



Palletways Portal

PalletConnect Integration Guide

Palletways Portal

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Introduction

What is integration and what are the benefits to my business? Integrating with the Palletways Portal allows you to send and retrieve data to our online servers directly from your own systems via a web based API interface.

This allows you to book consignments directly to your local Palletways depot, send a pallet pickup request, print labels and get updated tracking information all from your own application. Providing this level of functionality direct from your own in-house software has several key advantages:

Staff familiarity – no need to learn a new system & processes, all data in one place

Instant job submission – directly from your current application

Increased efficiency – removing the need for duplicating your work load

Data accuracy – removing the need of manually inputting jobs

The Palletways Portal uses a web based API Interface allowing the direct integration from a third party system. You can query, submit and update data to our servers using a simple REST interface. Some of the current functions possible are:

Service checker – using a postcode search, find the available services on offer (eco, timed, next day etc)

Submit consignments directly – manage job bookings from your system

Label production – label images retrieved in PDF format and can be printed direct from your application

Status updates – obtain tracking details and status updates of shipped consignments

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Integration types

There are currently three ways to integrate to the Palletways Portal, designed to tailor to each customer's requirements. These range depending on how far you would wish to automate the process and what resource you have to implement the integration.

Basic:

The basic integration is purely a file import to the portal.palletways.com website. You will need to export a bulk consignment CSV file from your system in our required format, containing all of the jobs you wish to send. The Palletconnect website gives you the option for a bulk file upload, which will import the jobs onto your account. They will then be in the Outstanding Consignments screen ready to be manually processed. The end user can check the consignments, amend if required, produce labels and finally manifest them to the local depot. This is the quickest and easiest way to integrate but does require manual data entry and use of the Palletways site.

Partial:

The partial integration uses the API to send consignments directly from your system but posts the consignments to the Palletways Portal site, they will not be automatically sent to your local depot. This is useful if you wish to keep the consignments available throughout the day to be amended before you manifest them. The partial integration will allow for jobs to be sent automatically from your system but will then need to be manually processed from the Palletways site.

Full:

The full integration will require the most software development work done but will allow for your system to submit the consignments directly to your local Palletways depot via the Palletways Portal server. Your system will be able to print labels and obtain tracking updates directly with no need to access the Palletconnect Website. This removes any manual entry of data and no visibility of the Palletways site – ideal if you used an online booking system for example. Once submitted consignment data cannot be updated.

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Introduction

Requirements

The basic requirements needed to fully implement an API integration are as follows:

- User account to access the Portal site (provided by your local Palletways depot)
- Software developer to configure your application and setup / test the API submissions
- Ability to produce a CSV export in our required file format (Full details below)
- Thermal label printer and Palletways labels (Provided by local Palletways depot)
- API Key – for account authentication (Provided by contacting the UK Support team)

Palletways cannot provide the developers to configure your systems directly, but we do have a full IT support team and a dedicated integration manager to assist in the integration process. We are available to answer any queries and assist in the testing process.

Contact details are:

itintegration@palletways.com

0845 1530 007

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File Format

API Import format

The Palletways Import format is required in a comma separated values file (.CSV). Import Files can contain quoted or unquoted fields (For unquoted fields all comma's must be stripped from data). Carriage Return and line feed characters must always be stripped from data as they are always interpreted as end of record terminator.

"234235","HG/235","Fragile Goods","","","","","","","", 234235,HG/235,Fragile Goods,,,,,, Either is acceptable for import

No	Field Description	Type	Notes	Example
1	Unique consignment Reference	STRING	Tracking Number * SEE NOTE 1	Filled in by the system
2	Carrier Name	STRING	Name of Network Carrier Used E.g. "Pway" for Palletways	pways
3	Consignment number	STRING	Palletways consignment number * SEE NOTE 1	123456example
4	Consignment Import ID	STRING	Unique Ref. from Imported Consignment * SEE NOTE 1	
5	Consignment Entered Date	DATE	The date the consignment was entered	
6	Customer reference	STRING	Arbitrary customer consignment number	Ref1223434
7	Consignment description	STRING		
8	Transfer Account code	STRING	customer transfer account code	
9	Account code	STRING	customer account code supplied by depot * SEE NOTE	B010 – provided by Palletways depot
10	Account name	STRING	customer account name	
11	Transaction	STRING	Consignment Type "C" ollection "D" elivery "3" rd Party	D
12	Lifts	INTEGER	Number of Lifts (Physical Pallets) * SEE NOTE 2	2
13	Weight	INTEGER	Weight in Kg of consignment	500
14	Handball	LOGICAL	Consignment is HANDBALL	N
15	Tail Lift	LOGICAL	Consignment requires a TAIL-LIFT	N

