

Questions and answers

Renewed APIs and IT integrations

Content

English version	3
General	4
Warehouse APIs.....	5
Checkout APIs.....	7
Track & Trace-integrations.....	8
Phasing out SFTP	11

English version

Our renewed APIs are available now. With these new IT integrations, you'll work faster and with less manual effort. Do you want to make a smooth migration? Read all about it [here](#).

General

1.1 Why are new versions of the APIs being introduced?

We're introducing a new generation of APIs. These APIs are faster and easier to use. They're fully future-proof and help improve your shipping processes and optimize customer experience.

The new API versions deliver better performance and have a logical naming structure. We use API Life Cycle Management to roll out updates and improvements in a predictable way going forward.

We're renewing existing APIs, such as the Shipment API and Checkout APIs. We're also adding a new API: the Return API v4.0. Returns will no longer run through the Shipment API but through this separate, streamlined API. This reduces errors, creates a clear separation between shipping and returns, and ensures your returns process is ready for the future.

1.2 Why do I need to migrate to a new version? Can't the current versions just be improved?

We design our APIs based on best practices and IT standards. Major changes that could cause breaking changes are released as a new version. Based on customer feedback, we've learned that such changes in existing versions can cause disruptions. That's why we choose API Life Cycle Management: for major changes, you migrate in a controlled way to a new version.

1.3 What are the benefits of the new APIs v4?

Our renewed APIs are ready for the future of e-commerce. Key improvements include:

- 1. Faster integration**

The new APIs are easier to implement, less error-prone, and respond faster. This ensures a stable connection and a smooth experience for you and your customers.

- 2. Future-proof**

We're moving fully to REST. SOAP and SFTP will disappear. REST is the modern standard: lightweight, simple, and easy to maintain. This keeps you ready for the future.

- 3. Predictable updates**

With API Life Cycle Management, version control is tightly managed. You always know what to expect and won't face unexpected changes. Your IT integration stays up to date.

1.4 When will all new APIs and API v4 versions be available?

From today, you can start working with our renewed Checkout and Warehouse APIs. The Track & Trace APIs will follow at the end of this year.

Below, you'll find an overview of all APIs in our portfolio. Ready to get started? Visit our [developer portal](#) for instructions.

Introducing the new PostNL API portfolio

Faster, simpler, and more secure — future-proof APIs for an optimal shipping operation and a seamless customer experience

The image displays a grid of API cards organized into three main categories: Checkout, Warehouse, and Track & Trace. Each card provides details for a specific API version 4.0, including its core functionality and new features. For example, the 'Locations v4.0' card lists 'Retrieve available pickup points' as core functionality and 'Filter location type' as a new feature. The 'Warehouse' category includes APIs like 'Shipment v4.0', 'Return v4.0', 'Labelling v4.0', and 'Barcode v4.0'. The 'Track & Trace' category includes 'Tracking Webhook v1.0' and 'Shipping Status v4.0'. A 'What's new?' section at the bottom highlights benefits such as 'Faster Response', 'Unified Structure', and 'Intuitive Naming'. The PostNL logo is visible in the bottom right corner.

1.5 Am I fully ready after migrating to the new APIs v4?

Yes and no. After migration, you'll have a modern, future-proof integration for your checkout and warehouse. We'll continue to develop our APIs. Thanks to API Life Cycle Management, we do this predictably and with minimal impact on your integrations. You'll always know what's changing and keep your integration up to date easily.

1.6 Why do the new versions start at v4?

We start all new API versions at 4 to keep numbering clear and aligned. Current APIs go up to version 3. By moving new APIs like Shipment, Returns, and Checkout directly to v4, they align with each other. This makes working with our APIs more straightforward and avoids confusion.

1.7 How and when should I update my plug-in?

You update your PostNL plug-in once your integrator or webshop platform has migrated to our renewed APIs. For that update, you'll need a new API key. Request it from us and use it once your plug-in is updated. We'll inform you well in advance when your [integrator](#) or [platform](#) migrates. At that point, your plug-in will be updated automatically or you'll be asked to upgrade.

