General questions about our future proof API's

1. **Why are new versions of the APIs being introduced?**

We're introducing a new generation of APIs to make your integration with PostNL easier, more secure, and future-proof. These new versions improve performance, provide more consistency, and are better aligned with modern systems and data models. We're also implementing API Life Cycle Management, making updates more predictable and easier to manage.

We are not only updating existing APIs such as the Shipment API and Checkout APIs, but also introducing a completely new Returns API v4. From now on, returns will no longer be handled through the Shipment API but via this separate API. This provides a clearer process, reduces the chance of errors, and makes your returns flow more future-ready. This separation allows you to manage shipping and returns independently and more effectively.

2. **Why must I switch to a new version – can't the current versions be improved?**

We develop our APIs based on industry best practices and IT standards. Major updates—such as changes to architecture, security, or performance—are released as new versions. Based on customer feedback, we've learned that applying such changes to existing versions can cause disruptions. That's why we've chosen API Life Cycle Management: for significant updates, you migrate to a new version in a controlled way.

3. **What are the benefits of the new API versions?**

Simplified integration: The new API versions are easier to integrate. They're less error-prone and offer faster response times, resulting in a smoother user experience.

- **REST-only support:** We're moving from SOAP to REST to make our APIs easier, faster, and more efficient to maintain. REST is the modern standard—it's lighter, easier to manage, and more scalable than SOAP. For you as a customer, nothing changes—you don't need to adjust anything.
- **Improved coordination between APIs and processes:** The new APIs follow a consistent naming convention and field structure. This means you'll encounter the same terms across all APIs, which makes it easier to connect your webshop to various PostNL systems.
- **Centralised logic in the backend:** In the current versions, logic is split between the API and backend, which adds complexity and risk. In the new versions, the API becomes a 'dumb pipe' with all logic handled by the backend. This makes management and updates easier and reduces the risk of errors.
- **API Life Cycle Management:** The new APIs support version control, allowing us to work with our customers through structured updates and releases—no more unexpected changes.
- **Preparation for future migrations:** These new API versions support upcoming technical developments and standards, allowing us to migrate more easily in the future.
- **Validation of incoming messages:** Incoming messages will be validated based on the Open API Specification (OAS). This ensures that all messages meet required standards and improves integration reliability.
- **Standard documentation (OAS):** Faster understanding and easier integration. Using the OAS format helps developers clearly understand how each API works, saving time and reducing errors.
- **Future-proof security:** We will be transitioning to more secure connectivity methods to ensure compliance with the latest API communication standards. This offers better protection for customer data and more secure system interactions.

4. **When will the new APIs be available?**

The new APIs will be rolled out in phases. The Shipment API v4 and the all-new Returns API v4 will be the first, going live in May 2025. The Returns API v4 is a brand-new API specifically for returns. It introduces no new services or products but separates the returns process from the shipping process, making it clearer and less error-prone.

The Checkout APIs v4 will follow later, expected in Q2 2026. You'll receive timely updates as each API

becomes available.

5. **Am I finished once I've switched to Shipment API v4, Returns API v4, and Checkout APIs v4?**

Yes and no. After switching to Shipment API v4, the new Returns API v4, and the updated Checkout APIs v4, you will have a modern integration for both your checkout and warehouse processes.

However, we will continue to improve our APIs. Through API Life Cycle Management, we ensure updates are introduced in a structured manner. This means you'll need to keep maintaining your integrations moving forward.

6. **Why are all the new APIs starting at version 4?**

Currently, customers use different versions of our APIs. To bring clarity and align all APIs, we're standardising all new APIs and versions to v4. The current versions already go up to version 3. To prevent confusion, the new APIs and versions are starting at v4—creating a clear and consistent versioning system now and for the future.

7. **Which APIs are being updated?**

The current versions of the Shipping API and Labelling API will be replaced by the Shipment API v4 and the new Returns API v4.

Old API	New API v4	Available from
Shipping API	Shipment API v4	Q2 2025
Labelling API	Shipment API v4	Q2 2025
Returns (in Shipping/Labelling API)	Return API v4	Q2 2025
Checkout API	Checkout API v4	Q2 2026
TimeFrame API	TimeFrame API v4	Q2 2026
DeliveryDate API	DeliveryDate API v4	Q2 2026
Locations API	Location API V4	Q2 2026
Barcode API*	Barcode API V4	Q2 2026
Confirming API**	Confirming API v4	Not yet available - TBD

*You can also generate barcodes using the new Shipment API v4. However, It not possible to generate S10 barcodes in the Shipment API v4. If you currently use these barcodes you would need to use the current Barcode API.

