



Integration document

CityMail

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Introduction

This document showcases how to directly integrate towards CityMail systems to either submit shipments, fetch tracking data, construct labels or validate delivery services.

Physical shipment and labelling

Packageld

- Each physical package needs to have a unique packageld per shipment and delivery.
- Package ID's can be generated by CityMail and returned in shipment responses.
- A packageld can be supplied with a shipment if it follows stated format below.

Format

- Only Latin characters and numbers, [A-Z], [0-9], letters in uppercase.
- Structure: Prefix provided by CityMail + unique identifier
 - Example BCMU + 123456789

Labels

- Only used for outbound deliveries, return labels are handled internally (returns = label less).
- Delivery labels can be fetched over API though endpoint **/PackageLabel** after a successful shipment submission to endpoint **/DeliveryShipment**
- It's most preferred that labels **are** fetched to accommodate easier updates, if that is not possible manual generation according to our specs is possible, given there is a valid reason.

Client label generation

- Needs to be based on our specification but flexibility in overall design is high.
- Each service has a unique label, and each label needs to be approved by CityMail before use. See examples under section services.
- Integrator needs to adhere to future label updates and implement them within reasonable timeframes (3 months).

Routing codes

- Routing codes needs to be displayed on the label and these codes can be fetched from controller PostalCode either as whole list or for individual postal codes. Their names are unitCode and destinationId.

Other

- If addon leave at door is added used for the shipment text Leave at door should be present on the label, in the opposite case it should be omitted from the label.

Barcode

- Current supported barcode format is code-128.



Postal code coverage area

CityMail's coverage area includes certain postal codes in Sweden but not all of them. Different services also have different coverage areas. It is therefore mandatory to validate a postal code against a chosen service before generating a shipment.

Check-out

- In a check-out its recommended and intended to use endpoint **/DeliveryAvailability** to validate and present ETA information to the consumer.

Whole coverage area

- Through endpoint **/GetPostCodeList** all of our supported postal codes are returned and the response also defines which postal codes are supported by which service.

Services

Additional services

- **Leave at door:** The package can be placed outside the recipient's door with POD picture. Homedelivery services are primary conducted to the recipient's mailbox where this addon specify that CityMail are allowed to place the package outside the door if needed. When leave at door is added to a delivery service it should also be reflected on the label.
- **Requires signature:** The person who receives the package at the recipient address needs to sign off that the delivery is completed. The signature itself can vary e.g via BankID or writing digitally.
- **Identification Check required:** The person who collects or receives package must be verified via BankID or physical-ID and match the recipient of the package before the delivery can be completed.
- **Minimum age requirement:** The person who collects or receives the package must be over a certain age before the delivery can be completed. A prerequisite is that the -age of the recipient is validated in the check-out before shipment submission.
- **Dangerous goods (LQ):** In case the goods by the retailer are deemed to be dangerous goods in limited quantity this information needs to be passed on to the shipment. Not all postal codes are compatible with deliveries of dangerous goods in limited quantity and be taken into account during service coverage validation.

Validation and restrictions

- "Leave at door" cannot be combine with "Requires signature", "Identification Check required" and "Minimum age requirement".



Brevvara

Details

Service name: Brevvara

Product code: BVA

Delivery time: 1-4 days 08:00 – 17:00

Description

Brevvara is defined as letter service consisting of non-tracible packages. The postal code coverage for Brevvara is the same as “Hemleverans Bas” (BAS) and can be validated in the same way. Deliveries with service Brevvara will be conducted to the recipient mailbox.

The order process of Brevvara deliveries differs from ordinary package deliveries due to its definition as a letter service. More information can be provided by our sales team.

Additional Services

- None

Validation and restrictions

- Postal code coverage
- Weight is required in shipment

Label

Brevvara		
pp Sverige, Port Payé		
Från: Test Storgatan 1 LGH 1101 111 10 Stockholm	1	
Till: Anna Andersson Villagatan 1 111 11 Stockholm		
Ref: Order12356		
112		
		
Postop: CityMail, Kumla Gårdsväg 21 145 63 Norsborg		

Homedelivery Bas

Details

Service name: Hemleverans Bas

Product code: BAS

Delivery time: 1-4 days 08:00 – 17:00



Date 2026-08-26

Version 2.0.1

Description

A home delivery service during working hours and weekdays with traceability. The postal code coverage area includes all of our postal codes that are compatible with package deliveries. Deliveries with service “Hemleverans Bas” will by default or when possible be conducted to the recipient mailbox.

