



FedEx® International Connect Web Services

Specifications for Creating, Cancelling and Tracking Parcels

**including
Specifications for locating a PUDO Pickup Point
& Estimated Duty & Tax Calculation**

**Version 3.16
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2. Document Control

2.1 Document History

#	Reason	By	Date
3.0	First Release	Dan Pope	06/06/2016
3.0	Updated Methods	Dan Pope	07/12/2016
3.01	Support for Final Mile carrier labels	Dan Pope	09/02/2017
3.01	Support for ZPL and EPL FIC tracked service option Labels	Dan Pope	15/02/2017
3.01	Add PostNL PUDO Services, update Kiala to UPS	Dan Pope	25/04/2017
3.01	Removal of some PUDO Destinations	Dan Pope	02/08/2017
3.02	Additional Information Tracking Response	Dan Pope	01/09/2017
3.03	Additional Item fields added	Dan Pope	08/12/2017
3.03	Add Branding ID	Dan Pope	20/12/2017
3.03	Add number of label copies to print in API response.	Dan Pope	12/04/2018
3.04	Addition of GST support for Australia	Dan Pope	25/05/2018
3.05	Added FIC untracked service option service	Dan Pope	30/08/2018
3.05	Updated PUDO Destination codes	Luke Shields	29/04/2019
3.05	Updated tracking events	Luke Shields	08/05/2019
3.06	Added Dangerous Goods support	Luke Shields	13/05/2019
3.06	Added Collect options	Luke Shields	13/05/2019
3.06	Update TrackShipment Response	Luke Shields	22/05/2019
3.06	Update CancelShipment Request	Luke Shields	06/06/2019
3.06	Update PUDO Destination Codes	Luke Shields	20/06/2019
3.07	Added EdtLookup Functionality	Dan Pope	06/09/2019
3.08	Added additional Passport fields	Luke Shields	21/10/2019
3.09	Added FedEx Tracking Number	Luke Shields	25/11/2019
3.10	Added Shipper URL	Luke Shields	03/02/2020
3.10	Update PUDO Destination Codes	Luke Shields	25/02/2020
3.11	Added Shipper Tax ID	Rhys Clarey	23/03/2020
3.12	Added Shipper Source	Rhys Clarey	08/04/2020
3.13	Added UK24 – UK 48 and RM24 - RM24 Services	Rhys Clarey	04/09/2020
3.13	Removed YO24 – YO48 Services	Rhys Clarey	04/09/2020
3.13	Consignee Phone Number now a Mandatory	Rhys Clarey	06/10/2020
3.14	Eori Field Added	Rhys Clarey	03/12/2020
3.15	Rebranding changes	Caroline Graves	15/01/2021
3.16	Shipping Cost Added	Mounir Sukkarie	19/03/2021

3. Introduction

3.1 Document Purpose

This document is intended for FedEx Cross Border clients who wish to create parcels and produce FedEx® International Connect (FIC) labels from their own systems using Web Services.

The API provides the ability to create, cancel and track parcels. It also provides access to our PUDO pickup points where you can locate PUDO pickup points by Country and Zip code.

3.2 Testing Procedures

All clients wishing to process FIC option shipments in this way must first get approval for the integration work completed.

All test data should be sent to the API and you should include testMode=1 in your endpoint URL.

The test data should be based on your intended shipping profile. Please consult your FedEx Cross Border contact to agree details.

Once your test API calls have been made, you should email FCB-TechSupport@fedex.com for initial approval. Once confirmed physical labels will be required for final approval.

3.3 Support procedures

Any questions or reports of issues with this web service must be reported to Client IT Support via email to FCB-TechSupport@fedex.com.

4. Web Services

4.1 Transfer Protocol and Endpoint

FedEx Cross Border Web Services uses the HTTP POST method. HTTP is a relatively simple protocol – an application that wants to use FedEx Cross Border Web Services acts as a HTTP client. It sends its request to the FedEx Cross Border web server as part of a HTTP POST message, FedEx Cross Border replies to each request using an HTTP response message.

The FIC API Endpoint is:

<https://fcblogin.fedex.com/API/?version=3.0>

You may use the API in test mode by adding the parameter testMode=1, for example:

<https://fcblogin.fedex.com/API/?version=3.0&testMode=1>

You may request an API key via FCB-TechSupport@fedex.com

4.2 Encoding

FedEx Cross Border systems require all data to be encoded in UTF-8.

4.3 Functionality Options

The option is defined by the request root tag. The following commands are available.

- **Create a Parcel**
<CreateShipment>
- **Cancel a Parcel**
<CancelShipment>
- **Track a Parcel**
<TrackShipment>
- **Locate a Store**
<LocateStore>
- **Estimate Duty & Tax**
<EdtLookup>

Note: There may be an additional charge for using this service. Please contact your account manager for further information.

5. XML Examples

5.1 CreateShipment – Request

Field	Name/Path	Type	Mandatory FIC tracked service option Services?	Mandatory for FIC untracked service option?	Max	Notes
API Key	<CreateShipment> <Apikey>	Char	Yes	Yes	20	
Source	<CreateShipment> <Shipment> <Source>	Char	No	No	20	Do not populate unless authorised by FCB IT
Label Type	<CreateShipment> <Shipment> <LabelType>	Char	No	Yes		'FinalMile' = Final Mile Label 'TRAKPAK' = FIC tracked service option label
Label Format	<CreateShipment> <Shipment> <LabelFormat>	Char	No	No	6	PDF (default) ZPL (300 dpi) EPL (200 dpi) ZPL200 (200 dpi) ZPL300 (300 dpi)
Shipper Reference ID	<CreateShipment> <Shipment> <ShipperReferenceID>	Char	No	No	35	
Shipper Contact Name	<CreateShipment> <Shipment> <Shipper>	Char	No	No	40	

	<ContactName>					
Shipper Company	<CreateShipment> <Shipment> <Shipper> <Company>	Char	Yes	Yes	35	
Shipper Address1	<CreateShipment> <Shipment> <Shipper> <Address1>	Char	Yes	Yes	35	
Shipper Address 2	<CreateShipment> <Shipment> <Shipper> <Address2>	Char	No	No	35	
Shipper Address 3	<CreateShipment> <Shipment> <Shipper> <Address3>	Char	No	No	35	
Shipper Town	<CreateShipment> <Shipment> <Shipper> <City>	Char	Yes	Yes	35	
Shipper County	<CreateShipment> <Shipment> <Shipper> <County>	Char	No	No	35	
Shipper Zip	<CreateShipment> <Shipment> <Shipper> <Zip>	Char	Conditional	No	15	Required for Countries/ Territories that use Zip/Postal codes

Shipper Country Code	<CreateShipment> <Shipment> <Shipper> <CountryCode>	Char	Yes	Yes	2	ISO Country/Territory Code Eg. "GB".
Shipper Phone	<CreateShipment> <Shipment> <Shipper> <Phone>	Char	No	No	20	
Shipper Email	<CreateShipment> <Shipment> <Shipper> <Email>	Char	Yes	Yes	40	
Shipper VAT Number	<CreateShipment> <Shipment> <Shipper> <Vat>	Char	No	No	17	
Shipper Eori	<CreateShipment> <Shipment> <Shipper> <Eori>	AlphaNum	Optional	No	15	
Url	<CreateShipment> <Shipment> <Shipper> <Url>	Char	Conditional	No	100	Required for USA destination
Shipper Tax ID	<CreateShipment> <Shipment> <Shipper> <TaxID>	Num	Conditional	Yes	7	Required for Norway destination
Consignee Contact Name	<CreateShipment> <Shipment>	Char	Yes	No	40	

