

Integration Guide

Part & Fully Tracked Services

For more information:

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Integrating with Parcelhub

This guide is designed to support you with integrating with our carrier management system and our range of part and fully tracked services.

By integrating with us, you can enjoy all the benefits of a multi-carrier solution via a single carrier integration.

Our carrier management solution is owned, managed and supported in the UK by Parcelhub, part of the Whistl Group.

Through our solution you will be able to access one of the widest service offerings in the UK with a range that

includes in-country and cross-border delivery reach via part and fully tracked services.

You'll benefit from seamless system integration designed to take cost out of your operation, enhance your supply chain and improve your customer experience.

Use this simple guide to integrate with Parcelhub today.

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Supporting your Integration

How we will support your account during and after your integration.

Please note that references may be made in this integration document to Whistl. This is because our wider group also use this platform. Your relationship however is direct with Parcelhub.

Select your integration method

Spreadsheet Integrations

Our spreadsheet integrations are designed for businesses looking for a low touch integration solution with the benefits of a multi-function labelling platform.

Over the years, our web despatch portal has been developed and refined to provide businesses a range of print option solutions whilst ensuring that integration is simply for all users.

Spreadsheet integrations allow you to export your data direct into our system using our Manual or Automated import solutions:

Manual

- Manually import your data using our portal
- Limited to 2,000 items per file
- Multiple file templates supported
- Designed for smaller shippers

Automated

- System Tray
- This is an APP that sits on the local PC
- Limited to 5,000 items per file
- Designed for any size shippers
- May be used for bulk or small batch uploads
- Allows auto printing of labels

File Mapping

Our file mapping tools mean you don't need to confirm to a pre-defined file structure. In addition, you will be provided a dedicated Implementation Manager who will work with you to help map your files.

When mapping files you will need to provide an example file and confirm the following:

- **Delimiter type** (Comma, tab, pipe or other)
- **Dimensions unit** (cm, mm, inches)
- **Weight unit** (kg, g, lb, oz.)
- **Mandatory & Recommended Fields** (see p.9)

We recommend that you include a header row when mapping your files, and you can also choose between the following functionalities:

- **Quotes** (ignore quotes if you wish to include commas in fields)
- **Remove duplicate addresses** from the file
- Select **Default Values** when information is not available

Print Options



On Demand

Print your labels **On Demand** or as and when you need them throughout the day.

Ideal for businesses who wish to make routing decisions on the go and want greater control over when they print labels and ship items.



Bulk Print

Bulk Print all of your orders at the start of the day or at times to suit your operation.

Ideal for businesses who know precisely which services they will be accessing and how many parcels they need to ship at the start of the day.



Packing Station

Use our **Pack Station** to scan a pick note or your own barcode to despatch items.

Ideal for businesses looking to despatch at the end of the pick bench and add automation to the despatch process.



Printing is supported by a downloadable system tray application. Please speak with your Implementation Manager for more information and support setting up the application.

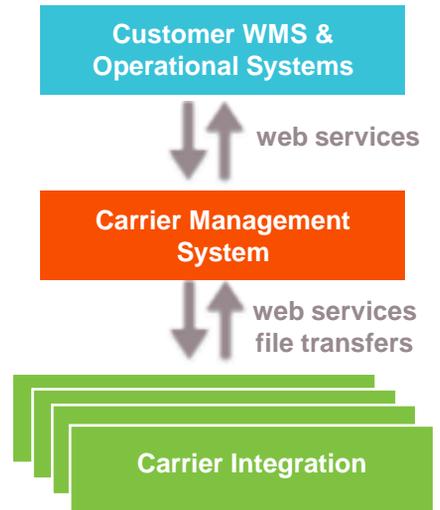
Select your integration method

Direct Integrations

By directly integrating either your Warehouse Management System or despatch system with Parcelhub, you will be able to label and despatch items from your own operational systems.

Our Restful API has been designed to facilitate speedy label production with a variety of label formats, providing you the ability to manage your own label stock and embed tracking labels in pick notes and invoices.