Additional services

- Leave at door

Validation and restrictions

- Postal code coverage
- Weight is required in shipment

Label

Example of Homedelivery Bas with addon leave at door



Homedelivery Prio

Details

Service name: Hemleverans Prio

Product code: PRIO

Delivery time: 1-2 days 08:00 – 17:00

Description

A home delivery service during working hours and weekdays with traceability. The service has a unique postal code coverage area. Deliveries with service “Hemleverans Prio” will by default or when possible be conducted to the recipient mailbox.

Additional services

- Leave at door

Validation and restrictions

- Postal code coverage
- Weight is required in shipment

Label

Label example of Homedelivery Prio with addon leave at door



Date 2026-08-26
Version 2.0.1

Hemleverans Prio Leave at door	
Avsändare: Test Storgatan 1 LGH 1101 111 10 Stockholm	

Evening homedelivery

Details

Service name: Hemleverans Kväll

Product code: EVE

Delivery time: 1 day 17:00 – 22:00

Description

An evening home delivery service conducted during weekdays with traceability. It has a unique postal code coverage area. Deliveries with service “Hemleverans Kväll” will by default require a signature before the delivery can be completed.

The service should have a unique logo in check-out which will be sent separately.

Additional services

- Leave at door
- Requires signature
- Identification Check required
- Minimum age requirement

Validation and restrictions

- Postal code coverage
- A cell phone number is required.
- Weight is required in the shipment

Label

Example of Evening homedelivery with addon leave at door.



Date 2026-08-26
Version 2.0.1

Hemleverans Kväll	
Leave at door	
	
Avsändare: Test Storgatan 1 LGH 1101 111 10 Stockholm	20
Till: Anna Andersson Villagatan 1 111 20 Stockholm	
Ref: Order12356	
Kh	
	
BCMT1234567890	

Evening Express homedelivery

Details

Service name: Hemleverans Express Kväll

Product code: EVEPRIO

Delivery time: 0-1 day 17:00 – 22:00

Description

An evening home delivery service conducted during weekdays or weekends with traceability. The service has a unique postal code coverage area which can only be validated through API.

Deliveries with service “Hemleverans Express Kväll” will by default require a signature before the delivery can be completed.

The service should have a unique logo in check-out which will be sent separately.

Additional services

- Leave at door
- Requires signature
- Identification Check required
- Minimum age requirement

Validation and restrictions

- Postal code coverage
- A cell phone number is required.
- Weight is required in the shipment

Label

Example of Evening Express homedelivery with add-on leave at door.



Date 2026-08-26
Version 2.0.1

Hemleverans Express		
Kväll		
Leave at door		
Avsändare: Test Storgatan 1 LGH 1101 111 10 Stockholm	20	
Till: Anna Andersson Villagatan 1 111 20 Stockholm		
Ref: Order12356		
Kh		
 BCMT1234567890		

Locker delivery

Details

Service name: Paketskåp

Product code: BOX

Delivery time: 1 day 08:00 – 17:00

Description

A delivery service conducted to lockers in partnership with locker supplier iBoxen. A locker needs to be fetched and actively chosen before submitting a shipment with the locker service. There is no specific postal code coverage area restriction, but available lockers are located within our “Prio” postal code geography and can at most be 11 km from a recipient postal address or postal code.

iBoxen' s own app and Mobile BankId are required to collect packages from lockers.

Additional services

- Requires signature
- Identification Check required
- Minimum age requirement

Validation and restrictions

- A locker needs to be chosen by a recipient.
- A Swedish mobile phone number is required.
- Weight is required in the shipment
- Max dimensions (H:W:D): 0.509 H, 0.460 W, 0.580 D in meter.
- An accurate locker-Id needs to be supplied in the shipment.

Label

The label should contain the locker postal address. The recipient's name should be present on the label (Mottagare:). (the address data transferred to us should be that of the recipient).



Date 2026-08-26
Version 2.0.1

Paketskåp

Avsändare:
Test
Storgatan 1 LGH 1101
111 10 Stockholm

11

Leverans till skåp:
Villagatan 1
220 55 Malmö

Mottagare:
Anna Andersson

Ref: Order12356

220



BCMT1234567890

Service-point delivery

Details

Service name: Ombud

Product code: OMBUD

Delivery time: 1 day 08:00 – 17:00

Description

Our service point delivery service is conducted to service points within DHL. Today there is no function to fetch and choose a service point for a shipment. The service has instead a specific postal code coverage area. The nearest possible service point from the recipient postal address or postal code is selected by CityMail when the package arrives at one of our hubs.

