

## DPD Scan Types

ST	Description English	Description German
01	Consolidation	Konsolidierung
02	Inbound	Eingang
03	Out for delivery	Ausrollung
04	Driver´s return	Ausrollretoure
05	Pick-up	Einrollung
06	System return	Systemretoure
08	Warehouse	Lager
09	Inbound exception	Eingang Differenz
10	HUB scan	HUB Durchlauf
12	Customs clearance process	In Verzollung
13	Delivered	Zustellung
14	Delivery attempt not successful	Zustellversuch nicht erfolgreich
15	Driver´s pick-up	Abholung
17	Export / Import cleared	Export / Import abgefertigt
18	Additional information (only usable with info container or free text)	Zusatzinformation (Verwendung nur mit Info-Container oder Freitext)
20	Loading	Beladung
23	Delivered by driver to DPD ParcelShop	Übergabe durch Zusteller an DPD PaketShop

## Explanation for correct usage of additional / exception codes

ST	Description English	Description German
X	Additional- / Exception code is valid in this scan type and a possible and/or reasonable information	Zusatz- / Differenzcode ist in dieser Scanart zulässig und eine mögliche bzw. sinnvolle Information
	Additional- / Exception code is not intended for this / implausible for this scan type	Zusatz- / Differenzcode ist nicht vorgesehen / unplausibel für diese Scanart
X	Additional- / Exception code is a plausible reason for an exception in this scan type	Zusatz- / Differenzcode ist ein plausibler Fehlergrund in dieser Scanart
-	Additional- / Exception code is not allowed in this scan type	Zusatz- / Differenzcode ist in dieser Scanart nicht erlaubt

## ADDITIONAL / EXCEPTION CODES

No.	Abbr.	Description English	Description German	01	02	03	04	05	06	08	09	10	12	13	14	15	17	18	20	23	launched changed	Comment
01							-	-	-			-	-	-								
02*	V	Loading error	Verladefehler				-	X	-			-	-	-								
03*	R	Routing error	Routerfehler				-	X	-			-	-	-								
04	B	Packaging damaged	Verpackung beschädigt	X	X		-	X	-		X	X	X	-					X			not shown in Tracking
05	LQ	Limited quantities	Limited quantities				-	X	-			-	-	-							02/2011	
06	RL	Collection-upon-delivery	Mitnahme				-	X	-			-	-	-								
07*	P	Postcode error	Postleitzahlfehler				-	X	-			-	-	-								
08*	NI	NI processing	NI-Bearbeitung				-	X	X	X		-	-	-								not identified (NI)
09	NC	Non-conveyable	nicht automatisch förderbar	X	X		-	X	-		X	-	-	-								
10	HAZ	Hazardous goods	Gefahrgut	X	X	X	-	X	X	-	X	X	-	X	-				X			not shown in Tracking
11*	AD	Wrong address	Adresse falsch				X	X	X		X	X	-	X								
12*	AVB	Refused by consignee - packaging damaged	Annahme verweigert, Verpackung beschädigt				X	X	-			-	X	-								
13							-	-	-			-	-	-								
14*	AVN	Refused by consignee - not ordered	Annahme verweigert, nicht bestellt				X	X	-			-	X	-								
15*	AV	Refused by consignee	Annahme verweigert				X	X	-		X	X	-	X								
16*	AVBI	Refused by consignee - contents checked, found to be damaged	Annahme verweigert nach Inhaltsprüfung wegen Beschädigung				X	X	-			-	X	-								
17*	FZ	Return (pick-up) after wrong delivery	Retoure (Abholung) nach Falschzustellung				X	X	-			-	X	-								
18	MA	Exchange / order	Austausch / Auftrag	X	X		-	X	-			-	X	-					X			not shown in Tracking
19*	NAB 1	Consignee not present - notified first time	Empfänger nicht angetroffen, erstmals benachrichtigt				X	-	-			-	X	-	X							