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File Format

No	Field Description	Type	Notes	Example
16	Insurance Currency	STRING	Currency of insurance cover "STERLING" only at present	
17	Insurance Cover	FLOAT	Amount of insurance for consignment	
18	Not required	INTEGER	This field has been replaced by field 21	
19	Not required	INTEGER	This field has been replaced by field 21	
20	Not required	INTEGER	This field has been replaced by field 21	
21	Billing Units	INTEGER	* See notes for more information	FP-1 HP-1 QP-2 LP-3 MQP-1
22	Type5	INTEGER	5th type of billing unit	
23	Returns	PIPE		Can be left empty
24	Collection Depot	INTEGER	Not required	
25	Collection Service Code	STRING	Required if the transaction is collection * SEE SERVICE TABLE	A
26	Collection Surcharge Code	STRING	Required if the transaction is collection * SEE SERVICE TABLE	V
27	Collection Service/Surcharge Short Text	STRING	Not required	
28	Collection Service/Surcharge as Text	STRING	Not required	
29	Collection Due date	DATE	Date consignment is due for collection	DD/MM/YYYY
30	Collection Due time	TIME	Time consignment is due for collection	
31	Collection Reference	STRING	Reference number to be quoted for pre booked collections	
32	Collection contact name	STRING	Name of person to contact with pre booked collection queries	
33	Collection address Key Field	STRING	Address Search Key for Palletways system	
34	Collection address contact name	STRING	Required if the transaction is a collection	Bob Jones
35	Collection address Telephone	STRING	Required if the transaction is a collection	0845 546 564

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File format

No	Field Description	Type	Notes	Example
36	Collection address company name	STRING	Required if the transaction is a collection	Linton Cakes
37	Collection address line 1	STRING	Required if the transaction is a collection	Market industrial estate
38	Collection address line 2	STRING	If the transaction is a collection	Swadlincote
39	Collection address line 3	STRING	If the transaction is a collection	
40	Collection address line 4	STRING	If the transaction is a collection	
41	Collection address line 5	STRING	If the transaction is a collection	
42	Collection Town	STRING	Required if the transaction is a collection	Burton
43	Collection County	STRING	Required if the transaction is a collection	Derbyshire
44	Collection Country (Printable)	STRING	Use field 96 if you want ISO country code	GB
45	Collection address Postcode	STRING	Required if the transaction is a collection	DE12 0AA
46	Collection zone	INTEGER	Not required	
47	Customer Collection zone	INTEGER	Not required	
48	Delivery Depot	INTEGER	Not required	
49	Delivery Service Code	STRING	Required if the transaction is a delivery * SEE SERVICE TABLE	A
50	Delivery Surcharge Code	STRING	Required if the transaction is a delivery * SEE SERVICE TABLE	A
51	Delivery Service/Surcharge short text	STRING	Not required	
52	Delivery Service/Surcharge as Text	STRING	Not required	
53	Delivery Date	DATE	Date consignment is due for delivery	DD/MM/YYYY
54	Delivery Time	TIME	Time consignment is due for delivery – (seconds past midnight)	
55	Book in reference	STRING	Book in reference number	
56	Book in contact name	STRING	Name of person to contact with query about book in Etc.	