Warehouse APIs

1.1 Which new Warehouse APIs are available?

You'll find the full overview of renewed APIs in our portfolio on the [developer portal](#).

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The image displays a grid of API cards organized into three main categories: Checkout, Warehouse, and Track & Trace. Each card provides details about a specific API version, including its core functionality and new features.

- Checkout Category:**
 - Locations v4.0** (Upgraded from v2.1): Core functionality includes retrieving available pickup points. New features include filtering location types (manned pickup points, parcel lockers or both).
 - Timeframe v4.0** (Merged DeliveryDate v2.2 & Timeframe v2.1): Core functionality includes retrieving available delivery options and estimated delivery windows.
- Warehouse Category:**
 - Shipment v4.0** (Upgraded from v1.0, all-in-one): Core functionality includes creating outbound barcodes, labels, and manifests. New features include descriptive services and portrait orientation labelling.
 - Return v4.0** (No predecessor, all-in-one): Core functionality includes creating return barcodes and labels, and manifesting return shipments. New features include descriptive services and portrait orientation labelling.
 - Labelling v4.0** (Upgraded from v2.2): Core functionality includes creating outbound labels. New features include descriptive services and portrait orientation labelling.
 - Confirming v4.0** (Upgraded from v2.0): Core functionality includes manifesting outbound shipments. New features include descriptive services.
 - Barcode v4.0** (Upgraded from v1.1): Core functionality includes creating barcodes. New features include batch barcode generation.
- Track & Trace Category:**
 - Tracking Webhook v1.0** (Upgraded from Webhook Pilot): Core functionality includes receiving Track & Trace (push) data. New features include near real-time push integration and Smart T&T data model.
 - Shipping Status v4.0** (Upgraded from v2.0): Core functionality includes retrieving Track & Trace (pull) data. New features include Smart T&T data model.

Discontinued: Checkout v1.0 (all-in-one)

What's new?

- Faster Response**: Improved checkout experience
- Unified Structure**: Easier cross-API integration
- Intuitive Naming**: Straightforward implementation
- And more...**: Visit our [developer portal](#)



1.2 Why is there a new Shipment API v4?

We're making shipping easier, faster, and ready for the future. The old system with product codes is complex and error-prone. Labels are currently only landscape and not aligned with international standards.

With Shipment API v4, you can easily select the right shipping product. You'll also be able to print labels in portrait format. This reduces errors and improves label quality and delivery.

We're increasing security by discontinuing outdated connections like FTP and SFTP. Your integration will be ready for the latest shipping products and delivery options.

1.3 Why is there a completely new Returns API v4?

Alongside the new Shipment API, there's a completely new Returns API v4. By separating the returns process from the shipping process (the current Shipment API) we better match real-world practice. The returns process differs significantly from shipping for many webshops. It starts only after the order is completed and involves steps like return requests, processing, and refunds. With this new Returns API v4, shipping and returns are handled separately, each with an API tailored to its process. This makes things clearer, more flexible, and less error-prone for you.

1.4 What are the benefits of the new Shipment API v4 and what changes?

The new Shipment API v4 is easier to use, less error-prone, and faster to integrate. A key change is that product codes are replaced by clear, logical product names. You no longer need to work with codes like `productCodeDelivery 3089`; instead, you specify that you want a parcel with services like `deliveryConfirmation: signature` and `statedAddressOnly`. This makes pre-announcing shipments clearer and reduces errors.

Another benefit is that you can now choose between portrait or landscape labels. This is especially useful if you work with multiple carriers, as you won't need to make special adjustments for PostNL.

You'll also need to provide less information and know less logic. This is partly due to the introduction of clear product names and partly because returns are now handled via the separate Returns API. Shipping and returns are separated, making your processes clearer.