With a choice of despatch methods and end points designed to support item tracking and reporting, you can choose how many end points to access, all of which is then supported by our Web Despatch customer portal.



Available End Points

Below is a selection of the available end points for shipping items using our Restful API:

End Point	Description
POST /TokenV2	Retrieve an authorisation token for shipping your items
POST /DraftShipment	Create new draft shipments
PUT /DraftShipment	Update existing draft shipments
GET /DraftShipment	Retrieve existing draft shipments
DELETE /DraftShipment	Delete existing draft shipments
POST /Service	Retrieve a list of available services for the shipment information supplied. This can be reduced by selecting the service provider ID in the request (carrier ID)
POST /Shipment	Create a shipment using one of the services returned by the POST/1.0/Service end point
GET /ServicePreferenceList	Retrieve a list of available service preference lists
POST /Service/ServiceUsingServicePreference	Create a shipment using a service preference list. The shipment will be created against the first available service based on the information supplied

Development & Testing

Should you wish to integrate via web services, we will arrange for you to have access to our UAT environment. The environment will replicate your Live account setup allowing you to test printing labels and access our services.

Please note that Service codes and Service Preference List codes will remain uniform across both environments. Our Implementation team will provide you a list of available services, and groups, for each environment that corresponds with your integration.

Before you can begin live trading you will be asked to complete a test pack to show that your integration is completed and you are able to print labels for your expected services.

Important Links

Docs:

<https://api.parcelhub.net/docs/>

UAT:

<https://api.whistl.parcelhub.net/>
<https://despatchuat.whistl.co.uk> or
<https://web.test.parcelhub.net>

LIVE:

<https://api.parcelhub.net/1.0>
<https://despatch.whistl.co.uk> or
<https://web.parcelhub.net>

Select your integration method

As part of the launch of our new system, not all of our **Plugin** and **Third Party** integrations will be available from launch. For more information on timings and when each integration will be available, please discuss with your Implementation Manager.

Plugins

	<ul style="list-style-type: none">• Use our plugin to pull your orders into our system, removing the need for manual exports and imports• Ship your orders by service preference and confirm dispatch back to the marketplace• Global marketplace support• Suitable for domestic and international orders
	
	
	

Third Parties

	<p>When using a third-party integration, your label production is carried out by your third party system using background web services into our carrier management system.</p> <p>Available services will be defined by the system you use and you may need to check whether all of our latest services are available.</p> <p>Some third parties may require you to pay a configuration charge or install a plugin to your application.</p>	
		
		
		
		
		
		
		
		

Your Account

Account

When opening your account this will be setup against your **Registered Company** name and with a dedicated Account ID.

If you plan on shipping internationally you should make sure your **VAT** and **EORI** numbers are also provided and if you require unwanted items returned, that a Returns Goods Relief form has been signed. This information is passed to our carriers to assist with customs declarations.

Client IDs

When shipping items you will be assigned a series of Client IDs and Collection Points depending on the complexity of your set up.

Client IDs are assigned based on the services you will be accessing and collection points are issued for each of the sites you ship from. If shipping using Web Services, you will be shipping at collection point level when our system requests your account information.

You may also be issued Departments, these can be used to split your data by marketplace, shipping site or brands.

Account	Department
Name: Wolverhampton	Name: Shop Online .COM
Collection Point (Site): L123451	Department (Brand): L1234511
<i>Location from which you despatch your items</i>	<i>Internal departments, brands or marketplaces</i>

Shipping on Behalf of Others

When shipping Internationally, it is important to ensure that the correct shipper is declared to customs authorities and territories. The shipper is the party responsible for initiating the shipment and is typically the seller of the goods being shipped.

If your business will be shipping on behalf of others (for example: Fulfilment companies and consolidators) it will be important for us to ensure your customer's are declared as the shippers for your International orders.

