1. General Information

1.1 Introduction

This manual contains additional IT information relevant to processing parcels shipped with the mentioned service with Hermes Germany GmbH (HG). It builds on the ‘IT-Factsheet_Parcel_BC14' or ‘IT-Factsheet_Parcel_BC20' and should only be used in conjunction with this.

1.2 Service Descriptions and Benefits

HG provides its customers different technical variants of shipment tracking. In addition to our business customer web portal, we also have a tracking-link, an API-based solution as well as a file-based solution.
Each variant serves different requirements. A first impression which application possibilities are conceivable for the different variants, allows the following listing:

- **myHermes Business-Portal:** You can use it to easily call up information on the status of shipments via an Internet browser. This can be used in a customer service center or in all other areas of the company with direct contact to the end customer. In our portal, you have the option of retrieving up to 100 shipment numbers per call.
- **Hermes Tracking Link:** It is a link to the shipment history consisting of a static prefix and dynamic suffix. The dynamic suffix is the shipment ID. This allows you implementations e.g. in an automatic mailing process, that also contains static and dynamic contents. The recipient can book all available Hermes PreferredDelivery services on this website.
- **ShipmentInfo API (HSI):** Within our Hermes Shipping Interface (HSI) API we have several endpoints. One of them allows obtaining shipment status and shipment forecast. This web service offers immediate access to all information, that might be relevant to the end customer.
- **File Export:** We can frequently export status files on our sFTP server into your own Hermes sFTP space. As soon as there are new events available for your shipments, we are exporting it. This is the preferred solution for mass data processing.

1.3 Disclaimer

Before using this service, clients must have the permission for booking the Track&Trace Service. This is part of the contract, that must be signed in advance. For further information, please get in touch with your sales contact or send us a message.

2. myHermes Business-Portal

HG shipment information system comprises the following features:

- Displays full shipment details over the last 360 days (detailed information and history)
- Displays data captured on the hand-held scanner, such as deliveries to neighbors and voucher number for returns
- Displays proof of delivery containing the receiver's signature
- Multiple queries of shipment IDs
- Collection requests for returns

2.1 Shipment Information

Shipment information delivers detailed information on a shipment. Entering the shipment ID (Hermes ID), you can view all the relevant data, including the last status message. All this information is stored and can be accessed for up to 365 days. After expiry of this period, we can no longer guarantee the whereabouts and storage of the data.
If required, proof of delivery for the relevant period should be stored on your own servers.

2.2 Login

The URL for accessing shipment information on the Hermes webserver is: **https://business.myhermes.de**
Usernames and passwords are provided by HG. For more information, please refer to your sales contact person.

3. Hermes Tracking Link

You can use a link consisting of prefix and suffix. End customers can have a look at the status history of a shipment without having to set up an account.

https://www.myhermes.de/empfangen/sendungsverfolgung/sendungsinformation/#[shipment-ID]

Instead of [shipment-ID] you are using the shipment ID (without the square brackets). The recipient can book all available Hermes PreferredDelivery services on this website. (e.g. redirection to a Hermes ParcelShop).

4. ShipmentInfo API (HSI)

The shipmentInfo is part of the HSI (Hermes Shipment Interface) API. It offers the possibility to call up all relevant events for a shipment. In addition to the shipment history, the API also provides information on a forecast delivery time window. The authentication is realized with the industry standard OAuth 2.0. For further information, please refer to the general HSI documentation. Our OpenAPI documentation is available at the following URL:
https://de-api.hermesworld.com/docs/api#ShipmentInfo

The API endpoint enables you to request information from up to 100 shipment numbers via PULL process. Please note that polling is prohibited. If you want to receive the information via PUSH method, we recommend using our file exports.

5. File Export

For the export of mass data, we recommend our file export option. These exports are separated into the information types of events, delivery forecasts, parcel data and delivery information.
The data provisioning interval can be configured from every 15 minutes up to 4 hours. The files are provided in a JSON format.
They can be consolidated or provided separately for each information type. If no new status information is available at the time of the file creation, no file will be created.
Please note that the files must be removed from the server after downloading. If the data has not been collected and removed from the directory within 30 days after provision, the data will be deleted by HG without a warning.
For setting up a login to our sFTP server, please get in touch with your contact from our IT Client Integration team. They will provide detailed information.