1.5 Will my system integration work the same way?

That depends on how your systems are currently set up and whether you use integration services via a third party. Our new APIs are developed according to modern, globally used standards, making them easy and secure to implement in almost all systems.

1.6 What does this mean for my IT integration? And what do you expect from me?

You'll need to adjust your integration with PostNL. How much work this involves depends on how your current connection is set up and how you use the API. The impact varies per customer. On the overview page, you'll find what this means for each type of IT integration, so you can estimate the impact for your situation.

[Overview page for renewed APIs and integrations](#)

1.7 When do I need to migrate to the new APIs, and what if I don't do it on time?

When and how you switch depends on your current webshop integration. Your existing setup will keep working for now, but support will end later. Switch in time to keep everything running smoothly.

The overview page shows what applies to your integration type. From there, click through to the right page on our developer portal for all technical details.

[Overview page for renewed APIs and integrations](#)

1.8 When will older API versions no longer be supported?

Your current integrations will continue to work for now, but they will eventually no longer be supported. Make sure to switch in time to keep your processes running smoothly.

1.9 How will I be informed about the migration?

You'll receive an email with the date you can switch, what you need to do, and the deadline for completing the transition. We've summarized everything for you on the overview page.

[Overview page for renewed APIs and integrations](#)

1.10 Which technical documentation is available for the new APIs?

On the developer portal, you'll find all technical documentation you need for a successful migration, including:

- A technical migration plan
- Integration guidelines
- Open API Specification (Playground)
- An overview of all available products and services
- Error codes
- Postman collection: sample API requests for all available products and services
- Frequently Asked Questions (FAQ)

[View all technical documentation](#)

1.11 What support will I get during the technical migration?

If you still have questions after reviewing the technical documentation on the [developer portal](#), or if you run into issues, you can contact the Channel Integrations team. They'll help with technical issues or specific questions during implementation. You can reach them via the [support form](#) on the portal.

1.12 Are test environments available for the new APIs?

Yes, you can test in our Sandbox environment. Here's how:

- You'll need a new API key. The [developer portal](#) explains how to request it.
- Want your Sandbox requests validated? Use the [support form](#) (support category: IT Implementation (incl. v4) / API Keys).

- Important: include a barcode for each product or service you plan to use.

1.13 Do I need to request a new API key for the new APIs?

Yes, you'll need a new API key for the new APIs. The [developer portal](#) explains how to request it. You can also test the new APIs in the Sandbox environment. Your current API keys will remain active until you've fully migrated.

1.14 Which products can I use in the new APIs?

All the new APIs will be available soon. Want to know which products are already live and which are coming next? Check the [developer portal](#) for the latest overview.

Note: special services like Extra@Home, Pharma, and Care are not yet available in the new API. For now, you can continue using your current API for these.

1.15 Will the product offering change in the new APIs?

No, the offering is the same in the old and new APIs. New products will only be available in the new APIs.

The [developer portal](#) is regularly updated with the latest product and service overview.

Checkout APIs

1.1 Why are there new Checkout APIs v4?

We're renewing the APIs you use in your webshop checkout. The new APIs are faster, easier to implement. Together, we ensure a smooth checkout experience and delivery that makes your customers happy.

We're also adding smart features, such as:

- A filter to choose between staffed pickup points, parcel lockers, or both
- A pickupPointId, so you don't need to include the full address of a pickup point in the pre-announcement

The new Checkout APIs align fully with the renewed Warehouse APIs. They work closely together in the order and shipping process. That's why they now use the same structure, terms, and definitions. This makes selecting delivery options easier, reduces errors, and creates a clear process for developers. It also contributes to a streamlined logistics flow.

1.2 Which current APIs will be replaced by the new Checkout APIs v4?

You'll find the full overview of renewed APIs in our portfolio on the developer portal.