To help manage this, each of your customers will be setup with a dedicated collection point and/or department code for International shipping. Against each of these we will then require you to provide the following information:

- **Registered Company Name**
- **Registered Company Address**
- **VAT and EORI Number**

Should you wish undelivered or refused items to be returned to you or your customers, you will also need to complete a Returns Goods Relief document for each of your customers. Failure to do so will result in duties being charged on returns (where applicable) or items being destroyed.

Third Party Integrators

Third party integrators will be issued a dedicated UAT Account for testing and to support their development. The ID should not be used with Live data and will be used to sign-off integrated services before customers may ship against them. Customers may be issued multiple Accounts, where possible this should also be supported.

Service Selection

For Spreadsheet Integrations

You may either import your orders against a specific **Service Preference List** or use our web despatch portal to review your orders and select the most appropriate **Service**.

Service Preference Lists are based on a mixture of despatch methods and based on your item attributes, orders are sent on the most appropriate service.

Service Preference Lists can also be bespoke named to align with Marketplaces and make despatching easier within your operation. For example:

- If your shipping site refers to Next Day orders as Express, we can create a preference group called EXPRESS

Your Implementation Manager will work with you to configure your lists.

For Third Party Integrations:

Third party integrations are configured in 2 ways dependant on the Third Party preference, these are either using pre-defined **Service Preference List** or **Using very specific service codes**

To find out which options are suitable for your integration please speak with your Implementation Manager.

For Direct Integrations:

If you are directly integrating your system to our CMS using web services, your despatch method will be characterised by which end points you will need to use and access:

Get Services

- A call is placed asking the system to return available services based on order and item information
- The customer (or third party) system then selects the most appropriate service for the list of returned services
- Ideal for shippers accessing a small number of services and with a limited mix of package sizes
- You may choose to directly despatch against the list of services available on your account and bypass the Get Service command.
- Our standard method for third party integrations.

Services Preference Lists

- A call is placed against a pre-defined Service Preference List
- The list is compiled based on a mixture of customer despatch preferences, attributes and service speeds.
- Our system then returns the most appropriate label and service for the order information supplied
- Ideal for shippers accessing a large number of services and with varying package sizes

Additional Configuration

Users

You will require separate user logins for each individual who will be accessing our systems. If using web services, a single user login will be assigned to your API credentials.

When providing us user information, we require the **Email Address** for each user.

- Your user login will be based on the email address provided
- The same email address may not be used with multiple users
- You will be asked to reset the password the first time you use the system

In addition to configuring your users, you should also ensure a **Software Contact** is supplied. This contact will be used for any communications regarding the system. We require the following contact information:

- **Full Name**
- **Job Title**
- **Email**

Should you wish to change information about a user or request new user credentials, please contact your Internal Account Executive and a maintenance request will be placed on your behalf.

Third party integrators will be issued separate user credentials per Customer Account and dedicated credentials for our UAT environment and test ID.

Email Notifications

A number of different communication methods are available for communicating with your end recipients. Should you require set up of bespoke emails on your behalf, you will need to confirm the following information:

- **Triggers**

Which tracking events should trigger your communications?

Are the same communications required for each final mile delivery carrier?

- **Email Content**

What text should be included in your emails?

Do you require destination specific content?

Does any branding need to be added to the email?

- **Customer Services contact information**

What are your customer service contact details should the recipient wish to query the item?

- **Carrier Communications**

Please note that many of our carriers already send direct communications to the recipient, this will vary by service and carrier, before choosing to access Email notifications please check with your Implementation Manager

For more information on email notifications and communicating with end recipients, please refer to our Consumer Notifications information card.

