

# **ePAL Product Documentation**

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# Chapter 1. Getting Started with *ePAL*

Welcome to the *ePAL* product documentation.

You can use the information here to orientate yourself and to become familiar with *ePAL*'s features and the resources provided to help you understand them.

This documentation will guide you through each step of your interaction with *ePAL* and provide a reference as you use the product over time.

For more general information designed to help introduce you to the deployment options , see the [Getting Started with ePAL \(on page 4\)](#) section.

For an overview of how the features can help your business, see the [Features Matrix \(on page 8\)](#) topic.

Review the components and deployment options that are explained in this topic to understand what *ePAL* is and which deployment option might suit you best.

If you would like to see what *ePAL* looks like in a store, you can try it out at the demo store [here](#).

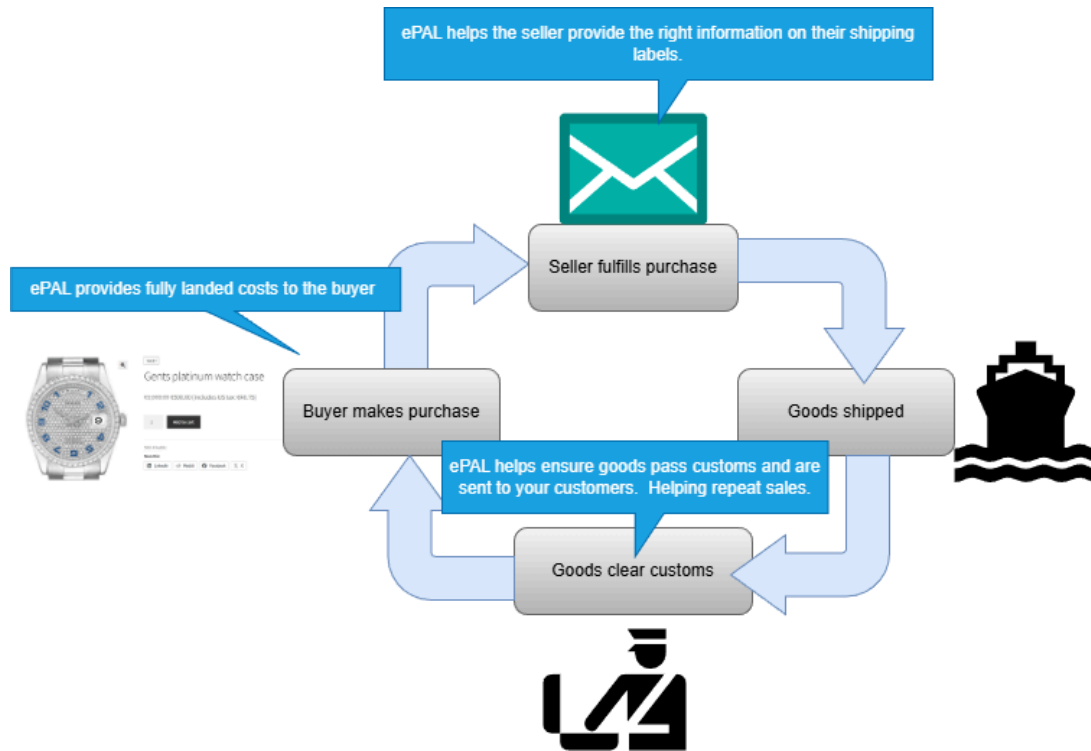
You can also view videos on our Youtube channel [here](#).

## **What is *ePAL*?**

*ePAL* is an application that helps you sell your goods to customers in foreign markets. It does this by helping you gather information for things like tax, customs, shipping and product classification.

The following graphic shows how *ePAL* helps create a positive cycle for international sales that benefits you and your customers. *ePAL* is there to provide information at each step, from providing tax and customs information to your buyer before, during and after their purchase, to ensuring required information is on your shipping labels when they are reviewed by customs.

