

IV. Error codes

These are possible values of the element **<id>** present in the definition of the **<message>** type. The cause of the error is described in the associated **<libelle>** element.

String type parameters whose length exceeds the authorized length will be truncated to the right. A warning message and a code will be added to the response's "Message" parameter.

Code	Type	Comment
0	INFOS	The request has been processed successfully
1	ERROR	The request has failed
30000	ERROR	Invalid identifier/password
30002	ERROR	The deposit date is prior to the current date
30007	ERROR	Inactive client. Please contact your sales representative.
30008	ERROR	Unauthorized service for this identifier. Please contact your sales representative in order to reset your customer account
30009	ERROR	Unauthorized service for this product. Please contact your sales representative
30010	ERROR	The date has not been sent
30014	ERROR	The product code has not been sent
30015	ERROR	<i>The product code is incorrect</i>
30017	ERROR	The value of the cash on delivery field is incorrect
30018	ERROR	The commercial name has not been sent
30020	ERROR	The total amount of the shipping costs has not been sent
30022	ERROR	The sender's language is incorrect
30023	ERROR	The addressee's language is incorrect
30025	ERROR	The printing type has not been sent
30026	ERROR	The printing type is incorrect
30065	ERROR	The sender's last name has not been sent
30043	ERROR	The sender's first name has not been sent
30045	ERROR	The sender's email has not been sent
30046	ERROR	The sender's email is incorrect
30047	ERROR	The sender's phone number is incorrect
30085	ERROR	The addressee's landline phone number is incorrect
30089	ERROR	The addressee's company name has not been sent
30090	ERROR	The size of the AddresseeParcelRef parameter is zero or greater than 15
30100	ERROR	The sender's number / street name has not been sent
30102	ERROR	The sender's country code has not been sent
30103	ERROR	The sender's country code is incorrect
30104	ERROR	The sender's city has not been sent
30106	ERROR	The sender's postcode has not been sent
30107	ERROR	The sender's postcode is incorrect
30108	ERROR	The sender's postcode does not match the country
30109	ERROR	The sender's country code or the postcode is incorrect for the product code provided
30200	ERROR	The addressee's name has not been sent
30202	ERROR	The addressee's first name has not been sent
30204	ERROR	The addressee's number / street name has not been sent
30206	ERROR	The addressee's country code has not been sent
30207	ERROR	The addressee's country code is incorrect

30208	ERROR	The addressee's city has not been sent
30210	ERROR	The addressee's postcode has not been sent
30211	ERROR	The addressee's postcode is incorrect
30212	ERROR	The addressee's postcode does not match the country
30213	ERROR	The addressee's country code or the postcode is incorrect for the product code provided
30220	ERROR	The addressee's mobile number has not been sent
30221	ERROR	The addressee's mobile number is incorrect
30222	ERROR	The addressee's email address has not been sent
30223	ERROR	Incorrect addressee's E-mail address
30300	ERROR	The parcel weight has not been sent
30301	ERROR	The parcel weight is incorrect
30303	ERROR	The value of the bulky parcel field is incorrect
30306	ERROR	The registered item option is incorrect
30309	ERROR	The insured value option is incorrect
30310	ERROR	The registered item level has not been sent
30311	ERROR	The registered item level is incorrect
30312	ERROR	The options do not enable labelling
30313	ERROR	The product code synonym is blank
30316	ERROR	The country code does not allow labelling to be performed
30317	ERROR	The options do not enable labelling
30318	ERROR	The XXX partner does not handle the YYY product code XXX: partner returned by the routing YYY: input product code passed to the web service
30321	ERROR	The parcel number is incorrect
30323	ERROR	The return choice type has not been sent
30324	ERROR	The return choice type is incorrect
30325	ERROR	The advice of receipt option is incorrect
30326	ERROR	The Free of customs taxes and duty option is incorrect
30327	ERROR	The parcel number has not been sent
30400	ERROR	The pick-up location code has not been sent
30401	ERROR	The pick-up location code is incorrect
30402	ERROR	The address of the pick-up location has not been sent
30403	ERROR	The code or the address of the pick-up location has not been sent
30500	ERROR	Information about the parcel contents has not been sent
30503	ERROR	The parcel category has not been sent
30504	ERROR	The parcel category is incorrect
30505	ERROR	Information about the articles contained in the parcel has not been sent
30506	ERROR	There are more articles than the maximum number allowed
30507	ERROR	The total weight of the articles is greater than the parcel weight
30510	ERROR	The description of an article has not been sent
30511	ERROR	The description of an article is incorrect
30512	ERROR	The quantity of an article has not been sent
30513	ERROR	The quantity of an article is incorrect
30514	ERROR	The weight of an article has not been sent
30515	ERROR	The weight of an article is incorrect
30516	ERROR	The value of an article has not been sent
30517	ERROR	The value of an article is incorrect
30518	ERROR	The pricing number has not been sent
30519	ERROR	The pricing number of an article is incorrect
30520	ERROR	The country of origin has not been sent
30521	ERROR	The country of origin of an article is incorrect
30522	ERROR	The article's reference has not been sent
30523	ERROR	Maximum number of articles exceeded (max=100)