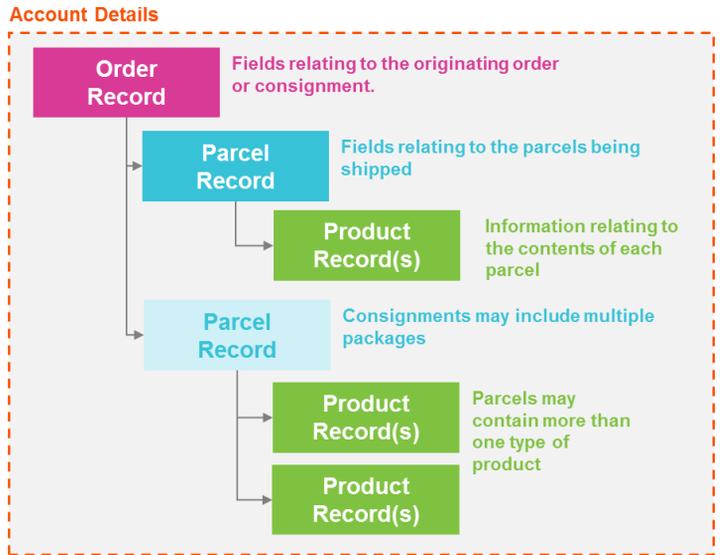
Mandatory Fields

Ensuring you have the right information to ship your items is key to improving first delivery success and reducing customer contacts.

Accurate shipping information ensures items can be delivered to recipients, and when required, they can be contacted.

When shipping via Parcelhub, you will need to ensure that mandatory fields are always populated and should be aware that our system, and carrier systems, may also validate the accuracy of your information before producing a label.

You will need to supply us with data about your recipient, their order and also the packages within your consignments.



The following pages detail which information is mandatory in order to ship your items. Third party integrators should look to implement all fields detailed in this guide. Where this is not possible, please discuss with your Implementation Manager for guidance. Where relevant, we have also included other fields which you may wish to populate:

M	Mandatory fields, these must always be supplied
C	Conditional. These are only mandatory when various conditions are met
O	Optional / Recommended
F	Potential Future Fields

Account Details

You will despatch orders against your Account and Collection Point.

- **Manual Label Creation:** You will need to select the Account against which you wish to create items, using the available drop down to select a Department. If you have only one Account and/or department code, the system will default your selection.
- **Spreadsheet Integrations:** Fields will either be hard coded into your integration via File Mapping or supplied in your import files. Our System Tray integration method has been designed to allow you to import and despatch labels without the need for manual intervention.
- **Web Services:** You will authenticate using your User login information and then supply the relevant Account and Department against each call.

Field {API Field Name}		Definition	Example
Account {Account}	M	The collection point against which you wish to despatch your item	L123451
Department {Department}	C	The brand, sub-customer or department against which you wish to despatch your item. If you only have one department configured, you may leave this blank.	L1234511

Mandatory Fields

Order Information

Order information is used to affect delivery and declare information about the overall shipment for use by overseas countries and territories.

A complete and accurate address is essential to successful delivery. Inaccurate addressing information may result in your item being held or the system rejecting your label request after address validation.

Your Implementation Manager can support with an example API request if needed to support your integration.

Field {API Field Name}		Definition	Example
Delivery Address:			
Contact Name {ContactName}	M	Name of the recipient	John Smith
Company Name {ContactName}	C	Company to which the item is to be delivered. Mandatory for business deliveries.	Parcelhub
Mobile Phone Number {Phone}	M	Recipient mobile number, or home if unavailable	012345678900
Email {Email}	C	Email address for the recipient. Mandatory for ROW	test@parcelhub.com
Address Line 1 {Address1}	M	First line of recipients address. Containing at least one premise and thoroughfare element	Parcelhub Ltd Unit 6, Road No.2
Address Line 2 {Address2}	O	Second line of the delivery address	Colwick Quays Business Park
City {City}	M	The locality to which the item must be delivered	Nottingham
Area {Area}	C	Recipient state, county or region	
Postcode {Postcode}	M	The post or zip code for the item. Where not required, a value of 000000 should be used	NG4 2JY
Country {Country}	M	Recipient ISO-2 country code	GB
References:			
Reference 1 {Reference1}	M	Customer order number	745765
Reference 2 {Reference2}	O	Label reference. Anything populated in this field will appear on the label for the item	L231
Special Instructions {specialinstructions}	O	Instructions from a recipient to the delivery carrier	Leave in shed
Customs Declaration Info:			
Terms of Trade {TermsOfTrade}	C	Default to DutiesAndTaxesUnpaid unless a DDP / IOSS service is being used (DutiesAndTaxesPaid)	DutiesAndTaxesUnpaid
Category of Item {CategoryOfItem}	C	The reason for exporting the goods. Default to Sold unless classed as a Gift or Documents .	Sold
Currency {currencycode}	C	The currency the order was sold in.	GBP
Carriage Value {carriagevalue}	O	The amount charged to the recipient for shipping the item. To be left blank if zero.	10.00
Insurance Value {insurancevalue}	O	Value of insurance if charged to the recipient.	1.00
Other Value {othervalue}	O	Total value of any additional charges made of the recipient as part of the sale.	0.00
IOSS {IOSS}	C	The supplied registered IOSS number, to be supplied on IOSS applicable services and goods under 150Euros	IM1234567891
VAT Exempt	F	Required for items to Southern Ireland	TBC
Vat Value	F	Required for items shipped using DDP for Premium and Road only	2.50

