REVERSE LOGISTICS

Implementation Guide - Reverse Logistics
Web Service

Summary

1. Introduction

Correios offer free, <u>for contract clients,</u> a set of services accessible via Web Service that allows the integration of client´s systems with the company´s IT environment.

For this integration, SOAP (Simple Object Access Protocol) and XML (eXtended Markup Language) standards are adopted.

Thus, this manual aims to provide guidelines for integration with the Reverse Logistics Service's Web Service.

2. Service Definition

Reverse Logistics consists of the service of sending documents and / or goods in return, free of charge to the sender, to be delivered exclusively to the address indicated by the client contracting the Reverse Logistics Service.

The processes of the Reverse Logistics Service are listed in Annex 04 of this guide and comprise the following forms:

- **Reverse Logistics (from Portuguese, LR):** Consists of posting documents and / or goods in return, upon presentation of the Postage Authorization (e-ticket), at Correios branch or by collecting the order at the sender address, at the request of the contractor of the Reverse Logistics Service.

> The contracting client of Correios or Sender <u>must not</u> generate and / or print addressing labels.

> The address label will be generated and printed by Correios.

- **Simultaneous Reverse Logistics (from Portuguese, LRS):** Consists of the simultaneous exchange of the parcel to be returned by the substitute parcel at the collection address of the return parcel.

> The address label for posting the **replacement parcel** must be generated by the system of the client contracting the LRS service, linking this postal object to the request for collection of the **return parcel**.

> The client contracting the LRS service <u>must</u> generate and print the address label of the replacement order for posting.

3. Reverse Logistics *Web Service*

3.1 Prerequisites

To consume this web service, it is necessary to have a Reverse Logistics service contract with Correios.

3.2 Homologation Environment

Correios provides an homologation environment for integrating the contractor's system with Reverse Logistics Web Service.

For this environment, the web service interface must be consulted and configured at the following address:

https://apphom.correios.com.br/logisticaReversaWS/logisticaReversaService/logisticaReversaWS?wsdl

In homologation the following data must be used for authentication:

Correios ID	Password	Administrative Code	Contract	Service Code	Potage Card
empresacws	123456	17000190	9992157880	04170, 04677	0067599079

3.3 Production Environment

Only after carrying out the tests and homologation can the negotiations for qualification for production be started.

To access the Correios production environment, the client needs a login and password at idCorreios.

IdCorreios is a unique authentication and authorization mechanism for users to access the Portal Correios and its services, available for free to clientes.

The step-by-step for using idCorreios is:

1st Step: The client must register at the following address, informing the profile "Pessoa Jurídica" (Legal Entity), CNPJ and contract number with Correios:

https://apps.correios.com.br/idCorreios/naocadastrado/cadastrar-tipo-usuario.jsf

In order to resolve any doubts about registration, the client may consult the commercial consultant of Correios and, after completing the registration, he / she should ask that consultant to authorize the use of the Reverse Logistics - LR

component to access the production environment.

2ⁿᵈ Step: The commercial consultant or the sales support area of Correios must release the Reverse Logistics - LR component to the client.

3ʳᵈ Step: After the release of the Reverse Logistics - LR component, the client must register the password to access the component: (http://www.correios.com.br/para-voce/correios-de-a-a-z/pdf/idcorreios/cadastrar-senha-em-componente).

When access is granted, the web service interface must be consulted and configured at the following address:

https://cws.correios.com.br/logisticaReversaWS/logisticaReversaService/logisticaReversaWS?wsdl

3.4 Methods

3.4.1 Postage Authorization Request or Reverse Collection Request

This method enables processing the postage authorization request or reverse collection, returning the **e-ticket number** (postage authorization code that must be informed to the consumer for posting at Correios branch) or the **collection number.**

Batching Requests

> Up to **50 simultaneous requests** can be made in a single method call, each request returns an **e-ticket number** or a **collection number.**
>
> If there is erroneous data (e.g, invalid ZIP Code, mandatory field not filled in) in one or more requests, the web service will process the correct requests and return the error requests if necessary.

> Each collection or e-ticket can contain up to **10 objects**.

a) Method Signature: solicitarPostagemReversa()

b) Method Layout

i. Heading Tags

Identifies the client with a contract with Correios, the recipient of the request.

Tag	Description / Notes	Data Type	Mandatory
<codAdministrativo>	Client´s Administrative code	Numeric (8)	Yes
<codigo_servico>	Service code provided by Correios, as defined in the contract	Numeric (5)	Yes
<cartao>	Number of the client's postage card that will be used to charge the fees for the performed service. It will be used to bill all orders	Numeric (10)	Yes
Tag <destinatario>	**Sub-tags that store the recipient's data**	**Sub-Tags**	**Yes**
+ <nome>	Client Name or Company Name	Character(60)	Yes
+ <logradouro>	Client Address	Character (72)	Yes
+ <numero>	Client address number. If you do not have to fill in with "S/ N" (no number)	Character (8)	Yes
+ <complemento>	Client address complement	Character (30)	No
+ <bairro>	District	Character (50)	No
+ <referencia>	A reference to the delivery location	Character (60)	No
+ <cidade>	City	Character (36)	Yes
+ <uf>	State acronym	Character (2)	Yes
+ <cep>	ZIP Code, alaways with eight positions. There can be no space or any character between the numbers. E.g: 01000999	Character (8)	Yes
+ <ddd>	Telephone area code	Character (3)	No
+ <telefone>	Client´s telephone number	Character (12)	No
+ <email>	This field is not mandatory, but it is important for the client to receive information about their orders.	Character (72)	No
+ <ciencia_conteudo_proibido>	Recipient's awareness of the prohibition on posting dangerous products to the postal flow	Character (1)	Yes

ii. Request Data Tags

Sub-tags of <coletas_solicitadas> (requested collections)	Description / Notes	Data Type	Mandatory
<tipo>	Indicates whether the request is for **home collection** or a **postage authorization**. **CA = Home collection.** If there is no home collection in the locality, the system automatically transforms the order into a **postage authorization**. **C = Home collection**. If there is no collection at the indicated location (ZIP Code), the system does not process the request. **A = Postage Authorization**	Character (2)	Yes
<numero>	Postage Authorization Number (e-ticket). It should be left blank when the client does not have an e-ticket range. If the client has an e-ticket range reservation, inform the range e-ticket code with the check digit	Numeric (15)	No
<id_cliente>	Key field that identifies each client request. For example, the invoice number, service order etc. can be informed, as long as it is not repeated in more than one request	Character (30)	No
<ag>	Fill in the date of collection or the number of days of validity of the postage authorization **Home collection:** Inform the date for the collection schedule. If the date of the collection schedule is informed, the order is retained in the system and the first collection attempt can only be carried out on the requested date. If the date is not informed, the system assumes the date of the 1st business day after processing. The system only accepts dates with more than five calendar days from the date of processing the order **Postage Authorization:** Indicates the number of days the authorization is valid. The validity must be a minimum of 1 and a maximum of 90 calendar days. If not informed, the validity of the authorization will be 10 (ten) consecutive days from the date of the order´s processing	Date DD/MM/YYYY Numeric (2) Between 1 and 90 days	No
<cartao>	Postage card number to be used for billing the used services. If informed, the content of the header <cartao> tag will be ignored	Numeric (10)	No

<valor_declarado>	Declared value of the objects in the collection Example: 1020.70	Numeric (9.2)	No
<servico_adicional>	Reserved tag for future use	Character (20)	No
<descricao>	Description / instructions for collection	Character (255)	No
<ar>	Indicates whether to request Return Receipt for registered orders. <u>Available only</u> for **Postage Authorization**. The allowed values are: **0** - Do not request Return Receipt **1** - Request Return Receipt	Boolean Inform 1 or 0	No
<cklist>	Indicates that checklist copies will be printed. See subitem 5.3 of this guide	Fixed value	No
+ <documento>	Mandatory to inform if the type of the check list is a document. See subitem 5.4 of this guide	Code list. It will be provided by ECT (Correios)	No
Tag <remetente>	**Sub-tags that store data from the collection sender or postage authorization**	**-**	**Yes**
+ <nome>	Sender name	Character (60)	Yes
+ <logradouro>	Sender address	Character (72)	Yes
+ <numero>	Sender address number. If you do not have to fill in with "S/ N" (no number)	Character (8)	Yes
+ <complemento>	Sender address complement	Character (30)	No
+ <bairro>	Sender district	Character (80)	No
+ <cidade>	Sender City	Character (40)	Yes
+ <uf>	Sender State	Character (2)	Yes
+ <cep>	ZIP Code, alaways with eight positions. There can be no space or any character between the numbers. E.g: 01200999	Character (8)	Yes
+ <referencia>	A reference to the delivery location	Character (60)	No
+ <ddd>	Sender telephone area code	Character (2)	Yes
+ <telefone>	Sender's phone number. This is a required field. It is important to Correios to contact the sender in case of unsuccessful collection	Character (18)	Yes
+ <email>	Sender email address The sender will receive collection information or directions for postage	Character (72)	Yes
+ <celular>	Sender cellphone number	Character (9)	No
+ <ddd_celular>	Sender cellphone area code	Character (2)	No
+ <sms>	If you want to receive SMS of the object´s status. Fill in with Y for Yes or N for No. If filled in with Y, the sender will receive an SMS with information from the e-ticket or the collection steps	Character (1)	No
+ <identificacao>	Sender CNPJ or CPF number	Character (14)	No
+ <restricao_anac>	Client is aware of the possibility of areas with restricted forwarding for some types of objects	Character (1)	Yes
Tag <obj_col>	**Contains the tags blocks that register the objects that will be collected (home collection) or posted (postage authorization).** If this tag is not found, the system assumes that there is only one object to be collected or posted	**-**	**Yes**