30524	ERROR	The currency has not been sent
30528	ERROR	The original parcel number has not been sent
30525	ERROR	The original parcel number is invalid
30529	ERROR	The original invoice number has not been sent
30530	ERROR	The original invoice date has not been sent
30533	ERROR	The original invoice date must be inferior to the date of the day
30531	ERROR	The maximum number of original parcels is exceeded (5 max)
30532	ERROR	The invoice number is invalid
30534	ERROR	The document's identifier is invalid
30535	ERROR	The importer reference is invalid
30536	ERROR	Goods value exceeds the maximum authorized threshold
30537	ERROR	The currency must be the same for all articles in the parcel
30538	ERROR	The country code must be the same for all articles in the parcel
30539	ERROR	The comment is too long
30540	ERROR	The articles total weight inside your shipping cannot be higher to the initial declared weight of the parcel
30541	ERROR	Only one document identifier must be sent
30542	ERROR	The shipping category is invalid
30543	ERROR	The article reference is invalid
30544	ERROR	The currency is invalid
30545	ERROR	Sender country code does not allow sending back.
30546	ERROR	The invoice and original parcel identifier has not been sent
30547	ERROR	Original invoice and parcel identifier unknown or invalid
30548	ERROR	Article not linked to a parcel or invoice
30549	ERROR	The invoice and parcel identifier already exists
30550	ERROR	There are duplicates in the list of original declared parcels
30551	ERROR	The importer reference has not been sent
30552	ERROR	The comment has not been sent
30553	ERROR	The invoice date must be identical for a same invoice number. Please set a new date.
30554	ERROR	At least one original parcel declaration must be sent.
30600	ERROR	The {0} field contains a non-valid {1} character. Please enter this field again. {0}: Field name {1}: forbidden characters
30700	ERROR	The requested product does not exist in the customer account
30701	ERROR	The range of parcel numbers used is incorrect
30702	ERROR	This parcel number has already been allocated to a parcel less than 13 months ago
30703	ERROR	The presence or absence of a range indication does not comply with the subscribed solution.
30704	ERROR	The product transmitted does not allow a return service from other countries to be performed.
30705	ERROR	The country transmitted does not have authority to offer the return service to other countries.
30800	ERROR	Please enable the mailbox deposit in your Back Office
30801	ERROR	Non-existent parcel <i>The parcel has not been announced to La Poste.</i>
30802	ERROR	This parcel has already been accepted into the system <i>This parcel has already been accepted into the system by La Poste</i>
30803	ERROR	You have already chosen a time <i>A request has already been made to collect it from a mailbox</i>
30804	ERROR	The return product cannot be deposited in a mailbox <i>The Mailbox deposit service is not available</i>

30805	ERROR	This parcel cannot be deposited in a mailbox <i>This address is not eligible for pick-up of a return parcel left in a mailbox</i>
30806	ERROR	The requested pick-up date is incorrect <i>The requested pick-up date is not part of the next possible pick-ups dates from this address</i>
30807	ERROR	The parcel is not authorized for deposit in a mailbox
30808	ERROR	Invalid pick-up date: you have not activated mailbox deposit in your Back Office
30809	ERROR	Please do not indicate a pick-up date if you have chosen the option: label non-depositable in a mailbox
30810	ERROR	Invalid mailbox pick-up request: parcel non-depositable in a mailbox
30811	ERROR	The requested pick-up date is incorrect
30812	ERROR	No pick-up date found for this address <i>This address is not eligible for pick-up of a return parcel left in a mailbox</i>
30813	ERROR	The carriage date has not been sent
30814	ERROR	Max number of parcels exceeded
30815	ERROR	Max number of retrieval dates exceeded
30816	ERROR	Impossible to schedule a mailbox delivery according to the information sent. A delivery in a post office is forced
30817	ERROR	The collection site was not sent
30818	ERROR	The collection site is incorrect
30819	ERROR	Daytime delivery is not authorized for this address
30820	ERROR	The daytime delivery service is not possible for this address
30900	ERROR	The pick-up location's name has not been sent
30901	ERROR	The pick-up location address has not been sent
30902	ERROR	The pick-up location's postcode has not been sent
30903	ERROR	The pick-up location's city has not been sent
30904	ERROR	The pick-up location's country code has not been sent
40011	ERROR	Error: country of destination code of the parcel incorrect
40012	ERROR	Error: Country not covered by the Retour Colissimo International service or incorrect. Contact your customer support
40013	ERROR	Error: Sender country and country of destination relation not covered or incorrect. Contact your customer support
40014	ERROR	Error: Set of parcel identification numbers exhausted. Contact your customer support
40015	ERROR	Service temporarily unavailable
40016	ERROR	Threshold setting problem. The original country {0} does not exist
40017	ERROR	The information sent seems inconsistent : impossible to realize a Shipping. Please contact the customer support if the problem persists
40018	ERROR	Service unavailable. Please contact your customer support.
14040	ERROR	The insurance and registered mail option are not compatible. Please select an option.