When shipping to the Channel Islands or outside of the European Union:

- We recommend that a recipient **telephone number** is always provided and at a minimum a **recipient email** is mandatory for all International shipments.
- Contact information is used in the collection of local taxes and duties and where required, to contact the recipient for additional information to affect delivery.
- This information ensures that your commercial invoice is an accurate reflection of the total amount charged to the recipient and will be used in the calculation of local taxes and duties, it's a customers responsibility to ensure the customs declaration is correct and accurate.

Mandatory Fields

Package Information

The information you declare about your parcels will be used to ensure your items are despatched on the right service and may also impact how we invoice your items.

Parcel information should be accurate or if default values are used, the defaults used should be representative of the size of the item despatched. If shipping multi-parcel consignments, you may wish to base dimension and weight fields on the largest package in the consignment.

Field {API Field Name}		Definition	Example
Packages:			
Weight {weight}	M	Weight of the parcel in kg. Fractions will be rounded to nearest g	2.055
Value {value}	C	Total sold price of the products contained within the package	1.60
Contents {contents}	C	A summary of the products contained within the package	1
Dimensions:			
Length {length}	M	Maximum length of the parcel in cm .	100
Width {width}	M	Width of the parcel in cm .	50
Height {height}	M	Height of the parcel in cm .	20

Product Information

If you are sending items outside of the European Union, or to the Channel Islands, you will need to provide additional information regarding the products within your parcels. These fields are indicated as **Conditional** and **Recommended** in the table below.

When supplying customs information, it is advised that declarations are accurate and complete. Product information is used to form customs declarations to receiving countries and territories and this helps minimise the risk of increased transit times due to customs procedures and checks.

Field {API Field Name}		Definition	Example
Item Level Declaration:			
Product Type {producttype}	C	A short-form description of the product, sometimes referred to as a customs description.	Mobile Phone
Product SKU {productSKU}	C	A unique value used to reference the product in your own system or selling site	12312341
Product Description {productdescription}	C	An accurate specific commercial product description of the product, used in the commercial invoice.	XPhone V 250GB Black
Quantity {productquantity}	C	Quantity of the sold product	5
Value {productvalue}	C	Sale price of the product	1.00
Currency {productcurrencycode}	C	Currency the value was charged in to the recipient	GBP
Country of Origin {productcountryoforigin}	C	The country of origin where the goods were produced, manufactured or assembled.	GB
Harmonised Code {productharmonisedcode}	C	Globally recognised code describing the product sold. A minimum 8 digit code should be used. Please check against the destination country you are shipping to in order to clarify whether harmonised codes are required as standard.	8517120000
Product Weight {productweight}	C	The weight of the product in the parcel in kg. Fractions will be rounded up to the nearest g.	1.00
FDA number {productfdanumber}	C	USA only. Manufacturers approved FDA number for goods designed for use within the body or on the skin	3453453
Fabric Content {productfabriccontent}	O	The manufacturing material of the product.	G45

Tracking

Items can be tracked using our web despatch portal with near real time colour coded exception filtering to support you in resolving in-flight issues and problems. For customers looking for a deeper integration, a number of API and scheduled reporting options exist:

Tracking API

Our tracking API is ideal for customers looking to retrieve tracking information on-demand.