## ADDITIONAL / EXCEPTION CODES

No.	Abbr.	Description English	Description German	01	02	03	04	05	06	08	09	10	12	13	14	15	17	18	20	23	launched changed	Comment
20*	SA	Self-collecting consignee	Selbstabholer			X	X		X	X			-		X		-					
21	PD	Destruction / confiscated by customs	Vernichtung / Konfiszierung durch den Zoll			X		-	-	-			X		-		-					ST 12 if within customs process
22*	BUN	Broken in sub-contractor's custody	Bruch im Gewahrsam des Systempartners				X	X	-	X			-		X		-					
23*	FIX	Appointed day of delivery	Terminauslieferung				X		-	X			-		X		-					
24*	IHP	Contents checked	Inhaltsprüfung	X			-		X	X		X	X		-		-					
25*	KWA	Closed (e.g. department store)	keine Warenannahme / Warenabholung				X		-	X			-		X		-	X				
26	ME	Exchange / pick-up	Austausch / Einrollung				-	X	-	-			-		-		-					not shown in Tracking
27*	PM	Lack of space	Platzmangel				-		-	X			-		-		-					
28*	ADL	Competitor	Anderer Dienstleister				-		X	-			-		-		-					
29*	LU	Consignment incomplete	Lieferung unvollständig				X		X	X			X		X		-					
30*	URL	Consignee on holiday	Empfänger hat Urlaub				-		X	X			X		-		-					
31*	NSK	Not system conform	nicht systemkonform			X	-	X	-	X			-		-		-	X				
32*	ZM	Lack of time	Zeitmangel				X		-	-			-		X		-	X				
33*	EXP A	Missing, incorrect, incomplete, illegible export documentation	Fehlende, fehlerhafte, unvollständige oder unleserliche Exportdokumente	X			-	X	X	X			X		-		-					
34	ORS Y	ORSYmat filling	ORSYmat-Befüllung			X	-	-	-	-			-		-		-					not for scanning, pre-alerts for POD printing
35*	NAB U	Consignee not present, informed, on holiday	Empfänger nicht angetroffen, benachrichtigt, Urlaub				X		X	-			-		X		-	X				
36	ATB	Department delivery	Abteilungsbelieferung			X	-	-	-	-			-		-		-					not for scanning, pre-alerts for POD printing
37*	NA3	Consignee not present - notified third time	Empfänger nicht angetroffen, zum dritten Mal benachrichtigt				X		X	-			-		X		-					
38*	SF	Sorting error at recipient depot	Sortierfehler im Empfangsdepot				-		-	X			-		-		-					

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39*	CGR	Customs / gateway return	Zoll / Leitdepot Retour				-	X	-				-									05/2007	
40	DZB	Delivery to a third party with notification	Ablieferung an Dritte mit Benachrichtigung				-	-	-				-	X	-						X		
41*	HG	Force majeure	Höhere Gewalt				X	-	X				X	X							X		
42*	NAB 2	Consignee not present, notified 2nd time	Empfänger nicht angetroffen, zum zweiten Mal benachrichtigt				X	X	-				-	X							X		
43		reserved for internal use					-	-	-				-	-									
44	X	Small and lightweight parcel	Kleingewichtiges Paket	X	X		-	X	-	-		X	-	-									
45		Tyre	Reifen				-	X	-	-			-	-								09/2007	not shown in Tracking
46*	ANP	Amount not paid	Betrag nicht eingelöst				X	-	-				-	X								12/2007	ST 08 for ZA / ARAMEX / SE
47*	RTP	Return third party	Retoure nach Drittzustellung				X	X	-				-	-								09/2007	
48	UT	Unpacked tyre	Unverpackter Reifen				-	X	X	-			-	-								10/2008	
49*	KR	Customer's return	Kundenretoure				-	X	X				-	-									
50*	DI	Digicode required or access not possible	Zugangscode erforderlich oder Zugang nicht möglich				X	-	-				-	X								X	
51	SK1	Reusable box 101	Mehrwegbox 101	X	X	X	X	X	-	-	X	X	-	X	-							X	CH: Backbox, CZ: DPD Box, KZ: High Value, Baltics: B2C, RS: ex works delivery, BG: Economy -
52	SK2	Reusable box 102	Mehrwegbox 102	X	X	X	X	X	-	-	X	X	-	X	-							X	CH: Backbox, CZ: card payment, Baltics: ID, BG: Economy - pickup
53	SK3	Reusable box 103	Mehrwegbox 103	X	X	X	X	X	-	-	X	X	-	X	-							X	CH: Backbox, AT: Shuttlebox, Baltics: time frame, BG: Economy Collection request - office
54	SK4	Reusable box 104	Mehrwegbox 104	X	X	X	X	X	-	-	X	X	-	X	-							X	CH: Backbox, AT: Shuttlebox, Baltics: waiting, BG: Economy Collection request - deliver
55	SK5	Reusable box 105	Mehrwegbox 105	X	X	X	X	X	-	-	X	X	-	X	-							X	AT: Shuttlebox, Baltics: loading / unloading
56	SK6	Reusable box 106	Mehrwegbox 106	X	X	X	X	X	-	-	X	X	-	X	-							X	AT: Shuttlebox, Baltics: supermarket delivery, SK: collection request same da
57	DR	Documents return	Dokumentenrückführung		X	X	-	X	-	-			-	-								10/2008	

