



Search for Pickup Points

The request for a Pickup Point, whether for national or international, is made using the **«recherchePointChronopostInter»** service.

In your request, you can retrieve the Pickup Points with or without the boxes. This is set in the **<type>** variable with different variables such as 'P', 'C'.

It is essential that in your request, you can indicate the address of the individual, so that the choice of Pickup Point is geographically located around his address.



Details of the recipient

In the **«shippingMultiParcelV4»** service, it is essential that :

- The recipient's email is entered in the **<recipientEmail>** variable
- The recipient's mobile phone is entered in the **<recipientPhone>** variable
- The Pickup Point identifier is entered in the **<idRelais>** variable
- The Pickup Point name is entered in the **<recipientName>** variable and that the delivery address be that of the Pickup Point to be delivered.
- The name of the person authorized to remove the parcel is indicated in the **<recipientName2>** variable.



Delivery services

The delivery service is the one you have contracted with your Chronopost sales representative. Its value is indicated in **<productCode>** variable.

Saturday delivery is possible for all parcels delivered on friday, for delivery in France. Its value is indicated in the **<service>** variable. The possible values are '6' for a saturday delivery, or '0' by default for a weekday delivery.

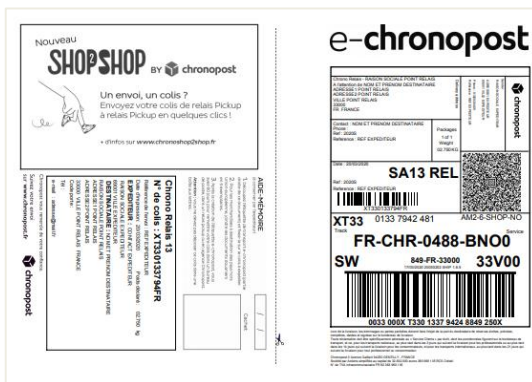


Label generation

We recommend using **«shippingMultiParcelV4»** service.

The mode of retrieving a label is customized in the **<mode>** variable, 'ZPL', 'THE', 'SPD', 'PDF' for example.

You can retrieve the label, coded base64, in the webservice response, in the **<pdfEtiquette>** variable. To do this, you must specify in the **<withReservation>** variable the value '0'. If you specify the value '1' or '2', you will get a **<reservationNumber>** variable containing a reservation number that will allow you to obtain the label stored at Chronopost, avoiding you, to store it at home until the time of printing.



Skybill PDF A4, Chrono RELAIS 13H Saturday



Thermal label, Chrono RELAIS EUROPE



3.3. DESCRIPTION OF A SHIPMENT SHOP 2 SHOP FRANCE OR EUROPE



Search for Pickup Points

The request for a Pickup Point, whether for national or international, is made using the **«recherchePointChronopostInter»** service. In your request, you can retrieve the Pickup Points with or without the boxes. This is set in the **<type>** variable with different variables such as 'P', 'C'. It is essential that in your request, you can indicate the address of the individual, so that the choice of Pickup Point is geographically located around his address.



Details of the recipient

In the **«shippingMultiParcelV4»** service, it is essential that :

- The Pickup Point name is entered in the **<recipientName>** variable and that the delivery address be that of the Pickup Point to be delivered.
- The name of the person authorized to remove the parcel is indicated in the **<recipientName2>** variable.
- The Pickup Point address is entered in the **<shipperAddress1>** and **<shipperAddress2>** variables
- The recipient's email is entered in the **<recipientEmail>** variable
- The recipient's mobile phone is entered in the **<recipientPhone>** variable
- The Pickup Point identifier is entered in the **<idRelais>** variable



Delivery services

The Shop2shop delivery service is obtained by filling in the **<productCode>** variable by '5E' or '5H' according to the product. Saturday delivery is possible for all parcels delivered on Friday, for delivery in France and Europe. Its value is indicated in the **<service>** variable :

- the values for France are '6' for a Saturday delivery, or '0' by default for a weekday delivery.
- the values for Europe are '346' for a Saturday delivery, or '345' for a week day delivery, and **<as>** variable must be set to 'A15'.



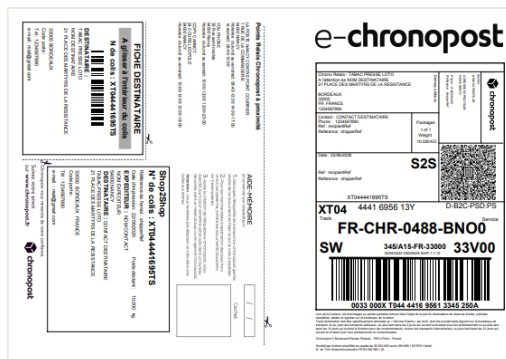
Label generation

We recommend using **«shippingMultiParcelV4»** service.

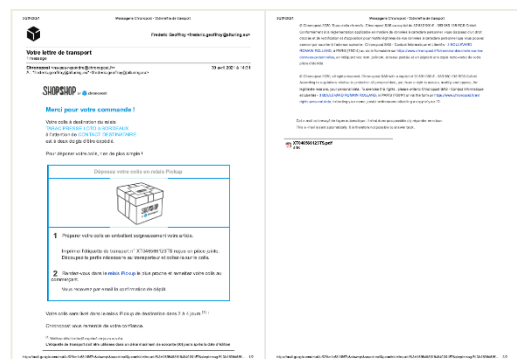
The mode for retrieving a label is customized in the **<mode>** variable by 'PPR|SLT|XML'.

You can retrieve the label, coded base64, in the webservice response, in the **<pdfEtiquette>** variable. To do this, you must specify in the **<withReservation>** variable the value '0'. If you specify the value '1' or '2', you will get a **<reservationNumber>** variable containing a reservation number that will allow you to obtain the label stored at Chronopost, avoiding you, to store it at home until the time of printing.

In order for the label to be sent directly by email, you will need to enter the value '4' in **<modeRetour>** variable. If you indicate '2', you will need to send the label with your tools (email, website).



Skybill PDF A4, Chrono SHOP 2 SHOP France with Pickup Point for shipment



Pre-formulated email SHOP 2 SHOP France received by shipper, skybill attached

3.4. DESCRIPTION OF A COLLECTION ON REQUEST FOR FRANCE OR EUROPE (ESD)



Specific constraints

The «**faisabilitéESD**» service allows you to check whether the collection on request is feasible or not.

It is essential that :

- **<shipperValue>** structure : you will need to enter the complete address of the collection on request
- **<retrievalDateTime>** variable : earliest date and time of collection on request
- **<closingDateTime>** variable : latest date and time of collection on request. The date must be the same as the date indicated in Date and Time of collection on request at the earliest.

With the service «**rechercherContraintesEnlevement**», you will receive for a zip code, a city and a country code requested, the minimum and maximum time at which the collection on request can be carried out and the minimum beat required thanks to the variables:

- **<battementEnHeure>** : minimum expected beat between min and max hour of collection on request. The person who will be removed from the parcel must be in possession of the label.
- **<hla>** : time limit at which a collection on request may be requested for the same day.
- **<hppt>** : earliest collection on request time
- **<hlp>** : latest collection on request time



Label generation

The «**shippingWithESDOnly**» service allows to request only one collection on request (ESD), without associating the transport labels. However, the parcels will have to be labelled and the labels will have to be generated with the «**shippingMultiParcelV4**» service.