+ + <item>	Number of objects in the request. A maximum of 10 objects are allowed per request	Numeric (2) Only accepts numbers from 1 to 10	Yes
+ + <id>	Field for free use by the client. Example: Invoice number Note: The content filled in this field will be printed on the label and only serves to control requests by the client. For example, it can be filled in with the code of a service order, the number of a service protocol made by the call center or the number of the invoice	Character (30)	No
+ + <desc>	Description of the object that will be collected, for the client's control. Note: The content filled in this field will be available for consultation in the details of the system order and will also be printed on the collection postage certificate	Character (255)	No
+ + <entrega>	Object number for simultaneous collection orders. The contract must accept requests for simultaneous collection	Character (13)	No
+ + <num>	Object number when there is a numeric range reserved for the client. This option is not used yet	Character (13)	No
Tag <produto>	**Contains the tags blocks that are used for ordering products together with the collection. The client´s contract must be previously enabled to use this tag.**	**-**	**No**
+ + <codigo>	Product code. Provided by Correios. See table in item 5.2 of this guide	Numeric (9)	-
+ + <tipo>	Product type code. Provided by Correios. See table in this guide	Numeric (1)	-
+ + <qtd>	Quantity of products from the provided type.A maximum of 10 packages are allowed per request	Numeric (2) Only accepts numbers from 1 to 10	-

c) Example:

Query:

```xml
<soapenv:Envelope>
   <soapenv:Header/>
   <soapenv:Body>
      <ser:solicitarPostagemReversa>
         <codAdministrativo>17000190</codAdministrativo>
         <codigo_servico>04677</codigo_servico>
         <cartao>0067599079</cartao>
         <destinatario>
            <nome>Fulano</nome>
            <logradouro>SBN</logradouro>
            <numero>10</numero>
            <complemento>Bloco A</complemento>
            <bairro>Plano Piloto</bairro>
            <referencia></referencia>
            <cidade>Brasília</cidade>
            <uf>DF</uf>
            <cep>70002900</cep>
            <ddd>61</ddd>
            <telefone>34261111</telefone>
            <email>fulano@mail.com</email>
            <ciencia conteudo proibido>N</ciencia conteudo proibido>
         </destinatario>
```

```xml
        <coletas solicitadas>
            <!-- C - Coleta / A - Autorização Postagem -->
            <tipo>A</tipo>
            <id_cliente>1133566</id_cliente>
            <valor_declarado>1500.00</valor_declarado>
            <descricao></descricao>
            <!--
                2: Checklist Celular
                4: Checklist Eletrônico
                5: Checklist Documento
                7: Checklist Conteúdo
            -->
            <cklist></cklist>
            <documento></documento>
            <remetente>
                <nome>Ciclano</nome>
                <logradouro>Rua 35</logradouro>
                <numero>10</numero>
                <complemento></complemento>
                <bairro>Águas Claras(Sul)</bairro>
                <referencia></referencia>
                <cidade>Brasília</cidade>
                <uf>DF</uf>
                <cep>71931180</cep>
                <ddd>61</ddd>
                <telefone>34262222</telefone>
                <email>ciclano@mail.com</email>
                <identificacao></identificacao>
                <ddd_celular>61</ddd_celular>
                <celular>92236666</celular>
                <sms>S</sms>

                <restricao_anac>S</restricao_anac>
            </remetente>
            <produto>
                <codigo>116600063</codigo>
                <tipo>0</tipo>
                <qtd>1</qtd>
            </produto>
            <!--
                Número da Autorização de Postagem.
                Usado quando o cliente já possui uma faixa
                numérica reservada desse tipo de solicitação.
            -->
            <numero></numero>
            <ag></ag>
            <cartao></cartao>
            <servico adicional></servico adicional>
            <ar></ar>
            <obj_col>
                <!-- Valor Fixo = 1 -->
                <item>1</item>
                <desc></desc>
                <entrega></entrega>
                <num></num>
                <id>553366</id>
            </obj_col>
        </coletas solicitadas>
    </ser:solicitarPostagemReversa>
  </soapenv:Body>
</soapenv:Envelope>
```

Return:

```xml
<soap:Envelope>
  <soap:Body>
    <ns2:solicitarPostagemReversaResponse>
      <solicitarPostagemReversa>
```

```
            <status processamento>01</status processamento>
            <data_processamento>20/07/2015</data_processamento>
            <hora_processamento>08:17</hora_processamento>
            <cod_erro>00</cod_erro>
            <msg_erro/>
            <resultado solicitacao>
                <tipo>A</tipo>
                <id_cliente>1133566</id_cliente>
                <!-- Número da Autorização Postagem ou coleta -->
                <numero_coleta>194848820</numero_coleta>
                <numero_etiqueta/>
                <id obj>553366</id obj>
                <status objeto>01</status objeto>
                <prazo>30/07/2015</prazo>
                <data_solicitacao>20/07/2015</data_solicitacao>
                <hora_solicitacao>08:17</hora_solicitacao>
                <codigo_erro>0</codigo_erro>
                <descricao erro/>
            </resultado solicitacao>
        </solicitarPostagemReversa>
    </ns2:solicitarPostagemReversaResponse>
  </soap:Body>
</soap:Envelope>
```

3.4.2 Cancellation of Postage Authorization Request or Reverse Collection Request

This method allows you to cancel a postage authorization request or a reverse collection request.

> The request cancellation will only be possible if the return tag **descricao_status**, in the method **acompanharPedido()**, is **"To Collect"** for Reverse Collection Request or **"Awaiting Object at the Agency"** for Postage Authorization Request.

a) Method Signature: cancelarPedido()

b) Method Layout:

Tag	Description / Notes	Data Type	Mandatory
<codAdministrativo>	Client´s Administrative Code	Numeric (8)	Yes
<numeroPedido>	Collection number or postage authorization that must be canceled	Numeric (10)	Yes
<tipo>	Indicates whether the request is for **home collection** or a **postage authorization**. **C = Home collection** **A = Postage Authorization**	Character (2)	Yes

c) Example:

Query:
```
<soapenv:Envelope>
   <soapenv:Header/>
   <soapenv:Body>
      <ser:cancelarPedido>
         <codAdministrativo>17000190</codAdministrativo>
         <numeroPedido>194848820</numeroPedido>
         <tipo>A</tipo>
      </ser:cancelarPedido>
   </soapenv:Body>
</soapenv:Envelope>
```

Return:
```
<soap:Envelope>
   <soap:Body>
      <ns2:cancelarPedidoResponse>
         <cancelarPedido>
            <codigo_administrativo>17000190</codigo_administrativo>
            <objeto_postal>
               <numero_pedido>194848820</numero_pedido>
               <status pedido>Desistência do Cliente ECT</status pedido>
               <datahora cancelamento>20/07/2015 08:48</datahora cancelamento>
            </objeto postal>
         </cancelarPedido>
      </ns2:cancelarPedidoResponse>
   </soap:Body>
</soap:Envelope>
```

3.4.3 Track Postage Authorization Request or Reverse Collection Request - Search by Request Number

With this functionality it will be possible to track the postage at Correios branch or the collection by the request number.

When the object is posted to the agency, the method returns the object's label number via the **<numero_etiqueta>** tag.

For collection, the method returns the order status.

