

My Shipment Causes An Error?

In order to pass validation, shipments **must contain all mandatory fields**, and the data **must be valid**.

Mandatory Data

Some fields are mandatory that contain key information to get your shipment across borders & to the correct places. It might be that one of the following has been missed for a parcel within your shipment.

- Recipient Name
- Address 1
- City
- Postcode / ZIP (where applicable)
- Country (3-digit ISO preferred)
- Service Level (e.g. tracked, untracked)
- Description of each item within shipment
- Customs Value of each item within shipment
- Quantity of each item within shipment
- Currency (3-digit, e.g. USD, EUR, GBP) of each item within shipment

Example: One shipment errors due to "**missing data: address 1**", but the rest of your parcels are fine. This may be because the buyer hasn't entered anything for address 1, leaving your data incomplete. The parcel will error out until data is provided. If the rest of your shipments have complete data, you'll be able to upload and generate labels.

Validation

Your shipments are **validated** based upon the **country** and **ZIP format** for each country - they must match, else the parcel won't upload. Nexae will make recommendations hereafter, but you won't have to action them - for example if an incorrect city has been entered for the postcode. Some countries don't require a postcode, such as Ireland, so you won't be asked to provide one.

Examples:

- Bristol, BS2 0TQ, United Kingdom: **Success**
- London, BS2 0TQ, United Kingdom - **Warning: City: Bristol?**
- Bristol, 701201, United Kingdom: **Error - invalid postcode format**
- Bristol, BS2 0TQ, Spain: **Error - invalid postcode format** (looking for a Spanish zip code. once fixed will display a warning for the city as Bristol will not be expected)

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