It is essential that :

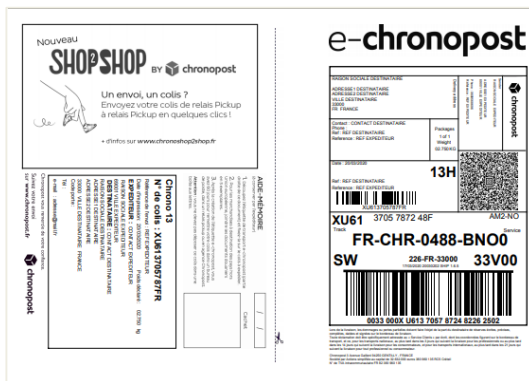
- **<esdValue>** structure : you will need to fill in the min and max collection on request times.
- **<shipperValue>** structure : the shipper address who will be the person at whom the collection on request will take place should be provided.

You will need to keep the following response variables in your system :

- **<ESDFullNumber>**9999999999</ESDFullNumber> : number confirming collection on request (ESD)
- **<pickupDate>**2020-03-01T22:00:00</pickupDate> : confirmation of date of collection on request (ESD)

The label can be sent directly to the individual by email, if you have entered his or her email address in the **<shipperEmail>** tag.

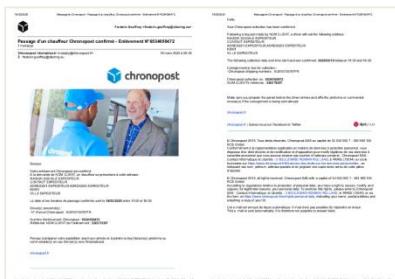
In order for the label to be sent directly by email, you will need to enter the value '1' in **<modeRetour>**. If you indicate '2', you will need to send the label with your tools (email, website).



Skybill PDF A4, Chrono 13H



Pre-formulated email ESD received by the person where the package is to be removed, skybill attached



Pre-formulated email ESD of confirmation in 2 languages

3.5. DESCRIPTION OF A SHIPMENT PRECISE (RDV)



Slot search

You can use the weekly page that Chronopost makes available, Cf. chapter 2.5.4.

But also the «[searchDeliverySlot](#)» service which allows the search of available slots for Precise products.

The parameters to be indicated in the request are: shipper address, recipient address, the start and end date of the calendar to be obtained.

When the slot has been selected by the user, you will need to keep the following information present in the slot reply. They will be used to confirm the reservation of the slot:

- <meshCode> : recipient zip code
- <deliverySlotCode> : delivery slot code
- <deliveryDate> : slot date
- <startHour> : slot start time
- <startMinutes> : slot start minute
- <endHour> : slot end time
- <endMinutes> : slot end minute
- <rank> : slot position among open slots
- <transactionID> : unique transaction identifier



Slot reservation

The reservation of the slot chosen by the consumer is possible by using the «confirmDeliverySlotV2» service.

To reserve a slot, you will need to fill in the information stored in the search for slots:

- `<codeSlot>` = `<deliverySlotCode>` in the response of the [«searchDeliverySlot»](#) service
- `<dateSelected>` = `<deliveryDate>` in the response of the [«searchDeliverySlot»](#) service
- `<meshCode>`
- `<transactionID>`
- `<rank>`

The service returns the values necessary for obtaining the label via the shipping service, like **<productCode>**, **<serviceCode>**, **<asCode>**.



Label generation

We recommend using «[shippingMultiParcelV4](#)» service.

You will need to enter the **<appointmentValue>** structure with the following values :

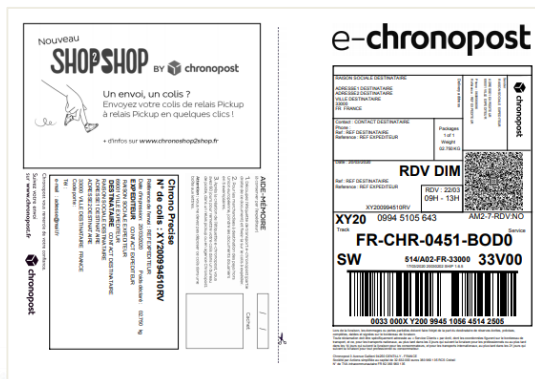
- **<timeSlotStartDate>** : start of reserved slot
- **<timeSlotEndDate>** : end of reserved slot
- **<timeSlotTariffLevel>** : value of slot tariff level

then in the **<skybillValue>** structure :

- **<productCode>**
- **<service>**
- **<as>**

The mode of retrieving a label is customized in the **<mode>** variable, 'ZPL', 'THE', 'SPD', 'PDF' for example.

You can retrieve the label, coded base64, in the webservice response, in the `<pdfEtiquette>` variable. To do this, you must specify in the `<withReservation>` variable the value '0'. If you specify the value '1' or '2', you will get a `<reservationNumber>` variable containing a reservation number that will allow you to obtain the label stored at Chronopost, avoiding you, to store it at home until the time of printing.



Skybill PDF A4, Chrono PRECISE Sunday



Thermal label, Chrono PRECISE 16h-18h



3.6. DESCRIPTION OF A FRENCH OR EUROPE RETURN



Not all Post Offices are equipped with automated machines. The services offered are available on the Post Office website, at : <https://www.laposte.fr/particulier/outils/trouver-un-bureau-de-poste>, then «Détails» of Post Office choosed, then «Services proposés».

Details of the recipient

Return parcels must be placed at Pickup Points, in France or in Europe.

It is essential that the name, address, email and mobile phone of the returning individual be indicated in the **<shipperValue>** structure. He becomes the shipper of the return parcel.

Label generation

We recommend using «**shippingMultiParcelV4**» service.

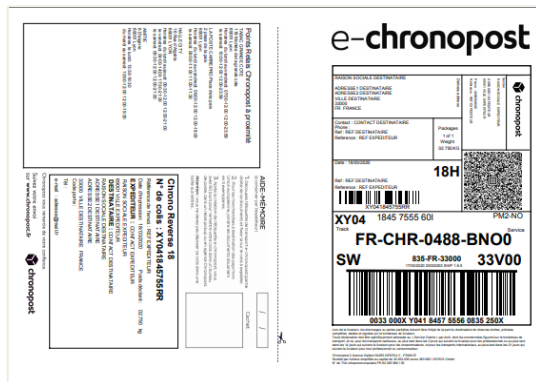
The mode for retrieving a label is customized in the **<mode>** tag.

You must use the 'PPR' parameter to create a PDF label. The left part of the label will indicate the list of Pickup Points close to the individual's home and will contain a part reserved for the proof of deposit that will be stamped by the Pickup Point and that will have to be kept by the individual.

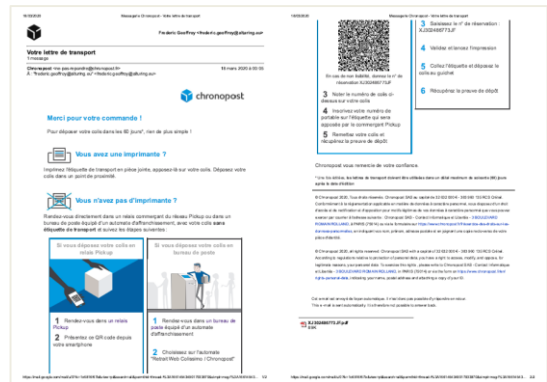
The label can be sent directly to the individual by email, if you have entered his email in the **<shipperEmail>** variable. For the label to be sent directly by email, you will need to enter the value '1' in **<modeRetour>** variable, if you specify '2', you will need to send the label with your tools (email, website), if you indicate '3', the individual will be able to print the label in a Post Office automated machine.

You will have to enter his mobile phone in **<shipperPhone>** and his email in **<shipperEmail>** so that he receives the code to be entered on the automated machine.