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File Format

No	Field Description	Type	Notes	Example
57	Delivery address Key Field	STRING	Address search key for Palletways system	
58	Delivery address contact name	STRING	Required if the transaction is a delivery	John Smith
59	Delivery address Telephone	STRING	Required if the transaction is a delivery	01827 711614
60	Delivery address company name	STRING	Required if the transaction is a delivery	The wool firm
61	Delivery address line 1	STRING	Required if the transaction is a delivery	6 King street
62	Delivery address line 2	STRING	If the transaction is a collection	
63	Delivery address line 3	STRING	If the transaction is a collection	
64	Delivery address line 4	STRING	If the transaction is a collection	
65	Delivery address line 5	STRING	If the transaction is a collection	
66	Delivery address Town	STRING	Required if the transaction is a delivery	Atherstone
67	Delivery address County	STRING	Required if the transaction is a delivery	Warwickshire
68	Delivery address Country	STRING	ISO country code	GB
69	Delivery address postcode	STRING	Required if the transaction is a delivery	CV9 1PA
70	Delivery zone	INTEGER	Can be left empty	
71	Customer Delivery zone	INTEGER	Can be left empty	
72	BarCodes	PIPE	Pipe separated list of barcode numbers	
73	Special Instructions	STRING	Free text entered on manifest note	
74	Itemised Delivery Notes	PIPE	Pipe separated list of Consignment delivery note	
75	Not required	STRING		
76	Not required	STRING		
77	Not required	FLOAT		
78	Not required	FLOAT		

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No	Field Description	Type	Notes	Example
79	Not required	FLOAT		
80	Not required	FLOAT		
81	Not required	FLOAT		
82	Not required	FLOAT		
83	Not required	INTEGER		
84	Email address	STRING	Email address for the Portal tracking mail to be sent to	can be separated by a ;
85	Last-POD Name	STRING	Signature on P.O.D.	Can be left empty
86	Last-POD Notes	STRING	Note against P.O.D.	Can be left empty
87	Last-POD Date	DATE	Date of P.O.D.	Can be left empty
88	Last-POD Time	TIME	Time of P.O.D.	Can be left empty
89	Last-POD Batch Number	INTEGER	Batch number of P.O.D. If batched with Palletways system	Can be left empty
90	Last-POD Image Filename	STRING	Not required	Can be left empty
91	Not required	PIPE	Not required	
92	Not required	PIPE	Not required	
93	BIN-Request	LOGICAL	Indicates whether a consignment requires booking in	
94	Not required	PIPE	Not required	
95	Not required	PIPE	Not required	
96	Collection address ISO country code	STRING	2 Character ISO country code	GB
97	Delivery address ISO country code	STRING	2 Character ISO country code	GB
98	Not used – SST			
99	Customer barcodes	PIPE	Pipe separated list of customer internal barcodes	
100	Bunits	PIPE	Pipe separated list of Business units	

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File Format

Example import file

```

,,Con number,,,Reference number,,,account number,,,1,1000,no,no,,1300,0,0,0,QP-0|HP-0|FP-1|,,,30,,,,,,Collecton
contact,,,0123456789,Collection company,address line 1,address line 2,address line 3,address line 4,address line 5,Town
,County,GB,Postcode,,,,A,A,,,,,,Delivery Contact,0123456789,Del company,Del address line 1,Del address line 2,Del address line 3,Del
address line 4,Del address line 5,Town,county,GB,postcode,,,,,,,,,,,,,,,,,,,,,,,,,,,,,GB,GB,,,

```

Minimum Required Fields

There are a set number of fields for a valid consignment import into the Palletways system. These are listed in the table above in green. If you are entering a collection or a third party consignment then you will need to complete the collection address details, as these will be different from your site address - these fields are highlighted in orange.

Field 3 - Consignment number (free text field)

Field 9 - Account number (last part of your website login 068-001-XXXX)

Field 12 - Lifts (physical number of pallet lifts - typically 1 per pallet)

Field 13 - Pallet weight (upto 250kg for a QP, 500kg for a HP and 1200kg for a FP)

Field 21 - Billing units (specify the type of pallets on the consignment – volume of space on vehicle)

Field 49 - Delivery service code

Field 50 - Delivery surcharge code

Field 58 - Delivery contact number

Field 59 - Delivery Contact Name

Field 60 - Delivery Company name (if applicable)

Field 61 - Delivery address first line

Field 68 - Delivery country (ISO Code)

Field 69 - Delivery postcode

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File format

Further Notes

Full / Half / Quarter are the main billing units used in the Palletways system. Billing units they may or may not correspond with the actual number of physical pallets. i.e. a single pallet may be priced as a full, a half or two quarters etc. The number of actual pallets can only be taken from the Lifts Field (12)

Field 21 would be filled in with the following syntax to signify 1 full pallet, 3 half pallets :

FP-1|HP-3

Account number can be provided by your local Palletways depot who configured your account. The last part of your login name is also the customer account: 123-001-ACC01

123 = Palletways depot number

001 = Login number

ACC01 = Account number

Pallet sizes

Full	1.2 x 1 x 2.2m	Max weight 1200kg
Light	1.2 x 1 x 2.2m	Max weight 750kg
Half	1.2 x 1 x 1.1m	Max weight 250kg
Quarter	1.2 x 1 x 0.8m	Max weight 250kg
Mini Quarter	1.2 x 1 x 0.6m	Max weight 150kg

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Consignments

Consignment types

Palletways has three main job types that you will be submitting into the system; they are collection, delivery and a third party. Each are very different and will define what services you can select.

