Postworks API Documentation

Overview

This guide provides all the information you need to effectively integrate with Postworks' API, including endpoints, request methods, parameters, and response formats.

Version History

This section outlines the changes, updates, and improvements made to the API over time. Staying informed about version updates ensures your integration remains compatible and takes advantage of new features.

Current Version : 3.13.10 — *January 16, 2026*

Authentication

API Key Authentication

Postworks API supports authentication via API keys. Each request must include a valid API key to access API endpoints.

Obtaining an API Key

To obtain an API key, please contact our support team. They will provide you with a unique API key.

Using the API Key

Include the API key in the request headers to authenticate API requests.

HTTP Header Format:

```
None
X-API-KEY: YOUR_API_KEY
```

If authentication fails, the API will return an appropriate HTTP status code and message.

Error Responses:

- **401 Unauthorized** – "API Key not found" or "API Key found, but user not found"

JWT Authentication (Not Recommended)

Postworks API also supports JWT (JSON Web Token) authentication, though it is not the preferred method for API integrations.

JWT tokens have a limited lifetime, so if that's the chosen authentication method, please keep in mind to re-authenticate every 1 hour.

Authentication Flow

1. The user logs in with valid credentials and receives an access token and refresh token.
2. The user includes the access token in API requests for authentication.
3. When the access token expires, the user can re-authenticate or request a new one using the refresh token.

Login Endpoint

URL:

```
None
POST /v2/Auth/Login
```

Request Body:

```
None
{
  "email": "user@example.com", (required)
  "password": "your_password"  (required)
}
```

Response:

```
None
{
  "StatusCode": 200,
  "Messages": [ null ],
  "Data": {
    "AccessToken": "ACCESS_TOKEN",
    "RefreshToken": "REFRESH_TOKEN",
    "ExpiryDate": "EXPIRY_DATE",
```

```
    "MatrixUserType": 2,
    "LastLoginDate": "LASTLOGINDATE"
  }
}
```

Response Parameters:

- **StatusCode**: HTTP status code of the request.
- **Messages**: In case of invalid credentials, unverified email, suspended, deactivated, or deleted account, an appropriate error message is returned.
- **AccessToken**: JWT Bearer token to be included in API request headers for authentication.
- **RefreshToken**: Token required for obtaining a new access token when the current one expires.
- **ExpiryDate**: The expiration date and time of the access token.
- **MatrixUserType**: Indicates whether the user is registered with the new version of Postworks UI (internal usage only).
- **LastLoginDate**: The last recorded login date and time.

Error Codes:

- **401 Unauthorized** – Invalid credentials

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Refresh Token Endpoint

URL:

```
None
POST /v2/Auth/RefreshToken
```

Request Body:

```
None
{
  "AccessToken": "ACCESS_TOKEN", (required)
  "RefreshToken": "REFRESH_TOKEN" (required)
}
```

```
    }
```

Response:

```
None
{
  "StatusCode": 200,
  "Messages": [ null ],
  "Data": {
    "AccessToken": "ACCESS_TOKEN",
    "RefreshToken": "REFRESH_TOKEN",
    "ExpiryDate": "EXPIRY_DATE",
    "MatrixUserType": 2,
    "LastLoginDate": "LASTLOGINDATE"
  }
}
```

Response Parameters:

- **StatusCode**: HTTP status code of the request.
- **Messages**: In case of invalid credentials, unverified email, suspended, deactivated, or deleted account, an appropriate error message is returned.
- **AccessToken**: JWT Bearer token to be included in API request headers for authentication.
- **RefreshToken**: Token required for obtaining a new access token when the current one expires.
- **ExpiryDate**: The expiration date and time of the access token.
- **MatrixUserType**: Indicates whether the user is registered with the new version of Postworks UI (internal usage only).
- **LastLoginDate**: The last recorded login date and time.

Error Handling:

- If the refresh token is expired or invalid, the user must log in again.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Receive

Receive Items

The method returns a list of received items for a specific user. To access this endpoint, your user and account must have the appropriate permissions.

URL:

```
None
GET /v2/Receive/Items
```

Request:

This request supports pagination. For details on pagination parameters, refer to section 5.

This request does not require any parameters, but pagination can be used for ordering and filtering.