	<Consignee> <ContactName>					
Consignee Company	<CreateShipment> <Shipment> <Consignee> <Company>	Char	No	No	35	
Consignee Address 1	<CreateShipment> <Shipment> <Consignee> <Address1>	Char	Yes	Yes	35	
Consignee Address 2	<CreateShipment> <Shipment> <Consignee> <Address2>	Char	No	No	35	
Consignee Address 3	<CreateShipment> <Shipment> <Consignee> <Address3>	Char	No	No	35	
Consignee Town	<CreateShipment> <Shipment> <Consignee> <City>	Char	Yes	No	35	
Consignee County	<CreateShipment> <Shipment> <Consignee> <County>	Char	Conditional	No	35	Required for USA and Canada destinations (Use 2 letter State Codes). Required for Australia destination (Use 2 / 3 letter state code).

Consignee Zip	<CreateShipment> <Shipment> <Consignee> <Zip>	Char	Conditional	No	15	Required for Destination Countries/Territories that use Zip/Post codes
Consignee Country Code	<CreateShipment> <Shipment> <Consignee> <CountryCode>	Char	Yes	Yes	2	ISO Country/Territory Code
Consignee Phone	<CreateShipment> <Shipment> <Consignee> <Phone>	Char	Conditional	No	20	Required for PUDO services and shipments going to HU, CZ, PL, SK and HR. (must be mobile), otherwise recommended. International format only (eg. +441268123456).
Consignee Email	<CreateShipment> <Shipment> <Consignee> <Email>	Char	Yes	No	40	
Consignee VAT Number	<CreateShipment> <Shipment> <Consignee> <Vat>	Char	No	No	17	
Consignee PUDO ID	<CreateShipment> <Shipment> <Consignee> <PudoID>	Char	Conditional	No	20	Required for PUDO services. Pickup ID of the pickup point.
Consignee National ID Number	<CreateShipment> <Shipment> <Consignee>	Char	Conditional	No	40	

	<NationalID>					
Consignee Passport Number	<CreateShipment> <Shipment> <Consignee> <PassportNumber>	Char	Conditional	No	40	Required depending on destination/route
Consignee Passport Issue Date	<CreateShipment> <Shipment> <Consignee> <PassportIssueDate>	Char	Conditional	No	40	Required depending on destination/route, DD/MM/YYYY format.
Consignee Passport Expiry Date	<CreateShipment> <Shipment> <Consignee> <PassportExpiryDate>	Char	Conditional	No	40	Required depending on destination/route, DD/MM/YYYY format.
Consignee Passport Issued By	<CreateShipment> <Shipment> <Consignee> <PassportIssuedBy>	Char	Conditional	No	40	Required depending on destination/route
Consignee Passport Issue Country Code	<CreateShipment> <Shipment> <Consignee> <PassportIssueCountryCode>	Char	Conditional	No	2	Required depending on destination/route
Local Consignee Name	<CreateShipment> <Shipment> <Consignee> <ContactNameLocal>	Char	Conditional	No	40	Required depending on destination/route
Consignee Tax ID Number	<CreateShipment> <Shipment> <Consignee> <TaxID>	Char	Conditional	No	40	Required depending on destination/route

Payment Reference Number	<CreateShipment> <Shipment> <PaymentReferenceNumber>	Char	Conditional	No	40	Required depending on destination/route
Payment Date & Time	<CreateShipment> <Shipment> <PaymentDateTime>	Char	Conditional	No	40	Required depending on destination/route Format: YYYY-MM-DD HH:MM:SS
Payment Provider	<CreateShipment> <Shipment> <PaymentProvider>	Char	Conditional	No	40	Required depending on destination/route
Service	<CreateShipment> <Shipment> <Service>	Char	Yes	Yes	4	See service code list
Collect	<CreateShipment> <Shipment> <Collect>	Char	No	No	11	“CollectPlus” See section 4.4 for more information
Shipment Pieces	<CreateShipment> <Shipment> <Pieces>	Num	Yes	Yes	1	Always “1”
Shipment Weight	<CreateShipment> <Shipment> <Weight>	Num	Yes	Yes	7.2	Eg. “3.02”
Weight UOM	<CreateShipment> <Shipment> <WeightUnit>	Char	Yes	Yes	1	“K” = Kg, “L” = Lbs
Shipment Length	<CreateShipment> <Shipment> <Length>	Num	No	No	4	In Cms
Shipment Width	<CreateShipment>	Num	No	No	4	In Cms

	<Shipment> <Width>					
Shipment Height	<CreateShipment> <Shipment> <Height>	Num	No	No	4	In Cms
Dimension UOM	<CreateShipment> <Shipment> <DimUnit>	Char	Yes	No	2	“cm” only
Description of Goods	<CreateShipment> <Shipment> <DescriptionOfGoods>	Char	Yes	No	70	Overall Shipment Description
Shipment Value	<CreateShipment> <Shipment> <Value>	Num	Yes	No	10.2	Overall Shipment Value
Shipping Cost	<CreateShipment> <Shipment> <ShippingCost>	Num	Conditional	No	10.2	Cost Associated with Shipping
Shipment Currency	<CreateShipment> <Shipment> <Currency>	Char	Yes	No	3	ISO Currency Code. Eg. “GBP”
Merchant ARN	<CreateShipment> <Shipment> <MerchantARN>	Char	Conditional	No	20	Merchant ARN required for GST calculation (Australia)
Purchaser ABN	<CreateShipment> <Shipment> <PurchaserABN>	Char	Conditional	No	20	Purchaser ABN If applicable (Australia)

GSTExemption Code	<CreateShipment> <Shipment> <GSTExemptionCode>	Char	Conditional	No	20	If GST has not been charged then provide the exemption code (Australia)
Terms	<CreateShipment> <Shipment> <Terms>	Char	Yes	No	3	“DDU” or “DDP”
COD Amount	<CreateShipment> <Shipment> <CODAmount>	Num	No	No	4.2	Cash on Delivery Amount. Eg. 132.99
COD Currency	<CreateShipment> <Shipment> <CODCurrency>	Char	Conditional	No	3	Cash on Delivery Currency. 3 Characters. Eg. GBP
Dangerous Goods	<CreateShipment> <Shipment> <DangerousGoods>	Char	No	No	1	‘Y’ or ‘N’
Shipper Branding ID	<CreateShipment> <Shipment> <ShipperBrandingID>	Char	No	No	10	
Item Description	<CreateShipment> <Shipment> <Item> <Description>	Char	Conditional	No	70	
Item SKU Code	<CreateShipment> <Shipment> <Item> <SkuCode>	Char	Conditional	No	20	For China and Russia, please populate with SKU Code