Delivery

A delivery is the typical job type most users will select. This involves pallets that are collected from the customer premises, processed by the network and finally delivered to a specified location. A delivery is used when you are sending freight out.

Collection

A collection is the opposite of a delivery. Pallets are collected from a specified address and processed through the Palletways network. Freight is then delivered to the customer by their local Palletways depot. A collection is used when freight is being brought back to you.

Third Party

A third party in the Palletways system is when the physical freight is never handled by you or your local Palletways depot. You can arrange another member of the network to collect pallets, process them through the network and get delivered by another member without the freight ever arriving at your premises.

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Services

Palletways Services

Premium Delivery services		
Service Code	Surcharge Code	Short Service/Surcharge Description
A	A	NEXT DAY STANDARD
A	DH	PREMIUM TIMED DELIVERY PM (PRE BOOKED)
A	E	NEXT DAY AM
A	F	SATURDAY A.M.
A	H	TIMED DELIVERY (PRE BOOKED)

Premium Collection services		
Service Code	Surcharge Code	Short Service/Surcharge Description
A	C	COLLECTION - PREMIUM
A	V	COLLECTION PREMIUM 48HR
A	I	REMOTE CONTRACT COLLECTION

European Premium Delivery services		
Service Code	Surcharge Code	Short Service/Surcharge Description
E	0	EUROPE COLLECT PREMIUM
E	1	EUROPE SATURDAY PREMIUM
E	2	EUROPE 2 DAY PREMIUM
E	3	EUROPE 3 DAY PREMIUM
E	4	EUROPE 4+ DAY PREMIUM
E	9	EUROPE TIMED (PRE-BOOKED)

Economy Delivery services		
Service Code	Surcharge Code	Short Service/Surcharge Description
B	B	ECONOMY
B	J	ECONOMY A.M.
B	K	ECONOMY TIMED
B	Z	SATURDAY ECONOMY A.M.

Economy Collection services		
Service Code	Surcharge Code	Short Service/Surcharge Description
B	D	COLLECTION - ECONOMY
B	N	COLLECTION 3 DAY
B	P	COLLECTION 5 DAY
B	X	COLLECTION 4 DAY

European Economy Delivery services		
Service Code	Surcharge Code	Short Service/Surcharge Description
G	5	EUROPE 5 DAY ECONOMY
G	6	EUROPE 3 DAY ECONOMY
G	7	EUROPE 4 DAY ECONOMY
G	8	EUROPE COLLECT ECONOMY

Irish Delivery services		
Service Code	Surcharge Code	Short Service/Surcharge Description
A	O	PREMIUM 48
B	L	3 DAY SERVICE

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Test Method

Testing

Access to the Palletways API is controlled via an API key. These keys are your unique identifier and are only available to users of the Palletways Portal. You can request an API key from uksupport@palletways.com.

For testing purposes, there is a special API key (known as PWTESTKEY) which is a read-only method designed for developer testing. It can access a restricted set of test information, and cannot submit any data to the live system; this is the key used in the testing details below. For live users, you should replace PWTESTKEY with your real API key once you receive it.

A basic query we can submit using the API test key is below:

<https://portal.palletways.com/api/version?apikey=PWTESTKEY>

This should return back the following response as a JSON string: `{"Version":"1.1"}`

The example above outputs the data in a JSON format. This is the default format we return the data when using the API, however other formats are available if required.