Additional services

- Requires signature
- Identification Check required
- Minimum age requirement

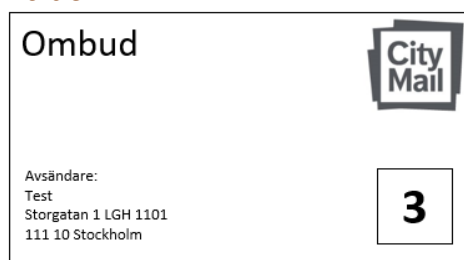
Validation and restrictions

- Postal code coverage
- Weight is required in the shipment



Date 2026-08-26
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Label



Returns

Returns can be initiated in three ways. Either as a standalone return booking or as an idle return booking connected to an upcoming delivery.

Standalone return

A standalone return booking is submitted through endpoint **/ReturnShipment**. When received CityMail will directly notify the sender (consumer) about their scheduled return pickup.

Idle return

Delivery shipments are submitted through endpoint **/DeliveryShipment** and the request contains information needed for the delivery and for an idle return registration. If the option idle return is selected the consumer can automatically initiate a return after the delivery is completed. The generated return shipment will contain the information in the prior shipment registration.



API

Access to the API can be provided by sending a request form to integration@citymail.se with information below:

1. Company name
2. CityMail customer name (and integrator party if not the same)
3. Contact name
4. Contact phone number
5. Contact Email
6. Purpose / description of the need

Contact details are used to inform about a use issues or planned service windows.

Request limits

In general, there are no on limitation on the number of requests to any of the endpoints in the API if it occurs within a reasonable amount.

Swagger and Authorization

Documentation / swagger: <https://api-at.citymail.se/swagger/index.html>

Base URL Production: <https://api.citymail.se/api/v2/>

Base URL Test / staging: <https://api-at.citymail.se/api/v2/>

Auth headers

- CustomerId: (unique per customer)
- ApiKey: (key is global per integrator, per default)

Tracking

Public tracking page

Address: <https://tracking.citymail.se>

Can be called with package ID: <http://tracking.citymail.se/?search=AA1001>

API – tracking requests

Via controller Tracking ad-hoc requests can be made to fetch tracking data for a single package.

Webhook

If there is an interest to use our webhook it needs to be requested separately. Details are found in the swagger.



Status events

Code	description (EN)	Description
ANNOUNCED	Announced	Paketet har aviserats, men ännu inte lämnats in till CityMail
ARRIVED	Shipment arrived	Paketet förbereds för leverans
DELIVERED_RECIPIENT	Delivered	Paketet har levererats till din brevlåda/postfack
DELIVERING_SERVICEPOINT	Delivery to service point in progress	Paketet är aviserat för inlämning till ditt ombud
REMINDER	Reminder to recipient	Avisering om att ett paket finns att hämta ut har skickats från ditt ombud
RETURNED_SERVICEPOINT	Returned from ServicePoint	Paketet har inte hämtats ut och kommer därför att skickas i retur till avsändaren
RETURNED_CUSTOMER	Returned	Paketet har skickats i retur till avsändaren
DELIVERED_BY_SERVICEPOINT	Delivered by DHL service point	Paketet är uthämtat från ombud
LOST	Shipment lost or stolen	Ett problem har uppstått med leveransen, kontakta avsändaren
INTERFERENCE	Interference	Leverans har tyvärr ej kunnat ske som planerat. Beräknat leveransdatum har uppdaterats
DEVIATION_WRONG_UNIT	Shipment arrived at wrong unit	Paketet har blivit felsorterat. Beräknat leveransdatum kommer uppdateras
INTERFERENCE_SERVICEPOINT	Package will be delivered to servicepoint	Leveransstörning. Paketet levereras till närmsta Ombud
STOLEN	Shipment stolen	Ett problem har uppstått med leveransen, kontakta avsändaren
UNDELIVERABLE_OTHER	Package could not be delivered	Paketet kunde inte levereras
UNDELIVERABLE_ID_CONTROL_FAILED	Id control failed	ID-verifiering misslyckades vid leveransen
UNDELIVERABLE_AGE_CONTROL_FAILED	Age control failed	Åldersverifiering misslyckades vid leveransen