5.1 status events

Information about all processing steps is created in the form of automatically set status events within our shipment network. These are provided in JSON format.

Field	Format/Description
timestamp	Timestamp of the export Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients	Encloses the data of all shipments of a client
clients.clientCode	Client ID of the shipment
clients.clientSubCode	Client ID of the shipment
clients.parcels	Encloses all data of the shipment
clients.parcels.shipmentID	Shipment ID / Hermes ID
clients.parcels.clientReference	Reference 1
clients.parcels.clientReference2	Reference 2
clients.parcels.events	Encloses all data of an event
clients.parcels.events.timestamp	Timestamp of the event Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients.parcels.events.code	3x3 status code
clients.parcels.scanningUnit	Information about the scanning unit (Note: These specifications do not necessarily reflect the event location. In addition, information cannot be provided for all events.)
clients.parcels.scanningUnit.id	ID of scanning unit
clients.parcels.scanningUnit.name	Name of scanning unit
clients.parcels.scanningUnit.street	Street of scanning unit
clients.parcels.scanningUnit.houseNumber	Housenumber of scanning unit
clients.parcels.scanningUnit.postcode	Postcode of scanning unit
clients.parcels.scanningUnit.city	City of scanning unit
clients.parcels.scanningUnit.country	Country of scanning unit (ISO 3166 Alpha-3 Code)
clients.parcels.events.description	Description of the tracking event
clients.parcels.events.description.de	Status text in German
clients.parcels.events.description.en	Status text in English

5.1.1 File Naming Convention and Data Transfer

The electronic exchange of information between the client and HG is realized via sFTP.
We will provide a sFTP space for this purpose, if there is no access to our sFTP server, yet. (e.g. for uploading pre-advice files or for downloading newest version of our street file)

[max. 10-digit client identifier]*_EVENTS.*timestamp

whereby *timestamp* = YYYYMMDDhhmmssSSS

YYYY = Year
MM = Month
DD = Day
hh = Hour
mm = Minute
ss = Second
SSS = Millisecond

```
Example:
      ABC1CLIENT_EVENTS.20250221083105001
```

5.2 deliveryInformation

As a technical extension to the delivery event, HG offers the option of transmitting a dedicated file export for the delivery location. This information was recorded as part of the delivery process.
Please note that it is not a complete substitute for the delivery event.

Field	Format/Description
timestamp	Timestamp of the export Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients	Encloses the data of all shipments of a client
clients.clientCode	Client ID of the shipment
clients.clientSubCode	Client ID of the shipment
clients.parcels	Encloses all data of the shipment
clients.parcels.shipmentID	Shipment ID / Hermes ID
clients.parcels.clientReference	Reference 1
clients.parcels.clientReference2	Reference 2
clients.parcels.deliveryInformation	Information of the delivery of the shipment
clients.parcels.deliveryInformation.timestamp	Timestamp of the event “delivered” Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients.parcels.deliveryInformation.addressType	The place of delivery. Possible values: *"HOMEDELIVERY",* *"HOMEDELIVERY_AT_RECEPTION",* *"HOMEDELIVERY_AT_EMPLOYEE",* *"HOMEDELIVERY_INHOUSE",* *"PARCELSHOP",* *"MAILBOX",* *"NEIGHBOUR",* *"PARCELBOX",* *"DROPOFF"*
clients.parcels.deliveryInformation.authenticationMethod	Recipient authentication (e.g. ‘TAN’, currently only for TAN service)
Optional, only when addressType “PARCELSHOP” or “PARCELBOX”:	
clients.parcels.deliveryInformation.id	*ID of the place of delivery*
clients.parcels.deliveryInformation.name	*Name of the place of delivery*
clients.parcels.deliveryInformation.street	*Street of the place of delivery*
clients.parcels.deliveryInformation.houseNumber	*Housenumber of the place of delivery*
clients.parcels.deliveryInformation.postcode	*Postcode of the place of delivery*
clients.parcels.deliveryInformation.city	*City of the place of delivery*
clients.parcels.deliveryInformation.country	*Country of the place of delivery (ISO 3166 Alpha-3 Code)*

5.2.1 File Naming Convention and Data Transfer

The electronic exchange of information between the client and HG is to be via SFTP.
To this end, Hermes provides the client with a directory with access to the appropriate server – if this is not already available.