Format	Description
JSON	JavaScript Object Notation
XML	Extensible Markup Language
CSV	Comma separated variables
XLS	Excel file format

The additional formatting can be accessed using the output key in the URL. To receive the above returned in an XML format then we would use the following submission:

<http://portal.palletways.com/api/version?apikey=PWTESTKEY&output=xml>

```
<results>
<Version>1.1</Version>
</results>
```

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Test Method

Testing

There is a special method (known as testConSubmit). This will simulate sending data to the API and returning an ID;

<https://portal.palletways.com/api/testConSubmit?apikey=PWTESTKEY>

Note: Sending real consignment data requires a different method depending on the format of the data you are sending – this is an example and the APIs you would use are documented separately. You would normally POST file data with the above URL, however because it is our test method we can just call the URL from a browser to see the sort of output that gets returned;

```
{"id":"TEST-583518"}
```

This shows a successful entry which has been allocated an ID of TEST-583518. You can then use this ID as an argument to call another method (getLabelsById) to get labels for the consignment;

<https://portal.palletways.com/api/getLabelsById/TEST-583518?apikey=PWTESTKEY>

This method will always return a PDF file – again you can test this in your browser to see the file that gets returned.

An example PDF image of a test label is also included at the end of this document, this can be used to test the label printer.

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Test Method

Testing

Another common use would be to check the status of a consignment that is in the Palletways system. We can demonstrate this using the “**testConStatus**” method. This is a special test method that shows you in principle how the data call works, although it cannot be used to get ‘real’ consignment data.

Also remember that the Live API methods may return information different to that shown here. Let’s try and get the status of our test consignment TEST-583518. We will use the XML output format here because it is easier to read, however any output format could be used;

<https://portal.palletways.com/api/testConStatus/TEST-583518?apikey=PWTESTKEY&output=xml>

```
<results><id>TEST-583518</id>
<status>Delivered</status>
<notes>
<note1>MG0426048 Scanned on to vehicle HX99EWA at depot 17 TRUNK RUN 10/05/11 15:27</note1>
<note2>Scanned out of Fradley hub to 11 on LB99PKN 11/05/11 01:17</note2>
<note3>Scanned on to vehicle GN999NU at depot 11 C+D GN99 PNU 11/05/11 09:47</note3>
<note4>Signed by Mr. WATKINS on 13/05/11 at 10:35 13/05/11 17:03</note4>
</notes>
</results>
```

Again, this data is static and fictional just to demonstrate how a method like this works and what responses you will get back.

Warning: Do not try to use the “testConStatus” method to retrieve real consignments – it is for testing the API only!

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Test Method

API Methods

Most API requests are made in the following format:

<https://portal.palletways.com/api/METHODNAME/ARG1?apikey=YOURAPIKEY&output=FORMAT>

For example to submit a consignment, the code would be:

https://portal.palletways.com/api/pc_psief?apikey=XXXXXXXXXXXXXXXXXXXXXXXXXXXX

A success output will always start with **OK:** followed by the ID number. An error will always start with **ERROR:**

OK: 12345

ERROR: Post code not recognised

A consignment can be submitted to Palletways using two different ways depending on your requirements. If the consignment is to be submitted and then information to be changed at a later date due to size, weight or number of pallets changing then the method used should be `psief_test` which will allow the consignment to be altered until it is confirmed using `pc_confirm`. Consignments will be posted and available to be manually edited via the Palletconnect Website also, but will not be sent to your local Palletways member until confirmed – either via the API or manually via the site.

When the consignment details will never need to be modified after they are submitted for a delivery the `pc_psief` method should be used as this incorporates the confirm method. Data will be automatically pushed down to your local Palletways member. If any changes do need to be made to the consignment using this method then it will need to be manually edited by the depot.

Once successfully submitted an ID is returned. The Palletconnect ID is mainly used for all other API calls where consignment details are required. This will be a unique number associated to each of your submitted jobs.

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API Methods

Submitting consignments

Method Name	Description
pc_psief	Submit a delivery consignment - auto confirmation
pc_psief_col	Submit a collection consignment - auto confirmation
pc_psief_3rd	Submit a third party consignment - auto confirmation
pc_psief_test	Submit a consignment without transmitting to the Palletways network
pc_confirm	Confirm (send) a consignment to your local Palletways depot

Requesting data on a submitted con

Method Name	Description	Requirements
getLabelsById	Get PDF label for a specific consignment	Requires the Palletconnect id which is returned when the consignment is submitted.
getLabelsByConNo	Get PDF label by consignment number	Requires the consignment number entered. The consignment number may not be unique, labels for the most recent consignment entered are returned.