Introducing the new PostNL API portfolio

Faster, simpler, and more secure — future-proof APIs for an optimal shipping operation and a seamless customer experience

Checkout	Warehouse	Track & Trace
Locations v4.0 Upgraded from Locations v2.1 Core functionality <ul style="list-style-type: none">Retrieve available pickup points New features <ul style="list-style-type: none">Filter location type (manned pickup points, parcel lockers or both)	Shipment v4.0 Upgraded from Shipping v1.0 (all-in-one) All-in-one Core functionality <ul style="list-style-type: none">Create outbound barcodeCreate outbound labelManifest outbound shipment New features <ul style="list-style-type: none">Descriptive servicesPortrait orientation labelling	Tracking Webhook v1.0 Upgraded from Webhook Pilot Core functionality <ul style="list-style-type: none">Receive Track & Trace (push) New features <ul style="list-style-type: none">Near real-time push integrationSmart T&T data model
Timeframe v4.0 Merged DeliveryDate v2.2 & Timeframe v2.1 Core functionality <ul style="list-style-type: none">Retrieve available delivery optionsRetrieve estimated delivery window New features <ul style="list-style-type: none">...	Return v4.0 No predecessor All-in-one Core functionality <ul style="list-style-type: none">Create return barcodeCreate return labelManifest return shipment New features <ul style="list-style-type: none">Descriptive servicesPortrait orientation labelling	Shipping Status v4.0 Upgraded from Shippingstatus v2.0 Core functionality <ul style="list-style-type: none">Retrieve Track & Trace (pull) New features <ul style="list-style-type: none">Smart T&T data model
Discontinued: Checkout v1.0 (all-in-one)	Labelling v4.0 Upgraded from v2.2 Core functionality <ul style="list-style-type: none">Create outbound label New features <ul style="list-style-type: none">Descriptive servicesPortrait orientation labelling	Confirming v4.0 Upgraded from v2.0 Core functionality <ul style="list-style-type: none">Manifest outbound shipment New features <ul style="list-style-type: none">Descriptive services
	Barcode v4.0 Upgraded from v1.1 Core functionality <ul style="list-style-type: none">Create barcode New features <ul style="list-style-type: none">Batch barcode generation	

What's new?

- ✓ **Faster Response**
Improved checkout experience
- ✓ **Unified Structure**
Easier cross-API integration
- ✓ **Intuitive Naming**
Straightforward implementation
- ✓ **And more...**
Visit our [developer portal](#)



Track & Trace-integrations

1.1 Why are you improving track & trace information?

Our current track & trace information sometimes causes confusion about a parcel's status. This often leads to questions or misunderstandings about where a shipment is and what happens next. Previously, we shared many scan observations without clear explanations or next steps. Especially when something unusual happened, like a delay, this wasn't always clear.

With the renewed Track & Trace integrations, we plan to improve this significantly. Instead of 200+ different scan messages, you'll see about 25 clear statuses with detailed information about the shipment and location. Shipments with exceptions, the "unhappy flow" (such as delays or return to sender), will be flagged so you can immediately see if something is wrong.

1.2 What are the benefits of improved track & trace information?

From 200+ to about 25 statuses

We're reducing from 200+ scan observations to about 25 clear statuses. These include status codes (fixed values), status descriptions (text), and additional details, such as the expected delivery time or the type of location where a return is held. This makes track & trace clearer and more nuanced. While we're reducing the number of statuses, we won't share less crucial detail.

Clear status descriptions

We'll provide clear descriptions for both business customers and recipients (consumers). You won't need to interpret codes yourself. You'll get communication that's tested and ready for recipients.

Structured overview

We're changing the structure of track & trace data so you can see at a glance which delivery phase parcels are in, while also getting detailed information at parcel level, such as why a parcel couldn't be delivered. This gives you better insight into key process moments: is the shipment at PostNL, delivered, or being returned?

Focus on shipments needing attention

We'll provide relevant information about shipments that need extra attention, such as delayed or damaged parcels (the unhappy flow). You'll know what's wrong and why, so you can take the right actions.

