

DHL ServicePointLocator API Guide

Applicable Products

- DHL Service Point B2C (103)
- DHL Parcel Connect (109)

API Methods

- **findnearestservicepoints**
Retrieves a list of service points sorted by distance to a given address.
One of these should be selected and used as **AccessPoint** in the transport instruction and label print.
- **getservicepointdetails**
This method allows you to retrieve details of a specific service point using its unique **servicePointId**.
Instead of transferring the full address between systems (e.g., from a web shop to a transport management system), you only need to send the **servicePointId**. The receiving system can then use this ID to look up the complete service point information later, reducing the amount of data exchanged.

Selecting a Service Point

Customers should ideally **self-select** a service point using search functionality.

The preferred service point may not always be the closest to the consignee's address—it could be near their workplace or another convenient location.

If self-selection is not possible, an **automatic selection** based on the consignee's address can be used.

Important: Always provide as much address data as possible. Using only postal code and city often results in poor selections and, for international shipments, may return no results due to inconsistent geocoding.

Important Note

Do **not** store service point data permanently. Service point information is dynamic—addresses change, and points may close temporarily or permanently.

Using outdated or invalid data can lead to:

- Delivery delays
- Extra fees
- Return of goods

Country-Specific Details

Sweden domestic: DHL ServicePoint B2C and service points

- The API response contains an indication for "doorStepDeliveryAvailable" (value true or false). This is no longer valid (value is always false). This additional service has been replaced by product DHL HEMLEVERANS PAKET (118).
- Lockers (parcel vending machines) are very limited in Sweden. Avoid explicit searches for lockers, as results may be far from the intended location.

International: DHL ParcelConnect with Parcelshops and Parcelstations

- The attribute **residentialAddressing** shows if residential delivery is supported for a country.
If available, the **AccessPoint** section is not required in the transport instruction.
- Addressing options (Residential, ParcelShop, ParcelStation) and size limits should be retrieved via the **Product API** to stay updated.
- The API will **not** return parcel shops or stations for unsupported countries.

Mapping for product DHL SERVICE POINT B2C (103)

Field in API response	Description	TransportInstruction API	In EDI file	On label?
id	Response gives value like SE-nnnn00. Only four-digit value (nnnn) to be used.	Value from id in AccessPoint	IFTMIN: Value from nnnn in NAD+ST 3039	No
name	Name of SERVICE POINT/Access point.	name	IFTMIN: NAD+DP 3036	Yes. Please see label section in the Product manual
street	Street address to SERVICE POINT/Access point.	street	IFTMIN: NAD+DP 3042	Yes. Please see label section in the Product manual
postalCode	Postal code to SERVICE POINT/Access point.	postalCode	IFTMIN: NAD+DP 3251	Yes. Please see label section in the Product manual

cityName	City of the SERVICE POINT/Access point.	cityName	IFTMIN: NAD+DP 3164	Yes. Please see label section in the Product manual
featureCodes	SERVICE POINTs where value is SF054 can handle Cash on Delivery (C.O.D.).	See API models	See IFTMIN specification	Yes. Please see label section in the Product manual

Mapping for product DHL PARCEL CONNECT (109)

Field in API response	Description	TransportInstruction API	In EDI file?	On label?
serviceTypes	Only shops/stations with value parcel:pick-up is possible to select.	No	No	No
locationType	Location type. Values can be: • servicepoint • locker • postoffice • postbank • any other value	Value in part AccessPoint/subtype: servicepoint locker postoffice postbank any other value Location type should be sent in: subtype	Value in routing code (reference): 53 54 53 53 Location type should be sent in: IFTMIN: NAD+ST 3036	Value in routing code: 53 54 53 53
name	Shop type expressed with wording used by the receiving country.	name	IFTMIN: NAD+DP 3036	Yes. Please see label section in the Product manual
id	ID of shop/station.	id	IFTMIN: NAD+ST 3039	Yes. Please see label section in the

				Product manual
shopName	Name of parcelshop or parcelstation.	API: shopName EDI: additionalAddressInfo	IFTMIN: NAD+DP 3036+DP 3207	Yes. Please see label section in the Product manual
street	Street address to parcelshop or parcelstation.	street	IFTMIN: NAD+DP 3042	Yes. Please see label section in the Product manual
postalCode	Postal code to parcelshop or parcelstation.	postalCode	IFTMIN: NAD+DP 3251	Yes. Please see label section in the Product manual
cityName	City of the parcelshop or parcelstation.	cityName	IFTMIN: NAD+DP 3164	Yes. Please see label section in the Product manual
countryCode	Country of the parcelshop or parcelstation.	countryCode	IFTMIN: NAD+DP 3207	Yes. Please see label section in the Product manual

Example DHL Servicepoint B2C (103)