Response:

```
None
{
  "StatusCode": 200,
  "Messages": [],
  "Data": {
    "TotalItemsCount": 2,
    "TotalPagesCount": 1,
    "ItemsPerPage": 15,
    "CurrentPage": 1,
    "Items": [
      {
        "InboundPostItems": [
          {
            "UniqueNumberReference": "UNIQUE_IDENTIFIER",
            "NumberOfPages": INTEGER_NUMBER,
            "ShortDescription": "SHORT_DESCRIPTION",
            "StatusName": "STATUS_NAME",
            "ReadDateTime": "READ_DATE_TIME",
            "ReadByUserFullName": "EXAMPLE_NAME",
            "PostLink": "POSTITEM_UNIQUE_IDENTIFIER",
```

```
            "Cost": DECIMAL_NUMBER,
            "Reference": "EXAMPLE_REFERENCE",
            "SharedWith": "EXAMPLE_NAME",
            "Sender": "EXAMPLE_NAME",
            "IsSharedWithSupport": true,
            "SharedWithSupportEndDate": "EXAMPLE_DATE",
            "CreatedDate": "EXAMPLE_DATE",
            "OrganizationId": INTEGER_NUMBER,
            "Notes": null,
            "DocumentFileName": "FILENAME.pdf",
            "OriginalFileName": "ORIGINAL_FILENAME.pdf",
            "IsRead": true,
            "ReadByUserProfileId": "USER_PROFILE_ID",
            "AmountWithVAT": 7.2,
            "InboundPostItemShareId": null,
            "IsPaid": true,
            "CanShare": true
        }
    ],
    "InboundPostItemShares": [
        {
            "Id": INTEGER_NUMBER,
            "InboundPostItemId": INTEGER_NUMBER,
            "IsRead": true,
            "ReadDateTime": "READ_DATE_TIME",
            "CreatedDate": "EXAMPLE_DATE",
            "IsDeleted": true,
            "UniqueNumberReference": "UNIQUE_IDENTIFIER",
            "NumberOfPages": INTEGER_NUMBER,
            "ShortDescription": "SHORT_DESCRIPTION",
            "StatusName": "STATUS_NAME",
            "ReadDateTime": "READ_DATE_TIME",
            "ReadByUserFullName": "EXAMPLE_NAME",
            "PostLink": "POSTITEM_UNIQUE_IDENTIFIER",
            "Cost": DECIMAL_NUMBER,
            "Reference": "EXAMPLE_REFERENCE",
            "SharedWith": "EXAMPLE_NAME",
            "Sender": "EXAMPLE_NAME",
            "IsSharedWithSupport": true,
```

```
                "SharedWithSupportEndDate": "EXAMPLE_DATE",
                "CreatedDate": "EXAMPLE_DATE",
                "OrganizationId": INTEGER_NUMBER,
                "Notes": null,
                "DocumentFileName": "FILENAME.pdf",
                "OriginalFileName": "ORIGINAL_FILENAME.pdf",
                "IsRead": true,
                "ReadByUserProfileId": "USER_PROFILE_ID",
                "AmountWithVAT": 7.2,
                "InboundPostItemShareId": null,
                "IsPaid": true,
                "CanShare": true
            }
        ]
    }
  ]
 }
}
```

Response Parameters:

- **StatusCode**: HTTP status code of the request.
- **Messages**: Returns an appropriate error message if permissions are missing.
- **Items**: Array containing received items (`InboundPostItems`) and shared received items (`InboundPostItemShares`).

InboundPostItem Parameters:

- **UniqueNumberReference** – Unique identifier of the item.
- **NumberOfPages** – Number of pages in the item.
- **ShortDescription** – Brief description of the document.
- **StatusName** – Status of the item.
- **ReadDateTime** – Date and time when the item was read.
- **ReadByUserFullName** – Name of the user who read the item.
- **PostLink** – Unique identifier of the associated post item.
- **Cost** – Cost of the item.
- **Reference** – Extracted reference for this item.
- **SharedWith** – Names of users with whom the item is shared.
- **Sender** – Origin of the received item.
- **IsSharedWithSupport** – Indicates if the item is shared with support.
- **SharedWithSupportEndDate** – Expiry date for shared support access.
- **CreatedDate** – Date and time of item creation.

- **OrganizationId** – Organization ID.
- **Notes** – User notes about this item.
- **DocumentFileName** – Name of the associated PDF file.
- **OriginalFileName** – Original name of the uploaded file.
- **IsRead** – Indicates whether the file has been read.
- **ReadByUserProfileId** – ID of the user who read the item.
- **AmountWithVAT** – Cost of the item, including VAT.
- **InboundPostItemShareId** – ID of the shared receive item (internal use).
- **IsPaid** – Indicates whether the item has been paid.
- **CanShare** – Indicates whether the item can be shared with other users.

InboundPostItemShare Parameters:

Includes all the same parameters as `InboundPostItem`, with the addition of:

- **Id** – ID of the shared item.
- **InboundPostItemId** – ID of the original received item that was shared.
- **IsRead** – Indicates whether the item has been read.
- **ReadDateTime** – Date and time the item was read.
- **IsDeleted** – Indicates whether the item has been deleted.

Filtering and Ordering Properties

For this endpoint, filtering and sorting can be applied using the following properties:

- `UniqueNumberReference`
- `CreatedDate`
- `Reference`
- `ShortDescription`
- `NumberOfPages`
- `Cost`
- `ReadByUserFullName`
- `ReadDateTime`
- `Sender`
- `PostLink`
- `StatusName`
- `IsShared`

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Download Receive Item

Returns a structured JSON containing a byte array representation of the file.

URL:

```
None
GET /v2/Receive/Download
```

Request:

A `UniqueReferenceNumber (required)` must be added to the query string.

Example:

```
None
/v2/Receive/Download?UniqueReferenceNumber=EXAMPLE_UNIQUE_REFE
RENCE_NUMBER
```

Response:

```
None
{
  "StatusCode": 200,
  "Messages": [],
  "Data": {
    "File": {
      "FileContents": "FILE_BYTES"
    }
  }
}
```

Error Codes:

- **403 Forbidden** – User lacks necessary permissions.
- **400 Bad Request** – User has insufficient credits or file was not found.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Download Binary

Similar to `Download`, but directly returns a binary representation of the file.

URL:

```
None
GET /v2/Receive/DownloadBinary
```

Request:

A `UniqueReferenceNumber (required)` must be added to the query string.

Example:

```
None
/v2/Receive/DownloadBinary?UniqueReferenceNumber=EXAMPLE_UNIQU
E_REFERENCE_NUMBER
```

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Send

Can Fastrack

This endpoint verifies whether the given post items are eligible for Fastrack™ as well as if the user has permissions to Fastrack™.