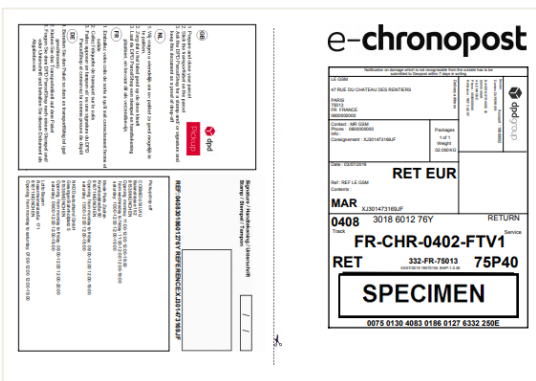
You can retrieve the label, coded base64, in the webservice response, in the **<pdfEtiquette>** variable. To do this, you must specify in the **<withReservation>** variable the value '0'. If you specify the value '1' or '2', you will get a **<reservationNumber>** variable containing a reservation number that will allow you to obtain the label stored at Chronopost, avoiding you, to store it at home until the time of printing.



Skylbill PDF A4, Chrono REVERSE 18H with Pickup Points for shipment



Pre-formulated email RETURN FRANCE received by the shipper, skylbill attached



Skylbill PDF A4, Chrono RETOUR EUROPE in 4 languages with Pickup Points for shipment



Pre-formulated email RETURN EUROPE received by the shipper, skylbill attached

APPENDICES





4.1. LIST OF CHRONOPOST PRODUCT CODES



PRODUCT CODES	DESCRIPTION
0	Chrono Retrait Bureau
01	Chrono 13H
02	Chrono 10H
09	Chrono REP and Chrono REP DOM (Express Return of Payment)
16	Chrono 18H
17	Chrono Express
20	Chrono Agenda
37	Chrono Premium
44	Chrono Classic (EEC countries by road)
49	Chrono Relais Europe
58	Chrono 13H BAL (held in Pickup Points and Post Office)
75	Chrono 8H
76	Chrono 9H
77	Chrono 12H
78	Chrono Temp° 13H
80	Chrono Relais 9H
86	Chrono Relais 13H
93	Chrono 13H Instance Poste
1F	Chrono 13H (Doorstep delivery)
1G	Chrono 18H (Doorstep delivery)
1K	Chrono Temp° 10H
1M	Chrono Marchandises Dangereuses 13H (Hazardous goods)
1N	Chrono Marchandises Dangereuses 18H (Hazardous goods)
1O	Chrono Swap 13H
1P	Chrono Swap 18H
1S	Chrono 13H Instance Agence (held in Chronopost Agency)
1T	Chrono 13H Instance Relais (held in Pickup Point)
1U	Chrono 10H sans instance Poste (No held in Post Office)
1V	Chrono 18H Instance Agence (held in Chronopost Agency)
1Y	Chrono 13H Livraison / Collecte (Delivery / Collection)
2A	Chrono 8H Médical
2B	Chrono 9H Médical
2E	Chrono Fresh Precise (Rendez-vous)
2F	Chrono Freeze Precise (Rendez-Vous)
2L	Chrono 18H (Letterbox delivery)
2M	Chrono 18H (Letterbox delivery, combined hold)
2O	Chrono Precise (Rendez-Vous)
2P	Chrono Fresh Same Day
2Q	Chrono Freeze Same Day





PRODUCT CODES	DESCRIPTION
2R	Chrono Fresh 13H
2S	Chrono Freeze 13H
3J	Chrono Zengo 13H
3K	Chrono Zengo Relais 13H
3S	Chrono Fret Dom
3T	Chrono Retour Europe
3X	Chrono Fresh 10H
3Y	Chrono Freeze 10H
3Z	Chrono 18H (Held in Pickup Point)
4I	Chrono Same Day
4P	Chrono Relais Dom
4Q	Chrono Direct
4R	Chrono Reverse 9H
4S	Chrono Reverse 10H
4T	Chrono Reverse 13H
4U	Chrono Reverse 18H
4V	Chrono Fresh 12H
4W	Chrono Freeze 12H
4X	Chrono Fresh Classic
5E	Chrono Shop 2 Shop France
5H	Chrono Shop 2 Shop Europe
5I	Chrono Medical 13H 15/25C° Controlled Temperature
5J	Chrono Medical 13H 2/8C° Controlled Temperature
8A	Chrono Medical 10H
8B	Chrono Medical 13H
8C	Chrono Medical 18H
8D	Chrono Medical 10H Thermosensible (Heat sensitive)
8E	Chrono Medical 13H Thermosensible (Heat sensitive)
8F	Chrono Medical 18H Thermosensible (Heat sensitive)
8G	Chrono Medical Marchandises Dangereuses 13H (Hazardous medical goods)
8H	Chrono Medical Marchandises Dangereuses 18H (Hazardous medical goods)
8I	Chrono Medical Marchandises Dangereuses 13H Thermosensible (Hazardous heat sensitive medical goods)
8J	Chrono Medical Marchandises Dangereuses 18H Thermosensible (Hazardous heat sensitive medical goods)





4.2. LIST OF CHRONOPOST EVENT CODES



EVENT CODES	DESCRIPTION
A	Agent scan
A1	Delivery postponed by 24hrs, parcels in transit agencies
A2	Delivery postponed by 24hrs, parcel in delivery agency
AB	Shipment left at local post office or Parcel shop
AC	Message sent
AN	Shipment cancelled by shipper
AP	Awaiting payment of taxes and duties
AR	To be done again
AS	Receive bags details
AT	Parcel in transit
AV	Held by customer service awaiting shipper's instructions
B	Left in mail box (P.O. Box)
BA	Bagging scan
BD	Shipment held for hygiene/police inspection
BL	Parcel stopped
BW	Delivery delayed due to bad weather
CA	Consignee has moved
CC	Colis to collect
CD	Customer service file closure
CL	Delivery instruction received
CO	Delivery failed, awaiting instructions for new delivery.
CP	Weight controled
CT	Registred delivery instruction
D	Delivered
D1	Delivered in mailboxes
D2	Delivered on the door
DB	Shipment handed over by shipper
DC	Shipment ready to be shipped
DD	Shipment delivered damaged
DE	Removal request made
DF	Pending, documents missing for customs clearance
DI	Delivery postponed by 24hrs
DO	Shipment held in customs
DP	Packaging unsuitable
DR	Shipment destroyed
DS	Delayed to to a strike in consignee's country
DT	Handed over to consignee's broker for customs clearance
DV	Shipment handed over by shipper to Chronopost
DY	Consignment Registered by the post office





EVENT CODES	DESCRIPTION
E	Released from customs
EA	Associated shipment
EC	Sorting done at departure depot
ED	Arrival at delivery location
EE	Arrival at outbound gateway
EI	Arrival at inbound gateway
EJ	Held in customs missing paperwork
ER	Shipment undeliverable held at customer service CRESA
F	Withdrawn from load
FA	Invoiced shipment
FD	Shipment misrouted
G	Arrival at inbound gateway
H	Status entry scan
HD	Shipment delayed due to late arrival at delivery location
I	Held at location or local post office
I1	Parcel in transit
I2	Delivery postponed by 24hrs
I9	Parcel with a manual processing
IA	Shipment held, afternoon deliveries not accepted by consignee
IN	Delivery location or premises not accessible
IP	Shipment left at local post office
IS	Shipment not due for saturday delivery, held at the station
IV	Held by customer service awaiting shipper's instructions
J	Consignment delivery in progress
K	Exchange of computer data
KC	Parcel damaged
L	Inbound linehaul scan
LC	Shipment downloaded from plane due to capacity problem
LR	Delivery delayed for technical reason
LT	Delayed delivery due to technical problems
LW	Connection cancelled because of bad weather
M	Held by customer service for investigations
MD	Available at retrieval point
N	Shipment not delivered
NA	Delivery failed, awaiting instructions for new delivery.
NN	Shipment sent under a new consignment number
O	Outbound linehaul scan
OD	Customer service file opening
P	Delivery failed due to the absence of the recipient
PA	Delivery failed, awaiting instructions for new delivery.
PC	Shipment picked up by driver