The following end points may be accessed via our API, the latest specification for which may be found at <https://api.parcelhub.net/docs/#tracking-api>, the tracking API is only available on the live endpoint.

Tracking API is designed for single order requests, SFTP is available for bulk return of tracking updates.

To retrieve the tracking API Key please speak to your dedicated implementation manager who can supply this for you, the key is unique per Account

End Point	Description
/v1/trackingservice/listshipments	Obtain a list of shipments created against the Collection Point with their latest status. May be tailored to a specific date range
/v1/trackingservice/getlatesttrackingevent	Return the latest tracking event for a series of tracking numbers provided in the request
/v1/trackingservice/gettrackinghistory	Supply the full tracking history for a tracking number supplied in the request
/v1/trackingservice/searchshipment	Search for a shipment using a tracking number, reference 1 or reference 2

Tracking

Tracking Files

Tracking files can be supplied to customers by request and are designed for businesses who wish to hold all of the events for items shipped. Files include our normalised events in addition to the carrier event codes and carrier event descriptions provided by our carriers.

File Naming

File name convention will be: **CLIENTCODE>>DATE>.<TIME>**

DATE will be the date when the file is generated: **YYYYMMDD**

TIME will be the time the file is generated: **HHMMSS**

The extension for the file will be: **csv**

Schedule

- Files can be generated to a schedule to an SFTP location supplied by Whistl Group.
- We will supply a single location or location per Client ID
- A file is only generated when there are events

Field Name	Data Type	Description	Example
EventCode	Text	Normalised Event Code	MAN
EventDesc	Text	Description of Normalised Event Code	Manifested
EventDate	Date Time	Date and Time of the event occurrence	2015-03-09T14:50:12.357
TrackingId	Text	The Unique Parcel Identifier	2205107350411788
ClientCode	Text	Your Client ID	L10054
SiteCode	Text	Your Client ID and Collection Point	L100541
ClientOrderRef	Text	A customers internal order reference	TEST
ClientSiteOrderRef	Text	A unique reference for the despatched consignment	BULKTEST_4004
DespatchDate	Date Time	The date that the item was despatched	2015-03-09T00:00:00
DeliveryDate	Date Time	The requested delivery date for the parcel. The actual will be sent as an event.	2015-03-10T00:00:00
CarrierEventCode	varchar	The triggered carrier event code for the item	00000012
CarrierEventDesc	varchar	The triggered carrier event code description for the item	Manifested
CarrierOrderReference	varchar	Carrier order reference	18102002
CarrierEventSource	varchar	Triggered carrier event source	Carrier
CarrierFreeText1	varchar	Carrier free text field 1	Left at Neighbour
CarrierFreeText2	varchar	Carrier free text field 2	
CarrierSignature	varchar	Signee of the package (via Yodel only)	Alba
Reference2	varchar	CMS field Reference 2	Test

Tracking

Normalised Tracking Events

Tracking information is clear and easy to understand, normalised to 81 events and 8 categories. Our list of normalised tracking events is included below:

Category	EventDescription	ID	Description
Delivered	Delivered	1	Item delivered
	No POD	3	Item delivered, No POD captured
	Left with Neighbour	4	Item delivered to a neighbour
	Left in a safe place	5	Item delivered to a safe place
	Customer collected	6	Item collected by recipient
	Delivered col. point	47	item delivered to a collection point
	Return - Delivered	83	Item returned and delivered to sender
Delayed	Delayed	7	Item delayed in transit
	No-one to receive	8	Unable to deliver, no one to receive item
	Adverse weather	9	Adverse weather has impacted delivery
	Awaiting instruction	10	Awaiting information to affect delivery
	Awaiting booking-in date	11	Held - Awaiting Booking-In Date
	Recipient will collect	12	Awaiting collection by recipient
In Transit	In transit	13	Item in transit with carrier
	Collected	14	Item collected
	Arrived at collection depot	15	Item received at a carrier depot or hub and has been processed, sorted
	Arrived at delivery depot	16	Item received at a carrier depot or hub and has been processed, sorted
	Out for delivery	17	Item out for delivery with courier
	Resealed	19	Item has been resealed
	Processed at hub	53	Item received at a carrier depot or hub and has been processed, sorted
	Processed At Hub	73	Item received at a carrier depot or hub and has been processed, sorted
	Collected From Customer	74	Item has been collected from customer
	with Whistl	78	Item in transit within the Whistl network
	Handover to RoyalMail	79	Item handed over to Royal Mail for final mile delivery
	Handover to Courier	80	Item handed over to delivery carrier
	Item Weight Changed	81	Declared item weight different to actual
	Return - In Transit	82	Return - processed at hub