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UNDELIVERABLE_PACKAGE_BROKEN	The package is broken	Skada på paketet har identifierats. Paketet returneras till avsändaren
UNDELIVERABLE_RECIPIENT_UNAVAILABLE	Recipient was not available for delivery	Mottagaren var inte tillgänglig för att leveransen skulle slutföras
EVENING_DELIVERED	Package is delivered	Paketet har levererats
DELIVERED_DOOR	Delivered in bag by door	Paketet är utdelat, vid dörr/finns i påse på brevlåda
UNDELIVERABLE_MISSINGNAME	Undeliverable due to name not found	Leveransen kunde inte genomföras, namn saknades på adressen
UNDELIVERABLE_MAILBOX	Undeliverable due to mailbox not found	Leveransen kunde inte genomföras, brevlåda saknades på adressen
UNDELIVERABLE_LOCK	Undeliverable due to locked gate, no access	Leveransen kunde inte genomföras, felaktig portkod/porten låst
UNDELIVERABLE_NOSPACE	Undeliverable due to no space left	Leveransen kunde inte genomföras, paketet fick ej plats i brevlåda
UNDELIVERABLE_ADDRESS_UNKOWN	The address cannot be identified	Paketets adress kunde ej fastställas
UNDELIVERABLE_INTERFERENCE	Deviation initiate fall-back	Leveransstörning
UNDELIVERABLE_EDID	Undeliverable due to invalid EDI	Saknad/felaktig avisering. Försändelsen kommer att returneras till avsändaren. Vid frågor kontakta avsändaren
UNDELIVERABLE_ADDRESS	Undeliverable due to invalid address	Paketet kommer att returneras till avsändaren. Vid frågor kontakta avsändaren
UNDELIVERABLE_DOUBLEID	Undeliverable due to double id	Paketet kommer att returneras till avsändaren. Vid frågor kontakta avsändaren
UNDELIVERABLE_DAMAGED	Undeliverable due to damaged	Paketet kommer att returneras till avsändaren. Vid frågor kontakta avsändaren
UNDELIVERABLE_RETURN_CUSTOMER	Undeliverable, customer request parcel in return	Paketet kommer att returneras till avsändaren. Vid frågor kontakta avsändaren.
UNDELIVERABLE_LAST_ATTEMPT_EMPTY	Package will be return due to failed last attempt	Paketet kommer att returneras. Samtliga utdelningsförsök har misslyckats
UNDELIVERABLE_RETURN_OTHER	Package will be returned	Paketet kommer att returneras
ARRIVED_TERMINAL	Shipment arrived to Terminal	Paketet har ankommit till terminal

ARRIVED_TERMINAL_UPDATE	Shipment arrived to Terminal	Paketet har åter ankommit till Terminal
ARRIVED_EXTERNAL	Sender has updated parcel current location.	Avsändaren har skickat en uppdatering på paketets nuvarande plats
DISPATCHED_UNIT_CT	Shipment dispatched to new unit	Paketet har blivit felsorterat. Beräknat leveransdatum kommer uppdateras
DISPATCHED_UNIT_PA	Shipment dispatched to new unit	Paketet har blivit felsorterat. Beräknat leveransdatum kommer uppdateras
LOCKER_BOOKED	Locker booked	Skåp bokat för leverans
LOCKER_LABEL	Print locker label	Förvalt skåp var tyvärr fullbokat, paketet levereras till närliggande skåp
LOCKER_BOOKING_FAILED	Locker booking failed, day 1	Förvalt skåp var tyvärr fullbokat, vi gör ett nytt försök nästa helgfria vardag
LOCKER_BOOKING_FAILED_2	Locker booking failed, day 2	Alla skåp är tyvärr fullbokade, paketet kommer att lämnas till närmaste ombud
LOCKER_COLLECTED	Recipient has collected parcel from locker	Paketet är uthämtat från paketskåp
PICKUP_LOCKER_COLLECTED	Pick-up locker success	Paketet har hämtats från paketskåp för retur till avsändaren
DELIVERED_LOCKER	Parcel has been delivered to locker	Paketet har levererats till paketskåp
UNDELIVERABLE_LOCKER_PARCELSIZE	Parcel did not fit in locker box	Paketet fick inte plats i paketskåpet och kommer lämnas till närmsta ombud
UNDELIVERABLE_LOCKER_OPEN_LOCK	Locker box did not open	Tekniska problem med paketskåpet, nytt leveransförsök sker nästa helgfria vardag
UNDELIVERABLE_LOCKER_CLOSE_LOCK	Locker box could not be closed	Tekniska problem med paketskåpet, nytt leveransförsök sker nästa helgfria vardag
UNDELIVERABLE_LOCKER_FAILED	Locker delivery failed	Tekniska problem med paketskåpet, nytt leveransförsök sker nästa helgfria vardag
PICKUP_LOCKER_NOTIFICATION	Locker pickup return notification	Sista dagen att hämta ut ditt paket
LOCKER_COLLECT_REMINDER	Locker collect reminder	Paketet väntar på dig i ditt paketskåp
RETURN_LOCKER_ONWAY	Return booking for a locker has been confirmed	Paketskåp har bokats för returinlämning