With the object number, it will be possible to follow the tracking through Correios website or through the consumption of the SRO Web Service (http://correios.com.br/para-sua-empresa/comercio-eletronico/sistema-de-rastreamento-de-objetos)

The collection status and postage authorization tables are set out in Annex 06 of this guide.

a) Method Signature: acompanharPedido()

b) Method Layout:

Tag	Description / Notes	Data Type	Mandatory
<codAdministrativo>	Client´s Administrative Code	Numeric (8)	Yes
<tipoBusca>	**H -** Search all order status **U -** Search only the last order status	Character (1)	Yes
<tipoSolicitacao>	Indicates whether the request is for **home collection** or a **postage authorization**. **C = Home collection** **A = Postage Authorization**	Character (2)	Yes
<numeroPedido>	Collection number or postage authorization that must be canceled.	Numeric (9)	Yes

c) **Example:**

Query:

```xml
<soapenv:Envelope>
   <soapenv:Header/>
   <soapenv:Body>
      <ser:acompanharPedido>
         <codAdministrativo>17000190</codAdministrativo>
         <!-- H (Todos) - U (Último) -->
         <tipoBusca>H</tipoBusca>
         <!-- L (Domiciliar) - A (Autorização) C (Coleta) -->
         <tipoSolicitacao>A</tipoSolicitacao>
         <numeroPedido>194848820</numeroPedido>
      </ser:acompanharPedido>
   </soapenv:Body>
</soapenv:Envelope>
```

Return:

```xml
<soap:Envelope>
   <soap:Body>
      <ns2:acompanharPedidoResponse>
         <acompanharPedido>
            <codigo_administrativo>17000190</codigo_administrativo>
            <tipo_solicitacao>A</tipo_solicitacao>
            <coleta>
               <numero_pedido>194848820</numero_pedido>
               <controle_cliente>1133566</controle_cliente>
               <historico>
                  <status>55</status>
                  <descricao_status>Aguardando Objeto na Agência</descricao_status>
                  <data_atualizacao>20-07-2015</data_atualizacao>
                  <hora_atualizacao>08:17:50</hora_atualizacao>
                  <observacao/>
               </historico>
               <historico>
                  <status>9</status>
                  <descricao_status>Desistência do Cliente ECT</descricao_status>
                  <data_atualizacao>20-07-2015</data_atualizacao>
                  <hora_atualizacao>08:48:41</hora_atualizacao>
                  <observacao/>
               </historico>
               <objeto>
                  <numero_etiqueta/>
                  <controle_objeto_cliente>553366</controle_objeto_cliente>
                  <ultimo_status>55</ultimo_status>
                  <descricao_status>Aguardando Objeto na Agência</descricao_status>
                  <data_ultima_atualizacao>20-07-2015</data_ultima_atualizacao>
                  <hora_ultima_atualizacao>08:17:50</hora_ultima_atualizacao>
               </objeto>
            </coleta>
         </acompanharPedido>
      </ns2:acompanharPedidoResponse>
   </soap:Body>
</soap:Envelope>
```

3.4.4 Track Postage Authorization Request or Reverse Collection Request - Search by Date

With this method it will be possible to track the postage at Correios branch or the requested collection, by date.

This functionality returns all records that had a status update on the surveyed date.

a) Method Signature: acompanharPedidoPorData()

b) Method Layout:

Tag	Description / Notes	Data Type	Mandatory
<codAdministrativo>	Client´s Administrative Code	Numeric (8)	Yes
<tipoSolicitacao>	Indicates whether the request is for **home collection** or a **postage authorization**. **C = Home collection** **A = Postage Authorization**	Character (2)	Yes
<data>	Date of order status update	Date DD/MM/YYYY	Yes

c) Example:

Query:
```
<soapenv:Envelope>
   <soapenv:Header/>
   <soapenv:Body>
      <ser:acompanharPedidoPorData>
         <codAdministrativo>17000190</codAdministrativo>
         <tipoSolicitacao>A</tipoSolicitacao>
         <data>20/07/2015</data>
      </ser:acompanharPedidoPorData>
   </soapenv:Body>
</soapenv:Envelope>
```

Return:
```
<soap:Envelope>
   <soap:Body>
      <ns2:acompanharPedidoPorDataResponse>
         <acompanharPedidoPorData>
            <codigo administrativo>17000190</codigo administrativo>
            <tipo solicitacao>A</tipo solicitacao>
            <coleta>
               <numero_pedido>194310015</numero_pedido>
               <controle_cliente>159468210</controle_cliente>
               <historico>
                  <status>57</status>
                  <descricao status>Prazo de Utilização Expirado</descricao status>
                  <data_atualizacao>20-07-2015</data_atualizacao>
                  <hora_atualizacao>03:45:03</hora_atualizacao>
                  <observacao/>
               </historico>
               <objeto>
                  <numero_etiqueta/>
```

```
                    <controle objeto cliente/>
                    <ultimo_status>55</ultimo_status>
                    <descricao_status>Aguardando Objeto na Agência</descricao_status>
                    <data_ultima_atualizacao>19-06-2015</data_ultima_atualizacao>
                    <hora_ultima_atualizacao>09:23:46</hora_ultima_atualizacao>
                </objeto>
            </coleta>
            <! -- Cada coleta é um objeto -->
            <coleta>
                ...
            </coleta>
        </acompanharPedidoPorData>
    </ns2:acompanharPedidoPorDataResponse>
</soap:Body>
```

3.4.5 Revalidate Postage Authorization Expiring Date

With this method, it will be possible to revalidate the term of a postage authorization already issued but that the term granted has expired.

a) Method Signature: revalidarPrazoAutorizacaoPostagem

b) Method Layout:

Tag	Description / Notes	Data Type	Mandatory
<codAdministrativo>	Client´s Administrative Code	Numeric (8)	Yes
<numeroPedido>	Postage authorization number that will have its term revalidated.	Numeric (9)	Yes
< qtdeDias >	How many more days do you want to grant to the e-ticket. The informed period comprises between 5 and 30 consecutive days for the e-Ticket´s revalidation	Numeric (2)	Yes

c) Example:

Query: revalidarPrazoAutorizacaoPostagem method

Revalidating an e-ticket

<soapenv:Envelope   xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://service.logisticareversa.correios.com.br/">

　　<soapenv:Header/>

　　<soapenv:Body>

　　　<ser:revalidarPrazoAutorizacaoPostagem>

　　　　<!--Optional:-->

　　　　<codAdministrativo>17000190</codAdministrativo>

　　　　<!--Optional:-->

```
        <numeroPedido>232532598</numeroPedido>
        <!--Optional:-->
        <qtdeDias>10</qtdeDias>
      </ser:revalidarPrazoAutorizacaoPostagem>
    </soapenv:Body>
  </soapenv:Envelope>
```

Return: revalidarPrazoAutorizacaoPostagem method

Positive return when the e-ticket is revalidated

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
                            <ns2:revalidarPrazoAutorizacaoPostagemResponse
xmlns:ns2="http://service.logisticareversa.correios.com.br/">
        <revalidarPrazoAutorizacaoPostagem>
          <numero_pedido>231954334</numero_pedido>
          <prazo>28/09/2017</prazo>
        </revalidarPrazoAutorizacaoPostagem>
      </ns2:revalidarPrazoAutorizacaoPostagemResponse>
    </soap:Body>
  </soap:Envelope>
```

Returns in error when attempting to revalidate an Authorization within the requisition period

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
                            <ns2:revalidarPrazoAutorizacaoPostagemResponse
xmlns:ns2="http://service.logisticareversa.correios.com.br/">
        <revalidarPrazoAutorizacaoPostagem>
          <cod_erro>-16</cod_erro>
           <msg_erro>O e-Ticket informado ainda está ativo. O término de validade ocorrerá
no dia 18/10/2017 .</msg_erro>
        </revalidarPrazoAutorizacaoPostagem>
      </ns2:revalidarPrazoAutorizacaoPostagemResponse>
    </soap:Body>
  </soap:Envelope>
```

Returns in error when trying to revalidate out of the 5 to 30 day time

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
                          <ns2:revalidarPrazoAutorizacaoPostagemResponse
xmlns:ns2="http://service.logisticareversa.correios.com.br/">
        <revalidarPrazoAutorizacaoPostagem>
          <cod_erro>-15</cod_erro>
          <msg_erro>Por favor, informe um valor entre 5 e 30 dias corridos para a revalidação
do e-Ticket.</msg_erro>
        </revalidarPrazoAutorizacaoPostagem>
      </ns2:revalidarPrazoAutorizacaoPostagemResponse>
    </soap:Body>
  </soap:Envelope>