EVENT CODES	DESCRIPTION
PE	Sending supported by Chronopost at the sender
PH	Shipment scanned for Invoicing
PR	Shipment refused by consignee
PT	Shipment lost
Q	Shipment returned to sender
R	Shipment returned to sender
RA	Shipment misrouted by transit location
RB	Shipment left at receiver's disposal at local post office or Parcel shop
RC	Delivery failed, awaiting instructions for new delivery.
RG	Delivered to reception desk or caretaker
RI	Shipment collected by consignee at the post office
RL	Shipment undeliverable at Libourne missing receiver address
RO	Packaging unsuitable
RR	Shipment received opened
RT	Shipment misrouted
RV	Held by customer service awaiting shipper's instructions
S	Shipment on hold
SC	Sorted at departure location
SD	Sorted at delivery location
SE	Departure from outbound gateway
SF	Invoicing scan
SI	Departure from inbound gateway
SJ	Released from customs
SK	Awaiting for additional informations from you
SM	Recipient informed by SMS or email
SO	Assigned solution code
SR	Routing error identified and corrected
ST	Shipment cleared by customs, consignee to pay duties and tax
SV	Released from customer service
T	Arrival in depot
TA	Shipment out for delivery
TE	Phone Call
TI	Shipment arrived at the hub for sorting
TO	Shipment sorted out from hub
TS	Shipment in transit
TT	Shipment handed over to consignee's broker
U	Service achieved - Delivery runsheet available
UN	Shipment undeliverable
V	Weight controled
VC	Delivered without consignee's signature
VD	Delayed due to customs inspection





EVENT CODES	DESCRIPTION
VO	Shipment lost
W	Warehouse scan
WD	Delivered at a bad address and recovered
X	Shipment out for delivery
Y	Delivered
Z	Consignment left depot Customer Service Dept.
ZA	Delivery postponed by 24hrs
ZC	Delivery postponed by 24hrs
ZD	Parcel awaiting collection from recipient at chronopost depot
ZI	Delivery postponed by 24hrs
ZS	Delivery scheduled for next Monday
ZT	Delivery postponed by 24hrs





4.3. LIST OF COUNTRY CODES, ZIP CODES FORMAT, DELIVERY PRODUCTS



Parcel shipping times vary from 1 to 5 days depending on the destination and the delivery product chosen. They depend on the news that can be heard in each of these countries.

COUNTRY	CODE	ZIP CODE FORMAT	PRODUCTS CLASSIC	EXPRESS	COUNTRY	CODE	ZIP CODE FORMAT	PRODUCTS CLASSIC	EXPRESS
ACORES	AC	NNNNNNN		X	EGYPT	EG	NNNNN		X
AFGHANISTAN	AF	NNNN		X	EL SALVADOR	SV	NNNN		X
ALBANIA	AL	NNNN		X	EQUATORIAL GUINEA	GQ			X
ALGERIA	DZ	NNNNN		X	ERITREA	ER			X
AMERICAN SAMOA (ISLANDS)	AS	NNNNN		X	ESTONIA	EE	NNNNN	X	X
ANDORRA	AD	AANNN		X	ETHIOPIA	ET	NNNN		X
ANGOLA	AO	NNNNN		X	FAROE (ISLANDS)	FO	NNN		X
ANGUILLA	AI	AANNNN		X	FIJI	FJ			X
ANTIGUA AND BARBUDA	AG	NNNNN		X	FINLAND	FI	NNNNN	X	X
ARGENTINA	AR	ANNNN		X	FRANCE	FR	NNNNN		X
ARMENIA	AM	NNNN		X	FRENCH GUIANA	GF	NNNNN		X
ARUBA	AW	NNNNAA		X	FRENCH POLYNESIA	PF	NNNNN		X
AUSTRALIA	AU	NNNN		X	GABON	GA			X
AUSTRIA	AT	NNNN	X	X	GAMBIA	GM			X
AZERBAIJAN	AZ	AANNNN		X	GEORGIA	GE	NNNN		X
BAHAMAS	BS	AAAA		X	GERMANY	DE	NNNNN	X	X
BAHRAIN	BH	NNNN		X	GHANA	GH			X
BANGLADESH	BD	NNNN		X	GIBALTAR	GI	AANN NAA		X
BARBADOS	BB	AANNNNN		X	GREECE	GR	NNNNN	X	X
BELARUS	BY	NNNNNN		X	GREENLAND	GL	NNNN		X
BELGIUM	BE	NNNN	X	X	GRENADA (ISLAND)	GD			X
BELIZE	BZ			X	GUADELOUPE	GP	NNNNN		X
BENIN	BJ			X	GUAM (ISLAND)	GU	NNNNN		X
BERMUDA	BM	AANN		X	GUATEMALA	GT	NNNNN		X
BHUTAN	BT	NNNNN		X	GUERNESEY (ISLAND)	GG	AAN NAA		X
BOLIVIA	BO	NNNNN		X	GUINEA	GN	NNN		X
BONAIRE	AN	NNNNAA		X	GUINEA BISSAU	GW	NNNN		X
BOSNIA AND HERZEGOVINA	BA	NNNNN		X	GUYANA	GY			X
BOTSWANA	BW			X	HAITI	HT	AANNNN		X
BRAZIL	BR	NNNNNNNN		X	HONDURAS	HN	NNNNN		X
BRITISH VIRGIN ISLANDS	VG	AANNNN		X	HONG KONG	HK	NNNNNN		X
BRUNEI DARUSSALAM	BN	AANNNN		X	HUNGARY	HU	NNNN	X	X
BULGARIA	BG	NNNN	X	X	ICELAND	IS	NNN		X
BURKINA FASO	BF			X	INDIA	IN	NNNNNN		X
BURUNDI	BI			X	INDONESIA	ID	NNNNN		X
CAMBODIA	KH	NNNNN		X	IRAQ	IQ	NNNNN		X
CAMEROON	CM			X	IRELAND	IE	N	X	X
CANADA	CA	ANANAN		X	ISLAMIC REP. OF IRAN	IR	NNNNN		X
CANARIES (ISLANDS)	IC	NNNNN		X	ISRAEL	IL	NNNNN		X
CAPE VERDE	CV	NNNN		X	ITALY	IT	NNNNN	X	X
CAYMAN (ISLANDS)	KY	AAN-NNNN		X	IVORY COAST	CI	NNNNN		X
CENTRAL AFRICAN	CF			X	JAMAICA	JM	AAAAANN		X
CHAD	TD	NNNNN		X	JAPAN	JP	NNNNNNN		X
CHILE	CL	NNNNNNN		X	JERSEY (ISLAND)	JE	AANAA		X
CHINA	CN	NNNNNN		X	JORDANIA	JO	NNNNN		X
COLOMBIA	CO	NNNNNN		X	KAZAKHSTAN	KZ	NNNNNN		X
COMOROS	KM			X	KENYA	KE	NNNNN		X
CONGO	CG			X	KIRIBATI (ISLANDS)	KI			X
COOK (ISLANDS)	CK			X	KUWAIT	KW	NNNNN		X
COSTA RICA	CR	NNNNN		X	KYRGYZSTAN	KG	NNNNNN		X
CROATIA	HR	NNNNN	X	X	LATVIA	LV	NNNN	X	X
CUBA	CU	NNNNN		X	LEBANON	LB	NNNN		X
CYPRUS	CY	NNNN		X	LESOTHO	LS	NNN		X
CZECH REPUBLIC	CZ	NNNNN	X	X	LIBERIA	LR	NNNN		X
DEMOCRATIC REP. CONGO	CD			X	LIBYA	LY	NNNNN		X
DEMOCRATIC REP. OF KOREA	KP	AANN		X	LIECHTENSTEIN	LI	NNNN	X	X
DEMOCRATIC REP. OF LAO	LA	NNNNN		X	LITHUANIA	LT	NNNNN	X	X
DENMARK	DK	NNNN	X	X	LUXEMBURG	LU	NNNN	X	X
DJIBOUTI	DJ			X	MACAO	MO	NNNNNN		X
DOMINICA (ISLAND)	DM	NNNNN		X	MADAGASCAR	MG	NNN		X
ECUADOR	EC	NNNNNN		X	MADERE (ISLANDS)	ME	NNNNNN		X