Item HS Code	<CreateShipment> <Shipment> <Item> <HsCode>	Char	Conditional	No	10	For China Direct, please populate with HS Code
Item Country of Origin	<CreateShipment> <Shipment> <Item> <CountryOfOrigin>	Char	Conditional	No	2	ISO Country/Territory Code
Item Purchase Web Address	<CreateShipment> <Shipment> <Item> <PurchaseUrl>	Char	No	No	50	Direct link to the product required for Russia
Item Quantity	<CreateShipment> <Shipment> <Item> <Quantity>	Num	Conditional	No	5	Total number of pieces in this item
Item Value	<CreateShipment> <Shipment> <Item> <Value>	Num	Conditional	No	5.2	Total value of this item (all pieces).
Detailed Description	<CreateShipment> <Shipment> <Item> <DetailedDescription>	Char	Conditional	No	None	Detailed description of the item
ItemComposition	<CreateShipment> <Shipment> <Item> <ItemComposition>	Char	Conditional	No	None	Composition of the item. Eg. 100% Cotton

Note: Final Mile Carrier label requests are subject to approval. The <LabelType> tag will be ignored unless explicitly activated on your account.

CreateShipment – FedEx® International Connect (FIC) tracked service option example

URL: <https://fcbllogin.fedex.com/API/?version=3.0>

```
<CreateShipment>
  <ApiKey></ApiKey>
  <Shipment>
    <Source></Source>
    <LabelType>TRAKPAK</LabelType>
    <LabelFormat>ZPL200</LabelFormat>
    <ShipperReferenceID></ShipperReferenceID>
    <Shipper>
      <ContactName></ContactName>
      <Company></Company>
      <Address1></Address1>
      <Address2></Address2>
      <Address3></Address3>
      <City></City>
      <County></County>
      <Zip></Zip>
      <CountryCode></CountryCode>
      <Phone></Phone>
      <Email></Email>
      <Vat></Vat>
      <TaxID></TaxID>
      <Eori></Eori>
    </Shipper>
    <Consignee>
      <ContactName></ContactName>
      <Company></Company>
      <Address1></Address1>
      <Address2></Address2>
      <Address3></Address3>
      <City></City>
      <County></County>
      <Zip></Zip>
      <CountryCode></CountryCode>
      <Phone></Phone>
      <Email></Email>
      <Vat></Vat>
      <PudolD></PudolD>
      <NationalID></NationalID>
      <PassportNumber></PassportNumber>
      <PassportIssueDate></PassportIssueDate>
      <PassportExpiryDate></PassportExpiryDate>
      <PassportIssuedBy></PassportIssuedBy>
      <PassportIssueCountryCode></PassportIssueCountryCode>
      <ContactNameLocal></ContactNameLocal>
      <TaxID></TaxID>
    </Consignee>
    <PaymentReferenceNumber></PaymentReferenceNumber>
    <PaymentDateTime></PaymentDateTime>
    <PaymentProvider></PaymentProvider>
    <Service></Service>
    <Collect></Collect>
    <Pieces></Pieces>
    <Weight></Weight>
    <WeightUnit></WeightUnit>
    <Length></Length>
    <Width></Width>
    <Height></Height>
    <DimUnit></DimUnit>
    <DescriptionOfGoods></DescriptionOfGoods>
    <Value></Value>
    <Currency></Currency>
    <MerchantARN></MerchantARN>
    <PurchaserABN></PurchaserABN>
    <GSTExemptionCode></GSTExemptionCode>
    <Terms></Terms>
    <CODAmount></CODAmount>
    <CODCurrency></CODCurrency>
    <DangerousGoods></DangerousGoods>
    <Item>
      <Description></Description>
      <SkuCode></SkuCode>
      <HsCode></HsCode>
      <CountryOfOrigin></CountryOfOrigin>
      <PurchaseUrl></PurchaseUrl>
      <Quantity></Quantity>
      <Value></Value>
    </Item>
    <Item>
      <Description></Description>
      <SkuCode></SkuCode>
      <HsCode></HsCode>
      <CountryOfOrigin></CountryOfOrigin>
      <PurchaseUrl></PurchaseUrl>
      <Quantity></Quantity>
      <Value></Value>
    </Item>
  </Shipment>
</CreateShipment>
```

CreateShipment – FedEx® International Connect (FIC) untracked service option example

URL: <https://fcbllogin.fedex.com/API/2/version=3.0>

```
<CreateShipment>
  <ApiKey></ApiKey>
  <Shipment>
    <LabelType>FinalMile</LabelType>
    <Shipper>
      <Company></Company>
      <Address1></Address1>
      <City></City>
      <Zip></Zip>
      <CountryCode></CountryCode>
    </Shipper>
    <Consignee>
      <ContactName></ContactName>
      <Address1></Address1>
      <City></City>
      <Zip></Zip>
      <CountryCode></CountryCode>
    </Consignee>
    <Service>CBECL</Service>
    <Pieces>1</Pieces>
    <Weight></Weight>
    <WeightUnit></WeightUnit>
  </Shipment>
</CreateShipment>
```

CreateShipment - Response

Field	Name/Path	Notes
Error Level	<CreateShipmentResponse> <ErrorLevel>	0 = No Errors. 1 = Error occurred but FIC Label Still created. (Please note you will not receive an Error 1 if you are requesting for Final Mile label) 10 = Fatal Error, shipment element is not available.
Error Text	<CreateShipmentResponse> <Error>	Error description if the ErrorLevel is > 0
Tracking Number	<CreateShipmentResponse> <Shipment> <TrackingNumber>	Consignment Number
FedEx Tracking Number	<CreateShipmentResponse> <Shipment> <FedExTrackingNumber>	The FedEx Tracking Number associated with the parcel Note: Can be tracked on fcbtracking.fedex.com
Tracking URL	<CreateShipmentResponse> <Shipment> <TrackingURL>	Tracking URL
Shipper Reference ID	<CreateShipmentResponse> <Shipment> <ShipperReferenceID>	Unique shipper reference
Carrier Tracking Number	<CreateShipmentResponse> <Shipment> <CarrierTrackingNumber>	Final Mile Carrier Tracking Number (if available)
Carrier Tracking URL	<CreateShipmentResponse> <Shipment> <CarrierTrackingUrl>	Final Mile Carrier Tracking URL (if available)
LabelType	<CreateShipmentResponse> <Shipment> <LabelType>	Label type returned. PDF, ZPL, EPL

Label Format	<CreateShipmentResponse> <Shipment> <LabelFormat>	Label Image Format
Label Image	<CreateShipmentResponse> <Shipment> <LabelImage>	Label Image – Base64 Encoded
Label Copies To Print	<CreateShipmentResponse> <Shipment> <LabelCopiesToPrint>	This is the number of labels you need to print from the Base64 <LabelImage>
Label Image 2	<CreateShipmentResponse> <Shipment> <LabelImage2>	If requesting a Final Mile carrier label, some carriers require 2 label types. If populated in the response, you must print both labels. The number of copies you need to print will be denoted in <LabelCopiesToPrint2>
Label Copies To Print 2	<CreateShipmentResponse> <Shipment> <LabelCopiesToPrint2>	This is the number of labels you need to print from the Base64 <LabelImage2>