Tracking

Problem	Problem	20	Problem identified with shipment
	Bad Address	21	Problem with the address information supplied
	Item damaged	22	Item damaged in transit
	Item hazardous	23	Item identified as containing hazardous contents
	Item oversized	26	Item overweight for the service selected
	Held by customs	28	Item been held by customs
	Recipient not known	29	Unable to deliver as recipient is not known at the address supplied
	Refused	30	Delivery has been refused by the recipient
	Returned to sender	48	Item has entered a return to sender process
	Internal Problem	49	Internal issue identified with the shipment at carrier
	Document/Paperwork	72	Item on hold - missing required documentation
Customer Action	Customer Action	31	Item data received
	Shipment deleted	32	Shipment deleted by customer
Internal Action	Internal action	37	Internal carrier event
Information	Information	46	Information events from our system and the carrier, these are not physical scan events
	Internal Information	51	Information events from our system and the carrier, these are not physical scan events
	Shipment Created	54	The first event once a label is created
	Pre-Advice data sent to courier	64	Information events from our system and the carrier, these are not physical scan events
	Assigned to Customer Services	65	Ticket created - assigned to customer service
Advised to Claim	Disputed Delivery	66	Advised to claim - Disputed delivery
	Loss	67	Advised to claim - Loss
	Damage	68	Advised to claim - Damage
	Non-Compliance	69	Advised to claim - Non Compliance

Supporting your Integration

During your integration:

We will assign you with a dedicated Implementation Manager who will be responsible for managing and coordinating your integration.

As part of the service we offer, our Implementation Team will provide you support in the following areas:

- Service configuration and setting up services
- User logins
- Spreadsheet integrations and file mapping
- API set up and test pack support
- Notification setup and configuration
- Technical support for direct integrations
- Testing / printing and Go Live support
- User training (for example: Customer Services)

Useful Links:

Web Despatch:
despatch.whistl.co.uk or
<https://web.parcelhub.net>

Consumer Tracking Portal:
<https://despatch.whistl.co.uk/tracking> or
<https://web.parcelhub.net/tracking>

API Documentation:
<https://api.parcelhub.net/docs/>

After your integration:

Following your integration, your Implementation Manager will continue to support you directly for up to one week, at which point you will then be handed over to the care of your dedicated Account Owner.

Should you have any problems with your integration or require additional support, your Account Owner will act as a liaison to our technical teams in confirming your requirements and arranging for our support team to contact you.

Your Account Owner should always be your first point of call.

Some common reasons why you may require additional support could include:

Maintenance Support	Issues & Problems
<ul style="list-style-type: none"> ● New Services ● New Accounts ● Change in Contracted Services ● New Department codes 	<ul style="list-style-type: none"> ● System availability ● Label printing issues ● API not accessible ● Unknown error message
<ul style="list-style-type: none"> ● New or Changed Integration ● New Users or Change to Users ● New Department Codes ● New File Mapping ● New or Updated Email Notifications 	

Upon receipt, we will endeavour to resolve maintenance requests within three working days. We will aim to provide you a reasonable resolution for issues and problems within 24hrs, based on the complexity and type of issue you are experiencing.

Implementation process:

Integrating couldn't be simpler, and our Implementation team will support you each step of the way:

