Integration Information

Learn about Intelligent Address Formatting and label size customization.

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How Intelligent Address Formatting Works

Overview

Voila empowers users with the capability to validate both domestic and international addresses before generating labels. This functionality mitigates the risk of failed deliveries stemming from inaccurate address information. As part of our commitment to enhancing delivery services, we are pleased to provide this feature to all our users at no cost.

This documentation elucidates the utilisation of this valuable feature and expounds upon the techniques employed by the Intelligent Address Formatter.

Intelligent Address Formatting

Only accurate or complete customer data can lead to a critical issue, often concerning incorrect address information. To address this challenge, we introduce the "format_address_default" parameter in the shipment object of the create-label request. Enabling this parameter activates the Intelligent Address Formatting feature for the associated request.

By activating this feature, the system smartly handles scenarios where requested alterations conflict with a specific courier's capabilities. In such cases, incompatible adjustments are gracefully bypassed, thereby preventing label request rejections.

Beneath, we outline a comprehensive array of methods employed by the Intelligent Address Formatter to rectify these concerns. An illustrative sample of the addressing section within a label request is visualised in the image below.

> Click to Play or Pause the Video

Methods of Intelligent Address Formatting:

- **ISO and Country Harmony:** Voila quickly intervenes when a particular courier necessitates the human-readable country name and its corresponding ISO code. It automatically populates the country name based on the provided ISO code. For instance, "GB" is transformed into "United Kingdom."
- **Standardisation via State Codes:** For shipments headed to the US, Canada (CA), or Australia (AU), human-readable county values are converted into ISO format. For instance, "Florida" becomes "FL," and "New South Wales" becomes "NSW."
- **Phone Country Validation:** The Intelligent Address Formatter eliminates symbols from phone numbers (except for "+"). Additionally, an extra check confirms whether the provided number falls within the 11-14 character range for shipments bound for GB. If compliant, the number remains unchanged; if not, it defaults to "01111111111."
- **Default Phone Number Fill:** In cases where a phone number isn't specified in the request, a default value of "01111111111" is automatically inserted.
- **Rectification of Phone Number Plus Symbol:** If your phone number includes a "+" symbol, it is replaced with "00."
- **Default Email Address Insertion:** When no email address is provided, a default value of "" is used.
- **Name Auto-Population:** When a "company_name" is provided but not a "name," the "company_name" value is duplicated into the "name" field.
- **UK Post Code Correction:** The system validates and corrects postcode formatting for shipments destined for GB, ensuring accurate presentation to the courier. Adjustments could involve proper spacing between the prefixes and suffixes.
- **Address Line Length Management:** If Address Line 1 exceeds the courier's character limit, it is automatically split into Address Line 2. Similarly, if Address Line 2 exceeds the limit, it's divided into Address Line 3.

How to Change Label Sizes

Overview

The dimensions of your label play a crucial role in the shipping process. The label size must be sufficiently spacious to encompass all essential courier-required information, including the imperative barcode that needs to be easily scannable. Voila offers remarkable flexibility in fulfilling your specific label prerequisites. Our system is seamlessly compatible with various prevalent and standardised label formats. It empowers you to swiftly and effortlessly generate shipping labels tailored for diverse couriers and available in multiple dimensions.

This documentation will comprehensively illustrate the process of adjusting the label size and initiating the label request. Furthermore, we will address a selection of frequently asked questions about labels and their associated sizes.

Changing Label Size

To modify the dimensions of your labels, you can easily update the "label_size" value within your "create-label" request. To illustrate the process, we will utilise our **Playground environment**. This exercise will demonstrate how to change the label size and initiate a label request.

The Playground is a tool for facilitating request submissions directly from our application. It grants you insight into the mechanics of communication between your application and Voila. (For a more comprehensive understanding of Playground functionalities, refer to the **Help & Documentation** page.)

As depicted in the image above, the default setting for "label_size" is "6x4", signifying a label that measures 4 inches in width and 6 inches in length (equivalent to 10 x 15 cm).

If you proceed without any alterations and click "Send Request," the Playground will transmit a request through our Royal Mail test account (as the default Playground configuration is aligned with the Royal Mail endpoint), generating a label.

Clicking "View Label" will display the label generated with the dimensions 6x4.

However, adjusting the "label_size" value to other appropriate formats, such as 4x4 and 8x4, is possible. For more detailed insights, the **Setup API Documentation** page provides comprehensive guidance on label creation and related subjects.

While we strive to accommodate label size preferences, it's essential to understand that universal support for every conceivable label size across all couriers might not be feasible. While a 6x4 label is widely supported, some couriers might still need to endorse a 4x4 size. If your label requirements deviate from the norm, we encourage you to contact us for personalised assistance.

> Click to Play or Pause the Video

Frequently Asked Questions (FAQs)

- **Why does the system still generate a 6x4 label after I've adjusted the label size?**
  - The system may continue to produce a 6x4 label because the relevant courier might not support the size you entered. Our system generally defaults to supporting 6x4 labels.
- **Could printing the label larger than its actual size pose an issue?**
  - Printing the label slightly larger than its actual size should be fine, but it's advised to stay within the dimensions of half an A4 sheet.
- **Is it acceptable to shrink the label during printing?**
  - Shrinking the label could affect the functionality of the barcode. However, if your package is too small for the label, you can wrap the label around the parcel without issue. For instance, if you have a 4x4 box and a 6x4 label, you can overlap the 6x4 label along the edge, ensuring that the essential information remains readable and the barcode remains scannable.
- **What do the S17 and S19 labels refer to?**
  - The S17 and S19 labels denote integrated labels on an A4 sheet of paper. These labels are designed for companies that require shipping labels for carriers such as Royal Mail or other primary courier services.

Label Sizes and Usage Guide

Overview

This document provides a detailed overview of the various shipping label sizes available, including their dimensions and typical applications, to help you select the appropriate labels for different shipping needs.

Label Sizes Explained

Here's a table outlining the available print sizes for Voila. Each size is typically indicated by its width and height in inches, along with a brief explanation of common uses for each size:

Print Size	Dimensions (inches)	Description
4x4	4x4	This size is often used for small labels, such as barcodes, small product labels, or return address labels. It's compact and ideal for minimal information.
4x6	4x6	This is the most common size for shipping labels. It fits on most standard packages and provides enough space for all necessary shipping information, including the recipient's address, sender's address, barcode, and other relevant details.
4x6 Packing Slip	4x6	Similar in size to the 4x6 shipping label, this is used for packing slips. It’s a compact size that fits inside or on the package.

Print Size	Dimensions (inches)	Description
4x8	4x8	This label is slightly larger than the 4x6 size, offering additional space. This extra length can be useful for including more detailed shipping information or additional instructions.
6x4	6x4	This size is commonly used for shipping labels and is suitable for packages of various sizes. It provides enough space for shipping information, barcodes, and addresses.
8x4	8x4	This label size is slightly larger, offering more room for detailed information. It can be used for larger packages or shipments that require more details, such as international shipments.
S19 Integrated	Varies, often around 8.5 x 11 with a peel-off section	Integrated labels combine a standard sheet (usually 8.5 x 11 inches) with a built-in label section that can be peeled off. The peel-off section is often used for shipping labels, while the rest of the sheet can contain a packing slip, invoice, or other information.
A4 Commercial Invoice	8.27 x 11.69	A4 is a standard paper size used globally, particularly in countries outside North America. It is used for printing commercial invoices and other documentation that may need to accompany a shipment.

Detailed Explanations:

- **4x4 Labels:**
  - **Dimensions:** 4 inches by 4 inches.
  - **Uses:** These are small and typically used for labelling smaller items or packages. They might also be used for QR, return addresses, or small barcode labels.
- **4x6 Labels:**
  - **Dimensions:** 4 inches by 6 inches.
  - **Uses:** Ideal for shipping parcels through courier services like USPS, UPS, FedEx, and other major carriers. It’s a versatile size that suits most package sizes.
- **4x6 Packing Slip:**
  - **Dimensions:** 4 inches by 6 inches.
  - **Uses:** Used to provide customers with a list of items included in the shipment. It can also include return instructions and other order-related information. This size is convenient for inserting into small to medium packages.
- **4x8 Labels:**
  - **Dimensions:** 4 inches by 6 inches.
  - **Uses:** Suitable for larger packages or when more information needs to be displayed on the label. It’s often used for international shipments where extra customs information is required.
- **6x4 Labels:**
  - **Dimensions:** 6 inches by 4 inches.
  - **Uses:** This is a standard size for shipping labels. It fits well on most packages and provides adequate space for the recipient's address, sender's address, tracking barcode, and sometimes a small logo or message.
- **8x4 Labels:**
  - **Dimensions:** 8 inches by 4 inches.