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58*	PBO X	PO box	Postfachadresse				-	-	-				-	-	-							ST 08 only for SE, FR	
59	PRA D	Private address	Privatadresse				-	-	-				-	X	X					X		ST 08 only for translation tables	
60*	PO	Post Office	Postamt				-	-	-				-	-	-							ST 01, 03, 04, 08, 13 only for SE, FR, IBC	
61*	UBH	Delay due to unknown reason	Unklärbares Beförderungshindernis				X	X	X				-	X	-							12/2008	
62							-	-	-				-	-	-							01/2015	
63	SD	Same-day delivery	Zustellung gleicher Tag				-	X	-	-			-	-	-							Baltics, CZ, SK	
64	GR	Groupage, envelope	Sammelgut, Envelope				-	X	-	-			-	-	-							Baltics, FI: groupage, CZ, SK: DPD Pack	
65	SZ	Delivery on Saturday	Samstagszustellung				-	X	-	-			-	-	-								
66*	IDF	ID check failed	ID-Check fehlgeschlagen				X	-	-				-	X	-							04/2007	
67	UV	Signature refused	Unterschriftsverweigerung						-	-			-	-	-							only allowed in ST 04, 14 in addition with relevant exception codes in case of parcel refusals	
68	EVM	Delivery / deposit with non-recurring authority	Zustellung / Abstellung mit einmaliger Vollmacht				-	-	-				-	X	-					X			
69	ASG	Delivery / deposit with general authorisation	Zustellung / Abstellung mit genereller Vollmacht				-	-	-				-	X	-					X			
70	TS	Temperature sensitive	Temperatursensibel		X	X	-	X	-	-			-	-	-							02/2011	Baltics
71	KI	Customer not informed about collection request	Kunde nicht über Rückholung informiert				-	-	-				-	-	-					X			
72*	NV	Parcel not ready for shipment	Paket nicht versandbereit				X	-	-				-	X	-					X			
73*	SV	Parcel shipped / used by other means	Paket anderweitig versandt / verwendet				X	X	-				-	X	-					X			
74	WP	Customer has less than collection requests ordered	Kunde hat weniger als die beauftragten Rückholpakete				-	-	-				-	-	-					X			
75	ID	Identity check	Identitätsprüfung		X	X	-	X	-	-			-	X	-					X		09/2009	
76	AM0	DPD 8:30	DPD 8:30				-	X	-	-			-	-	-							not shown in Tracking	

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77		<i>reserved for internal use</i>					-	-	-				-	-	-								
78	AM1	DPD 10:00	DPD 10:00				-	X	-	-			-	-	-							not shown in Tracking	
79	AM2	DPD 12:00	DPD 12:00				-	X	-	-			-	-	-							not shown in Tracking	
80*	TV	Appointment scheduled	Terminvereinbarung				X	-	X				-	X	-						12/2008		
81*	F	Regional public holiday	Regionaler Feiertag				X	-	X				-	X	-	X							
82	MP	Customer has more than the collection request parcels ordered	Kunde hat mehr als die beauftragten Rückholpakete				-	-	-				-	-	-			X					
83*	ADC	Address changed	Adressänderung				X	X	-				-	X	-						12/2008		
84*	DOM	Delivery note / order reference missing	Lieferschein / Bestellbezug fehlt				X	X	X				-	X	-						12/2007		
85*	MD	Missing or incorrect data	Mangelhafte oder fehlende Daten				X	X	X				-	X	-							for hazardous goods and C.O.D.	
86*	WT	No forwarding on the inbound day	Weiterleitung nicht am Eingangstag				-	-	X				-	-	-								
87	PM2	DPD 18:00 / DPD GUARANTEE	DPD 18:00 / DPD GUARANTEE				-	X	-	-			-	-	-							not shown in Tracking	
88	VT	DPD GUARANTEE, DPD 8:30, DPD 10:00, DPD 12:00, DPD 18:00 too late	DPD GUARANTEE, DPD 8:30, DPD 10:00, DPD 12:00, DPD 18:00 verspätet	X	X		-	X	-	-		X	-	-	-								
89	ZBK	Delivery to Mail-/Parcelbox (without signature)	Zustellung an Brief-/Paketkasten (ohne Unterschrift)			X								X									
90		<i>reserved for internal use</i>					-	-	-				-	-	-							relevant for Clearing	
91*	NAB S	Parcelshop delivery after 1st delivery attempt	Paketshopzustellung nach 1. Zustellversuch				X	-	-					X							01/2014		
92	NET	Injected into delivery network	Weiterleitung an Zustellorganisation	X			-	-	-				-	-	-						05/2008		
93*	VOR L	Preload	Vorladung	X			-	X	-	-	X	-	-	-	-								
94	MAN	Manual entry	Manuelle Erfassung	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	11/2007	not shown in Tracking
95	FI	File import	File Import	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		not shown in Tracking, to be allowed by franchisor