URL:

```
None
POST /v2/Send/Items/CanFastrack
```

Request Body:

```
None
{
  "PostItemUrns": [
    "EXAMPLE_URN"
  ] (required)
}
```

Response:

```
None
{
  "StatusCode": 200,
  "Messages": [],
  "Data": {
    "CanFastrackPostItems": false,
    "Message": null,
    "SufficientBalance": true,
    "SingleItemPrice": EXAMPLE_NUMBER,
    "TotalPriceWithoutVAT": EXAMPLE_NUMBER,
    "TotalPriceWithVAT": EXAMPLE_NUMBER,
    "AlreadyFastTrackedItemsCount": EXAMPLE_NUMBER,
    "OthersItemsCount": EXAMPLE_NUMBER,
    "InvalidStatusCount": EXAMPLE_NUMBER,
    "Settings": {
      "CanFastrack": false,
      "IsFastTrackEnabled": true,
      "IsAfterCutOffTime": false,
      "IsBeforeFastTrackCutOffTime": true,
      "IsWorkingDay": true
    }
  }
}
```

Response Parameters:

- StatusCode: HTTP status code of the request.
- Messages: Contains an error message if the user lacks the necessary permissions.
- CanFastrackPostItems: Boolean indicating if the provided items can be Fastracked.
- Message: Internal use only.

- `SufficientBalance`: Indicates whether the account has enough balance to Fastrack all items.
- `SingleItemPrice`: Cost of Fastracking a single item for this account.
- `TotalPriceWithoutVAT`: Total cost of Fastracking all selected items, excluding VAT.
- `TotalPriceWithVAT`: Total cost of Fastracking all selected items, including VAT.
- `AlreadyFastTrackedItemsCount`: Number of selected items that are already Fastracked.
- `OthersItemsCount`: Number of selected items not uploaded by the user.
- `InvalidStatusCount`: Number of selected items in an invalid state for Fastrack.
- `Settings`: Fastrack settings for the user.
  - `CanFastrack`: Indicates whether the user has the required permissions and the timing is correct.
  - `IsFastTrackEnabled`: Whether Fastrack is enabled for the user.
  - `IsAfterCutOffTime`: Whether the current time is after the organization's CutOffTime.
  - `IsBeforeFastTrackCutOffTime`: Whether the current time is before the FastTrackCutOffTime.
  - `IsWorkingDay`: Indicates if today is a working day.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Fastrack

Marks the given post items as Fastrack™. Available only to users with permissions to Fastrack™. Only eligible items will be processed. If the account lacks sufficient balance, no items will be Fasttracked. All selected items must meet the eligibility criteria to proceed.

URL:

```
None
POST /v2/Send/Items/Fastrack
```

Request Body:

```
None
{
  "PostItemUrns": [
    "EXAMPLE_URN"
```

```
    ] (required)
}
```

Response:

```
None
{
  "StatusCode": 200,
  "Messages": [],
  "Data": {
    "CanFastrackPostItems": false,
    "Message": null,
    "SufficientBalance": true,
    "SingleItemPrice": EXAMPLE_NUMBER,
    "TotalPriceWithoutVAT": EXAMPLE_NUMBER,
    "TotalPriceWithVAT": EXAMPLE_NUMBER,
    "AlreadyFastTrackedItemsCount": EXAMPLE_NUMBER,
    "OthersItemsCount": EXAMPLE_NUMBER,
    "InvalidStatusCount": EXAMPLE_NUMBER,
    "Settings": {
      "CanFastrack": false,
      "IsFastTrackEnabled": true,
      "IsAfterCutOffTime": false,
      "IsBeforeFastTrackCutOffTime": true,
      "IsWorkingDay": true
    }
  }
}
```

Response Parameters:

- StatusCode: HTTP status code of the request.
- Messages: Contains an error message if the user lacks the necessary permissions.
- CanFastrackPostItems: Boolean indicating if the provided items can be Fastracked.
- Message: Internal use only.
- SufficientBalance: Indicates whether the account has enough balance to Fastrack all items.
- SingleItemPrice: Cost of Fastracking a single item for this account.

- **TotalPriceWithoutVAT**: Total cost of Fastracking all selected items, excluding VAT.
- **TotalPriceWithVAT**: Total cost of Fastracking all selected items, including VAT.
- **AlreadyFastTrackedItemsCount**: Number of selected items that are already Fastracked.
- **OthersItemsCount**: Number of selected items not uploaded by the user.
- **InvalidStatusCount**: Number of selected items in an invalid state for Fastrack.
- **Settings**: Fastrack settings for the user.
  - **CanFastrack**: Indicates whether the user has the required permissions and the timing is correct.
  - **IsFastTrackEnabled**: Whether Fastrack is enabled for the user.
  - **IsAfterCutOffTime**: Whether the current time is after the organization's CutOffTime.
  - **IsBeforeFastTrackCutOffTime**: Whether the current time is before the FastTrackCutOffTime.
  - **IsWorkingDay**: Indicates if today is a working day.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Get All Post Items

Retrieves all post items for a given document submission using a simplified pagination model. This endpoint provides a paginated response optimized for reduced payload size and includes a flag indicating the availability of a subsequent page. If no document submission is provided, it returns all post items based on filtering and sorting constraints.

URL:

```
None
GET /v3/Send/Items
```

Request parameters:

- **DocumentSubmissionId** *(Optional)*: The ID of the document submission whose items you need to retrieve. If omitted, all post items will be returned based on filtering and sorting.

