

## Q&A Changes in Postnord API service the 2nd of May 2018 (vers.1)

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Unit	Postnord/ BD eCommerce & Logistics
Products	Postnord API service
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### **Change:**

Starting the 1st of May PostNord will do some changes regarding the API setup to meet the increasing API traffic.

- Existing General Terms and Conditions for PostNord APIs are updated and new Customer Terms & Conditions are introduced. The updated General Terms and Conditions mean that we are more clearly regulating the use for those who have registered as users and have received an "API Key" and a user account. The new Customer Terms mean that we regulate the conditions for being paid for the use of PostNord API:s.
- Change our current plans (basic plan, large plan etc) to two new plans  
Free Plan (a limited access)  
Premium Plan (an increased access limit)
- A surcharge for some of the API methods  
For Postnords agreement customers the surcharge for the API methods will be included in the shipping price  
For all others the surcharged for the API traffic will be charged on monthly basis

### **1. When is the change taking place?**

2st of May 2018

### **2. We will charge the API traffic to**

- Offer the market updated versions of our existing APIs, where information is complemented and expanded to give end users an even better customer experience
- Offer the market more information by continuing to develop and release new APIs.
- Develop our platform developer.postnord.com to provide even more widespread support to developers, aiming for information to be consumed digitally in a simple and easy manner
- Make it easier, smoother and faster for developers to consume our APIs by continuously updating and maintaining our Swaggers
- Deliver a high level of availability for all APIs, both technically and resource-wise

### **3. Why is the change implemented?**

From 2017 there has been a huge increase in PostNord API:s use of "Track letters, packages, and pallets" and "Locations by postcode" and also in the number of newly registered users/accounts.

With the increased use, it places greater demands on functional and stable operation and that response time can be maintained at a good level, which increase costs for hard and software, maintenance and administration.

### **4. What does the change means?**

We will correct the existing plans\* we have today. The plans are used to provide access to a limit for how many calls you can make per day to an API. We will remake all plans and all the account users will on their own hand migrate to one of the new two plans. We have the following plans:

- Free Plan (a limited access)
- Premium Plan (an increased access limit)

In addition, we will offer a so called Test Plan for Developers. This is a sandbox environment that is to be used to explore PostNord API's. The plan has limited limit of calls and is free of charge

\* Plan: Our definition of the term Plan is a user limitation in the form of support, number of calls etc.

### **5. Why do PostNord charge for using of PostNord's API service?**

The number of API user accounts increases, which is great fun. We also see that the number of calls to our API:s is increasing. This also means that our costs for software and hardware and administration increase. In order to release new API:s as well as maintain and develop existing as well as maintain our platform (developer.postnord.com) we need to fund this.

### **6. Will PostNord charge for all types of API:s?**

No, all API calls will not be charged. We reserve us the right to choose which API:s we want to surcharge. We continuously assess which API:s are free of charge and who will be surcharged.

### **7. How will the billing set up works?**

The cost of the API traffic will be reported as a row with a total amount for the current period on the invoice. The cost of the API calls will be charged 1 time / month in arrears. If you want to see which API method, and how many calls/ API method, you can control this in the specification available on your account at developer.postnord.com.

## 8. Which APIs will PostNord surcharge in May 2nd, 2018?

API method (developer.postnord.com)	Surcharge	Price per call (Euro €)
trackandtrace/findByIdentifier	Surcharge	0,0002 €
trackandtrace/findByReference	Surcharge	0,0002 €
trackandtrace/findByNotificationCode	Surcharge	0,0002 €
servicepoint/findNearestByAdress	Surcharge	0,0002 €
servicepoint/findNearestByPostalCode	No surcharge	No surcharge
servicepoint/findNearestByCoordinates	Surcharge	0,0002 €
servicepoint/findByServicePointId	Surcharge	0,0002 €
servicepoint/getServicePointInformation	Surcharge	5,00 €
transittime/getServiceCoverage	No surcharge	No surcharge
transittime/getTransitTimeInformation	No surcharge	No surcharge
mailbox	Surcharge	0,0002 €
surcharge country	No surcharge	No surcharge
surcharge postalcode	No surcharge	No surcharge
links	Surcharge	0,0002 €
shipmentinstruction	No surcharge	No surcharge
location-v2-nearest-address	No surcharge	No surcharge
pickup_SE	No surcharge	No surcharge
timeslot	No surcharge	No surcharge