International shipment errors		
ROUTING_1	ERROR	The service is not in the database.
ROUTING_2	ERROR	The country is not in the database.
ROUTING_3	ERROR	The depot is not in the database.
ROUTING_4	ERROR	The send date format is invalid.
ROUTING_5	ERROR	The format of the postcode entered does not correspond to the country postcode mask.
ROUTING_6	ERROR	The postcode entered is not between the country's lower / upper limits.
ROUTING_7	ERROR	The limit values of the postcode for the city and region have not been entered.
ROUTING_8	ERROR	The postcode does not match the input data of the region / city.
ROUTING_9	ERROR	The postcode of the country does not exist.
ROUTING_0	ERROR	The postcode of the area and the city does not exist.
ROUTING_12	ERROR	The group associated with this site does not exist.
ROUTING_13	ERROR	The address associated with the site does not exist.
ROUTING_14	ERROR	There is no country associated with the site
ROUTING_15	ERROR	The customs re-routing does not exist.
ROUTING_16	ERROR	The depot code is mandatory. Please enter a value.
ROUTING_17	ERROR	The country code is mandatory. Please enter a value.
ROUTING_18	ERROR	There is no route for these data.
ROUTING_19	ERROR	There are several routes for these data.
ROUTING_20	ERROR	This option is not allowed for this route.
ROUTING_21	ERROR	The data entered do not allow this option.
ROUTING_22	ERROR	The option is mandatory. Please enter a value.
ROUTING_23	ERROR	The request has failed.
ROUTING_24	ERROR	The request has failed. The connection is down.
ROUTING_25	ERROR	The request has failed. The connection is down
ROUTING_26	ERROR	The country of origin does not exist
ROUTING_27	ERROR	The country of destination does not exist.
ROUTING_200	ERROR	The Fedex route for this country is suspended.
ROUTING_201	ERROR	This country is under embargo.
ROUTING_202	ERROR	This country code is obsolete.
ROUTING_203	ERROR	This country is not managed by Fedex.
ROUTING_204	ERROR	The Fedex route has not been found.
ROUTING_205	ERROR	The Fedex bar code has not been found.
ROUTING_206	ERROR	The Fedex unloading function has not been found.
ROUTING_207	ERROR	The Fedex file has not been found.
ROUTING_208	ERROR	More than one Postcode / Site combination are necessary for manual routing.
ROUTING_211	ERROR	The Fedex programming interface cannot be loaded.
ROUTING_212	ERROR	The programming interface has returned an error.
ROUTING_300	ERROR	The initialisation of the TNT component has failed.
ROUTING_301	ERROR	There is no TNT product associated with this Geopost product.
ROUTING_302	ERROR	There is no destination site associated with this Geopost site.
ROUTING_305	ERROR	There is no origin site associated with this Geopost site.
ROUTING_1005	ERROR	The routing initialisation could not be opened.
ROUTING_1006	ERROR	The routing initialisation file does not contain the mandatory tag.
ROUTING_1007	ERROR	The SQLite DLL cannot be loaded.
ROUTING_1008	ERROR	The connection to the database could not be initialised.

ROUTING_1100	ERROR	IMPORTANT: The database has expired, and there is no valid replacement database available.
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GeoLabel domestic routing errors		
GEO_ROUTING_IV101	ERROR	Input data validation: country of destination mandatory but missing (null value).
GEO_ROUTING_IV102	ERROR	Input data validation: addressee postcode mandatory by missing.
GEO_ROUTING_IV103	ERROR	Input data validation: service code mandatory but missing (null value).
GEO_ROUTING_IV104	ERROR	Input data validation: date mandatory but missing (null value)
GEO_ROUTING_IV105	ERROR	Input data validation: depot of origin mandatory but missing (null value).
GEO_ROUTING_IV106	ERROR	Input data validation: destination postcode mask non-compliant with the destination country mask
GEO_ROUTING_IV107	ERROR	Input data validation: invalid destination postcode, the destination country only accepts valid postcodes.
GEO_ROUTING_IV108	ERROR	Input data validation: invalid destination city name, the destination country only accepts valid city names.
GEO_ROUTING_IV109	ERROR	Input data validation: additional service code missing, it is mandatory for the service code used
GEO_ROUTING_IV124	ERROR	Input data validation: no valid routing database was found.
GEO_ROUTING_IV125	ERROR	Input data validation: the destination depot was not entered.