Example:

```
None
GET /v3/Send/Items?DocumentSubmissionId=EXAMPLE_NUMBER
```

Pagination:

For details on pagination, refer to **Pagination.**

Response:

```
None
{
  "StatusCode": 200,
  "Messages": [],
  "Data": {
    "HasNextPage": true,
    "ItemsPerPage": 15,
    "CurrentPage": 1,
    "Items": [
      {
        "EncodedId": "EXAMPLE_ID",
        "UniqueNumberReference":
"EXAMPLE_UNIQUE_NUMBER_REFERENCE",
        "UniqueDocumentReference":
"EXAMPLE_DOCUMENT_REFERENCE",
        "Recipient": "EXAMPLE_RECIPIENT",
        "StatusId": EXAMPLE_STATUS,
        "Reference": "EXAMPLE_REFERENCE",
        "Address": "EXAMPLE_ADDRESS",
        "PostBatchId": EXAMPLE_POST_BATCHID,
        "PDFId": "EXAMPLE_PDFID",
        "PageCount": EXAMPLE_PAGE_COUNT,
        "OriginalPageCount": EXAMPLE_ORIGINAL_PAGE_COUNT,
        "Cost": EXAMPLE_COST,
        "PostageClass": "EXAMPLE_CLASS",
        "IsFirstClass": true,
        "PostagePrice": EXAMPLE_POSTAGE_PRICE,
        "PrintPrice": EXAMPLE_PRINT_PRICE,
        "FastTrackPrice": EXAMPLE_FASTRACK_PRICE,
```

```
                "EnvelopePrice": EXAMPLE_ENVELOPE_PRICE,
                "EnclosurePrice": EXAMPLE_ENCLOSURE_PRICE,
                "Weight": EXAMPLE_WEIGHT,
                "Error": EXAMPLE_ERROR,
                "DocumentErrorTypeId": EXAMPLE_ERROR_TYPE,
                "Tag": EXAMPLE_TAG,
                "PdfUpdated": EXAMPLE_PDFUPDATED,
                "Envelope": "EXAMPLE_ENVELOPE",
                "BreTag": true,
                "OfflineInsertTag": false,
                "InsertTypeCode": EXAMPLE_INSERT_TYPE,
                "CustomStock": false,
                "Archived": false,
                "InvoiceRef": EXAMPLE_INVOICE_REF,
                "PostTrayWaitingTimeMin": EXAMPLE_WAITINGTIME,
                "CustomOuterName": EXAMPLE_CUSTOM_OUTER_NAME,
                "IsFastTracked": false,
                "HasDRE": false,
                "DestinationCode": "EXAMPLE_DESTINATION_CODE",
                "CreatedDate": "EXAMPLE_DATE",
                "UpdatedDate": "EXAMPLE_DATE",
                "OnBehalfRequestedBy": "EXAMPLE_USER",
                "IsClearSendCertified": false,
                "ClearSendCertifiedDate": "EXAMPLE_DATE",
                "RoyalMailHandoverDate": "EXAMPLE_DATE",
                "IsColor": false,
                "SideType": EXAMPLE_SIDE,
                "AttachmentsCount": EXAMPLE_NUMBER,
                "EstDelivery": "EXAMPLE_DATE",
                "IsSharedWithSupport": false,
                "SharedWithSupportEndDate": "EXAMPLE_DATE",
                "RoyalMailCenterName": "EXAMPLE_CENTER",
                "ReturnDate": "EXAMPLE_DATE",
                "Sender": "EXAMPLE_SENDER"
            }
        ]
    }
}
```

Response Parameters:

- **StatusCode**: HTTP status code of your request.
- **Messages**: Error messages (if any), such as missing permissions.
- **HasNextPage**: `true` if there is a next page with more items.
- **EncodedId**: Internal use only.
- **UniqueNumberReference**: The unique identifier of the item.
- **UniqueDocumentReference**: Unique identifier of the PDF file.
- **Recipient**: Name of the recipient.
- **StatusId**: Status of the post item.
- **Reference**: Original file name of the submission.
- **Address**: Extracted address for this post item.
- **PostBatchId**: Internal use only.
- **PDFId**: Unique identifier for the PDF of this item.
- **PageCount**: Number of pages in this item.
- **OriginalPageCount**: Original page count.
- **Cost**: Cost of the item.
- **PostageClass**: Obsoleted, use `IsFirstClass` instead.
- **IsFirstClass**: `true` if postage class is 1st.
- **PostagePrice**: Price of postage.
- **PrintPrice**: Price of printing.
- **FastTrackPrice**: Price of fast-tracking for this account.
- **EnvelopePrice**: Price of envelope.
- **EnclosurePrice**: Price of enclosure.
- **Weight**: Weight of the item.
- **Error**: If any error occurs during item processing.
- **DocumentErrorTypeId**: Type of error (internal use only).
- **Tag**: Postbox ID where this item was uploaded.
- **PdfUpdated**: Whether the PDF was updated.
- **Envelope**: Type of envelope used.
- **BreTag**: Whether the item is marked as BRE.
- **OfflineInsertTag**: Internal use only.
- **InsertTypeCode**: Internal use only.
- **CustomStock**: Whether a custom stock workflow applied.
- **Archived**: Whether the item is archived.
- **InvoiceRef**: Invoice including this item.
- **PostTrayWaitingTimeMin**: Post tray waiting time.
- **CustomOuterName**: Data from Custom Outer workflow.
- **IsFastTracked**: Whether the item is fast-tracked.
- **HasDRE**: Whether the item is marked as DRE.
- **DestinationCode**: Destination code for the post item.
- **CreatedDate**: Date and time of item creation.
- **UpdatedDate**: Date and time of last update.
- **OnBehalfRequestedBy**: User who sent the item on behalf of another.
- **IsClearSendCertified**: Whether the item is ClearSend certified.
- **ClearSendCertifiedDate**: Date and time of ClearSend certification.
- **RoyalMailHandoverDate**: Date and time item arrived at Royal Mail.