## ADDITIONAL / EXCEPTION CODES

No.	Abbr.	Description English	Description German	01	02	03	04	05	06	08	09	10	12	13	14	15	17	18	20	23	launched changed	Comment
96	MFU	Manual follow up	Manuelle Nacherfassung	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		not shown in Tracking
97																						
98	PPL	Print of DPD label	Druck DPD Paketschein	X	X		-	X	X	-	X	-			-							
99	STO	Canceled	Storno																			

# GATEWAY CODES

No.	Description English	Description German	12	18	launched changed	Comment (C) / Description (D) / Further Process (F)
250	<i>Return: Holding / storage limit expired</i>	Retoure: Lagerzeit überschritten		X	12/2007	D for road deliveries, the storage time is basically 7 days, for air deliveries the storage time is normally 20 days, dependent of national occurrences
						F if storage time is exceeded, use ST 18 + 250 before system return; reason for system return dependent if documents are missing (ST06 + 33) or other reasons (ST 06+ 39)
251	<i>Parcel lost</i>	Paket verloren		X	12/2007	C not shown in Tracking
						D is entered by some interface countries according to internal rules, if recorded there, then transfer to <i>Tracking+</i>
252	<i>Received, not manifested (overage)</i>	Erhalten, nicht manifestiert (Übermenge)		X	12/2007	C not shown in Tracking
						D documentation of missing manifest data of parcels arrived at the gateway
						F data recording at the gateway necessary
253	<i>Manifested, not received (underage)</i>	Manifestiert, nicht erhalten (Untermenge)		X	12/2007	C not shown in Tracking
						D manifested parcels did not arrive at the gateway
254	<i>Off-loaded</i>	Off-loaded		X	12/2007	C not shown in Tracking
						D Due to capacity problems, the parcel / shipment was unloaded from the airplane
255	<i>Flight canceled</i>	Flug gestrichen		X	12/2007	C not shown in Tracking
256	<i>Late arrival - in transit</i>	Verspätete Ankunft - im Transit		X	12/2007	C not shown in Tracking
						D due to a delayed arrival at the transit area, there may occur a delay in transit time
257	<i>Held in Customs: Other reasons</i>	Im Zollgewahrsam: andere Gründe	X	X	12/2007	C via interface only in ST 18
						D here the information, why held in customs (e.g. missing documents/certifications from consignee, necessary informations on the invoice are missing, etc), are summarized without stating reasons, in case of a subsequent destruction by the customs, some interface countries do not generate a follow up scan



# GATEWAY CODES

No.	Description English	Description German	12	18	launched changed	Comment (C) / Description (D) / Further Process (F)	
258	<i>Value / description of goods required</i>	Warenwert / Warenbeschreibung erforderlich	X	X	12/2007	C	via interface only in ST 18
						D	description of contents not sufficient
						F	instruction from the origin depot is expected, gateway will contact the origin depot.
259	<i>Phone number or contact name missing or wrong</i>	Telefonnummer oder Ansprechpartner fehlend oder falsch	X	X	12/2007	C	via interface only in ST 18
						F	Export-Gateway: instruction from the origin depot is expected, gateway will contact the origin depot; Import-Gateway: phone number inquiry; instruction from the origin depot is expected, gateway will contact the origin depot
260	<i>VAT / personal ID no. required</i>	VAT / Personalausweisnummer benötigt	X	X	12/2007	C	via interface only in ST18
						F	instruction from the origin depot is expected, gateway will contact the origin depot
261	<i>Prohibited goods</i>	Verbotene Gegenstände	X	X	12/2007	C	via interface only in ST18
						D	Export-Gateway: no forwarding possible
						F	parcel will either be returned (ST06+39) or destroyed (ST12+21), whereas the destruction can not everywhere be documented by corresponding scans.
262	<i>Customs examination</i>	Zollbeschau	X	X	12/2007	C	via interface only in ST18
						D	parcel checking + accompanying documents by customs, in case of a subsequent destruction by the customs, some interface countries do not generate a follow up scan
263	<i>Unable to contact consignee</i>	Empfänger nicht erreichbar	X	X	12/2007	C	via interface only in ST18
						F	instruction from the origin depot is expected, gateway will contact the origin depot.
264	<i>Pending consignee information or duty payment</i>	Empfängerinformationen oder Einfuhrabgaben fehlen	X	X	12/2007	C	via interface only in ST 18
						F	instruction from the origin depot is expected, gateway will contact the origin depot
265	<i>Pending information from origin depot</i>	Verfügung des Versanddepots wird erwartet		X	12/2007	F	must be recorded, when an instruction from the origin depot is needed