## 9. API Description & limits

API method	Description
trackandtrace/findByIdentifier	Gives you status information per shipment based on shipment number
trackandtrace/findByReference	Gives you status information per shipment based on senders reference
trackandtrace/findByNotificationCode	Gives you status information per shipment based on received sms including 4 digits
servicepoint/findNearestByAdress	Provides you with nearest service point based on given address
servicepoint/findNearestByPostalCode	Gives you your service point connected to your postal code (standard servicepoint)
servicepoint/findNearestByCoordinates	Provides you with nearest service point based on given Easting and Northing coordinates
servicepoint/findByServicePointId	Gives you information about one servicepoint
servicepoint/getServicePointInformation	Gives you a list of all service point per country (14 countries)
transittime/getServiceCoverage	Gives you transit time information based on your postal code "from postal code xx to one or all postal codes"
transittime/getTransitTimeInformation	Calculated transit time for shipment/ item/ pallet. v1=version no 1
location-v2-nearest-address	Calculated transit time for shipment/ item/ pallet. v2=version no 2
mailbox/v2	All mailboxes in Sweden and/ or Denmark
surcharge country	Retrieves a list of postal codes with city and locality surcharge (only Sweden)
surcharge postalcode	Retrieves one postal codes with city and locality surcharge (only Sweden)
links	Tracking link the could be send out to the recipient via email
shipmentinstruction	Gives the possibility to change address, name etc on a shipment (only Sweden)
pickup_SE	Provides possibilities to book a pickup (only for Sweden)
timeslot	Provides a calendar of possible delivery timeslots (only for Sweden)
	* v2. version 2 always contains more information than v1/ version1

Type	Test Plan	Free plan	Premium plan
links	100	500	10 000
transittime/getTransitTimeInformation	100	500	500 000
location-v2-nearest-address	100	100	5 000
mailbox/v2	100	500	100 000
pickup_se	100	20	100
servicepoint/findByPostalCode	100	500	200 000
servicepoint/findByServicePointId	100	500	50 000
servicepoint/findNearestByAddress	100	500	1 000 000
servicepoint/findNearestByCoordinates	100	500	500 000
servicepoint/getServicePointInformation	100	1	100
shipmentinstruction	100	20	100
surcharge-country	100	1	100
surcharge-postalcode	100	500	5 000
timeslot	100	500	5 000
trackandtrace/findByIdentifier	100	500	1 000 000
trackandtrace/findByNotificationCode	100	500	500 000
trackandtrace/findByReference	100	500	500 000
transittime/getServiceCoverage	100	1	100

#### 10. Why do Postnord present the prices in Euro?

The trade is becoming more global, we are today trading on sites all over the world. With developer.postnord.com and the public API:s we expose and reaching out to the market in the Nordic, European, American and Asian account users. We have chosen to set the price picture in EURO (€) to make it easier to compare.

#### 11. Are we able to agree on a lower price/ call?

No discounts are allowed.

#### 11. How will existing account user notice the change?

By replying to all plans, all account users will get information about what is happening to their account at developer.postnord.com.

When you register for an account, you enter your email address which we will use as an information channel. We will inform all account users via developer.postnord.com and request to complete their login/registration details.

The cost for API calls will come as a total amount for the current period on an invoice.

If you want to see which API:s are called, how many calls you've made as well as the piece cost for each API method we will refer to developer.postnord.com where the account user will find invoice specifications in the logged\_in\_mode of the account.

#### 12. How are the agreement process handled?

We will handle the agreement process digitally, via developer.postnord.com via a two-step authentication.