Label production / Tracking updates

Method Name	Description
consEntered	Receive a list of consignments for a date specified
conStatusById	Get consignment status information for a Pallet connect ID
conStatusByConNo	Get consignment status information from customer consignment number
conStatusByTrackingId	Get consignment status information from the tracking ID
getTrackingNotesByConNo	Get the tracking notes status information from the Consignment number
getTrackingNotes	Get the tracking notes (track and trace) for a given tracking ID
getPodByTrackingId	Get the POD image for a given tracking ID

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API Methods

Request services / Billing unit information

Method Name	Description
availableBunits	Find available billing units for a network
allNetworkServices	Find all available Palletways services across all networks
availableServices	Find available services between two addresses
availableServicesLocality	Find available services using locality routing services
getDepotFromPostcode	Find which depot covers a certain postcode area
lookupServiceCode	Lookup a service by service code
getInvoiceLines	Get all invoice lines for a specific customer invoice

Other available API Methods

Method Name	Description
getBarcode	Generate a barcode image for a given barcode
getPalletPickupRequests	Get a list of customer Pallet Pickup Requests made via the Palletways Portal
lookupDepotID	Lookup full information for a given depot ID
lookupDepotNo	Lookup full information for a given depot number
lookupNetworkID	Lookup a network by its Network ID
obman	Get depot outbound manifest (DEPOT keys only)
putPodImage	Submit a POD image file to the network
putSystemNote	Submit a note to the Portal (useful for consignment status updates)
putXmlSystemNote	Submit a note to the Portal in XML format
pwdr100_transport	Send transport orders to the API in Palletways BORD512 FORTRAS format
pwdr100_transport	Get an outbound manifest in Palletways BORD512 FORTRAS format
pwdr100_stat	Send status updates to the API in Palletways STAT512 FORTRAS format
pwdr100_stat	Get status updates in Palletways STAT512 FORTRAS format
requestPalletPickup	Perform a customer Pallet Pickup Request
version	Simple method to show API Version - useful as a testing method.

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API Data Examples

Method Name: availableServices

<https://portal.palletways.com/api/availableServices/ARG1/ARG2/ARG3/ARG4/ARG5?apikey=XXX>

ARG1: Consignment type (D=delivery, C=collection, 3=3rd party)

ARG2: From Country (2 letter ISO)

ARG3: From Postcode

ARG4: Destination Country (2 letter ISO)

ARG5: Destination Postcode

Returns: List of available services between the two addresses

Method Name: conStatusByConNo

<https://portal.palletways.com/api/conStatusByConNo/ARG1?apikey=XXX>

ARG1: Customer consignment number

Returns : Consignment information including a tracking URL

Method Name: getTrackingNotes

<https://portal.palletways.com/api/getTrackingNotes/ARG1?apikey=XXXX>

ARG1: Palletways tracking ID (11 digits)

Returns: Array of consignment information and tracking notes

Method Name: getLabelsById

<https://portal.palletways.com/api/getlabelsbyid/ARG1?apikey=XXX>

ARG1: Pallet Connect ID **ARG2:** Rotation degrees (optional)