- **IsColor**: Whether the post item is in color.
- **SideType**: Whether the item is one-sided or double-sided.
- **AttachmentsCount**: Number of attachments for the item.
- **EstDelivery**: Estimated delivery date and time.
- **IsSharedWithSupport**: Whether the item is shared with support.
- **SharedWithSupportEndDate**: Date until the item will be shared with support.
- **RoyalMailCenterName**: Name of the Royal Mail center handling the item.
- **ReturnDate**: Date and time of item return.
- **Sender**: User who sent the item.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Get All Archived Post Items

Retrieves all archived post items for a given document submission using a simplified pagination model. The response structure and parameters are identical to the **Get All Post Items** endpoint, but it fetches only archived items.

URL:

```
None
GET /v3/Send/ArchivedItems
```

The rest of the structure follows the same format as **Get All Post Items**.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Download Post Item

This request returns a structured JSON containing a byte array representation of the file.

URL:

```
None
GET /v2/Send/ViewItem
```

Request Parameters:

Requires a `UniqueReferenceNumber` as a query string parameter.

Example:

```
None
GET
/v2/Receive/ViewItem?UniqueReferenceNumber=EXAMPLE_UNIQUE_REFERENCE_N
UMBER
```

Response:

```
None
{

  "StatusCode": 200,
  "Messages": [],
  "Data": {
    "File": {
      "FileContents": "FILE_BYTES"
    }
  }
}
```

Response Parameters:

- `StatusCode`: HTTP status code of the request.
- `Messages`: Error messages in case of missing permissions.
- `FileContents`: Byte representation of the file.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Recall Items

This endpoint recalls a given list of post items.

URL:

```
None
POST /v2/Send/RecallItem
```

Request Body:

```
None
{
    "EncodedIds": ["EXAMPLE_ENCODEDID"] (required)
}
```

Response:

```
None
{
  "StatusCode": 200,
  "Messages": [],
  "Data": {
    "Successed": false,
    "ErrorMessage": "EXAMPLE_MESSAGE",
    "ItemsFailedNotInPostray": EXAMPLE_NUMBER,
    "ItemsFailedNoPermission": EXAMPLE_NUMBER,
    "ItemsSuccessful": EXAMPLE_NUMBER,
    "Success": true
  }
}
```

Response Parameters:

- `StatusCode`: HTTP status code of the request.
- `Messages`: Error messages if permissions are missing.
- `Successed`: (Obsolete) Indicates whether the recall was successful.
- `ErrorMessage`: Description of any errors.

- `ItemsFailedNotInPostray`: Number of items that failed due to not being in the post tray.
- `ItemsFailedNoPermission`: Number of items that failed due to missing permissions.
- `ItemsSuccessful`: Number of successfully recalled items.
- `Success`: Indicates whether all items were successfully recalled.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Get All Postboxes

Retrieves a list of the user's postboxes.

URL:

```
None
GET /v2/Send/Postboxes
```

Request Parameters: No parameters required.

Response:

```
None
{
  "StatusCode": 200,
  "Messages": [],
  "Data": [
    {
      "Id": "EXAMPLE_ID",
      "UserProfileId": "EXAMPLE_USERID",
      "UserEmail": "EXAMPLE_EMAIL",
      "Name": "EXAMPLE_NAME",
      "SplitType": "EXAMPLE_SPLIT_TYPE",
      "Page": EXAMPLE_PAGE,
      "SideType": EXAMPLE_TYPE,
      "ColorType": EXAMPLE_TYPE,
```

```
        "DeliveryType": EXAMPLE_TYPE,
        "AllowAttachments": true,
        "ShowPreview": false,
        "PBID": "EXAMPLE_PBID",
        "Keyword": "EXAMPLE_KEYWORD",
        "X": EXAMPLE_NUMBER,
        "Y": EXAMPLE_NUMBER,
        "Width": EXAMPLE_NUMBER,
        "Height": EXAMPLE_NUMBER,
        "HasDRE": true,
        "IsDefault": false,
        "IsTeamBox": false,
        "MergeTemplateOriginalFilename": "EXAMPLE_NAME",
        "MergeTemplateS3Filename": "EXAMPLE_NAME",
        "MergeTemplateDocumentId": EXAMPLE_NUMBER,
        "CreatedDate": "EXAMPLE_DATE",
        "TeamsCount": EXAMPLE_NUMBER
      }
    ]
  }
```

Response Parameters:

- `Id`: Postbox ID.
- `UserProfileId`: User ID of the creator.
- `UserEmail`: Email of the creator.
- `Name`: Name of the postbox.
- `SplitType`: Split type of the postbox.
- `Page`: Number of pages for each split (if applicable).
- `SideType`: 1 for single-sided, 2 for double-sided.
- `ColorType`: 1 for mono, 2 for color.
- `DeliveryType`: 1 for first class, 2 for second class.
- `AllowAttachments`: Boolean indicating if attachments are allowed.
- `ShowPreview`: (Internal use only).
- `PBID`: User-provided PBID.
- `Keyword`: Split keyword if applicable.
- `X, Y, Width, Height`: Coordinates for splitting.
- `HasDRE`: Indicates if items have DRE.
- `IsDefault`: If this is the user's default postbox.
- `IsTeamBox`: If it is a team postbox.

- **MergeTemplateOriginalFilename**: Name of the merge template.
- **MergeTemplateS3Filename**: (Internal use only).
- **MergeTemplateDocumentId**: (Internal use only).
- **CreatedDate**: Postbox creation date.
- **TeamsCount**: Number of teams with access.