- **Uses:** These labels are used when more information needs to be displayed. They are helpful for larger packages or when additional instructions or information needs to be included on the label.

S19 Integrated Labels:

- **Dimensions:** They vary, but the entire sheet is commonly around 8.5 inches by 11 inches, with a peel-off label section.
- **Uses:** Integrated labels are multifunctional. The main sheet is often an invoice or packing slip, while the peel-off section is a shipping label. This is convenient for combining multiple shipping documents into one sheet, reducing the need for separate printing.

A4 Commercial Invoice:

- **Dimensions:** 8.27 inches by 11.69 inches (standard A4 paper size)
- **Uses:** This size is ideal for printing commercial invoices, packing lists, and detailed shipping documents. It is typically used for international shipments where a detailed declaration of contents and value is required.

Supported Courier Integrations

Overview

This document showcases the extensive range of courier integrations Voila offers. These integrations are designed to optimise your shipping processes and enhance your logistical efficiency.

List of Couriers

Below is a table listing the integrations we support and offer, sorted alphabetically from left to right.

Supported Couriers					
AltLogic	Amazon	Amazon Shipping Central	Amazon Shipping France	Amazon Shipping Italy	Amazon Shipping Spain
APC	APC Global	Arrow XL	Asendia	B2C Europe	Barcode Logistics
Bird System	BJS Home Delivery	Boxedoff Barcodes	Caribou	Chronopost	CitySprint
Colis Prive	Coll8 Logistics	Collect Plus	Correos	CR Transport	CSM
Deliver 360	Deliver 365	Delnext	Despatch Cloud	Deutsche Post	DG International
DHL eCommerce	DHL Express	DHL Parcel Germany	DHL Parcel Netherlands	DHL Parcel Spain	DHL Parcel UK
DHL Poland	DHL Warenpost	DHL Parcel UK Cloud	DPD	DPD Austria	DPD C2C

Supported Couriers					
DPD Germany	DPD Ireland	DPD Local	DPD Netherlands	Dtt Deliveries Ltd	DX
Dx Express	Dx Freight	Envialia	Evri	Evri Corporate	Evri International
Exelot	ExFreight	Expect Distribution	Fast Despatch Logistics	Fastway	FedEx
FedEx Cross Border	FloStream	Fosseway	Furdeco	GFS Deliver	Global Corporate Logistics Ltd
GlobalE	GLS France	GLS Germany	GLS Netherlands	GLS Spain	Hancia Ltd
Hermes	Hermes Corporate	Hived	HubEurope	HubEurope Express	Huxloe
Impact Express	InPost	International Bridge USPS	InExpress Belfast	Landmark	Loco
Low Cost Parcels	MHI	Moov Parcel	Muship Limited	Norsk	Now Fulfilment
OnLogistics	OrangeDS	Paack	Pallet Track	Palletforce	Palletways
Pallex	Panther	Parcel Delivery Solutions Ltd	Parcel2Go	Parcelforce	Parcel Giant Worldwide
Parcelhub	Parceltec	PDC Logistics	PostNL	PPI	Pro Carrier
Relay	RMC Distribution UK	Royal Mail	Royal Mail Click & Drop	Royal Mail Intersoft	Samos
Seur	Shark Distribution	Shippr	SkyNet Worldwide Express	Smart Track	Spring Global
Spring XBS	Starlinks	Stuart	Test	The Delivery Group	The Pallet Network
TNT	Toms Transit	Total Fulfilment	Transforce BE	Transglobal	Trunkrs

Supported Couriers					
Tuffnells	UK Mail	UPN	UPS	UPSv2	Urb-it
USPS	Vamox	W Logistics	Whistl	Worldwide Shipping Solutions Ltd	XDP
Yodel	Yodel Link	Yun Express			