[max. 10-digit client identifier]*_DELINFO.*timestamp

whereby *timestamp* = YYYYMMDDhhmmssSSS

YYYY = Year
MM = Month
DD = Day
hh = Hour
mm = Minute
ss = Second
SSS = Millisecond

```
Example:
      ABC1CLIENT_DELINFO.20250221083105001
```

5.3 deliveryForecast

These files provide delivery day and time window forecasts for each shipment, depending on the forecasting quality that HG has defined. It is based on the target accuracy and the playout quantity.
The forecast data is for information purposes only and is not binding. HG reserves the right to make changes to the accuracy and quantity of the data.
Shipments with time slots booked by the receiver or shipments that are excluded from the delivery forecast are not included in the file. The files are provided at predefined intervals. We are consolidating all information into the file, that have been added or changed since the last file provision.
It is the client's responsibility to process, display or communicate the information received. At the time a file is created the data can be considered up to date.

Field	Format/Description
timestamp	Timestamp of the export Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients	Encloses the data of all shipments of a client
clients.clientCode	Client ID of the shipment
clients.clientSubCode	Client ID of the shipment
clients.parcels	Encloses all data of the shipment
clients.parcels.shipmentID	Shipment ID / Hermes ID
clients.parcels.clientReference	Reference 1
clients.parcels.clientReference2	Reference 2
clients.parcels.deliveryForecast	Information of the forecast of the shipment
clients.parcels.deliveryForecast.timestamp	The time at which the forecast is calculated Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients.parcels.deliveryForecast.timeSlot	The current forecast time window
clients.parcels.deliveryForecast.timeSlot.from	The start of the currently forecast time window Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients.parcels.deliveryForecast.timeSlot.to	The end of the currently forecast time window Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients.parcels.deliveryForecast.status	The status of the forecast time window. Possible values: **NEW**, **UPDATE** und **CANCEL**
clients.parcels.deliveryForecast.reason	The reason for calculating the forecast time window. Possible values: **ID | Name** **1** | Initial Forecast LC **2** | Delayed – too late at depot (Delete) **3** | Forecast after depot sorting **4** | Delayed after 12:00 pm **5** | Delayed – Tour cancellation **6** | Delivery attempt unsuccessful - N1 **7** | Delivery attempt unsuccessful - N2

5.3.1 File Naming Convention and Data Transfer

The electronic exchange of information between the client and Hermes HG is to be via SFTP.
To this end, Hermes provides the client with a directory with access to the appropriate server – if this is not already available.

[max. 10-digit client identifier]*_FORECAST.*timestamp

whereby *timestamp* = YYYYMMDDhhmmssSSS

YYYY = Year
MM = Month
DD = Day
hh = Hour
mm = Minute
ss = Second
SSS = Millisecond

```
Example:
ABC1CLIENT_FORECAST.20250221083105001
```

5.4 parcelData

This export provides additional information about the shipment that has been transferred. The export is triggered by subsequent volume and/or weight measurements at our logistics centres. The “legalForTrade”-flag indicates whether the measurement was performed with a device that is calibrated and approved for commercial use. This ensures that the measurements meet legal requirements.