**The Confirming API will remain unchanged for the time being. More information will follow at a later stage. If your process is to separately generate labels and to pre-annoucement your parcels at a later stage, we advise you to migrate when the Confirming API v4 is available.

8. **Why is a new Shipment API version 4 being introduced?**

The new Shipment API v4 replaces both the current Shipping API and Labelling API. These older APIs use product codes to add services to your webshop. These codes are not intuitive, limited in combinations, and error-prone—especially for new users. A mistake in the productcode is easy to make and difficult to detect, costing time to fix.

In Shipment API v4, product codes are replaced by logical product names, making the integration easier and less error-prone.

9. **Why is there a new Returns API v4?**

Returns are now handled through a dedicated Returns API, rather than the Shipment API. This reflects real-world processes more accurately, as returns typically follow a different path—starting after an order is fulfilled and involving other steps like return requests, handling, and refunds. The Returns API v4 separates shipping and returns, making your systems clearer, more flexible, and less error-prone.

10. **Why are there new Checkout APIs v4?**

The Checkout APIs v4 are better aligned with the new Shipment API v4. Since both APIs work closely together, it's essential they use the same terminology and structure. This makes integration easier, improves consistency, and reduces the risk of errors.

11. **What are the advantages and changes in Shipment API v4?**

Product codes have been replaced with logical product names. For example, instead of using productCodeDelivery 3089, you now specify parcel with services like signature and statedAddressOnly.\

12. **What are the benefits and changes in Checkout APIs v4?**

- Fully aligned with Shipment API v4 in terms of field names and structure.
- Improved consistency across shipping, delivery options, and services.
- Easier integration and clearer processes for developers.

13. **Will integration with my current systems remain the same?**

That depends on your current integrations with PostNL. While we cannot assess how the connection to PostNL is technically implemented within your specific system, we can confirm that the integration with PostNL itself will need to be rebuilt. This includes changes to API requests, endpoints, and potentially the data structure. We recommend involving your technical team to review the new specifications and adapt your integration accordingly.

14. **What is the IT impact and what do we expect from you?**

You'll need to adjust your PostNL integration. The exact impact depends on your current setup and how you're using the APIs. Detailed technical information and migration steps are available in the Developer Portal so you can assess your specific situation.

15. **Which current APIs do I need to replace with the new Shipment API v4?**

If you're using the Labelling API and/or Shipping API, switch to the Shipment API v4. If you also handle returns, you'll need to start using the Returns API v4 as returns are no longer handled through the Shipment API. The Confirming API remains unchanged for now—more information will follow later.

16. **When do I need to switch, and what happens if I don't?**

The migration will happen in phases. You'll receive a message once your integration is eligible to switch. From that point, you'll have approximately one year to complete the migration. After that, the old APIs will be phased out and no longer supported.

17. **What help is available during the technical transition?**

If you need technical support during your migration, please reach out via our support form. Make sure to select 'migration / (announced) Change' as category and refer to the new APIs in the support subject.

If you have non-technical questions regarding the migration, please reach out to you PostNL account manager.

18. **Do I need a new API key for the new APIs?**

Yes, you'll need a new API key for access to v4 APIs

Please note that if you want to migrate, you'll have to contact us via the [support form](#), so we can check if you're eligible. Make sure to select 'migration / (announced) Change' as category and use 'Access to new API V4 in the support subject.

19. **Which products are available in the new Shipment and Returns API v4?**

The new APIs are designed for Dutch customers preparing e-commerce shipments—like requesting barcodes, generating labels, or pre-alerting (letterbox) parcels for delivery within the Netherlands, Belgium, or internationally.

In the course of 2026, we'll expand our services further and add support for PostNL Belgium customers (for shipments from Belgium).

20. **Will the product offering change compared to the current APIs?**

Shipment API v4 supports nearly the full e-commerce portfolio for (letterbox) parcels with destinations in the Netherlands, Belgium, and internationally. More services will be added gradually throughout 2026. Support for shipments from PostNL Belgium will be added later in 2026.

Note: Services like Extra@Home, Pharma, and Care are currently not available in the new APIs. You can continue using your current API for these services for now.

The Developer Portal provides the most up-to-date product and service overview, which is updated regularly.