Returns : A PDF document is returned by this method

Method Name: getPodByTrackingId

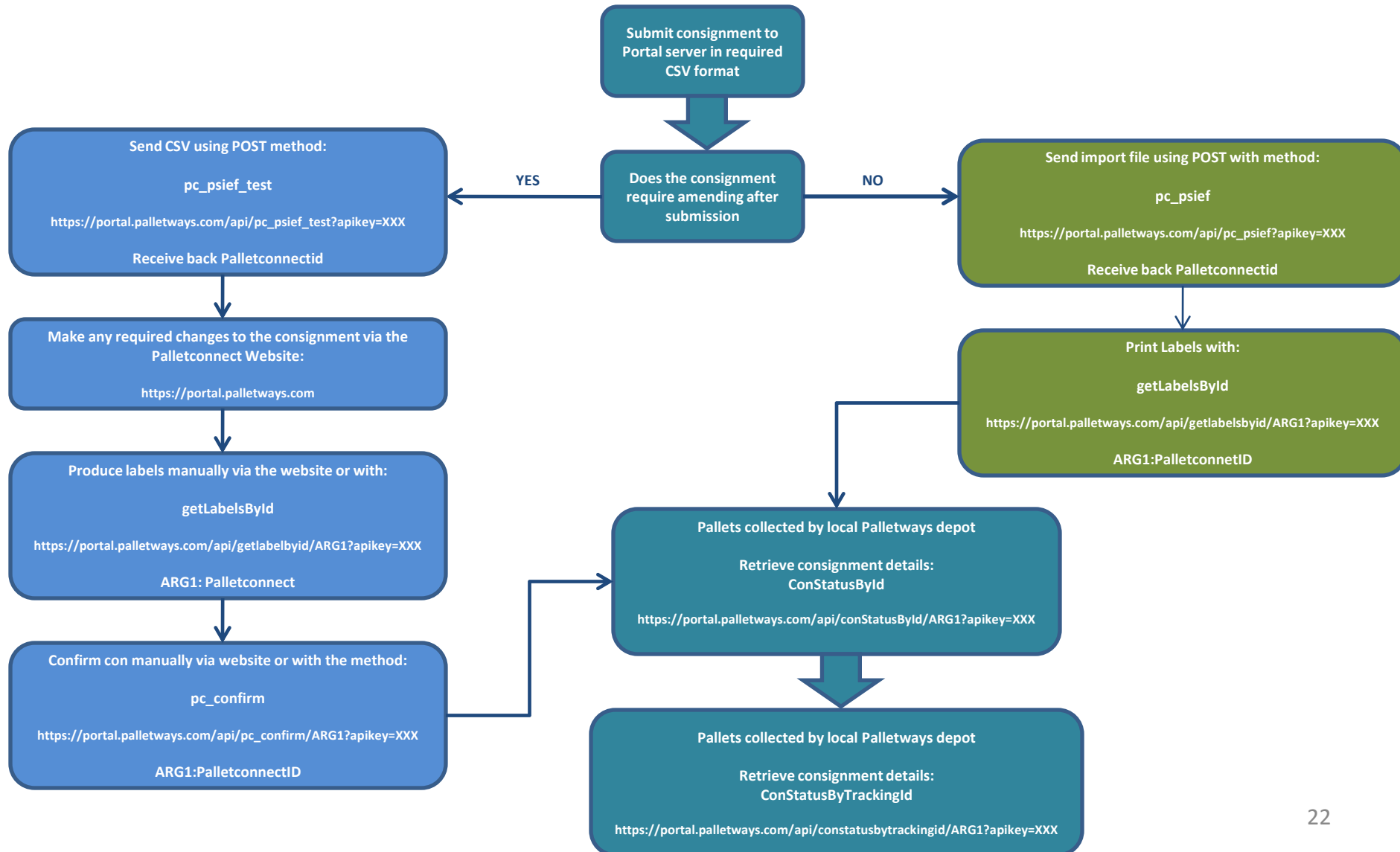
<https://portal.palletways.com/api/getpodbytrackingid/ARG1?apikey=XXXX>

ARG1: Tracking ID

Returns: A PDF document of the POD for the given consignment

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Palletways API Data flow diagram





F51

PALLETWAYS UK LTD
WOOD END LANE

LICHFIELD
STAFFORDSHIRE

WS13 8NE GB

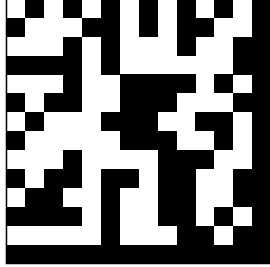
test con

FROM: it test
REF:

ECON

BOOK
IN

50 FP

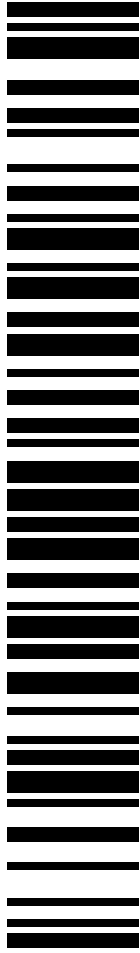


test con
EX: 050
FY1879468
TO: F051

test con
EX: 050
FY1879468
TO: F051

test con
EX: 050
FY1879468
TO: F051

test con
EX: 050
FY1879468
TO: F051



FY1879468

Weight: 1000 kg

Dispatched 20/08/2015

1
OF 001