Fewer customer questions

By making track & trace information clearer, we reduce confusion and ensure you know exactly what's happening with a shipment. This helps you communicate better with recipients and results in fewer customer questions and higher satisfaction.

1.3 What will change in shipment information?

Instead of scan codes (e.g., J12), we'll share clear statuses (e.g., `READY_FOR_HANOVER`). This makes shipment status easier to understand and less complex to work with. We'll also share consumer-friendly descriptions (e.g., "Ready for pickup"), so you can use this information directly. If there's something important to report about a shipment, we'll include that extra information. Actions or exceptions will be easy to recognize.

Currently, we share a huge amount of track & trace data, much of which isn't relevant. With more than 250 different scans, it's complex. You have to filter and interpret all that data yourself. We'll reduce the number of statuses to about 25 and provide clear wording.

1.4 How will I receive the new track & trace information?

PostNL is modernizing Track & Trace integrations. We're developing two new integration services and making them available to you free of charge. Sharing track & trace will become faster, more secure, and more accessible.

Tracking Webhook v1 - push

The Tracking Webhook v1 is the way to receive continuous (real-time) status updates. This is the primary method and ideal for purposes where timeliness matters, such as informing recipients about the latest shipment status. You subscribe once and then receive updates automatically.

With this API, you no longer need to poll every 15 minutes to check for tracking updates. We push them to you in real time as soon as they arrive. This means fewer actions for you and less load on our systems.

ShippingStatus API v4 - pull

The ShippingStatus API v4 is the way to retrieve track & trace information occasionally. This REST API is ideal for purposes where data completeness matters, such as reviewing the full shipment route at once. You decide when you need the data.

The new integration services can be used separately or combined. The Tracking Webhook v1 shares all important track & trace information in near real time, while the ShippingStatus API v4 is ideal for retroactive data retrieval.

1.5 What are the benefits of the new Track & Trace integrations?

Speed

Our current APIs are fast, but we can deliver track & trace information even faster. This depends on the integration method and underlying IT architecture.

Depending on your current integration, we can deliver track & trace information 5 minutes to 6 hours faster in the future. The more real-time the data exchange, the sooner you can inform recipients about relevant changes in the parcel journey. This makes delivery more efficient and customer-friendly.

Simplicity

We're reducing complexity and overhead by replacing outdated, cumbersome methods of sharing track & trace information via API and SFTP with modern, lightweight, and scalable integrations. This makes these integrations an attractive alternative for you as a business customer.

Security

We're adding extra security by introducing OAuth 2.0 in the APIs. This is one of the measures that ensures we'll continue sharing GDPR-sensitive data securely with customers in the future.

1.6 Will my system integration work the same way?

Broadly, the interaction between PostNL integrations remains the same. We'll use both "push" and "pull" methods to share track & trace information. Whether and how this changes for your systems depends on how they're set up and whether you use third-party integration services. The new API and webhook follow modern, globally used standards, making them easy and secure to implement in most systems.

1.7 Do all PostNL business customers need to migrate to the new Track & Trace integrations?

Yes, if you use or plan to use track & trace information via a direct connection or a third party. All business customers will eventually migrate to the new standard.

We'll process track & trace information the same way in Mijn PostNL Zakelijk. You'll see about 25 clear status codes with extra information where needed. This ensures consistent statuses, regardless of the platform you use.

Still using an SFTP connection? We'll ask you to migrate to one of the new services. API users will also migrate within a set timeframe to benefit from the improved data.

Don't have a direct connection yet? You can easily connect and use the new track & trace data to your advantage.

Gebruik je nog een SFTP-verbinding? Dan vragen we je om over te stappen naar één van de nieuwe services. Ook API-gebruikers stappen binnen een bepaalde termijn over, zodat je profiteert van de vernieuwde data.

Heb je nog geen directe koppeling? Dan kun je eenvoudig aansluiten en de nieuwe track & trace-data in je voordeel gebruiken.

1.8 What is the migration date?

The new track & trace solutions are still in development. The migration is expected to take place towards the end of 2026.