COUNTRY	CODE	ZIP CODE FORMAT	PRODUCTS	
			CLASSIC	EXPRESS
MALAWI	MW			X
MALAYSIA	MY	NNNNN		X
MALDIVES	MV	NNNNN		X
MALI	ML			X
MALTA	MT	AAA NNNN		X
MARSHALL (ISLANDS)	MH	NNNNN		X
MARTINIQUE	MQ	NNNNN		X
MAURITANIA	MR			X
MAURITIUS (ISLAND)	MU	ANNNN		X
MAYOTTE	YT	NNNNN		X
MEXICO	MX	NNNNN		X
MICRONESIA	FM	NNNNN		X
MONACO	FR	NNNNN		X
MONGOLIA	MN	NNNNN		X
MONTSERRAT (ISLAND)	MS	AAANNNN		X
MOROCCO	MA	NNNNN		X
MOZAMBIQUE	MZ	NNNN		X
MYANMAR (Ex BIRMANIA)	MM	NNNNN		X
NAMIBIA	NA			X
NAURU (ISLANDS)	NR			X
NEPAL	NP	NNNNN		X
NETHERLANDS	NL	NNNNAA	X	X
NETHERLANDS ANTILLES	AN	NNNNAA		X
NEW CALEDONIA	NC	NNNNN		X
NEW ZEALAND	NZ	NNNN		X
NICARAGUA	NI	NNNNN		X
NIGER	NE	NNNN		X
NIGERIA	NG	NNNNN		X
NORWAY	NO	NNNN	X	X
OMAN (SULTANAT)	OM	NNN		X
PAKISTAN	PK	NNNNN		X
PALAU (ISLANDS)	PW	NNNNN		X
PALESTINIA	PS	NNNNN		X
PANAMA	PA	NNNN		X
PAPUA NEW GUINEA	PG	NNN		X
PARAGUAY	PY	NNNN		X
PERU	PE	NNNNN		X
PHILIPPINES	PH	NNNN		X
POLAND	PL	NNNNN	X	X
PORTUGAL	PT	NNNNNNN	X	X
PUERTO RICO	PR	NNNNN		X
QATAR	QA			X
REPUBLIC OF KOREA	KR	NNNNNN		X
REPUBLIC OF MACEDONIA	MK	NNNN		X
REPUBLIC OF MOLDOVA	MD	NNNN		X
REUNION (ISLAND)	RE	NNNNN		X
ROMANIA	RO	NNNNNNN	X	X
RUSSIAN FEDERATION	RU	NNNNNNN		X
RWANDA	RW			X
SAINT DOMINGUE	DO			X
SAINT KITTS AND NEVIS	KN			X
SAINT MARTIN (FRENCH)	GP	NNNNN		X
SAINT PIERRE AND MIQUELON	PM	NNNNN		X
SAINT VINCENT (ISLANDS)	VC	AANNNN		X
SAINTE LUCIA (ISLAND)	LC			X
SAIPAN (ISLAND)	MP			X
SAMOA	WS	NNNNN		X
SAN MARINO	SM	NNNNN		X
SAO TOME AND PRINCIPE	ST			X
SAUDI ARABIA	SA			X
SENEGAL	SN			X
SERBIA	RS	NNNNN		X
SEYCHELLES (ISLANDS)	SC	AANN		X
SIERRA LEONE	SL			X
SINGAPORE	SG	NNNNNN		X
SLOVAKIA	SK	NNNNN	X	X
SLOVENIA	SI	NNNN	X	X

COUNTRY	CODE	ZIP CODE FORMAT	PRODUCTS	
			CLASSIC	EXPRESS
SOLOMON (ISLANDS)	SB			X
SOMALIA	SO			X
SOUTH AFRICA	ZA	NNNN		X
SOUTH GEORGIA	GS	AANNAA		X
SPAIN	ES	NNNNN	X	X
SRI LANKA	LK	NNNNN		X
SUDAN	SD	NNNNN		X
SURINAME	SR			X
SWAZILAND	SZ	ANNN		X
SWEDEN	SE	NNNNN	X	X
SWITZERLAND	CH	NNNN	X	X
SYRIA	SY			X
TAIWAN	TW	NNNNN		X
TAJIKISTAN	TJ	NNN		X
TANZANIA	TZ	NNNNN		X
THAILAND	TH	NNNNN		X
TIMOR ORIENTAL	TL			X
TOGO	TG			X
TONGA (ISLANDS)	TO			X
TRINIDAD AND TOBAGO	TT			X
TUNISIA	TN	NNNN		X
TURKEY	TR	NNNNN		X
TURKMENISTAN	TM	NNNNNN		X
TURKS AND CAICOS (ISLANDS)	TC			X
TUVALU (ISLAND)	TV			X
UGANDA	UG			X
UKRAINIA	UA	NNNNN		X
UNITED ARAB EMIRATES	AE			X
UNITED KINGDOM	GB	AANN NAA	X	X
UNITED STATES	US	NNNNN		X
URUGUAY	UY	NNNNN		X
US VIRGIN ISLANDS	VI	NNNNN		X
UZBEKISTAN	UZ	NNNNNN		X
VANUATU (ISLANDS)	VU			X
VATICAN	VA	NNNNN		X
VENEZUELA	VE	NNNN		X
VIETNAM	VN	NNNNNN		X
WALLIS AND FUTUNA	WF	NNNNN		X
YEMEN	YE	AAAA		X
ZAMBIA	ZM	NNNNN		X
ZIMBABWE	ZW			X

A : Alphabetic
N : Numeric





4.4. LIST OF ERROR CODES



4.4.1. Error codes for skybill generation services with collection on request (ESD)

ERROR CODES	ERROR	DESCRIPTION
0	ESD_OK	ESD successfully created
1	SYSTEM_ERROR	System error
2	APPLICATION_ERROR	Application error
3	METHOD_INPUT_PARAMETER_EMPTY	Missing attribute
4	CONTACT_CLIENT_ATTRIBUTE_EMPTY	Missing attribute 'ContactClient' structure
5	PICKUP_CONTACT_ATTRIBUTE_EMPTY	Missing from 'ContactEnlevement' structure
6	PICKUP_PACKAGES_ATTRIBUTE_WRONG	If number of parcel < 0 or parcel weight < 0
7	CLIENT_INFO_ATTRIBUTE_EMPTY	Missing mandatory attribute from 'infoClient' structure
8	WRONG_CONTRACT_NUMBER	
9	PICKUP_ADDRESS_ZC_UNKNOWN	Unable to associate zip code / city requested for pickup to a Chronopost Agency.
10	CONTRAINTES_NOT_FOUND	Unknown zip code and / or city requested for pickup
11	CONTRAINTES_NOT_ACTIVE	The zip code / city requested for the pickup is not served.
12	CONTRAINTES_ZC_CITY_UNKNOWN	The requested city is not recognized. Note: The service may change the name of the city, SAINT TROPEZ will be changed to ST TROPEZ
13	PICKUP_DATE_ERROR_1	Error related to the calculation of the date of passage
14	PICKUP_DATE_ERROR_2	
15	PICKUP_DATE_ERROR_3	
16	PICKUP_DATE_ERROR_4	
17	PICKUP_DATE_ERROR_5	
18	PICKUP_DATE_ERROR_6	
19	PICKUP_DATE_ERROR_7	
20	PICKUP_DATE_ERROR_8	
21	PICKUP_DATE_ERROR_9	
22	CONTACT_CLIENT_ZC_CITY_UNKNOWN	Not currently used
23	CONTACT_CLIENT_ZC_UNKNOWN	Not currently used
24	WRONG_ORIGIN_VALUE	
25	DUPLICATE_REFERENCE	The Client ESD reference must be unique for the same date passage
26	MODIFICATION_INVALID	
27	ANNULATION_INVALID	
28	ESD_NOT_FOUND	
907	DATE_NON_OUVREE	The requested date of passage is not a business day
908	PRB_CALCUL_OUVREE	Business date calculation error
910	DATE_PASSE	The requested date of passage is in the past
911	WEIGHT_ERROR	The weight exceeds the limit of 30 kg