Figure 1. ePAL Integration with Sales Cycle



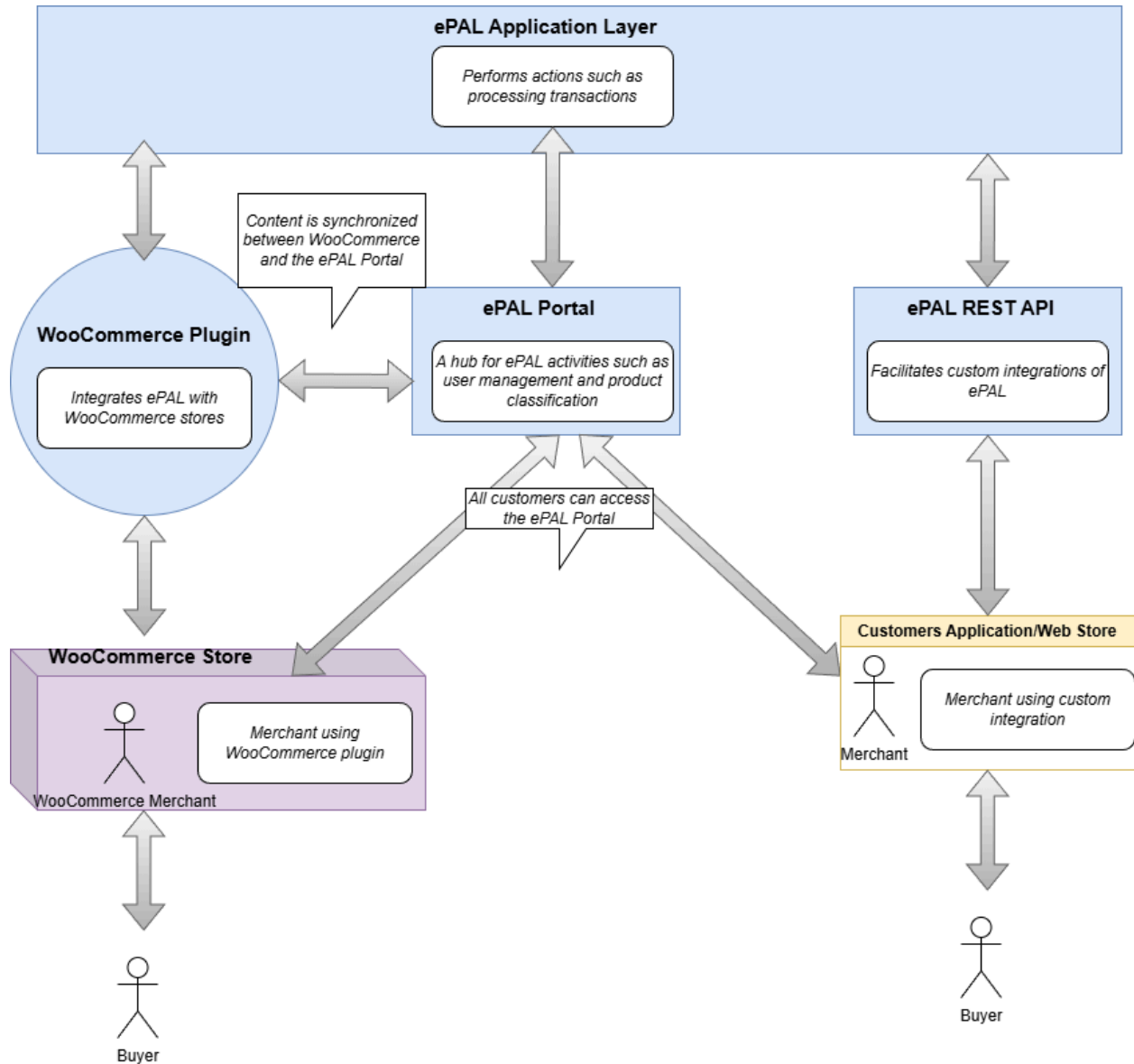
For a complete list of features, see the [Features Matrix \(on page 8\)](#) topic.