1.9 What IT impact can I expect? What do you expect from me?

The new integrations follow modern, globally used standards, making them easy and secure to implement in most systems.

The impact varies per customer. It depends on how flexible or outdated your systems are. Many customers retrieve information; others prefer to receive it. That's why we offer both push and pull options.

It also depends on how you use track & trace data. Do you have your own customer service module and send proactive emails? Then the impact is greater than if you only check whether a parcel was delivered.

Using event mapping? Then you only need to adjust that mapping. Your underlying systems remain the same. Single- and multi-carrier customers often do this to personalize statuses or create one overview for multiple carriers.

1.10 What happens if I don't migrate on time?

The renewed track & trace information is here to stay. We'll give business customers plenty of time to migrate, while keeping the transition phase as short as reasonably possible. At some point, customer integrations that still share logistical scan data (the old information model) will no longer be supported and will be shut down.

1.11 What information will you provide about this?

You'll receive detailed information about the renewed track & trace functionality, including a clear explanation of how it works. For technical support, visit the developer portal, where all required documentation is available, such as technical specifications and sample requests. You can also request a new API key on the [developer portal](#).

Need extra help during implementation? We're ready with technical advice and support to ensure a smooth migration. Fill out the [support form](#) on the developer portal.

Phasing out SFTP

1.1 Why are we discontinuing external SFTP connections?

More and more companies, including PostNL, are moving away from outdated SFTP connections to modern API integrations. APIs are the new global industry standard because of their speed (real-time), flexibility, and improved security. For purposes where fast data exchange is essential, such as sharing track & trace information, the e-commerce sector increasingly prefers APIs.

That's why PostNL will make new shipping products and data services available only via APIs and will phase out and eventually discontinue SFTP connections. At the same time, we're building a renewed API portfolio to make customer integrations even faster, more secure, and more user-friendly.

By using the new PostNL APIs smartly, you can increase recipient satisfaction and reduce costs.

1.2 What is an SFTP connection?

SFTP stands for Secure File Transfer Protocol. It's a way to exchange information via files on a server. You upload and download files in a folder structure. This takes time and causes delays, which is why SFTP is used less and less.

1.3 Does the migration from SFTP to APIs apply to all business customers?

A small group of customers still uses SFTP to pre-announce shipments and receive track & trace information. They will migrate to APIs. Like all business customers, they must also migrate to the latest versions of our APIs.

With our renewed API portfolio, we're setting a new standard. All business customers who currently exchange information via a direct connection with us or through a third party (or plan to do so in the future) will eventually migrate to the new APIs.

Whether you run a small webshop or a large operation with many shipments, everyone benefits from these improvements.

1.4 What is the migration date?

Customers will be informed when they can start migrating, by when it must be completed, and from which date the SFTP connection will no longer be supported. You'll find an up-to-date overview on the [developer portal](#).

1.5 What IT impact can I expect? What do you expect from me?

The new integrations follow modern, globally used standards, making them easy and secure to implement in most systems. The IT impact for you depends on how flexible or rigid, modern or outdated your systems are.

1.6 What happens if I don't migrate on time?

The renewed API portfolio is here to stay. We'll give you enough time to migrate, while keeping the transition phase as short as reasonably possible. At some point, outdated customer integrations, including SFTP and older API versions, will no longer be supported and will be shut down. If you don't migrate on time, shipments cannot be pre-announced and/or track & trace information cannot be received.

1.7 What information will you provide about this?

On the developer portal, you'll find all technical documentation you need for a successful migration, including:

- A technical migration plan
- Integration guidelines
- Open API Specification (OAS)
- An overview of all available products and services
- Error codes

- [Postman collection](#)
- [Frequently Asked Questions \(FAQ\)](#)

[View all technical documentation](#)

Need extra help during implementation? We're ready with technical advice and support to ensure a smooth migration. Fill out the [support form](#) on the developer portal.