Request - findnearestservicepoints:

```
{
  "address": {
    "street": "Regnvindsgatan",
    "streetNumber": "8",
    "additionalAddressInfo": "",
    "cityName": "Karlstad",
    "postalCode": "65221",
    "countryCode": "SE"
  },
  "locationTypes": [
    "servicepoint",
  ]
}
```

```

        "locker"
    ],
    "maxNumberOfItems": 3,
    "serviceTypes": []
}

```

Response - findnearestservicepoints:

```

{
  "status": "OK",
  "doorStepDeliveryAvailable": false,
  "servicePoints": [
    {
      "id": "SE-691100",
      "servicePointId": "SE-691100",
      "street": "REGNVINDSGATAN 8",
      "name": "DHL KARLSTAD",
      "cityName": "KARLSTAD",
      "postalCode": "65221",
      "countryCode": "SE",
      "distance": 0.02,
      "routeDistance": 0.02,
      "distanceUnit": "km",
      "featureCodes": [
        "SF054",
        "SPXXL"
      ],
      "locationType": "servicepoint",
      "serviceTypes": [
        "parcel:pick-up",
        "parcel:drop-off",
        "cash-on-delivery",
        "express:pick-up",
        "express:drop-off"
      ],
      "latitude": 59.36569,
      "longitude": 13.55717,
      "clickAndCollectId": ""
    },
    {
      "id": "SE-972100",
      "servicePointId": "SE-972100",
      "street": "STRANDVÄGEN 26",
      "name": "PAKETSKÅP (IBOXEN) STRANDVÄGEN",
      "cityName": "KARLSTAD",
      "postalCode": "65223",
      "countryCode": "SE",
      "distance": 2.87,
      "routeDistance": 3.96,
      "distanceUnit": "km",
      "featureCodes": [

```

```

        "SPXXL"
    ],
    "locationType": "locker",
    "serviceTypes": [
        "parcel:pick-up-unregistered"
    ],
    "latitude": 59.37808,
    "longitude": 13.51275,
    "clickAndCollectId": ""
    }
],
    "homedeliveryParcel": true
}

```

Mapping in TransportInstruction sendtransportinstruction:

Party: Accesspoint

```

{
    "id": "SE-691100",
    "type": "AccessPoint",
    "name": "DAN'S NÄRBUTIK",
    "address": {
        "street": "HERRHAGSGATAN",
        "streetNumber": "43",
        "cityName": "KARLSTAD",
        "postalCode": "65222",
        "countryCode": "SE"
    }
}

```

Example DHL Parcel Connect (109)

Request - findnearestservicepoints:

```

{
    "address": {
        "street": " Vestebrogade 1",
        "cityName": " Köpenhamn",
        "postalCode": "1620",
        "countryCode": "DK"
    },
    "maxNumberOfItems": 2
/* To exclude ParcelStations add:
    "locationTypes" : ["servicepoint", "postoffice", "postbank"] */
/* To exclude ParcelShops add:
    "locationTypes" : ["locker"] */
}

```

Response - findnearestservicepoints:

```

{

```

```

"status": "OK",
"servicePoints": [
  {
    "id": "110792",
    "servicePointId": "8009-110792",
    "street": "Istedgade 43 St. Th.",
    "name": "SHOP",
    "shopName": "My Mobile Butik",
    "cityName": "København V",
    "postalCode": "1650",
    "countryCode": "DK",
    "distance": 0.41,
    "routeDistance": 0.41,
    "distanceUnit": "km",
    "featureCodes": [],
    "locationType": "servicepoint",
    "serviceTypes": [
      "parcel:drop-off",
      "parcel:pick-up"
    ],
    "latitude": 55.669863,
    "longitude": 12.555785,
    "clickAndCollectId": ""
  },
  {
    "id": "108965",
    "servicePointId": "8009-108965",
    "street": "Vodroffsvej 21",
    "name": "SHOP",
    "shopName": "Købmand Plus",
    "cityName": "Frederiksberg C",
    "postalCode": "1900",
    "countryCode": "DK",
    "distance": 0.50,
    "routeDistance": 0.50,
    "distanceUnit": "km",
    "featureCodes": [],
    "locationType": "servicepoint",
    "serviceTypes": [
      "parcel:pick-up",
      "parcel:drop-off"
    ],
    "latitude": 55.676349,
    "longitude": 12.553828,
    "clickAndCollectId": ""
  }
],
"residentialAddressing": true
}

```

Mapping in TransportInstruction / sendtransportinstruction:

Party: Accesspoint

```
{
  "id": "110792",
  "type": "AccessPoint",
  "subType": "servicepoint",
  "name": "SHOP",
  "references": [
    null
  ],
  "address": {
    "street": " Istedgade 43 St. Th.",
    "cityName": " København V",
    "postalCode": "1650",
    "countryCode": "DK",
    "shopName": " My Mobile Butik",
  }
}
```