ERROR CODES	ERROR	DESCRIPTION
912	MANDATORY_INSTRUCTIONS	If special instructions are empty in the case of Fret DOM option.
916	DPD_ENLEVEMENT_NON_ROUTABLE	Pick up zip code is not served for the requested country
917	DPD_PAYS_NON_OUVERT	The country is not open for service
918	DPD_CUTOFF	The current time is too late to request a pickup for the requested transit date.
920	DPD_ENLEVEMENT_DESTINATAIRE	The country must be FRANCE and the zip code must be in mainland France.
921	CONTRAT_NON_AUTORISE	The "ESD Europe" offer has not been contracted for the specified contract.
922	DIMENSIONS_ERREUR	The dimensions of the parcel exceed the following rule : length x2 + width x2 + height x2 ≤ 300

4.4.2. Error codes for skybill generation services

ERROR CODES	ERROR	DESCRIPTION
18	In order to be carried out on December 15, 2017 your collection must be ready by 13:00	The message varies according to the desired date of removal
21	Incorrect release date, must be December 15, 2017 or December 18, 2017	The message varies according to the desired date of removal
25	A collection with reference XXXX has already been booked	The value of the 'refEsdClient' variable must be unique on a day
29	System error	Error system
30	Invalid contract number	Error entering contract number or password
31	Empty data	Mandatory parameter not entered
32	Incorrect data length	Parameter entered too long
33	Invalid accesColis account number	The 'accountNumber' variable is not filled in correctly
33	Invalid accesColis password	The 'password' variable is not filled in correctly
33	Validation error - Field SkybillValue.EvtCode value must be DC	The 'evtCode' variable is not filled in correctly
33	Validation error - Field length SkybillValue.Service must be equal 3	The 'service' variable is not filled in correctly
33	Validation error - Field length SkybillValueObjectType must be equal 3	The 'objectType' variable is not filled in correctly
33	The shipment mode variable must be filled in	The 'mode' variable is not filled in correctly
33	Validation error - Field length SkybillValue.ProductCode must be equal 2	The 'productCode' variable must contain 2 alphanumeric characters
33	Size of skybillValue must be 1 or 1	Multi-parcel shipment: 'numberOfParcel' does not contain the correct quantity
33	In multiParcel you can enter only one recipient address	The 'multiParcel' variable must be at 'N' when there are several 'recipientValue'
33	For a REP product the cheque amount must be between 0.0 and 100000.0	The 'codValue' variable is not filled in
34	Not a number	The parameter entered must be numeric
35	Code Service GeoPost not found	Error in product consistency, shipper country, shipper zipcode, recipient country, recipient zipcode
36	File not found	Error in configuration files or PDF storage
37	Message SBrange	Parcel Number Allocation (SBrange) System Error Message
38	Message routing	Error in product consistency, shipper country, shipper zipcode, recipient country, recipient zipcode





4.4.3. Error Codes for the service 'recherchePointChronopostInter'

ERROR CODES	DESCRIPTION
300	A parameter given to the web service does not have the correct format
301	A mandatory parameter is set to NULL
302	The zip code format is incorrect
306	The date format is incorrect
307	The date value is incorrect
309	A number parameter is not set in the number format
317	The holidayTolerant parameter is not set to 1
319	The maximum value for maxDistanceSearch is 99 Km
320	The maximum CHR point value returned cannot exceed 25 points
321	The weight format is incorrect
601	No Chronopost points found
700	System error
1500	Error when entering the contract number or password

4.4.4. Error codes for the service 'searchDeliverySlot'

ERROR CODES	DESCRIPTION
-1	Internal server error
30	Incorrect login or password
40	Start date required
41	Start date after the end date
50	Mesh code required
51	Mesh code does not exist
61	Product type required
62	Product type does not exist
71	No delivery slot for the information provided
80	Recipient postcode required
81	Recipient country code required
82	Shipper zip code required
83	Shipper country code required
84	Route not covered





4.4.5. Error codes for the service 'confirmDeliverySlotV2'

CODES ERREURS	DESCRIPTION
-1	Internal server error
10	Quota reached
11	Delivery slot closed
12	Delivery slot does not exist
20	UID is required
21	Session expired (invalid transaction ID)
30	Incorrect login or password
42	Selection date required
43	Selection date exceeded (earlier than the current date)
44	The selection date is an off day
50	Mesh code required
51	Mesh code does not exist
60	No service found
61	Product type required
62	Product type does not exist
70	Delivery slot code does not exist
90	The rank is required

4.4.6. Error codes for the service 'quickCost'

ERROR CODES	DESCRIPTION
1	"System Error": System error
2	"Data Empty": A mandatory parameter is missing
3	"Invalid Password": the password does not match the contract number.
4	"Invalid product code for this destination": The entered product code is not consistent with the departure and arrival codes
5	"Amount not found": no results match the entered data





4.5. EXAMPLES OF SKYBILL'S GENERATION



mode	SIGNIFICATION	SKYBILL
PDF	PDF label with proof of deposit to be printed on a laser printer	
PPR	PDF label with proof of deposit to be printed on a laser printer. Proof of Deposit displays the 5 Pickup Points near the shipping address	
SPD	PDF label without proof of deposit to be printed on a laser printer	



mode	SIGNIFICATION	SKYBILL
Z2D	Label in ZPL format to be printed on a thermal printer	The Z2D Skybill label is a vertical thermal print. It includes a header with 'CHRONOPOST' and 'Service AM2'. The main body contains a ZPL barcode, a QR code, and a large barcode at the bottom. The label is oriented vertically.
THE	PDF label without proof of deposit to be printed on a thermal printer	The THE Skybill label is a vertical thermal print. It includes a header with 'CHRONOPOST' and 'Service AM2'. The main body contains a PDF barcode, a QR code, and a large barcode at the bottom. The label is oriented vertically.
Z2DPSG	Label "Z2D" in landscape format	The Z2DPSG Skybill label is a horizontal thermal print. It includes a header with 'CHRONOPOST' and 'Service AM2'. The main body contains a ZPL barcode, a QR code, and a large barcode at the bottom. The label is oriented horizontally.
THEPSG	Label "THE" in landscape format	The THEPSG Skybill label is a horizontal thermal print. It includes a header with 'CHRONOPOST' and 'Service AM2'. The main body contains a PDF barcode, a QR code, and a large barcode at the bottom. The label is oriented horizontally.

4.6. EXAMPLES OF PRE-FORMULATED EMAILS



Some of our customers have received fraudulent emails about parcel tracking. Look carefully at the sender's address and do not click on links in an email when you do not know where it has come from. Emails sent by Chronopost end with **@chronopost.fr** or **@network.pickup.fr**. You may also receive satisfaction surveys from Chronopost. If you receive a suspicious-looking message, you can forward it to the following address: **abuse@chronopost.fr** (address reserved solely for reporting cases of fraudulent emails).