Rate Limits & Timeouts

All API endpoints are limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Upload Item

Uploads a document to be printed and posted with specified preferences. The endpoint is synchronous and returns a response only when the document is fully processed.

The response might take **up to 5 minutes** to be returned. If a faster response is needed, please refer to [Upload Item Async](#) endpoint.

Preferences can be provided via a `PostboxId` or directly in the request.

URL:

```
None
POST /v2/Send/Document
```

Upload with PostboxId

When a `PostboxId` is provided, the document will be printed and posted according to the postbox settings.

Request Body:

```
None
{
  "PostboxId": "EXAMPLE_POSTBOXID",
  "File": "FILE_BYTES", (required)
  "Attachments": [
    "FILE_BYTES"
  ],
```

```
  "CollectedData": {
    "additionalProp1": "EXAMPLE_PROP",
    "additionalProp2": "EXAMPLE_PROP",
    "additionalProp3": "EXAMPLE_PROP"
  },

  "Reference": "string"
}
```

- Attachments are allowed if enabled for the postbox.
- `CollectedData` is optional and applies to specific organizations.
- `Reference` is optional and is assigned to each post item created from this submission. When provided, it overwrites the submitted file name. If null or empty, the default value is the original submitted file name. When submitted via the Merge postbox, if the uploaded file includes a reference overwrite constraint, that value takes precedence over the Reference field provided in the API call.

Upload without PostboxId

When a PostboxId is not provided, the request must contain all printing properties for the document:

- `IsSingleSided` (Boolean) - Specifies if the items should be printed on one side of the paper or on both sides
- `IsFirstClass` (Boolean) - Specifies if the items should be sent as FirstClass
- `HasDRE` (Boolean) - Specifies if the items should have DRE (Digitally reply envelope)
- `SplitType`: 1 (No split), 2 (Split by Page), 3 (Split by Keyword).
- If `SplitType = 2`, `SplitPage` (int) - the number of the page to split by must be specified.
- If `SplitType = 3`, `SplitKeyword` must be specified.
- If `SplitType = 3`, specify `WatchZoneX`, `WatchZoneY`, `WatchZoneWidth`, `WatchZoneHeight` to define the keyword location.
- `Reference` is optional and is assigned to each post item created from this submission. When provided, it overwrites the submitted file name. If null or empty, the default value is the original submitted file name.
- All other parameters are optional.

Request Body:

```
None
{
  "IsSingleSided": true,
  "IsFirstClass": true,
  "IsColour": true,
  "SplitType": 0,
  "SplitKeyword": "string",
  "SplitPage": 0,
  "WatchZoneX": 0,
  "WatchZoneY": 0,
  "WatchZoneWidth": 0,
  "WatchZoneHeight": 0,
  "HasDRE": true,
  "File": "string",
  "Attachments": [
    "string"
  ],
  "OnBehalfOf": "string",
  "CollectedData": {
    "additionalProp1": "string",
    "additionalProp2": "string",
    "additionalProp3": "string"
  },

  "Reference": "string"
}
```

Response:

```
None
{
  "StatusCode": 200,
  "Messages": [
    null
  ],
  "Data": {
    "DocumentSubmissionId": "EXAMPLE_ID",
    "Succeeded": true,
```

```
    "Success": true
  }
}
```

- **StatusCode**: HTTP status code of the request.
- **Messages**: Proper error message if applicable.
- **Succeeded**: Obsolete.
- **DocumentSubmissionId**: ID of the uploaded document.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **5 minutes**.

Upload Item Async

Unlike the `/v2/Send/Document` endpoint, this endpoint returns the `documentSubmissionId` immediately, without waiting for the document to be fully processed. This asynchronous approach is particularly beneficial when handling large or multiple document uploads, as it enhances efficiency and reduces wait times.

URL:

```
None
POST /v2/Send/DocumentAsync
```

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Upload Item V3

Uploads a document to be printed and posted with specified preferences. The endpoint is synchronous and returns a response only when the document is fully processed.

The response might take **up to 5 minutes** to be returned. If a faster response is needed, please refer to Upload Item Async endpoint.

Preferences can be provided via a `PostboxId` or directly in the request.

URL:

```
None
POST /v3/Send/Document
```

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Upload with PostboxId

When a `PostboxId` is provided, the document will be printed and posted according to the postbox settings.

Request Body:

```
None
{
  "PostboxId": "EXAMPLE_POSTBOXID",
  "File": "FILE_BYTES", (required)
  "Attachments": [
    "FILE_BYTES"
  ],
  "CollectedData": {
    "additionalProp1": "EXAMPLE_PROP",
    "additionalProp2": "EXAMPLE_PROP",
    "additionalProp3": "EXAMPLE_PROP"
  },

  "Reference": "string"
}
```

- Attachments are allowed if enabled for the postbox.
- `CollectedData` is optional and applies to specific organizations.
- `Reference` is optional and is assigned to each post item created from this submission. When provided, it overwrites the submitted file name. If null or empty, the default value is the original submitted file name. When submitted via the Merge postbox, if the uploaded file includes a reference overwrite constraint, that value takes precedence over the Reference field provided in the API call.