Field	Format/Description
timestamp	Timestamp of the export Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients	Encloses the data of all shipments of a client
clients.clientCode	Client ID of the shipment
clients.clientSubCode	Client ID of the shipment
clients.parcels	Encloses all data of the shipment
clients.parcels.shipmentID	Shipment ID / Hermes ID
clients.parcels.clientReference	Reference 1
clients.parcels.clientReference2	Reference 2
clients.parcels.parcelData	Additional information about parcels
clients.parcels.parcelData.packageType	Type of packaging
clients.parcels.parcelData.parcelVolume	Information on package volume
clients.parcels.parcelData.parcelVolume.declared	Information on package volume (avis data)
clients.parcels.parcelData.parcelVolume.declared.value	Package volume in deciliters from avis data
clients.parcels.parcelData.parcelVolume.measured	Information on package volume (measured)
clients.parcels.parcelData.parcelVolume.measured.value	Package volume in deciliters measured
clients.parcels.parcelData.parcelVolume.measured.parcelDepth	Measured depth of the package in millimeters
clients.parcels.parcelData.parcelVolume.measured.parcelWidth	Measured width of the package in millimeters
clients.parcels.parcelData.parcelVolume.measured.parcelHeight	Measured height of the package in millimeters
clients.parcels.parcelData.parcelVolume.measured.timestamp	The time of the volume measurement Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients.parcels.parcelData.parcelVolume.measured.legalForTrade	“legalForTrade“-Flag
clients.parcels.parcelData.parcelVolume.measured.scanningUnit	Information about the measuring unit
clients.parcels.parcelData.parcelVolume.measured.scanningUnit.id	ID of the measuring unit
clients.parcels.parcelData.parcelVolume.measured.scanningUnit.name	Name of the measuring unit
clients.parcels.parcelData.parcelVolume.measured.scanningUnit.street	Street of the measuring unit
clients.parcels.parcelData.parcelVolume.measured.scanningUnit.housenumber	Housenumber of the measuring unit
clients.parcels.parcelData.parcelVolume.measured.scanningUnit.postcode	Postcode of the measuring unit
clients.parcels.parcelData.parcelVolume.measured.scanningUnit.city	City of the measuring unit
clients.parcels.parcelData.parcelVolume.measured.scanningUnit.country	Country of the measuring unit
clients.parcels.parcelData.parcelWeight	Information on package weight
clients.parcels.parcelData.parcelWeight.declared	Information on package weight (avis data)
clients.parcels.parcelData.parcelWeight.declared.value	Package weight in gramm from avis data
clients.parcels.parcelData.parcelWeight.measured	Information on package weight (measured)
clients.parcels.parcelData.parcelWeight.measured.value	Package weight in gramm measured
clients.parcels.parcelData.parcelWeight.measured.timestamp	The time of the weight measurement Format **yyyy-MM-dd'T'HH:mm:ss.SSS'Z'** (ISO-8601, UTC)
clients.parcels.parcelData.parcelWeight.measured.legalForTrade	“legalForTrade“-Flag
clients.parcels.parcelData.parcelWeight.measured.scanningUnit	Information about the measuring unit

clients.parcels.parcelData.parcelWeight.measured.scanningUnit.id	ID of the measuring unit
clients.parcels.parcelData.parcelWeight.measured.scanningUnit.name	Name of the measuring unit
clients.parcels.parcelData.parcelWeight.measured.scanningUnit.street	Street of the measuring unit
clients.parcels.parcelData.parcelWeight.measured.scanningUnit.housenumber	Housenumber of the measuring unit
clients.parcels.parcelData.parcelWeight.measured.scanningUnit.postcode	Postcode of the measuring unit
clients.parcels.parcelData.parcelWeight.measured.scanningUnit.city	City of the measuring unit
clients.parcels.parcelData.parcelWeight.measured.scanningUnit.country	Country of the measuring unit

5.4.1 File Naming Convention and Data Transfer

The electronic exchange of information between the client and Hermes HG is to be via SFTP.
To this end, Hermes provides the client with a directory with access to the appropriate server – if this is not already available.

[max. 10-digit client identifier]*_PARCELDATA.*timestamp

whereby *timestamp* = YYYYMMDDhhmmssSSS

YYYY = Year
MM = Month
DD = Day
hh = Hour
mm = Minute
ss = Second
SSS = Millisecond

```
Example:
ABC1CLIENT_PARCELDATA.20250221083105001
```