RETURN_LOCKER_INBOX	Return is in locker	Returen har lämnats in till paketskåp. Paketet hämtas nästa helgfria vardag.
LOCKER_RETURN_BOOKED	Return booking for a locker has been confirmed	Paketskåp har bokats för returinlämning
RETURN_LOCKER_CANCELLED	Return booking for a locker has been cancelled	Returen har inte lämnats in i tid till paketskåp
RETURN_LOCKER_FAILED_OPEN_LOCK	Locker box did not open	Tekniska problem vid inlämning till paketskåp
RETURN_LOCKER_FAILED_CLOSE_LOCK	Locker box did not close	Tekniska problem vid inlämning till paketskåp
RETURN_LOCKER_FAILED_PARCELSIZE	Parcel did not fit in locker box	Returen fick inte plats i bokad lucka
RETURN_LOCKER_FAILED	Return locker handin failed	Tekniska problem vid inlämning till paketskåp
RET_PICKUP_LOCKER_FAILED_NOPARCEL	No parcel in locker box	Returen fanns inte i avsedd lucka
EVENING_RETURN_WRONG_UNIT	Return from third party Hub	Leveransstörning
EVENING_RESORTING_INPROGRESS	Arrived at terminal for resorting	Paketet är på väg till ditt lokala utdelningskontor
EVENING_DELIVERY_REASSIGNED	Deliverydate has changed	Leveransdatumet har uppdaterats
RETURN_RECIPIENT_ANNOUNCED	Announced	Returpaketet har aviserats men ännu ej hämtats eller mottagits av CityMail
RETURN_PICKUP_CALL_NCOLLECT	Package retrieved	Returpaketet är upphämtad hos mottagaren
RETURN_PICKUP_RECIPIENT_DOOR	Package retrieved	Returpaketet är upphämtad vid dörren
RETURN_PICKUP_RECIPIENT_MAILBOX	Package retrieved	Returpaketet är upphämtad i brevlådan
RETURN_HANDIN_CMC	Package to CMC	Returpaketet är inlämnad till lokalt CityMail-kontor
MISSING_IN_MAILBOX	Packages in mailbox not found	Returen fanns inte i brevlådan
MISSING_WITH_DOOR	Packages not found with door	Returen fanns inte vid dörren
RECIPIENT_NOT_HOME	Recipient not home	Mottagaren var inte hemma vid upphämtning av retur
MISSING_ACCESS	Unavailable mailbox/door	Ej tillträde till brevlåda/dörr för upphämtning av retur
NOT_ACCEPTABLE_TERMS	Package does not meet CM terms	Returen uppfyller inte villkoren
RETURN_RECIPIENT_NOT_FOUND	Return recipient could not be found	Returen kunde inte hittas vid upphämtning



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RECIPIENT_RETURN_DISPATCHED	Return dispatched from local post office	Returen har ankommit till lokalt CityMail-kontor och returneras åter till e-handlaren
RETURN_PICKUP_REMINDER	Return pickup reminder	Påminnelse har skickats om returupphämtning
UPDATE_LAD_RECIPIENT	Package updated with LAD	Paketet har uppdaterats till lämna vid dörr
UPDATE_TURBO_RECIPIENT	Package upgraded to PRIO	Paketet har uppgraderats till TURBO
UPDATE_OMBUD_RECIPIENT	Package upgraded to OMBUD	Paketet har uppgraderats till OMBUD
UPDATE_BOX_RECIPIENT	Package upgraded to BOX	Paketet har uppgraderats till Paketskåp
UPDATE_OMBUD_FALLBACK	Package upgraded to OMBUD	Paketet har uppgraderats till OMBUD
UPDATE_BOX_FALLBACK	Package upgraded to BOX	Paketet har uppgraderats till Paketskåp
UPDATE_HOMEDELIVERY_FALLBACK	New home delivery under preparation	Nytt hemleveransförsök förbereds
RET_RECIPIENT	Return by recipient	Paketretur beställd