# GATEWAY CODES

No.	Description English	Description German	12	18	launched changed	Comment (C) / Description (D) / Further Process (F)	
266	<i>Invoice address not destination country</i>	Rechnungsadresse entspricht nicht Empfangsland	X	X	12/2007	C	via interface only in ST 18
						F	instruction from origin depot is expected, gateway will contacting origin depot
267	<i>Invoice not in English</i>	Rechnung nicht in englisch	X	X	12/2007	C	via interface only in ST 18
						F	instruction from the origin depot is expected, gateway will contacting the origin depot.
268	<i>Declaration of origin is missing on the invoice / without country of origin</i>	Ursprungserklärung fehlt auf der Rechnung / ohne Ursprungsland	X	X	12/2007	C	via interface only in ST 18
						F	instruction from the origin depot is expected, gateway will contacting the origin depot.
269	<i>Consignee refuses to pay taxes and duties</i>	Empfänger verweigert Zahlung der Steuern und Zölle	X	X	12/2007	C	via interface only in ST 18
						F	instruction from the origin depot is expected, gateway will contacting the origin depot.
270	<i>Declaration of origin without signature / without repeating the name legibly</i>	Ursprungserklärung ohne Unterschrift / ohne leserliche Namenswiederholung	X	X	12/2007	C	via interface only in ST 18
						F	instruction from the origin depot is expected, gateway will contacting the origin depot.
271	<i>Return requested by origin country</i>	Rücksendung vom Versandland gewünscht		X	12/2007	F	obligation scan ST 18 + 271 before scanning system return (ST 06 + 39)
272	<i>Export declaration (SAD) is missing</i>	Ausfuhranmeldung fehlt	X	X	12/2007	F	instruction from the origin depot is expected, gateway will contacting the origin depot.
273	<i>Shipment removed from bag</i>	Paket aus Beutel entladen	X	X	12/2012	C	via interface only in ST 18
						F	
274	<i>Held in Customs: special forwarding required</i>	Im Zollgewahrsam: Sonderbehandlung erforderlich	X	X	12/2012	C	via interface only in ST 18
						F	instruction from the origin depot is expected, gateway will contacting the origin depot.
275	<i>Waiting for release by other authority e.g. FDA</i>	Freigabe durch sonstige Behörden erforderlich z.B. FDA	X	X	05/2008	C	via interface only in ST 18
						F	check of parcel and accompanying documents by other authority, in case of subsequent destruction by this authority the follow up scan won't be generated by some interface countries

# GATEWAY CODES

No.	Description English	Description German	12	18	launched changed	Comment (C) / Description (D) / Further Process (F)	
276	<i>Bag missing</i>	Beutel fehlt	X	X	12/2012	C	via interface only in ST 18
						F	
277	<i>EUR 1 is missing</i>	EUR 1 fehlt	X	X	12/2007	C	via interface only in ST 18
						F	instruction from the origin depot is expected, gateway will contacting the origin depot.
278	<i>EUR 1 not prestamped</i>	EUR 1 nicht abgefertigt	X	X	12/2007	C	via interface only in ST 18
						F	instruction from the origin depot is expected, gateway will contacting the origin depot.
279	<i>A.TR is missing</i>	A.TR fehlt	X	X	12/2007	C	via interface only in ST 18
						D	it only concerns parcels from / to Turkey
						F	further information, please refer to international manual
280	<i>Accompanying documents handed over to consignee's broker</i>	Begleitdokumente an Zollagenten des Empfängers übergeben		X	12/2007	D	possible follow-up scans after ST 18 + 280 are dependent, if there is access to customs warehouse when handing over the parcel to the customs agent (ST 03 + 20) and/or if the parcels is delivered by the DPD partner (ST 17 and continuance of the regular life cycle)
281	<i>Contingency plan applicable - extreme situation</i>	Notfallplan aktiv - außergewöhnliche Situation	X	X	12/2012	D	
351	<i>Shipment under customs clearance</i>	Sendung ist in Verzollung		X			only for use in <i>Customs GateAir</i>
352	<i>Shipment customs cleared</i>	Sendung wurde verzollt		X			only for use in <i>Customs GateAir</i>
353	<i>Handover gateway</i>	Übergabe an Gateway		X			only for use in <i>Customs GateAir</i>