  Returns in error when trying to revalidate a non-existent Authorization
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
                          <ns2:revalidarPrazoAutorizacaoPostagemResponse
xmlns:ns2="http://service.logisticareversa.correios.com.br/">
        <revalidarPrazoAutorizacaoPostagem>
          <cod_erro>-13</cod_erro>
          <msg_erro>Não existe informação para os critérios informados.</msg_erro>
        </revalidarPrazoAutorizacaoPostagem>
      </ns2:revalidarPrazoAutorizacaoPostagemResponse>
    </soap:Body>
  </soap:Envelope>
```

3.4.6 *e-Ticket* Numbering Range Reservation

This method returns a range of postage authorization numbering (e-ticket) without a check digit, reserved for the client **for contingencies**. The use of the e-ticket range must be managed by the client's system.

The simple reservation of the e-ticket range does not validate the postage.

It is **mandatory** to consume the method **solicitarPostagemReversa()** so that the information in the e-ticket is processed, such as: sender, recipient and authorized services. Without this information, the e-ticket **is not valid for postage.**

For postage, the check digit of the e-ticket number must be calculated using the method **calcularDigitoVerificador()** or by the client's own system, as shown in Annex 03 of this guide.

a) Method Signature: solicitarRange()

b) Method Layout:

Tag	Description / Notes	Data Type	Mandatory
<codAdministrativo>	Client´s Administrative Code	Numeric (8)	Yes
<tipo>	Indicates the type of request for generating the range. Fill with **AP.** **AP** = Agency Postage Authorization (e-Ticket)	Character (2)	Yes
<servico>	Only inform for the service range of Home Reverse Logistics (LR) LE = Labels for the Home Reverse Logistics service - PAC LS = Labels for the Home Reverse Logistics service - SEDEX LV = Labels for the Home Reverse Logistics service - e-SEDEX	Character(2)	Yes
<quantidade>	Number of labels to be generated. The quantity is limited to 50,000 labels.	Numeric (6)	Yes

c) Example:

Query:
```
<soapenv:Envelope>
   <soapenv:Header/>
   <soapenv:Body>
      <ser:solicitarRange>
         <codAdministrativo>17000190</codAdministrativo>
           <!--
                AP = Autorização Postagem

           -->
         <tipo>AP</tipo>
         <servico></servico>
         <!-- Só informar <servico> quando for LR -->
         <quantidade>2</quantidade>
      </ser:solicitarRange>
   </soapenv:Body>
</soapenv:Envelope>
```

Return:
```
<soap:Envelope>
    <soap:Body>
        <ns2:solicitarRangeResponse>
            <solicitarRange>
                <data>10/07/2015</data>
                <hora>13:57</hora>
                <cod erro>0</cod erro>
                <faixa inicial>19484775</faixa inicial>
                <faixa_final>19484776</faixa_final>
            </solicitarRange>
        </ns2:solicitarRangeResponse>
    </soap:Body>
</soap:Envelope>
```

3.4.7 e-*Ticket* Check Digit Calculation
.
This method calculates the check digit of the e-ticket (see Annex 03).

> If the method **solicitarRange()** and **calcularDigitoVerificador()** were used, the reserved e-tickets must be informed in the field **<numero>** in the method **solicitarPostagemReversa()**.

> The **solicitarRange()** method **cannot** be used for collection.

a) Method Signature: calcularDigitoVerificador()

b) Method Layout:

Tag	Description / Notes	Data Type	Mandatory
<numero>	Range number for calculating the Check Digit (DV)	Numeric (14)	Yes

c) Example:

Query:
```
<soapenv:Envelope>
    <soapenv:Header/>
    <soapenv:Body>
        <ser:calcularDigitoVerificador>
            <numero>19484775</numero>
        </ser:calcularDigitoVerificador>
    </soapenv:Body>
</soapenv:Envelope>
```

Return:
```
<soap:Envelope>
    <soap:Body>
        <ns2:calcularDigitoVerificadorResponse>
            <calcularDigitoVerificador>
                <data>10/07/2015</data>
                <hora>14:12</hora>
                <cod_erro>0</cod_erro>
```

```
            <digito>3</digito>
            <numero>194847753</numero>
        </calcularDigitoVerificador>
      </ns2:calcularDigitoVerificadorResponse>
   </soap:Body>
</soap:Envelope>
```

3.4.8 Simultaneous Reverse Logistics Request with Collection

The method aims to make it possible to request the **collection of the return object**.

To use this method, it is necessary to generate a registration number to post the **replacement order**, which is the object identifier in the postal flow of Correios.
The registration number, also called registration label number, is obtained by consuming the SIGEP Web Service's **solicitaEtiquetas()** method
(http://www.corporativo.correios.com.br/encomendas/sigepweb/).

This number must appear on the label to be affixed to the **replacement parcel,** as per the standard specified in Annex 01 of this guide.

> In the <obj> tag of the **solicitarPostagemSimultanea()** method tanea () the number of the registration label of the **substitute parcel** must be informed (Ex: <obj> DL123456789BR </obj>).

a) Method Signature: solicitarPostagemSimultanea()

b) Method Layout:

i. Heading Tags

Tag	Description / Notes	Data Type	Mandatory
<codAdministrativo>	Client´s Administrative Code	Numeric (8)	Yes
<codigo_servico>	Service code provided by Correios, as defined in the contract	Numeric (5)	Yes
<cartao>	Number of the client's postage card that will be used to charge the fees for the performed service	Numeric (10)	Yes
Tag <destinatario>	**Sub-tags that store the recipient's data**	**Sub-Tags**	**Yes**
+ <nome>	Client Name or Company Name	Character (60)	Yes
+ <logradouro>	Client Address	Character (72)	Yes
+ <numero>	Client address number. If you do not have to fill in with "S/ N" (no number)	Character (8)	Yes
+ <complemento>	Client address complement	Character (30)	No
+ <bairro>	District	Character (50)	No
+ <referencia>	A reference to the delivery location	Character (60)	No

+ **\<cidade\>**	City	Character (36)	Yes
+ **\<uf\>**	State acronym	Character (2)	Yes
+ **\<cep\>**	ZIP Code, always with eight positions. There can be no space or any character between the numbers. E.g: 01000999	Character (8)	Yes
+ **\<ddd\>**	Telephone area code	Character (3)	No
+ **\<telefone\>**	Client´s telephone number	Character (12)	No
+ **\<email\>**	This field is not mandatory, but it is important for the client to receive information about their orders.	Character (72)	No

ii.   Request Data Tags

Sub-tags \<coleta\>	Description / Notes	Data Type	Mandatory
\<tipo\>	Indicates the request is for simultaneous collection. **C = Home collection**. If Correios does not provide the collection service at the indicated location (ZIP Code), the system rejects the collection request	Character (2)	Yes
\<id_cliente\>	Key field that identifies each client request. For example, the invoice number, service order etc. can be informed, as long as it is not repeated in more than one request	Character (30)	No
\<valor_declarado\>	Declared value of the objects in the collection Example: 1020.70	Numeric (9.2)	No
\<descricao\>	Description / instructions for collection	Character (255)	No
\<cklist\>	Indicates that checklist copies will be printed. Only previously qualified clients can use this option. Code provided by Correios. See table in this guide	Valor Fixo	No
\<documento\>	Code previously defined by Correios. See the Check List Documents table, provided in item 5 of this guide. Note: You must use a \<document\> tag for each code	Valor Fixo	No
Tag \<remetente\>	**Sub-tags that store data from the collection sender or postage authorization**	-	**Yes**
+ **\<nome\>**	Sender Name	Character (60)	Yes
+ **\<logradouro\>**	Sender Address	Character (72)	Yes
+ **\<numero\>**	Client address number. If you do not have to fill in with "S/ N" (no number)	Character (8)	Yes
+ **\<complemento\>**	Address complement	Character (30)	No
+ **\<bairro\>**	Sender District	Character (80)	No
+ **\<cidade\>**	Sender City	Character (40)	Yes
+ **\<uf\>**	Sender State	Character (2)	Yes
+ **\<cep\>**	ZIP Code, always with eight positions. There can be no space or any character between the numbers. E.g: 01200999	Character (8)	Yes
+ **\<referencia\>**	A reference to the sender´s address	Character (60)	No
+ **\<ddd\>**	Sender´s telephone area code	Character (2)	Yes

c) **Example:**

+ **<telefone>**	Sender's phone number. This is a required field. It is important to Correios to contact the sender in case of unsuccessful collection	Character (18)	Yes
+ **<email>**	Sender´s e-mail address, so you can receive collection information or directions for postage	Character (72)	Yes
+ **<celular>**	Sender´s cellphone number	Character (9)	No
+ **<ddd_celular>**	Sender's cell phone Area Code	Character (2)	No
+ **<sms>**	If you want to receive SMS of the object´s status (Y = Yes, N = No) If filled in with Yes, the sender will receive an SMS with information from the e-ticket or the collection steps	Character (1)	No
+ **<identificacao>**	Sender´s CNPJ or CPF number	Character (14)	No
Tag **<produto>**	Contains the tag blocks that are used for ordering products together with the collection. The client's contract must be previously enabled to use this tag	**-**	**No**
+ + **<codigo>**	Product code. Provided by Correios See table in item 5.2 of this guide	Numeric	-
+ + **<tipo>**	Product type code. Provided by Correios. See table in item 5.2 of this guide	Numeric	-
+ + **<qtd>**	Quantity of products of provided type	Numérico	-
<obs>	Note´s field	Character (255)	No
<obj>	Registration of the parcel label to be posted. Delivery or outbound object. The collection will only be made by posting this order. Example: ES418258989BR	Character (13)	Yes

Query:

```xml
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:web="http://webservice.scol.correios.com.br/">
   <soapenv:Header/>
   <soapenv:Body>
      <web:solicitarPostagemSimultanea>
         <codAdministrativo>17000190</codAdministrativo>
         <codigo_servico>04677</codigo_servico>
         <cartao>0067599079</cartao>
         <destinatario>
            <nome>Fulano</nome>
            <logradouro>Quadra 301</logradouro>
            <numero>9</numero>
            <complemento>AP 100</complemento>
            <bairro>Centro</bairro>
            <referencia>Residencial XXX</referencia>
            <cidade>Brasília</cidade>
            <uf>DF</uf>
            <cep>71901010</cep>
            <ddd>61</ddd>
            <telefone>6112341369</telefone>
            <email></email>
         </destinatario>

         <coletas_solicitadas>
            <!--
               C - Coleta Domiciliar
            -->
            <tipo>C</tipo>
            <id_cliente>102030</id_cliente>
            <!-- Separador é ponto -->
            <valor_declarado>1000.00</valor_declarado>
            <descricao></descricao>
            <!--
```

```
                2:Solicitação de Checklist Celular
                4: Solicitação de Checklist Eletrônico
        -->
        <cklist>2</cklist>
        <documento></documento>
        <remetente>
            <nome>Ciclano</nome>
            <logradouro>Rua João Negrão</logradouro>
            <numero>1251</numero>
            <complemento>Bl II</complemento>
            <bairro>Centro</bairro>
            <referencia>Ed Sede</referencia>
            <cidade>Curitiba</cidade>
            <uf>PR</uf>
            <cep>80002900</cep>
            <ddd>41</ddd>
            <telefone>4112342158</telefone>
            <email>ciclano@email.com</email>
            <identificacao></identificacao>
            <celular></celular>
            <sms></sms>
        </remetente>
        <produto>
            <codigo></codigo>
            <qtd></qtd>
            <tipo></tipo>
        </produto>
```

```
        <obs></obs>
        <!-- Registro da encomenda a ser postada / Objeto de ida -->
        <obj>DL619955496BR</obj>
    </coletas_solicitadas>
  </web:solicitarPostagemSimultanea>
 </soapenv:Body>
</soapenv:Envelope>
```

Return:
```
<S:Envelope xmlns:S="http://schemas.xmlsoap.org/soap/envelope/">
   <S:Body>
      <ns2:solicitarPostagemSimultaneaResponse
xmlns:ns2="http://webservice.scol.correios.com.br/">
         <solicitarPostagemSimultanea >
            <status_processamento>01</status_processamento>
            <data processamento>31/05/2013</data processamento>
            <hora processamento>08:54</hora processamento>
            <cod erro>00</cod erro>
            <msg erro/>
            <resultado_solicitacao>
               <tipo>C</tipo>
               <id cliente>102030</id cliente>
               <numero coleta>010092664</numero coleta>
               <numero etiqueta>LE201914606BR</numero etiqueta>
               <id_obj/>
               <status_objeto>01</status_objeto>
               <prazo>03/06/2013</prazo>
               <data solicitacao>31/05/2013</data solicitacao>
               <hora solicitacao>08:54</hora solicitacao>
               <codigo_erro>0</codigo_erro>
               <descricao_erro/>
            </resultado_solicitacao>
         </solicitarPostagemSimultanea>
      </ns2:solicitarPostagemSimultaneaResponse>
   </S:Body>
</S:Envelope>
```

4. Important Notes

If there is a **discrepancy between the amount of informed objects in the request and the actual quantity** at the place of collection or postage Correios will treat the order as follows:

a) **Number of registered objects GREATER than the actual amount:** All objects are collected and the rest are canceled in the system.

b) **Number of registered objects SMALLER than the actual amount:** The reported number of objects is collected, and the itens not informed in the request are left at the point of collection.

The collection service has limited geographical coverage. The validation of the service´s availability to the collection address occurs at the time of the request. The coverage query can be done on the following page:
http://www.corporativo.correios.com.br/encomendas/servicosonline/

5. Additional Services

5.1   Declared Value:

If informed, it assures the client the reimbursement of the parcel´s declared value plus the postal prices paid, in cases of loss or damage to the parcel, by paying a Supplementary Insurance fee on the amount that exceeds the automatic insurance´s value.

Tag:
<valor_declarado>: Declared value of the request object.

5.2 Packaging:

The packaging to be provided to the sender will be indicated:

Example of how to order packaging:

```
<produto>
  <codigo>116600055</codigo>
  <tipo>0</tipo>
  <qtd>1</qtd>
</produto>
```

Code	Type	Packaging Description
116600403	0	Caixa de Encomenda "B" (16x11x6 cm)
116600055	0	Caixa Encomenda 01 (18x13,5x9 cm)
116600063	0	Caixa Encomenda 02 (27x18x9 cm)
116600071	2	Caixa Encomenda 03 (27x22,5x13,5 cm)
116600080	0	Caixa Encomenda 04 (36x27x18 cm)
116600160	2	Caixa Encomenda 05 (54x36x27 cm)
116600179	0	Caixa Encomenda 06 (36x27x27 cm)
116600187	0	Caixa Encomenda 07 (36x28x4 cm)
765000660	0	Envelope Bolha Grande (20x28 cm)
765000652	2	Envelope Bolha Médio (21x18 cm)
765000644	2	Envelope SEDEX Plástico Grande (40x28 cm)
765000636	0	Envelope SEDEX Plástico Médio (35,3x25 cm)

5.3 Check List:

Tag <cklist>número do check list</cklist>

- ✓ Available for cell phone verification, your request is made when the tag is filled with the number '2'.
- ✓ Also available for checking electronic products, your request is made when the tag is filled with the number '4'.
- ✓ Also available for document verification, your request is made when the tag is filled with the number '5'.
- ✓ Also available for content verification, your request is made when the tag is filled with the number '7'.

5.4 Documentos List (Documents Check List):

If the selected check list is number 5, use the **<documento>** to inform the document type code.