Some of our customers have received fraudulent text messages about their supposed parcel delivery. **How can you recognise a text message from Chronopost? The parcel number or the name of the sender (or Chronopost by default) is specified in the text message.** Chronopost notifications do not contain a telephone number nor ask you to call the number indicated. And you should always ask yourself: am I actually expecting a parcel?

modeRetour	SIGNIFICATION	RESULT
modeRetour = 1 mode = PPR SLT XML	Sending a simple email with an attached skybill. The company name is to be entered in the 'customerName' variable	
modeRetour = 1 mode = PDF Renseigner la structure esdValue	Sending an email for collection on request (ESD) with skybill attached. The company name of the applicant is to be entered in the 'customerName' variable	
modeRetour = 3 mode = PPR SLT XML	Sending of an email (2 pages) with skybill attached. Mail containing all the instructions for a deposit in Pickup Point with bar code 2D. Text Message Notification	



modeRetour	SIGNIFICATION	RESULT
modeRetour = 3 mode = PDF XML	Sending of a simple email with skybill attached. Mail containing the instructions for a deposit at Post Offices. Do not fill in the phone because the Text Message Notification sent is incorrect.	
modeRetour = 4 mode = PPR SLT XML productCode = 5E	Sending of a email SHOP 2 SHOP (2 pages) with skybill attached. Mail containing all the instructions for a 2D barcode Pickup Point deposit.	



4.7. EXAMPLE OF A SOAP CODE REQUEST / RESPONSE



This request is made using the « **shippingMultiParcelV4** » service, it corresponds to a Chrono Fresh Precise (Rendez-Vous) invoice in PDF A4 format.



Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:cxfr="http://cxfr.shipping.soap.chronopost.fr/">
  <soapenv:Header/>
  <soapenv:Body>
    <cxfr:shippingMultiParcelV4>
      <headerValue>
        <accountNumber>19869502</accountNumber>
        <idEmit>CHRRFR</idEmit>
        <identWebPro></identWebPro>
        <subAccount></subAccount>
      </headerValue>
      <shipperValue>
        <shipperAddress1>ADRESSE 1 EXPEDITEUR</shipperAddress1>
        <shipperAddress2></shipperAddress2>
        <shipperCity>PARIS</shipperCity>
        <shipperCivility>M</shipperCivility>
        <shipperContactName>CONTACT EXPEDITEUR</shipperContactName>
        <shipperCountry>FR</shipperCountry>
        <shipperCountryName>FRANCE</shipperCountryName>
        <shipperEmail>adresse@mail.fr</shipperEmail>
        <shipperMobilePhone></shipperMobilePhone>
        <shipperName>NOM EXPEDITEUR</shipperName>
        <shipperName2>ADRESSE 2 EXPEDITEUR</shipperName2>
        <shipperPhone>0102030405</shipperPhone>
        <shipperPreAlert>0</shipperPreAlert>
        <shipperZipCode>75002</shipperZipCode>
        <shipperType>1</shipperType>
      </shipperValue>
      <customerValue>
        <customerAddress1>ADRESSE CLIENT</customerAddress1>
        <customerAddress2></customerAddress2>
        <customerCity>PARIS</customerCity>
        <customerCivility>M</customerCivility>
        <customerContactName>CONTACT CLIENT</customerContactName>
        <customerCountry>FR</customerCountry>
        <customerCountryName>FRANCE</customerCountryName>
        <customerEmail>adresse@mail.fr</customerEmail>
        <customerMobilePhone></customerMobilePhone>
        <customerName>NOM CLIENT</customerName>
        <customerName2></customerName2>
        <customerPhone>0600000000</customerPhone>
        <customerPreAlert>0</customerPreAlert>
        <customerZipCode>75002</customerZipCode>
        <printAsSender>N</printAsSender>
      </customerValue>
      <recipientValue>
        <recipientName>NOM DESTINATAIRE</recipientName>
        <recipientName2></recipientName2>
        <recipientAddress1>ADRESSE 1 DESTINATAIRE</recipientAddress1>
        <recipientAddress2>ADRESSE 2 DESTINATAIRE</recipientAddress2>
        <recipientZipCode>69001</recipientZipCode>
        <recipientCity>LYON</recipientCity>
        <recipientCountry>FR</recipientCountry>
        <recipientContactName>CONTACT DESTINATAIRE</recipientContactName>
        <recipientEmail>mail@gmail.com</recipientEmail>
        <recipientPhone>1234567890</recipientPhone>
        <recipientMobilePhone></recipientMobilePhone>
        <recipientPreAlert>0</recipientPreAlert>
        <recipientType>2</recipientType>
      </recipientValue>
    </cxfr:shippingMultiParcelV4>
  </soapenv:Body>
</soapenv:Envelope>
```