CreateShipment Response - Example

```
<CreateShipmentResponse>
  <ErrorLevel></ErrorLevel>
  <Error></Error>
  <Shipment>
    <TrackingNumber></TrackingNumber>
    <FedExTrackingNumber></FedExTrackingNumber>
    <TrackingUrl></TrackingUrl>
    <ShipperReferenceID></ShipperReferenceID>
    <CarrierTrackingNumber></CarrierTrackingNumber>
    <CarrierTrackingUrl></CarrierTrackingUrl>
    <LabelType></LabelType>
    <LabelFormat></LabelFormat>
    <LabelImage></LabelImage>
    <LabelCopiesToPrint></LabelCopiesToPrint>
    <LabelImage2></LabelImage2>
    <LabelCopiesToPrint2></LabelCopiesToPrint2>
  </Shipment>
</CreateShipmentResponse>
```

5.2 CancelShipment – Request

Field	Name/Path	Type	Mandatory?	Max	Notes
API Key	<CancelShipment> <ApiKey>	Char	Yes	20	
Tracking Number	<CancelShipment> <Shipment> <TrackingNumber>	Char	Yes	20	The <TrackingNumber> received in the <CreateShipment> Response. This is the Consignment Number.
Shipper Reference ID	<CancelShipment> <Shipment> <ShipperReferenceID>	Char	Yes	35	This is the ShipperReferenceID used within the <CreateShipment> Request

CancelShipment – Example by FIC Tracking Number

```

<CancelShipment>
  <ApiKey></ApiKey>
  <Shipment>
    <TrackingNumber></TrackingNumber>
  </Shipment>
</CancelShipment>

```

CancelShipment – Example by Shipper Reference ID

```

<CancelShipment>
  <ApiKey></ApiKey>
  <Shipment>
    <ShipperReferenceID></ ShipperReferenceID>
  </Shipment>
</CancelShipment>

```

CancelShipment – Response

Field	Name/Path	Notes
Error Level	<CancelShipmentResponse> <ErrorLevel>	0 = No Errors. 1 = Error(s). shipment cancelled but with warning. 10 = Fatal Error, shipment was not cancelled.
Error Text	<CancelShipmentResponse> <Error>	Error description if the ErrorLevel is > 0
Tracking Number	<CancelShipmentResponse> <Shipment> <TrackingNumber>	

CancelShipment Response - Example

```

< CancelShipmentResponse>
  <ErrorLevel></ErrorLevel>
  <Error></Error>
  <Shipment>
    <TrackingNumber></TrackingNumber>
  </Shipment>
</ CancelShipmentResponse>

```

5.3 TrackShipment – Request

Field	Name/Path	Type	Mandatory?	Max	Notes
API Key	<TrackShipment> <ApiKey>	Char	Yes	20	
Tracking Number	<TrackShipment> <Shipment> <TrackingNumber>	Char	Yes	20	Use this to track by FIC Tracking Number Note: The FedEx Tracking Number can also be used instead of the FIC Tracking Number

OR

Shipper Reference ID	<TrackShipment> <Shipment> <ShipperReferenceID>	Char	Yes	35	Use this to track by your Reference
----------------------	---	------	-----	----	-------------------------------------

TrackShipment – Example by FIC Tracking Number

```
<TrackShipment>
  <ApiKey></ApiKey>
  <Shipment>
    <TrackingNumber></TrackingNumber>
  </Shipment>
</TrackShipment>
```

TrackShipment – Example by Shipper Reference Number

```
<TrackShipment>
  <ApiKey></ApiKey>
  <Shipment>
    <ShipperReferenceID></ShipperReferenceID>
  </Shipment>
```

</TrackShipment>

TrackShipment – Response

Field	Name/Path	Notes
Error Level	<CancelShipmentResponse> <ErrorLevel>	0 = No Errors. 1 = Error(s). shipment cancelled but with warning. 10 = Fatal Error, shipment was not cancelled.
Error Text	<CancelShipmentResponse> <Error>	Error description if the ErrorLevel is > 0

If the <ErrorLevel> is 0, you will get the tracking detail as follows.

Each event is defined by the <Event> tag

Field	Name/Path	Notes
Tracking Number	<TrackShipmentResponse> <Shipment> <TrackingNumber>	This is the FIC Tracking Number
FedEx Tracking Number	<TrackShipmentResponse> <Shipment> <FedExTrackingNumber>	The FedEx Tracking Number associated with the parcel. Note: Can be tracked on fcbtracking.fedex.com
Shipper Reference ID	<TrackShipmentResponse> <Shipment> <ShipperReferenceID>	This is the shipper reference used when creating the parcel
Carrier Tracking Number	<TrackShipmentResponse> <Shipment> <CarrierTrackingNumber>	This is the final mile delivery provider tracking number

Local Tracking Number	<TrackShipmentResponse> <Shipment> <LocalTrackingNumber>	This is the local post office tracking number. This is used for EMS (Express Mailing Service).
ConsigneeCompany	<TrackShipmentResponse> <Shipment> <ConsigneeCompany>	This is the company name of the Consignee (if provided when creating the parcel)
ConsigneeName	<TrackShipmentResponse> <Shipment> <ConsigneeName>	The contact name of the Consignee
CarrierName	<TrackShipmentResponse> <Shipment> <CarrierName>	This is the name of the carrier. Always 'FedEx Cross Border'
CarrierServiceName	<TrackShipmentResponse> <Shipment> <CarrierServiceName>	This is the name of the service. Always 'FIC'
ExpectedDate	<TrackShipmentResponse> <Shipment> <ExpectedDate>	This is the expected delivery date, based on the published transit times YYYY-MM-DD
FMCarrierName	<TrackShipmentResponse> <Shipment> <FMCarrierName>	This is the name of the final mile delivery provider
FMCarrierService	<TrackShipmentResponse> <Shipment> <FMCarrierService>	This is always 'FIC'
Weight	<TrackShipmentResponse> <Shipment> <Weight>	This is the weight of the parcel
WeightUOM	<TrackShipmentResponse> <Shipment>	This is the unit of measure for weight

	<WeightUOM>	
Service	<TrackShipmentResponse> <Shipment> <Service>	FIC Service Code
OriginHub	<TrackShipmentResponse> <Shipment> <OriginHub>	FedEx Cross Border Hub that the shipment was booked under

Each event is then provided as follows:

Field	Name/Path	Notes
DateTime	<TrackShipmentResponse> <Shipment> <Event> <DateTime>	This is the date/time of the tracking event YYYY-MM-DD HH:MM:SS
Code	<TrackShipmentResponse> <Shipment> <Event> <Code>	This is the FIC tracking event code
Description	<TrackShipmentResponse> <Shipment> <Event> <Description>	This is the description of the event
Location	<TrackShipmentResponse> <Shipment> <Event> <Location>	This is the location of the event (if available)
LocationFull	<TrackShipmentResponse> <Shipment>	This is the full location of the event including City, Zip Code, and Country/Territory Code (if available)