```
Tag
<cklist>5</cklist>
 <documento>número do documento</documento>
```

The client can select up to 8 documents to be checked by Postage Authorization or Collection, from the following options:

Documents Description	Code
Atestado de Antecedentes Criminais (Criminal Background Certificate)	1
Cadastro de Pessoas Físicas – CPF (Individual Taxpayer Registration)	2

Documents Description	Code
Cadastro Nacional de Pessoa Jurídica – CNPJ (National Register of Legal Entities)	3
Cartão do Programa de Formação do Patrimônio do Servidor Público – PASEP (Public Servant's Heritage Training Program Card)	9
Cartão do Programa de Integração Social – PIS (Social Integration Program Card)	10
Carteira de Identidade Profissional – E.g: CRA, CRM, OAB (Professional Identity Card)	5
Carteira de Identidade – RG (Identity Card)	4
Carteira de Trabalho e Previdência Social – CTPS (Label and Social Security Card)	6
Carteira do Aposentado (Retired Card)	7
Carteira Nacional de Habilitação – CNH (National Driver's License)	8
Certidão de Batismo (Baptism Certificate)	11
Certidão de Casamento (Wedding Certificate)	12
Certidão de Nascimento (Birth Certificate)	13
Certidão de Óbito (Death Certificate)	14
Certidão Negativa de Débitos (Negative Debt Certificate)	15
Certificado de Registro e Licenciamento de Veículo – CRLV (Vehicle Registration and Licensing Certificate)	16
Certificado de Reservista (Reservist Certificate)	17
Comprovante de Matrícula (Proof of Registration)	18
Comprovante de Pagamento de Anuidade / Mensalidade (Proof of Annuity / Monthly Payment)	20
Comprovante de Pagamento de Boleto / Fatura (Proof of Payment of Bank Slip / Invoice)	19
Conta de Água (Water Bill)	21
Conta de Gás (Gas Bill)	22
Conta de Luz (Electricity Bill)	23
Conta de Telefone (Telephone Bill)	24
Contrato Assinado (Signed Contract)	25
Escritura (Scripture)	26
Extrato Bancário (Bank Statement)	27
Extrato de Benefícios (Benefits Statement)	28
Extrato de Fundo de Garantia – FGTS (Guarantee Fund Statement)	29
Fatura de Cartão de Crédito (Credit Card Bill)	30
Holerite – Contracheque (Payroll)	31
Nota / Cupom Fiscal (Invoice / Tax Coupon)	32
Passaporte (Passport)	33
Procuração (Letter of Attorney)	34
Proposta Assinada (Signed Proposal)	35
Recibo de Aluguel (Rental Receipt)	36
Recibo de Entrega da Declaração de Imposto de Renda (Income Tax Return Receipt)	37
Título de Eleitor (Voter Registration)	38

ANNEX 01 – Standard Postage Label for <u>Simultaneous</u> Reverse Logistics with Collection

Postage label contains all the information of the object, sender and recipient and that must be affixed to the parcel.

The standardization of this label is necessary for the automated sorting of the object at Correios.

The standard of the postage label can be found in the Technical Guide - Recommended Packaging by Correios, which can be consulted at the following address:

http://www.correios.com.br/para-voce/precisa-de-ajuda/como-enderecar-cartas-e-encomendas/guia-tecnico-de-enderecamento-de-encomendas

Standard Label Template for Domiciliary Simultaneous Reverse Logistics
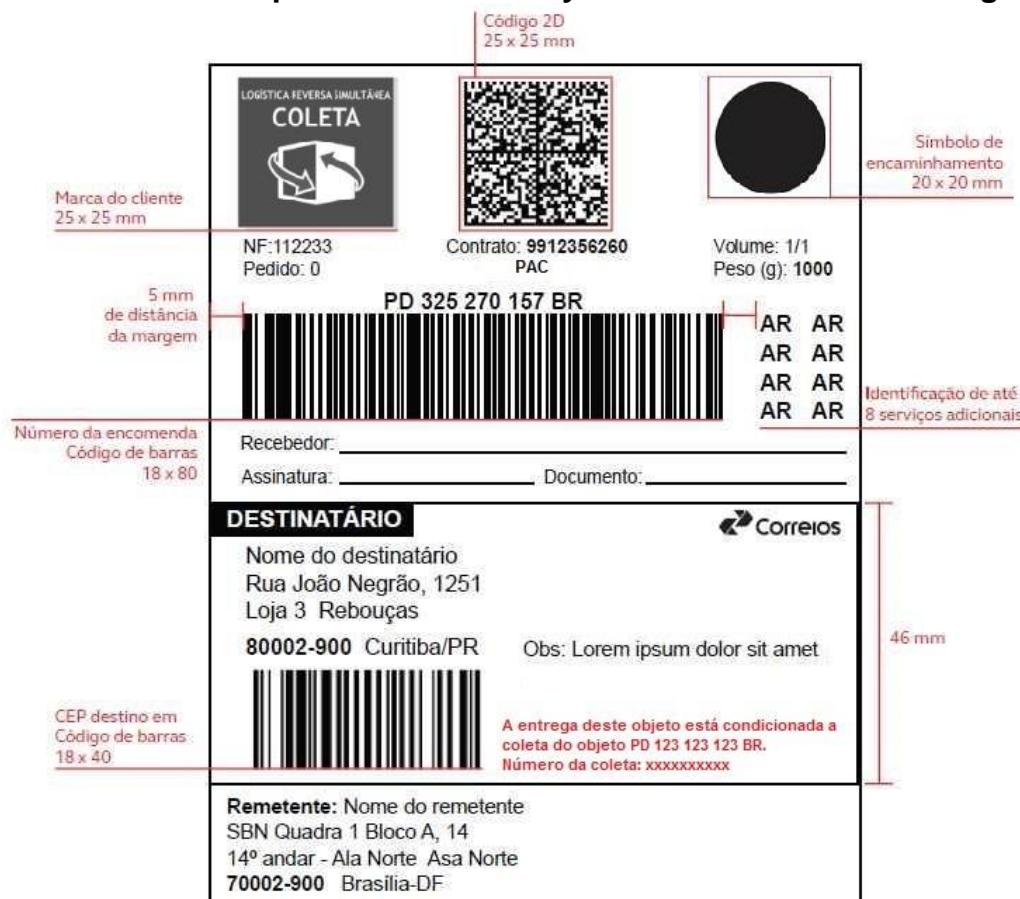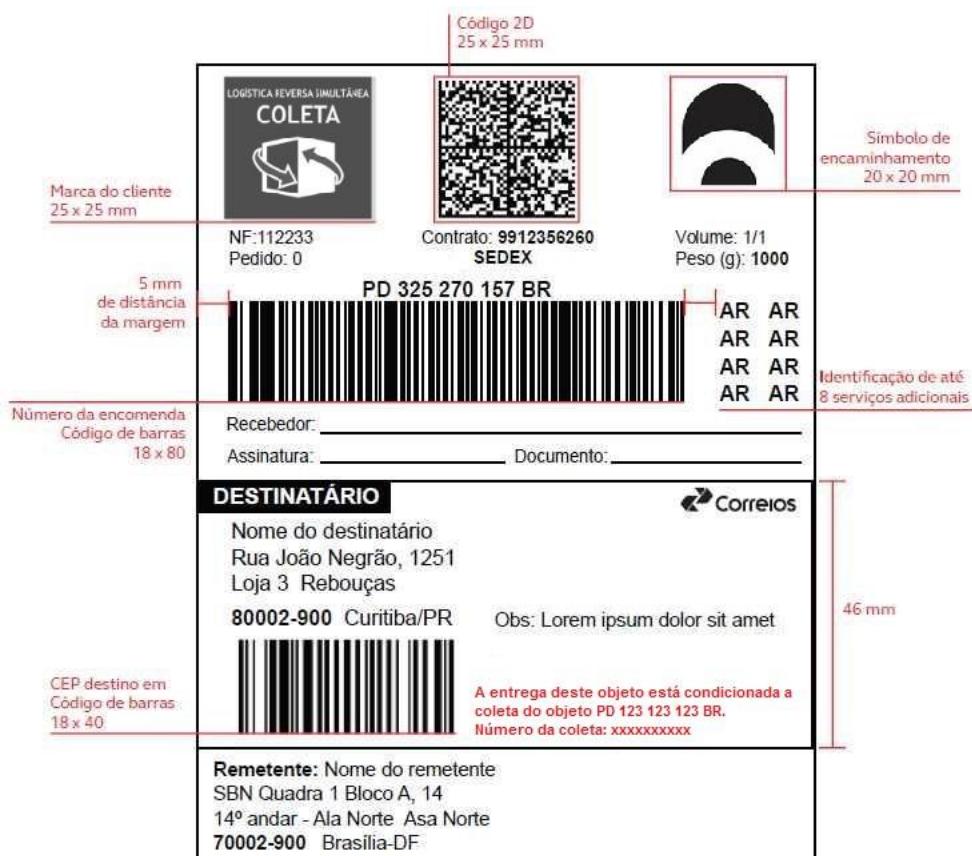
Note: Data Matrix information is included in ANNEX 02 of this guide.

**Logo´s image of the Addressing Label from
Simultaneous Reverse Logistics with Collection**

Identifier Label of Simultaneous Reverse Logistics

The Simultaneous Reverse Logistics label has a green color, dimensions 40 mm x 40 mm.
It must be requested to Correios commercial consultant (code 752402897).

This green label must be attached to the side of addressing label.

ANNEX 02 – 2D Layout – Data Matrix – LRSD Parcel

Size: 25 x 25

ITEM	CHARACTERS
Destination ZIP Code	8
ZIP Code Complement	5
Origin ZIP Code	8
ZIP Code Complement	5
Destination ZIP Code Validator	1
Variable Data Identifier	2
Label Number	13
Additional Services (25, 01, 02, 19, 49, 57)	12
Postage Card	10
Service Code	5
Cluster Information	2
Address Number	5
Address Complement	20
Declared Value	5
DDD (Area Code) + Recipient Phone Number	12
Latitude	10
Longitude	10
Pipe "|"	1
Client Reservation	30

ZIP Code Complement:
Address Number
E.g1: 00100
E.g2: 01200
E.g3: 00000 (When the information is "S/N", "BR 101", "KM 5")

Destination ZIP Code Validator:
Sum of 8 digits from the destination ZIP Code:
When the result is not a sum of multiples of 10, the result is subtracted from the sum of the multiple of 10, immediately higher than the result.

E.g: ZIP: 71010050 → 7 + 1 + 0 + 1 + 0 + 0 + 5 + 0 = 14
Subtract 14 and 20.

The ZIP Code validator for the example is 6.

IDV - Variable Data Identifier:
Identifier of the service that is being used.

IDV	Application Identification	Use of the Variable Field
51	Parcel	Registration with additional service
81	Mailing Pouches	Registration with additional service

Additional Services: When you do not have the additional service, it must be filled in with 00.
E.g1: 250119670000
E.g2: 250119000000
E.g3: 250000000000 -- When you have no additional services

Adittional Service Code	Descrição
01	Return Receipt
19	National Declared Value (Parcels)
25	National Registry (Mandatory)
67	Domiciliary Simultaneous Reverse Logistics

Grouping Information: For Domiciliary Simultaneous Reverse Logistics parcels there´s no grouping. In this case, the value "00" must be informed.

Street number: Address number

Address Complement: Additional address information
E.g1: House #100 Blk 2
E.g2: Apt 1000
E.g3: BLK II APT 1000

Declared Value: Integer.
E.g: 00100
E.g: 01000
E.g: 10000

DDD + Recipient Phone: Recipient's phone number
E.g1: 011999253224
E.g2: 000000000000 - When there is no information

Latitude: Reserved for future implementation. Fill with -00.000000

Longitude: Reserved for future implementation. Fill with -00.000000

ANNEX 03 – Check digit algorithm for e-ticket (Postage Authorization)

Java Algorithm Example:

```java
public class DvVerificador {

    public static void main(String[] args) {
        System.out.println(geraEtiquetaComDigitoVerificador("15653850"));
    }


    // Exemplo e-ticket 15653829 (dv=7)
    public static String geraEtiquetaComDigitoVerificador(String numeroEtiqueta) {

        Integer[] multiplicadores = {8, 6, 4, 2, 3, 5, 9, 7, 3};
        Integer soma = 0;
        String dv;

        if (numeroEtiqueta.length() != 8 && numeroEtiqueta.length() != 9) {
            numeroEtiqueta = "Error";
        } else {
            for (int i = 0; i < numeroEtiqueta.length(); i++) {
            soma += new Integer(numeroEtiqueta.substring(i, (i + 1))) * multiplicadores[i];
            }

            Integer resto = soma % 11;

            if (resto == 0) {
                dv = "5";
            } else if (resto == 1) {
                dv = "0";
            } else {
                dv = new Integer(11 - resto).toString();
            }
            numeroEtiqueta += dv;
        }
        return numeroEtiqueta;
    }
}
```

ANNEX 04 – Process
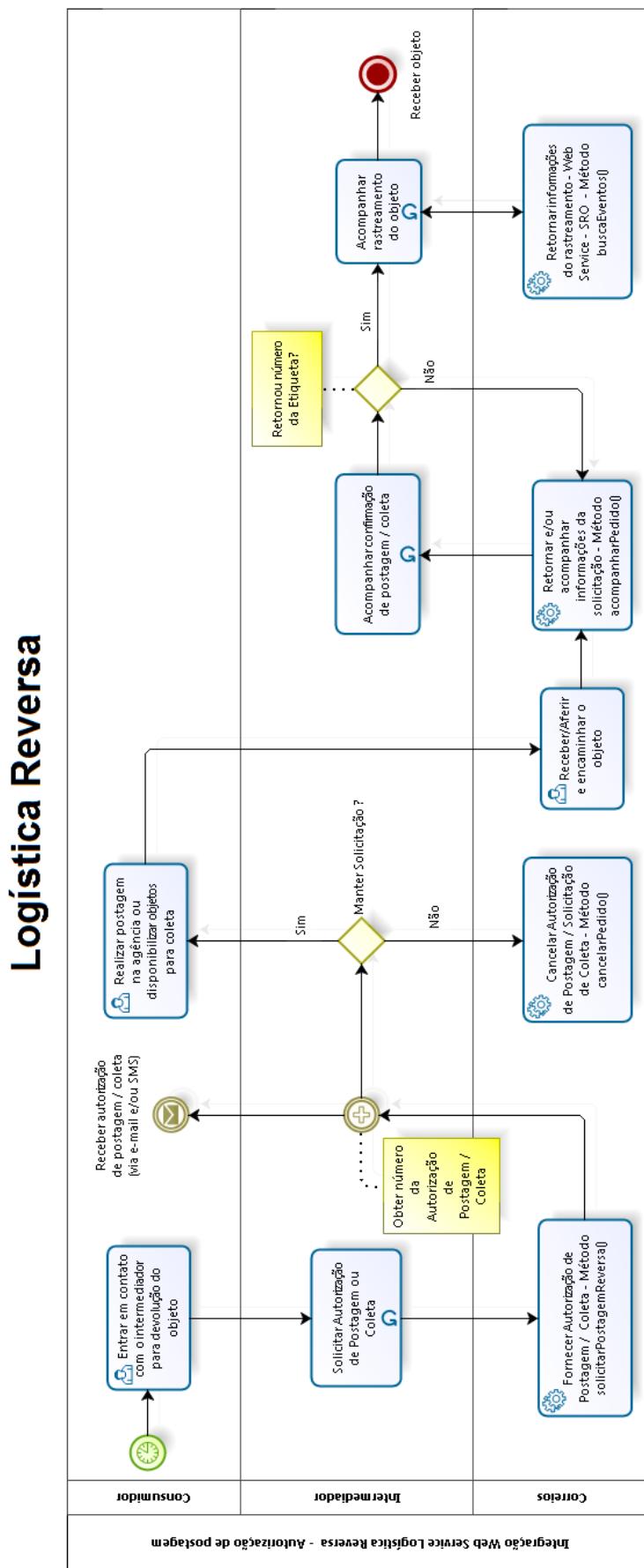
Logística Reversa Simultânea
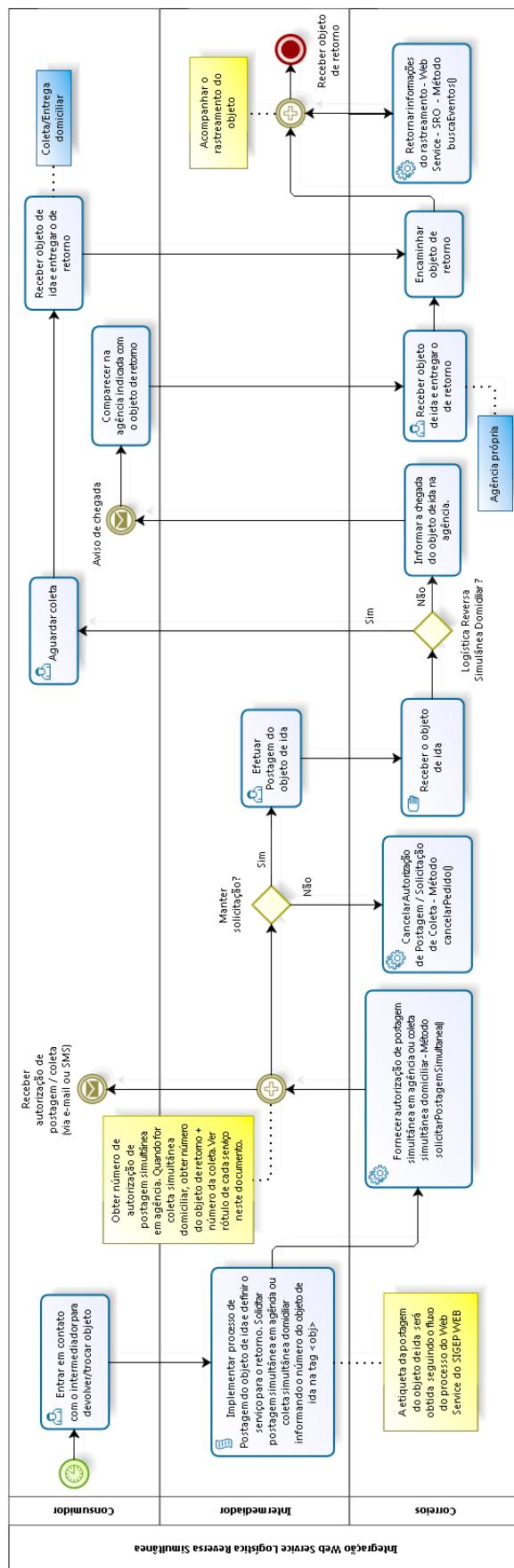
ANNEX 05 – Reverse Logistics Error Message Table

Code	Error Description
3	IT IS NOT ALLOWED TO SCHEDULE FILE PROCESSING VIA WEBSERVICE
10	THE FILE HAS ALREADY BEEN PROCESSED
103	FILE WITH STRUCTURE ERROR
104	INCOMPLETE COLLECTION VALIDATION DATA
105	CLIENT NOT CONFIGURED TO USE THE SYSTEM
107	INVALID VERSION OF XML FILE
108	DECLARED VALUE MAY NOT EXCEED R $ 10,000.00
109	INVALID CONTRACT DATA
111	HOME COLLECTION NOT AVAILABLE FOR THIS LOCATION
1111	HOME COLLECTION NOT AVAILABLE FOR "SEDEX 10" SERVICE
112	DESTINATION ZIP CODE NOT COVERGAE BY THE SERVICE
113	NONEXISTENT RECIPIENT ZIP CODE
114	DESTINATION ZIP CODE WITH INVALID FORMAT
115	ORIGIN ZIP CODE WITH INVALID FORMAT
117	NONEXISTENT SENDER ZIP CODE
120	SERVICE UNAVAILABLE FOR THE INFORMED AREA
1201	INFORMED SERVICE DOES NOT COVER THE ORIGIN ZIP CODE
121	E-TICKET WAS ALREADY REQUESTED
122	INCOMPLETE RECIPIENT'S DATA
125	INCOMPLETE SENDER´S DATA
134	INVALID SCHEDULE DATE. CHECK TAG - SCHEDULE
136	INVALID DELIVERY NUMBER
1366	SIMULTANEOUS SERVICE IN AGENCY NOT ATTENDED IN THE SENDER'S REGION ZIP CODE
138	THE FILE DOES NOT CONTAIN COLLECTION REQUESTS. CHECK TAG - coletas_solicitadas
140	INVALID CARD FOR THE INFORMED CONTRACT
142	INVALID VALUE FOR THE TYPE OF REQUEST. CHECK TAG - AG
195	E-TICKET NUMBER ALREADY USED
1955	OBJECT NUMBER ALREADY USED IN THIS FILE
198	INVALID OBJECT NUMBER OR INCORRECT CHECK DIGIT
1988	NUMERIC RANGE NOT RESERVED FOR THIS CLIENT
19888	OBJECT NUMBER ALREADY USED
198888	INVALID LABEL TYPE
199	THE ADDITIONAL SERVICE 'RETURN RECEIPT' IS ONLY AVAILABLE FOR POSTAGE AUTHORIZATION REQUESTS
200	INVALID CHECKLIST CODE
201	INVALID PRODUCT CODE
202	SPECIAL SERVICE SEDEX 10 IS NOT ASSISTED BY HOME REVERSE LOGISTICS
203	TAG VALUE -AR- INVALID
204	-ENTREGA- TAGS INCONSISTENTS
205	INVALID DECLARED VALUE
206	-ENVIO.OBJ- TAG INVALID
207	INVALID PROCESSING DATE. CHECK -DATA_PROCESSAMENTO- TAG
208	EMPTY FILE

209	ARCHIVE WITH MORE THAN 300 COLLECTION	
210	SERVICE UNAVAILABLE AT THE MOMENT	
211	DECLARED AMOUNT CANNOT BE LESS THAN R$ 18.50	
212	INVALID POSTAGE ID	
213	INVALID VALUE FOR TAG - QTD_CAIXA -	
214	TAG - numero - MUST BE USED ONLY AT THE POSTAGE AUTHORIZATION SERVICE	
215	TAG - identificacao – INVALID CPF OR CNPJ	
216	INVALID COUNTRY STATE	