Upload without PostboxId

When a PostboxId is not provided, the request must contain all printing properties for the document:

- `PostageType`: 1 (First class), 2 (Second class), 3 (Priority), 4 (Eco)
- `IsSingleSided` (Boolean) - Specifies if the items should be printed on one side of the paper or on both sides
- `HasDRE` (Boolean) - Specifies if the items should have DRE (Digitally reply envelope)
- `SplitType`: 1 (No split), 2 (Split by Page), 3 (Split by Keyword).
- If `SplitType = 2`, `SplitPage` (int) - the number of the page to split by must be specified.
- If `SplitType = 3`, `SplitKeyword` must be specified.
- If `SplitType = 3`, specify `WatchZoneX`, `WatchZoneY`, `WatchZoneWidth`, `WatchZoneHeight` to define the keyword location.
- `Reference` is optional and is assigned to each post item created from this submission. When provided, it overwrites the submitted file name. If null or empty, the default value is the original submitted file name.
- All other parameters are optional.

Request Body:

```
None
{

  "PostageType" : 0
  "IsSingleSided": true,
  "IsColour": true,
  "SplitType": 0,
  "SplitKeyword": "string",
  "SplitPage": 0,
  "WatchZoneX": 0,
  "WatchZoneY": 0,
  "WatchZoneWidth": 0,
  "WatchZoneHeight": 0,
  "HasDRE": true,
  "File": "string",
  "Attachments": [
    "string"
  ],
  "OnBehalfOf": "string",
  "CollectedData": {
    "additionalProp1": "string",
```

```
    "additionalProp2": "string",
    "additionalProp3": "string"
  },

  "Reference": "string"
}
```

Response:

```
None

{
  "StatusCode": 200,
  "Messages": [
    null
  ],
  "Data": {
    "DocumentSubmissionId": "EXAMPLE_ID",
    "Success": true
  }
}
```

- StatusCode: HTTP status code of the request.
- Messages: Proper error message if applicable.
- DocumentSubmissionId: ID of the uploaded document.

Upload Item Async (**Recommended**)

Unlike the /v3/Send/Document endpoint, this endpoint returns the
documentSubmissionId immediately, without waiting for the document to be fully
processed. This asynchronous approach is particularly beneficial when handling large or
multiple document uploads, as it enhances efficiency and reduces wait times.

URL:

```
None
POST /v3/Send/DocumentAsync
```

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Get Document Submissions

Retrieves a list of user document submissions, using a simplified pagination model. This version of the endpoint provides a paginated response optimized for reduced payload size and includes a flag indicating the availability of a subsequent page.

URL:

```
None
GET /v3/Send/Submissions
```

Parameters

Only pagination parameters are required.

Ordering and Filtering Properties:

- Id
- FileName
- CreatedDate
- IsFirstClass
- IsColor
- IsSimplex
- Reference
- RecipientName
- Cost
- AttachmentsCount
- StatusId

Response:

```
None

{
  "StatusCode": 200,
  "Messages": [],
```

```
  "Data": {
    "HasNextPage": true,
    "ItemsPerPage": 15,
    "CurrentPage": 1,
    "Items": [
      {
        "Id": "EXAMPLE_ID",
        "CreatedDate": "EXAMPLE_DATE",
        "TypeId": "EXAMPLE_TYPE",
        "StatusId": "EXAMPLE_STATUS",
        "RecipientsCount": "EXAMPLE_NUMBER",
        "ProcessedItemsCount": "EXAMPLE_NUMBER",
        "RecipientName": "EXAMPLE_RECIPIENT",
        "FileName": "EXAMPLE_NAME",
        "Reference": "EXAMPLE_NAME",
        "IsColor": true,
        "IsFirstClass": true,
        "Cost": "EXAMPLE_NUMBER",
        "ErrorsCount": "EXAMPLE_NUMBER",
        "AverageItemProcessingTime": "EXAMPLE_NUMBER",
        "SideType": "EXAMPLE_NUMBER",
        "IsSimplex": true,
        "AttachmentsCount": "EXAMPLE_NUMBER"
      }
    ]
  }
}
```

Response Parameters

- StatusCode: HTTP status code of the request.
- Messages: Proper error messages.
- Id: ID of the document submission.
- CreatedDate: Date and time submission is created.
- TypeId: Represents if the submission is split by page, split by keyword, merge, or none applied.
- StatusId: Status of the submission.
- RecipientsCount: Number of post items created from this submission.
- FileName: Name of the uploaded file.

- **Reference**: Name of the uploaded file, specified by the user in case of a merge submission.
- **RecipientName**: Internal use only.
- **IsColor**: If the submission preference is color.
- **IsFirstClass**: If the submission is first class.
- **Cost**: Internal use only.
- **ErrorsCount**: Number of errors during processing.
- **AverageItemProcessingTime**: Average processing time in milliseconds.
- **SideType**: Single or double-sided.
- **IsSimplex**: Obsolete.
- **AttachmentsCount**: Number of attachments in the submission.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**. The default timeout is **30 seconds**.

Get Document Submission Errors

Retrieves a list of errors for a failed document submission.

URL:

```
None
GET /v2/Send/SubmissionErrors?DocumentSubmissionId=EXAMPLE_ID
```

Response:

```
None

{
  "StatusCode": 200,
  "Messages": [],
  "Data": [
    {
      "DocumentSubmissionId": "EXAMPLE_ID",
      "StartPage": "EXAMPLE_NUMBER",
      "EndPage": "EXAMPLE_NUMBER",
      "Reason": "EXAMPLE_Message",
      "CreatedDate": "EXAMPLE_DATE",
      "UpdatedDate": "EXAMPLE_DATE"
    }
```

```
    ]
}
```

Response Parameters

- `StatusCode`: HTTP status code of the request.
- `Messages`: Proper error messages.
- `DocumentSubmissionId`: ID of the document submission.
- `StartPage`: Start page where the error occurs.
- `EndPage`: End page where the error occurs.
- `Reason`: Description of the error.
- `CreatedDate`: Date and time of the error.
- `UpdatedDate`: Last update time of the error.