	<Event> <LocationFull>	
--	---------------------------	--

Track Shipment Response Example

```

1 <TrackShipmentResponse>
2   <ErrorLevel>0</ErrorLevel>
3   <Shipment>
4     <TrackingNumber>...../TrackingNumber>
5     <FedExTrackingNumber>...../FedExTrackingNumber>
6     <ShipperReferenceID>...../ShipperReferenceID>
7     <CarrierTrackingNumber>...../CarrierTrackingNumber>
8     <LocalTrackingNumber>
9     <CarrierTrackingUrl>...../CarrierTrackingUrl>
10    <ConsigneeCompany>Jan Vullers</ConsigneeCompany>
11    <ConsigneeCountry>NL</ConsigneeCountry>
12    <CarrierName>FedEx Cross Border</CarrierName>
13    <CarrierServiceName>FIC</CarrierServiceName>
14    <ExpectedDate>2021-01-19</ExpectedDate>
15    <PMCArrierName>Post NL</PMCArrierName>
16    <PMCArrierService>FIC</PMCArrierService>
17    <Weight>1.68</Weight>
18    <WeightUOM>Kg</WeightUOM>
19    <Service>CBEC</Service>
20    <OriginHub>EIN</OriginHub>
21    <Event>
22      <DateTime>2021-01-12 11:18:41</DateTime>
23      <Code>218</Code>
24      <Description>DEPARTED D...../Description>
25      <Location/>
26      <LocationFull/>
27    </Event>
28    <Event>
29      <DateTime>2021-01-12 14:41:58</DateTime>
30      <Code>198</Code>
31      <Description>FEDEX CROSS BORDER PROCESS CENTRE</Description>
32      <Location>NL</Location>
33      <LocationFull>VENLO, 5928, NL</LocationFull>
34    </Event>
35    <Event>
36      <DateTime>2021-01-12 18:24:17</DateTime>
37      <Code>284</Code>
38      <Description>ARRIVED IN COUNTRY / NON EU PRESENTED TO CUSTOMS</Description>
39      <Location/>
40      <LocationFull/>
41    </Event>
42    <Event>
43      <DateTime>2021-01-13 10:22:29</DateTime>
44      <Code>246</Code>
45      <Description>INTERNATIONAL HUB</Description>
46      <Location/>
47      <LocationFull/>
48    </Event>
49    <Event>
50      <DateTime>2021-01-13 10:50:05</DateTime>
51      <Code>340</Code>
52      <Description>OUT FOR DELIVERY</Description>
53      <Location/>
54      <LocationFull/>
55    </Event>
56    <Event>
57      <DateTime>2021-01-13 13:12:06</DateTime>
58      <Code>1000</Code>
59      <Description>DELIVERED</Description>
60      <Location/>
61      <LocationFull/>
62    </Event>
63  </Shipment>
64 </TrackShipmentResponse>

```

5.4 LocateStore – Request

Field	Name/Path	Type	Mandatory?	Max	Notes
API Key	<LocateStore> <ApiKey>	Char	Yes	20	
Destination Code	<LocateStore> <Location> <DestinationCode>	Char	Yes	2	See ‘PUDO Destination Codes’
Zip	<LocateStore> <Location> <Zip>	Char	Yes	10	Zip code you wish to get PUDO points near

LocateStore – Example

```

<LocateStore>
  <ApiKey></ApiKey>
  <Location>
    <DestinationCode>FR</DestinationCode>
    <Zip>78990</Zip>
  </Location>
</LocateStore>

```

LocateStore- Response

Field	Name/Path	Notes
Error Level	<LocateStoreResponse> <ErrorLevel>	0 = No Errors. 10 = Fatal Error, request was not successful
Error Text	<LocateStoreResponse> <Error>	Error description if the ErrorLevel is > 0

If the <ErrorLevel> is 0, you will get the pickup point store details as follows.

Each pickup point is defined by the <Location> tag

Field	Name/Path	Notes
Id	<LocateStoreResponse> <Location> <Id>	The ID of the pickup point. This should be used in your 'CreateShipment' request.
Service	<LocateStoreResponse> <Location> <Service>	This is the service code you should use in your 'CreateShipment' request
Carrier	<LocateStoreResponse> <Location> <Carrier>	This is the name of the final mile delivery provider
Name	<LocateStoreResponse> <Location> <Name>	The name of the pickup point (eg. Store name)
Address1	<LocateStoreResponse> <Location> <Address1>	Address of the pickup point

Address2	<LocateStoreResponse> <Location> <Address2>	
City	<LocateStoreResponse> <Location> <City>	City of the pickup point
State	<LocateStoreResponse> <Location> <State>	State of the pickup point
Zip	<LocateStoreResponse> <Location> <Zip>	Zip code of the pickup point
Country Code	<LocateStoreResponse> <Location> <CountryCode>	Country/Territory Code of the pickup point
Latitude	<LocateStoreResponse> <Location> <Latitude>	Latitude of the pickup point
Longitude	<LocateStoreResponse> <Location> <Longitude>	Longitude of the pickup point
Business Hours	<LocateStoreResponse> <Location> <BusinessHours>	Published opening hours of the pickup point

Note: You should not use the address of the pickup point in your 'CreateShipment' request. This should be the personal address of the consignee.

5.5 EdtLookup – Request

Field	Name/Path	Type	Mandatory?	Max	Notes
API Key	<EdtLookup> <ApiKey>	Char	Yes	20	
SenderCountry	<EdtLookup> <Shipment> <SenderCountry>	Char	Yes	2	ISO-2 Country/Territory Code of Sender
ConsigneeCountry	<EdtLookup> <Shipment> <ConsigneeCountry>	Char	Yes	2	ISO-2 Country/Territory Code of Receiver
ConsigneeState	<EdtLookup> <Shipment> <ConsigneeState>	Char	Conditional	20	This field is used to determine provincial taxes. It is option in most cases. It is required when ConsigneeCountry is CA
Currency	<EdtLookup> <Shipment> <Currency>	Char	Yes	3	ISO Currency Code for the Value of the Item
InputCurrency	<EdtLookup> <Shipment> <InputCurrency>	Char	Yes	3	ISO Currency Code for FreightCharges, InsuranceCharges and BrokerageCharges
OutputCurrency	<EdtLookup> <Shipment> <OutputCurrency>	Char	Yes	3	ISO Currency Code for the requested response currency. For example, if you want to display taxes in US Dollars, you would use USD
FreightCharges	<EdtLookup> <Shipment> <FreightCharges>	Num	Yes	10,2	Value of freight charges
InsuranceCharges	<EdtLookup> <Shipment> <InsuranceCharges>	Num	Yes	10,2	Value of insurance charges

BrokerageCharges	<EdtLookup> <Shipment> <BrokerageCharges>	Num	Yes	10,2	Value of brokerage charges
ModeOfTransportation	<EdtLookup> <Shipment> <ModeOfTransportation>	Char	Yes	6	Mode of transportation by which the shipment is reaching it's destination. Possible values are AIR, GROUND, OCEAN, RAIL
HsCode	<EdtLookup> <Shipment> <Item> <HsCode>	Num	Yes	10	Harmonised Code associated with the commodity and destination country/territory. Fully Qualified HsCode Required (Minimum 8 digits)
Quantity	<EdtLookup> <Shipment> <Item> <Measure> <Quantity>	Num	Yes	10	Value to indicate the quantity of the commodity
Units	<EdtLookup> <Shipment> <Item> <Measure> <Units>	Char	Yes	10	Unit of measure for quantity. Eg. KILOGRAM, LITERS, POUND
Value	<EdtLookup> <Shipment> <Item> <Value>	Num	Yes	10,2	Value of the commodity
CountryOfOrigin	<EdtLookup> <Shipment> <Item> <CountryOfOrigin>	Char	Yes	2	ISO Code of Country/Territory of manufacture