217	- numero - TAG INVÁLID	
218	- cartao - TAG INVÁLID	
219	- PRODUTO.CODIGO - TAG INVÁLID	
220	- PRODUTO.TIPO - TAGINVÁLID	
221	- PRODUTO.QTD - TAG INVÁLID	
222	THE INFORMED ZIP CODE DOES NOT BELONG TO THE E-SEDEX GROUP I SERVICE COVERAGE	
223	THE INFORMED ZIP CODE DOES NOT BELONG TO THE E-SEDEX GROUP II SERVICE COVERAGE	
224	INVALID REQUEST TYPE	
225	INVALID SERVICE	
226	INVALID QUANTITY	
227	THE NUMBER MUST HAVE 8 DIGITS	
228	NUMBER OF OBJECTS EXCEED THE PERMITTED	
229	- SMS - TAG INVÁLID	
230	-DDD_CELULAR- TAG INVÁLID	
231	- CELULAR - TAG INVÁLID	
232	DOCUMENTS FOR COMPLETING THE CHECKLIST WERE NOT INFORMED IN THE REQUEST	
233	ONLY A MAXIMUM OF 8 DOCUMENTS IS ALLOWED FOR VALIDATION IN THE CHECKLISTS	
234	INFORMED CHECKLIS TYPE NOT FOUND	
235	THE INFORMED SERVICE DOES NOT INCLUDE THE DOCUMENT CHECKLIST SERVICE	
236	THE DATE OF POSTAGE AUTHORIZATION IS SUPERIOR TO THE CONTRACT´S VALIDITY DATE	
237	INVALID ADMINISTRATIVE CODE	
238	QUANTITY OF CHARACTERS HIGHER THAN ALLOWED. CHECK THE TAG	
239	THE DOCUMENT TAG IS NOT ALLOWED FOR THE INFORMED CHECKLIST TYPE	
240	WHEN INFORMING THE DOCUMENTS LIST IT IS MANDATORY TO INDICATE THE CHECKLIST TO BE USED	
241	SENDER'S ZIP CODE HAS CHANGED. INFORM CURRENT ZIP CODE	
242	RECIPIENT'S ZIP CODE HAS CHANGED. INFORM CURRENT ZIP CODE	
243	IN VIRTUE OF URBAN MOBILITY RESTRICTIONS DURING THE OLYMPIC GAMES, FROM 7/28/2016 TO 9/18/2016, THE REVERSE LOGISTICS SERVICE WITH COLLECTION IS TEMPORARILY SUSPENDED FOR THIS LOCATION	
244	IN VIRTUE OF URBAN MOBILITY RESTRICTIONS DURING THE OLYMPIC GAMES, FROM 7/28/2016 TO 9/18/2016, THE SEDEX 10 SERVICE IS TEMPORARILY SUSPENDED FOR THIS LOCATION	
245	THE {0} SERVICE (CODE {1}) IS CLOSED FROM {2}. THE EXPIRY DATE OF {3} ({4}) IS LONGER THAN THE SERVICE VALIDITY	
246	THE REQUEST WAS ALREADY REGISTERED	
247	IT WAS NOT POSSIBLE TO REQUEST A NEW RANGE. IT IS NECESSARY TO CONSUME AT LEAST 80% OF THE LAST REQUEST	
248	SERVICE VALIDATION IN SCPP (PRICE AND DELIVERY TIME CALCULATION SYSTEM)	
-1	UNAUTHORIZED WEB SERVICE ACCESS IDENTIFIER CODE	
-3	INVALID REQUEST TYPE	

-4	INVALID TYPE SEARCH
-5	ORDER NUMBER INVALID OR NOT LOCATED IN THE DATABASE FOR THE INFORMED REQUEST TYPE
-7	MANDATORY DATA NOT INFORMED
-8	THERE IS NO INFORMATION FOR THE REQUEST
-9	ORDER CANNOT BE CANCELED, BECAUSE IT IS IN THE STATUS
-10	THE ORDER LIMIT MUST BE A MAXIMUM OF 30
-11	SERVICE UNAVAILABLE AT THE MOMENT
-12	THE ORDER NUMBER MUST BE A NUMERIC VALUE
-13	THERE IS NO INFORMATION FOR THE INFORMED CRITERIA
-14	PLEASE INFORM A VALID DATE (FORMAT: DD / MM / YYYY)
-15	PLEASE INFORM A VALUE BETWEEN 5 AND 30 CALENDAR DAYS FOR THE E-TICKET REVALIDATION
-16	THE INFORMED E-TICKET IS STILL ACTIVE. WILL THE VALIDITY EXPIRATION OCCUR ON THE DAY?
-17	THE INFORMED E-TICKET HAS ALREADY BEEN USED. THEREFORE, REVALIDATION IS NOT POSSIBLE
-18	THE POSTAGE AUTHORIZATION NEW TERM IS SUPERIOR TO THE CONTRACT´S VALIDITY DATE

ANNEX 06 – Home Collection and Postage Authorization Status

Home Collection		
1	ACO	To collect
3	CND	Collecting
35	TRA	Transferred Collection
4	TE1	1st Collection Attempt
5	TE2	2nd Attempt / Collection Canceled
6	COL	Collected
8	PCA	Collection Canceled
65	ETK	Transformed into an e-ticket
9	DEC	Client Withdrawal

Postage Authorization		
57	PEX	Expired Usage Term
55	AGU	Awaiting Object at the Agency
6	COL	Collected
68	APC	Canceled Postage Authorization

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