Rate Limits & Timeouts

The API endpoint is limited to **2 requests per second per user**.. The default timeout is **30 seconds**.

Pagination, Sorting, and Filtering

Pagination

Certain GET requests in our API support pagination, sorting, and filtering. To use these features, you must construct your query string correctly. This section explains how to use pagination parameters with examples.

Pagination Parameters

The following query parameters are available:

- **Page**: The page number you want to request. The default value is 1.
- **NumberOfItems**: The number of items you want to retrieve per page. The default value is 15. The value must be between 5 and 1000.
- **OrderBy**: The property by which you want to order the items.
- **IsAscending**: The sort order, either ascending (`true`) or descending (`false`). The default value is `false` (descending).
- **Filters**: A key-value pair used to filter the items. The key is the property name, and the value is the filter condition.

Examples

The following examples use the `GET /v2/Receive/Items` endpoint.

Selecting a Page

To request a specific page, include the `Page` parameter in the query string:

```
None
/v2/Receive/Items?Page=2
```

This retrieves the items from page 2.

Selecting the Number of Items per Page

To specify how many items should be included on each page, use the `NumberOfItems` parameter:

```
None
/v2/Receive/Items?NumberOfItems=15
```

This retrieves 15 items per page.

Ordering

To sort the results by a particular property, use the `OrderBy` parameter:

```
None
/v2/Receive/Items?OrderBy=UniqueNumberReference
```

This orders the items by the `UniqueNumberReference` property.

Selecting Ascending or Descending Order

To control whether the items are sorted in ascending or descending order, use the `IsAscending` parameter:

- **Ascending order:**

```
None
/v2/Receive/Items?IsAscending=true
```

- **Descending order:**

```
None
/v2/Receive/Items?IsAscending=false
```

The default is descending (`false`).

Combining Pagination and Ordering Parameters

You can combine multiple pagination, sorting, and filtering parameters by chaining them together with the `&` symbol. For example:

```
None
/v2/Receive/Items?Page=2&NumberOfItems=15&OrderBy=UniqueNumber
Reference&IsAscending=true
```

This retrieves page 2, with 15 items per page, ordered by `UniqueNumberReference` in ascending order.

Filtering

To filter items by a specific property, use the `Filters` parameter. The property name is placed inside square brackets, and the value specifies the filter criteria:

```
None
/v2/Receive/Items?Filters[UniqueNumberReference]=example_value
```

This returns items where the `UniqueNumberReference` equals `example_value`.

Error Handling

If you provide an invalid or unsupported property for filtering or ordering, the API will return an error message. The error response will include a list of supported properties.

Example error response:

```
None
{
  "error": "Invalid property provided for filtering",
  "supported_properties": [
    "UniqueNumberReference",
    "DateReceived",
    "ItemName"
  ]
}
```

Ensure that you use only supported properties in the `OrderBy` and `Filters` parameters to avoid errors.

API URLs

Base URLs

The API provides separate environments for production and testing. Please use the appropriate base URL depending on your use case.

Production Environment:

The production environment should be used only after successful integration with our Demo environment.

```
None

https://api-core.postworks.co.uk/
```

Demo (Testing) Environment:

The demo environment can be used for testing and development purposes without affecting live data.

Error and status codes description

StatusID

List of Post Status types by StatusId code and its description

Code	Description
1	The item is in a post tray.
2	The item is in the post room.
3	The item has been loaded into the delivery van.
4	The item is in the possession of the delivery person.
5	The item has been officially posted or sent for delivery.
6	The item failed.
7	The item was returned.
9	The item is currently in process.
10	The item is waiting for the Match workflow.
11	The item is awaiting client's approval.

DocumentErrorTypeID

List of Document error types by DocumentErrorTypeID code and its description

Code	Description
2	The uploaded file has an unsupported or disallowed file extension or MIME type.
3	The document exceeds the maximum allowed file size for processing or storage.
4	The system failed to convert the document into a valid PDF format.
5	The document contains too many pages and exceeds maximum page count.
6	Splitting the document was unsuccessful due to format or structure issues.
7	Unable to verify the document's page dimensions during validation.
8	One or more pages do not meet required width and/or height constraints.
10	The provided address is invalid.
14	The user's account does not have sufficient credit to proceed.
16	The provided international address is not valid.
19	Failed to retrieve preference.
20	PDF file format is invalid or unsupported.
21	Failed to add document integrity barcodes.

22	Document failed processing rules logic checks.
23	Custom attachments could not be processed.
24	Address could not be validated using the Postal Address File (PAF).
25	The uploaded PDF is encrypted and cannot be processed.
26	Attachment format does not comply with required specifications.
27	Failed to apply EasyMailer overlay.
28	The item did not pass workflow validation or business rules.
35	The document was archived while it was in processing post status.
36	Unsupported fonts in the PDF prevented barcode generation.

Support and Contact Information

If you have any questions, encounter issues, or need assistance with integrating the API, please contact our support team:

- **Email**: support@postworks.co.uk
- **Chat**: on the web portal you can open a chat with support
- **API Key Requests**: For new API key requests or to update permissions, please contact your account manager or email us directly.

📞 Support Hours

Our support team is available during the following hours:

- Monday to Friday: 9 AM to 5 PM (UTC)

For urgent matters outside these hours, please refer to the Status Page for real-time system alerts.

Ensure you're using the correct environment and don't hesitate to reach out if you need help!