EdtLookup – Example

```
<EdtLookup>
  <Apikey></Apikey>
  <Shipment>
    <SenderCountry>CN</SenderCountry>
    <ConsigneeCountry>US</ConsigneeCountry>
    <ConsigneeState/>
    <Currency>GBP</Currency>
    <InputCurrency>GBP</InputCurrency>
    <OutputCurrency>USD</OutputCurrency>
    <FreightCharges>23.50</FreightCharges>
    <InsuranceCharges>0</InsuranceCharges>
    <BrokerageCharges>0</BrokerageCharges>
    <ModeOfTransportation>AIR</ModeOfTransportation>
    <Item>
      <HsCode>6301200010</HsCode>
      <Measure>
        <Quantity>1</Quantity>
        <Units>LITERS</Units>
      </Measure>
      <Value>500</Value>
      <CountryOfOrigin>CN</CountryOfOrigin>
    </Item>
    <Item>
      <HsCode>6301200010</HsCode>
      <Measure>
        <Quantity>1</Quantity>
        <Units>LITERS</Units>
      </Measure>
      <Value>1000</Value>
      <CountryOfOrigin>CN</CountryOfOrigin>
    </Item>
  </Shipment>
</EdtLookup>
```

EdtLookup – Response

Field	Name/Path	Notes
Error Level	<EdtLookupResponse> <ErrorLevel>	0 = No Errors. 10 = Fatal Error, request was not successful
Error	<EdtLookupResponse> <Error>	Description of error if <ErrorLevel> >0.
InCoTerm	<EdtLookupResponse> <Shipment> <InCoTerm>	This indicates the InCoTerm, such as FOB, CIF
Currency	<EdtLookupResponse> <Shipment> <Currency>	This indicates the currency of the return values
HsCode	<EdtLookupResponse> <Shipment> <ProductTax> <HsCode>	Harmonised Code of the commodity
Type	<EdtLookupResponse> <Shipment> <ProductTax> <Tax> <Type>	Type of tax / duty
EffectiveDate	<EdtLookupResponse> <Shipment> <ProductTax> <Tax> <EffectiveDate>	Date the duty / tax is effective from
Name	<EdtLookupResponse> <Shipment> <ProductTax> <Tax> <Name>	Indicates the tax name

TaxableValue	<EdtLookupResponse> <Shipment> <ProductTax> <Tax> <TaxableValue>	Indicates the amount of customs value that should be taxed
Description	<EdtLookupResponse> <Shipment> <ProductTax> <Tax> <Description>	Description of the tax
Formula	<EdtLookupResponse> <Shipment> <ProductTax> <Tax> <Formula>	Indicates the formula used to calculate the tax where available
Value	<EdtLookupResponse> <Shipment> <ProductTax> <Tax> <Value>	Indicates the result of the tax calculation for individual tax.

Note: There may be multiple <Tax> per <ProductTax> (commodity). Requests with multiple commodities (<Item>) will be denoted by <ProductTax> in the response

EdtLookup – Response Example

```

<EdtLookupResponse>
  <ErrorLevel>0</ErrorLevel>
  <Shipment>
    <InCoTerm>FOB</InCoTerm>
    <Currency>USD</Currency>
    <ProductTax>
      <HsCode>630120001000</HsCode>
      <Tax>
        <Type>DUTY</Type>
        <EffectiveDate>2019-09-02</EffectiveDate>
        <Name>MFN [MFN Applied]</Name>
        <TaxableValue>0</TaxableValue>
        <Description/>
        <Formula/>
        <Value>0.0</Value>
      </Tax>
      <Tax>
        <Type>ADDITIONAL_TAXES</Type>
        <EffectiveDate>2019-09-02</EffectiveDate>
        <Name>MPF [Merchandise Processing Fee; ; ]</Name>
        <TaxableValue>1824.69</TaxableValue>
        <Description>...</Description>
        <Formula/>
        <Value>1.05</Value>
      </Tax>
    </ProductTax>
    <ProductTax>
      <HsCode>630120001000</HsCode>
      <Tax>
        <Type>DUTY</Type>
        <EffectiveDate>2019-09-02</EffectiveDate>
        <Name>MFN [MFN Applied]</Name>
        <TaxableValue>0</TaxableValue>
        <Description/>
        <Formula/>
        <Value>0.0</Value>
      </Tax>
      <Tax>
        <Type>ADDITIONAL_TAXES</Type>
        <EffectiveDate>2019-09-02</EffectiveDate>
        <Name>MPF [Merchandise Processing Fee; ; ]</Name>
        <TaxableValue>1824.69</TaxableValue>
        <Description>...</Description>
        <Formula/>
        <Value>1.05</Value>
      </Tax>
    </ProductTax>
  </Shipment>

```

</EdtLookupResponse>

6. Service Codes and Country Rules

6.1 Service Code List

Service Code	Service Option Description	Max Weight	Notes
CBEC	FIC - Tracked	30Kg	
TPWP	FIC – PUDO Service	30Kg	
TPEX	FIC – Express Priority	30Kg	
UK24	UK 24 Hours	30Kg	
UK48	UK 48 hours	30Kg	
RM24	Royal Mail Tracked 24	30Kg	
RM48	Royal Mail Tracked 48	30Kg	
CBECL	FIC- untracked	2Kg	

6.2 Country Rules

There are some specific rules for certain countries using particular service codes. Below is a table of the requirements for each.

Country	Service Code	Rules
China	TPCN	Item SKU Code is required. Consignee National ID Number is required. Payment Reference Number is required. Payment Date & Time is required. Consignee Contact Name must be in Chinese characters. Consignee Address fields must be in Chinese characters. Consignee Phone is required.
China	All	Zip code must be at least 5 digits
Australia	All	Consignee County must be populated with 2 / 3-character state code.
USA	All	Consignee County must be populated with 2-digit state code.
Canada	All	Consignee County must be populated with State or State code
Germany	All	Address Line 1 must be a valid street name and house number
Denmark Finland Norway Sweden	All	Telephone number is required. Email address is required.
France Belgium	TPWP	Telephone number must begin with 2 preceding zeros eg. 0033/0032
Ireland	All	Consignee County is required Precise Eircode is required within the Consignee Zip field
Israel Singapore	All	Telephone number is required in international format
Norway	All	Shipper Tax ID is recommended (VEOC)
Ireland	All	Consignee County is recommended Postcode Code is recommended
Brazil	All	Consignee Tax ID is recommended
Australia	TPWW	Suburb required depending on routing

Thailand Indonesia Taiwan Malaysia	TPww	Consignee State required depending on routing
---	------	---