```

<refValue>
  <customerSkybillNumber></customerSkybillNumber>
  <recipientRef>REF DESTINATAIRE</recipientRef>
  <shipperRef>REF EXPEDITEUR</shipperRef>
  <idRelais></idRelais>
</refValue>
<skybillValue>
  <bulkNumber>1</bulkNumber>
  <codCurrency>EUR</codCurrency>
  <codValue>0</codValue>
  <content1></content1>
  <content2></content2>
  <content3></content3>
  <content4></content4>
  <content5></content5>
  <customsCurrency>EUR</customsCurrency>
  <customsValue></customsValue>
  <evtCode>DC</evtCode>
  <insuredCurrency>EUR</insuredCurrency>
  <insuredValue>0</insuredValue>
  <latitude></latitude>
  <longitude></longitude>
  <masterSkybillNumber/>
  <objectType>MAR</objectType>
  <portCurrency></portCurrency>
  <portValue>0</portValue>
  <productCode>2E</productCode>
  <qualite></qualite>
  <service>961</service>
  <shipDate>2020-09-15</shipDate>
  <shipHour>17</shipHour>
  <skybillRank>1</skybillRank>
  <source></source>
  <weight>10</weight>
  <weightUnit>KGM</weightUnit>
  <height>30</height>
  <length>50</length>
  <width>40</width>
  <as></as>
  <subAccount></subAccount>
  <toTheOrderOf></toTheOrderOf>
  <skybillNumber></skybillNumber>
  <carrier>1</carrier>
  <skybillBackNumber></skybillBackNumber>
  <alternateProductCode></alternateProductCode>
  <labelNumber></labelNumber>
</skybillValue>
<skybillParamsValue>
  <duplicata>N</duplicata>
  <mode>PDF</mode>
  <withReservation>2</withReservation>
</skybillParamsValue>
<password>255562</password>
<modeRetour>2</modeRetour>
<numberOfParcel>1</numberOfParcel>
<version>2.0</version>
<multiParcel>N</multiParcel>
<scheduledValue>
  <appointmentValue>
    <timeSlotEndDate>2020-09-15T11:00:00</timeSlotEndDate>
    <timeSlotStartDate>2020-09-15T09:00:00</timeSlotStartDate>
    <timeSlotTariffLevel>N1</timeSlotTariffLevel>
  </appointmentValue>
  <expirationDate>2020-09-30</expirationDate>
  <sellByDate>2020-09-30</sellByDate>
</scheduledValue>
</cxf:shippingMultiParcelV4>
</soapenv:Body>
</soapenv:Envelope>

```





Response

In this example, the data for the variable <pdfEtiquette> were deliberately reduced. You can find the decoded skybill on the following page (4.8. Description of a skybill PDF A4).

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <ns1:shippingMultiParcelV4Response xmlns:ns1="http://cx.shipping.soap.chronopost.fr/">
      <return>
        <errorCode>0</errorCode>
        <errorMessage>
        <reservationNumber>88895048215708670</reservationNumber>
        <resultMultiParcelValue>
          <codeDepot>02030192</codeDepot>
          <codeService>961</codeService>
          <destinationDepot>0472</destinationDepot>
          <geoPostCodeBarre>%0069001XY504821570652961250</geoPostCodeBarre>
          <geoPostNumeroColis>XY504821570652T</geoPostNumeroColis>
          <groupingPriorityLabel>LYS0</groupingPriorityLabel>

          <pdfEtiquette>JVBERi0xLjQKJelJ9MKNCaWlG9iaIA8PC9MZW5ndGggMzEyOC9GaWw0ZXIvRmxhdGEZWNvZGU+PnN0cmVhb
          Qp4nL1b3XLctHw+11PgLumMSeOPAOmryvqJ3TqysIJTezq92FCUzIRaKtyV2z5Tb3rff6r6FP0Oyd0lscBS8Xo6nogAFzwfDnDwnR8y
          kv3h6PX1kWAc/+hvkIXs+v7o5bglQrLr26Nvf3f989EZDaF/zd3Rr0wZ3o6XQsaZYcrGCVmJ/mqW37OX5f0dZ6c1+2EoWaXtEK5Jleif
          g+uYo2rQcBNE9p7NYKYIAYREZLGyawSxg5BgvolI49S2EK2EFmLdGkNg7sa0jybSMi0TUsLgTw8gdwC0hK6GhK+fJfGDNgc6hZl9t0
          WS7G9Hf/krbt4cYYaQn2n8uT9KpV53qmHH38z7lQmXgwe6Xqid94DrZ4a9UDsfTrladvzN/Ohqrd3WhjjWcLQzRjNpbWw2ppWRZ
          XVrhSx69sPHhOtUisTyH8/J3ji767ZrJHlaSBimUx4n6RrIjoEu3n/PTs+urt9eHF8fv52d/VasL5qQ0eEJHZ/Ozq6uzjD0kGm5ilmZRpRfF
          VGnYcR3H99fHCx/z6aajHNxKICSYYDzGWPns+OLk4OXSe4xBSEVNs6mGT8ExapYS5bZOFUdjux5fAvEuckYluwDo2PH6Nwxy3E4Z
          WYEkwl/+4wJrHmUmHSLVMmBG8J9MntT9A/YIDEXGiISUdjQLql8X7AZh79

          .....
          G4gCjAwMDAwMjUONjQgMDAwMDAgbiAKMDAwMDAyODM2OCaWMDAwMCBulAowMDAwMDM0MzY5IDAwMDAwlG4gCj
          AwMDAwNDIwNzggMDAwMDAgbiAKMDAwMDA0NTIwMyAwMDAwMCBulAowMDAwMDQ3MzU4IDAwMDAwlG4gCjAwMD
          AwNDc0NDYgMDAwMDAgbiAKMDAwMDA0Nzg2NSAwMDAwMCBulAowMDAwMDQ3OTeWlDawMDAwlG4gCnRyYWI5ZXIKPD
          wvUm9vdCAxNiAwlFlvSUQgWzXkMWI2ZTdmNzc0YjgwMDBhZTIhMGFhMWJlMmY3YjJZD48ZDFiNmU3Zjc3NGI4MDAwYWU5Y
          TBhYTFTlZmN2IyY2Q+XS9JbmZvIDE3IDAgUi9TaXplIDE4Pj4Kc3RhcncR4cmVmCjQ4MDY2CiUlRU9GCg==</pdfEtiquette>

          <serviceMark/>
          <serviceName>PM3-RDV2-NO-FRES</serviceName>
          <signalitiqueProduit>RDV FRESH</signalitiqueProduit>
          <skybillNumber>XY504821570VF</skybillNumber>
        </resultMultiParcelValue>
      </return>
    </ns1:shippingMultiParcelV4Response>
  </soap:Body>
</soap:Envelope>
```





4.8. DESCRIPTION OF A SKYBILL PDF A4



- Advertising location Chronopost, this part is also customizable with a gif file (request to make to your Chronopost sales contact)
- Or location of the Recipient Card for a SHOP2SHOP product
- Or location for deposit Pickup Points for all return products
- Or location for deposit instructions for a product RETOUR EUROPE

Left Document (SHOP2SHOP flyer):

- Delivery information:** Un envoi, un colis ? Envoyez votre colis de relais Pickup à relais Pickup en quelques clics !
- Or location for deposit Pickup Points for the product RETOUR EUROPE:** + d'infos sur www.chronoshop2shop.fr
- Stamp of the delivery point of the package:** Chrono Freezone 13, N° de colis : XY403957848VF, Référence de l'envoi : REF EXPÉDITEUR, Date d'impression: 20/03/2020, Poids déclaré: 02.750 kg, RANGÉDITEUR : CONTACT EXPÉDITEUR, RANGÉDITEUR : CONTACT EXPÉDITEUR, 69001 VILLEURBANNE, DÉSIGNATEUR : CONTACT DESTINATAIRE, RANGÉDITEUR : CONTACT DESTINATAIRE, 33000 BORDEAUX FRANCE, Code poste: 33000, Tél: 01 47 00 00 00, e-mail: adresse@nulle.fr

Right Document (e-chronopost label):

- Shipper address:** RASON SOCIALE DESTINATAIRE
- Delivery address:** ADRESSE 1 DESTINATAIRE, ADRESSE 2 DESTINATAIRE, BORDEAUX, 33000, FR, FRANCE
- Delivery information:** Contact : CONTACT DESTINATAIRE, Phone : REF REF DESTINATAIRE, Reference : REF EXPÉDITEUR
- Date of the shipment:** Packages 1 of 1, Weight 02.750KG
- Description of the desired delivery service:** FREEZE 13H, TAIRE PÉDITEUR
- Skybill number:** XY403957848VF, DLC - 01/04/20
- Rank and weight of the shipment:** Rank: XY40, Weight: 3957 8486 529
- Aztec bar code:** AM2-6-NO-FREEZE
- Box reserved for PRECISE and FOOD deliveries:** FR-CHR-0488-BNO0, SW, 968-FR-33000, 33V00
- Box containing all Chronopost routing information:** 0033 000X Y403 9578 4865 2968 250Q
- Legal notices:** Tous droits réservés. Toute réimpression ou utilisation non autorisée sans la permission écrite de la Société Chronopost est formellement interdite.

Corresponding data in the « **shippingMultiParcelV4** » service request :

- Shipper address : <**shipperValue**> structure
- Delivery address : <**recipientValue**> structure
- Delivery information : <**refValue**> structure
- The date the skybill is sent and generated : <**shipDate**> variable
- Weight of the shipment : <**weight**> variable
- Rank of the shipment : 1/1 by default, if multiple packages enter the variables <**bulkNumber**>, <**skybillRank**>, <**numberOfParcel**> and <**multiParcel**>
- The title of the delivery service is defined according to the variable <**productCode**>
- The PRECISE and FOOD delivery box contains the variables <**expirationDate**> (Use-by date), <**timeSlotStartDate**> and <**timeSlotEndDate**> (delivery slots)

Variables obtained in the « **shippingMultiParcelV4** » response :

- Skybill number : <**skybillNumber**> variable
- Chronopost routing information : all variables in the <**resultMultiParcelValue**> structure

CONTACT US



Depending on your IT contact:

- clients.dv@chronopost.fr
- clients.dcs@chronopost.fr



- **33 (0)825 885 866**



Simplified joint-stock company with registered capital 32.632.000 euros

RCS Paris 383 960 135

Head office : CHRONOPOST, 3 Boulevard Romain Rolland, 75014 PARIS - FRANCE

Phone : 33 (0)1 83 11 60 00

Intra community VAT number : FR82383960135



Social networks :