7. Tracking Status Events

7.1 FedEx International Connect tracked service option Tracking Events

EVENT CODE	EVENT DESCRIPTION	STOP THE CLOCK	STATUS GROUP
99	USPS HANDLING USA	N	In Transit
100	DEPARTED USPS USA	N	In Transit
105	COLLECTED BY FEDEX	N	In Transit
106	FEDEX PARCEL ARRIVED AT FEDEX CROSS BORDER PROCESS CENTRE	N	In Transit
185	RTS PARCEL RECEIVED PARTNER HUB	N	Return in Transit
186	RTS CLIENT REQUEST - PARCEL DATA ERROR	N	RTS Received
187	RTS CLIENT REQUEST - DAMAGED ON RECEIPT AT ORIGIN GATEWAY	N	RTS Received
188	RTS CLIENT REQUEST - MISROUTED PARCEL	N	RTS Received
189	RTS MANIFESTED FOR RETURN TO CLIENT	N	RTS Complete
190	RTS RECEIVED AT ORIGIN GATEWAY - DELIVERY ADDRESS UNKNOWN	N	RTS Received
191	RTS RECEIVED AT ORIGIN GATEWAY - NO DELIVERY LABEL OR CN23	N	RTS Received
192	RTS RECEIVED AT ORIGIN GATEWAY - BAD DELIVERY ADDRESS	N	RTS Received
193	RTS RECEIVED AT ORIGIN GATEWAY - REFUSED BY RECIPIENT	N	RTS Received
194	RTS RECEIVED AT ORIGIN GATEWAY - DELIVERY ATTEMPTED - NOT CLAIMED	N	RTS Received
195	RTS RECEIVED AT ORIGIN GATEWAY - PARCEL DAMAGED	N	RTS Received
196	RTS RECEIVED AT ORIGIN GATEWAY - RTS REASON NOT KNOWN	N	RTS Received
198	FEDEX CROSS BORDER PROCESS CENTRE	N	Accepted
201	ARRIVED AT DELIVERY DEPOT	N	In Transit
202	IN TRANSIT - HUB SCAN	N	In Transit
203	TRANSFERRED TO PARTNER CARRIER	N	In Transit
204	ARRIVED IN COUNTRY / NON EU PRESENTED TO CUSTOMS	N	In Transit
209	HANDED OVER TO USPS	N	In Transit
210	RECEIVED INTERNATIONAL FREIGHT DEPOT	N	In Transit
211	PROCESSED INTERNATIONAL FREIGHT DEPOT	N	In Transit
212	RECEIVED BY PARTNER CARRIER	N	In Transit
215	SHIPMENT DEPARTED FEDEX CROSS BORDER PROCESS CENTRE CHINA	N	In Transit
216	FEDEX CROSS BORDER PROCESS CENTRE CHINA	N	In Transit
217	SITE SCAN	N	In Transit
218	DEPARTED CLIENT	N	
219	READY FOR EXPORT	N	
224	PARCEL RECEIVED WITH NO DATA	N	In Transit
225	DEPARTED UK	N	In Transit
230	CONSIGNEE ADDRESS CHANGED	N	In Transit
240	DELIVERY EXCEPTION	N	Delivery Exception
241	INTERNATIONAL HUB SCAN - EXCEPTION	N	Delivery Exception
243	HANDOVER TO DISTRIBUTION NETWORK: RELEASED	N	In Transit
244	CUSTOMS CLEARANCE EXCEPTION	N	Customs Exception
245	INTERNATIONAL HUB SCAN - INVOICE ISSUE	N	Customs Exception
246	INTERNATIONAL HUB	N	In Transit
247	ARRIVAL AT DESTINATION HUB	N	In Transit

248	DEPARTED INTERNATIONAL FREIGHT DEPOT	N	In Transit
250	DELAY DUE TO SENDER ERROR	N	Delivery Exception
260	DELAYED	N	Delivery Exception
261	DELAYED - FURTHER INFORMATION REQUIRED	N	Delivery Exception
262	HUB DEPARTURE	N	In Transit
263	RE ROUTED	N	In Transit
264	DEPARTED HUB AT DESTINATION / NON EU CUSTOM RELEASED	N	In Transit
265	DEPOT SCAN	N	In Transit
266	SECOND DELIVERY ATTEMPT - CARD LEFT	Y	Delivery Attempted
280	DELIVERY ATTEMPTED - CARD LEFT	Y	Delivery Attempted
281	DELIVERY DATE REBOOKED BY CONSIGNEE	Y	Delivery Scheduled
282	DELIVERY ATTEMPTED - ADDRESSEE GONE AWAY	Y	Delivery Attempted
283	DELIVERY ATTEMPTED - NO ACCESS TO ADDRESS	Y	Delivery Attempted
284	CONSIGNEE REQUESTED DELIVERY TO COLLECTION POINT	N	Delivery Attempted
290	HELD AT BRANCH	Y	Delivery Exception
291	HELD - BAD ADDRESS	Y	Delivery Exception
292	HELD AT LOCAL BRANCH/COLLECTION POINT - UNABLE TO CONTACT CONSIGNEE	Y	Delivered Awaiting Collection
293	READY FOR COLLECTION – CUSTOMER NOTIFIED	Y	Delivered Awaiting Collection
294	READY FOR COLLECTION – CONSIGNEE NOTIFIED	Y	Delivered Awaiting Collection
295	HELD AT LOCATION - PROHIBITED OR RESTRICTED CONTENT	Y	Customs Exception
296	HELD FOR INSPECTION	N	Customs Exception
297	HOLD AT LOCATION - CONSIGNEE CHARGES DUE	Y	Customs Exception
298	ARRIVED AND HELD AT COLLECTION POINT	Y	Delivered Awaiting Collection
299	ROUTED TO DESTINATION	N	Accepted
300	REPROCESSED FOR DELIVERY	N	In Transit
301	DATA RECEIVED – CONSIGNEE ID/TAX REGISTRATION REQUESTED	N	In Customs
302	HELD – TELEPHONE NUMBER REQUIRED	N	Delivery Exception
304	SELECTED DELIVERY POINT UNAVAILABLE	N	Delivery Exception
311	DATA RECEIVED WITH NO PARCEL	N	Delivery Exception
312	CONSIGNEE NOT KNOWN	Y	Delivery Attempted
313	NATIONAL HOLIDAY	N	In Transit
314	AVAILABLE AT PO BOX	Y	Delivered Awaiting Collection
320	MISROUTED	N	Delivery Exception
340	OUT FOR DELIVERY	N	In Transit
350	OVERSIZE SCAN	N	Delivery Exception
360	PALLET DAMAGED	N	Delivery Exception
370	DELIVERY NOT ATTEMPTED – PARCEL DAMAGED	N	Delivery Exception
390	REFUSED DELIVERY	Y	Delivery Exception
410	RETURNED TO SENDER	N	Return in Transit
411	INTERNATIONAL HUB SCAN - RETURN TO SENDER	N	Return in Transit
412	CUSTOMER RETURN RECEIVED AT DEPOT	N	Return in Transit
414	RETURNED TO SENDER CUSTOMS CHARGES REFUSED	N	Return in Transit
420	SCHEDULED FOR DELIVERY	Y	In Transit
421	WITH AGENT, DELIVERY WITHIN 72 HOURS	N	In Transit
422	DELIVERY SCHEDULED	N	Delivery Scheduled

432	RECEIVED INTO CUSTOMS	N	In Customs
433	CUSTOMS CLEARED	N	In Transit
435	DELIVERY ADDRESS AMENDED BY CONSIGNEE	N	In Transit
436	CUSTOMS CLEARED	N	In Transit
437	HELD FOR CUSTOMS INSPECTION	N	Customs Exception
438	BROKER RECEIVED CUSTOMS DATA	N	
441	UNABLE TO LOCATE ADDRESS	N	Delivery Exception
442	PARCEL CLEARED IMPORT CHARGES PAID	N	In Transit
443	PARCEL CLEARED IMPORT CHARGES DUE	N	Customs Exception
444	PARCEL REFUSED OR 21 DAY HOLD EXPIRED	N	Return in Transit
445	PARCEL IN TRANSIT NO DUTY REQUIRED	N	In Transit
446	RELEASED FROM CUSTOMS - DUTY TO BE DETERMINED BY AGENT	N	In Transit
449	ITEM IN CUSTOMS AWAITING CLEARANCE	N	In Customs
450	UNDELIVERED	N	Delivery Exception
451	CUSTOMS RETENTION: AWAITING BROKER IDENTIFICATION	N	Customs Exception
452	CUSTOMS RETENTION: AWAITING PROOF OF PURCHASE/VALUE FROM ADDRESSEE	N	Customs Exception
453	CUSTOMS RETENTION: CERTIFICATE OF ORIGIN MISSING	N	Customs Exception
454	CUSTOMS RETENTION: CERTIFICATE OF RETURNED GOODS REQUIRED	N	Customs Exception
455	CUSTOMS RETENTION: CONTENT IS SUBJECT TO RESTRICTIONS - IMPORT LICENSE REQUIRED	N	Customs Exception
456	CUSTOMS RETENTION: CUSTOMS DOCUMENTS MISSING	N	Customs Exception
457	CUSTOMS RETENTION: DUTY PAYMENT PROCESS	N	Customs Exception
458	CUSTOMS RETENTION: DOCUMENT OF TRANSFER REQUESTED FROM BANK	N	Customs Exception
459	CUSTOMS RETENTION: HIGH VALUE GOODS - "CUSTOMS DECLARATION" REQUIRED	N	Customs Exception
460	CUSTOMS RETENTION: IMPORT AND/OR VAT NUMBER REQUIRED	N	Customs Exception
461	CUSTOMS RETENTION: IMPORT INFORMATION REQUIRED - UNABLE TO CONTACT CONSIGNEE	N	Customs Exception
462	CUSTOMS RETENTION: INAPPROPRIATE CERTIFICATE OF ORIGIN	N	Customs Exception
463	CUSTOMS RETENTION: INAPPROPRIATE INVOICE	N	Customs Exception
464	CUSTOMS RETENTION: INCOMPLETE CONSIGNMENT	N	Customs Exception
465	CUSTOMS RETENTION: INVOICE MISSING	N	Customs Exception
466	CUSTOMS RETENTION: ITEM HANDED OVER TO CUSTOMS AUTHORITY	N	Customs Exception
467	CUSTOMS RETENTION: OTHER	N	Customs Exception
468	CUSTOMS RETENTION: PROHIBITED CONTENT	N	Customs Exception
469	CUSTOMS RETENTION: UNSPECIFIED REASON	N	Customs Exception
470	CUSTOMS HELD AWAITING PAYMENT	N	Customs Exception
471	RETURNED - BAD ADDRESS	N	Return in Transit
472	RETURNED - CONSIGNEE NOT KNOWN	N	Return in Transit
473	RETURNED - CONSIGNEE REFUSED DELIVERY	N	Return in Transit
474	RETURNED - DAMAGED	N	Return in Transit
475	RETURNED - UNABLE TO DELIVER TO ADDRESS	N	Return in Transit
476	RETURNED - FORBIDDEN ARTICLES	N	Return in Transit
477	RETURNED - PAYMENT REQUIRED	N	Return in Transit
478	RETURNED - ABANDONED	N	Return in Transit
479	DELIVERY POINT STORAGE TIME EXPIRED	N	Delivery Exception
500	EXCEPTION	N	Delivery Exception

501	ADDRESS QUERY	Y	Delivery Exception
502	DELIVERY FAILED	N	Delivery Exception
503	CONTACT CARRIER	N	Delivery Exception
504	DELIVERY FAILED - ADDRESS ILLEGIBLE	Y	Delivery Exception
505	DELIVERY STATUS NOT UPDATED	Y	Delivery Exception
506	ITEM DESTROYED - DAMAGED	N	Delivery Exception
507	ITEM DESTROYED - PROHIBITED OR RESTRICTED CONTENT	N	Delivery Exception
508	ITEM DESTROYED AT REQUEST OF SENDER	N	Delivery Exception
509	LOST	N	Delivery Exception
510	PARCEL DESTROYED	N	Delivery Exception
511	DELIVERY UNDER INVESTIGATION	N	Delivery Exception
600	LATE	N	Delivery Exception
900	HOLD AT LOCATION	N	Delivery Exception
998	ROUTED FOR DELIVERY	N	In Transit
999	DELIVERED - SPLIT	Y	Delivered
1000	DELIVERED	Y	Delivered
1001	EMAIL NOTIFICATION SENT	N	
1002	TEXT NOTIFICATION SENT	N	
1003	DELIVERED IN LETTER BOX	Y	Delivered
1004	VOICEMAIL NOTIFICATION SENT	N	
1005	NETWORK DELAY	N	Delivery Exception
1006	DELIVERED TO NEIGHBOUR	Y	Delivered
1007	LETTER NOTIFICATION SENT	N	
1008	NOT COLLECTED FROM BRANCH/COLLECTION POINT - PARCEL RETURNED	N	Return in Transit
1009	DIRECT DELIVERY AT DEPOT/HUB	Y	Delivered
1011	HELD - ADDITIONAL INFO REQUIRED FROM ORIGIN	N	Customs Exception
1012	HELD - PASSPORT / IO CARD INCORRECT OR INVALID	N	Customs Exception
1013	HELD - EXCEEDED CUSTOMS ALLOWANCE	N	Customs Exception

8. PUDO Destination Codes

8.1 PUDO Destination Code List

These are the destination codes. Select the required code depending on the agent / Country mix required.

Code	Country	Carrier(s)
AU	Australia	Parcelpoint
AT	Austria	Austria Post
BE	Belgium	Mondial Relais
FR	France	Mondial Relais
HK	Hong Kong	Royale 7/11 HK
IL	Israel	Israel Post
LU	Luxembourg	Mondial Relais
NL	Netherlands	PostNL
PL	Poland	Packetry
PT	Portugal	CTT
RU	Russia	Boxberry
ES	Spain	Correos
UA	Ukraine	Nova Poshta

Please note that the following Nordic countries do not support a door to door service and as such a store pickup service is used by default: Denmark, Finland, Norway and Sweden. These can be created as a normal shipment without the TPWP service code; the carrier will route the parcel to their nearest store and then get in touch with the consignee to arrange collection.