## Components

ePAL includes the following components:

- **ePAL Portal:** ePAL also provides a portal where you can register your profile, view reports and change some settings. The content here and within the plugin can be synchronized so that it remains aligned. For more information, see the [ePAL for WooCommerce \(on page 20\)](#) section.
- **ePAL WooCommerce Plugin:** The plugin integrates the ePAL's functions with WooCommerce. For more information, see the [ePAL for WooCommerce \(on page 20\)](#) section.
- **REST API:** Users who want to connect directly to ePAL can do so using the REST API. For more information, see the [ePAL REST API Overview \(on page 98\)](#) section.

These are summarized in the following graphic:



## Deployment Options

There are 2 main ways of deploying and integration ePAL:

- **WooCommerce Plugin:** You can use the WooCommerce plugin to integrate ePAL quickly and easily with your WooCommerce store. For more information, see the [ePAL for WooCommerce \(on page 20\)](#) section.
- **REST API Integration:** Alternatively, you can use the REST API to connect directly to ePAL. For more information, see the [ePAL REST API Overview \(on page 98\)](#) section.

Both of these users may utilize the features of the *ePAL* Portal. You can access it from the following link: [ePAL Portal](#).

For more information about how to use the Portal, see the [ePAL Portal User Guide \(on page 78\)](#) section.

## Why choose *ePAL*?

Read about how *ePAL*'s features can help you address challenges for your business.



### Tip:

If you are a *WooCommerce* plugin user, you can find specific information in the [Getting Started \(WooCommerce\) \(on page 78\)](#) section.

## Business Challenges

As an international seller with a *WooCommerce* store you may face the following challenges:

- Tax calculation can be difficult for international sales. This is a multi-faceted problem that covers issues such as the following:
  - Indirect tax rate calculation. The applicable indirect tax rate can vary for different jurisdiction.
  - You also need to account for different tax rates within a tax rate. For example, some goods may qualify for a reduced tax rate or may be exempt from tax or zero rated.
  - Tax on shipping can be difficult to calculate and it is often estimated or overcharged.
  - Product classification can be challenging.
  - Business-to-Business (B2B) sales also bring specific tax requirements.
  - Tax schemes that are designed to help importers reach international customers such as Import One-Stop Shop (IOSS) may have their own specific requirements.
- Customs and excise duties can bring additional requirements when compared to selling domestically where only.
- Once your goods clear customs, you need to ensure that they are shipped to the correct location. This depends on accurate shipping labels and these may need to be coordinated over multiple shipping partners.
- Product classification can be a time consuming and recurring chore.

## *ePAL* Features

*ePAL* helps address these challenges by providing the following solutions:

- **Easy Integration:** Whether you connect to ePAL using the REST API, portal or plugin, it provides a streamlined experience designed to help you to start using the solution quickly and easily.
- **VAT Calculation and Reporting:** *ePAL* identifies the correct VAT rate (including reduced- and zero-rated goods) for the source and destination countries, calculates the correct VAT for each product, and generates compliant reports for the remittance of VAT in each country. For more information, see the [Taxes \(WooCommerce\) \(on page 53\)](#) topic.
- **Customs and Excise:** *ePAL* automatically identifies product classification codes for the destination country, calculates the correct customs and excise duties, and provides you with verifiable and audit-ready proof. For more information, see the [Customs Duty and Excise \(WooCommerce\) \(on page 57\)](#) topic.
- **Shipping and Labelling:** *ePAL* provides easy access to hundreds of shipping companies to give your customer the best options and rates, and generates shipping labels and documentation that is compliant with the customs requirements for the destination country. For more information, see the [Shipping \(WooCommerce\) \(on page 58\)](#) topic.
- **Product Classification:** Product classification is an essential ingredient of successful compliance screening and accurate Fully Landed Costs (FLCs) calculations. *ePAL* includes a number of features to help you with this. For more information, see the [Product Classification \(WooCommerce\) \(on page 69\)](#) topic.
- **Reporting and Analytics:** Audit logs and reporting on your *ePAL* transactions.
- **Customs Pre-Clearance:** *ePAL* allows you to ship goods to your overseas buyers knowing that everything that is needed to clear customs has been provided by ePAL and integrated with your shipping provider's labels. In many cases, *ePAL* helps ensure that you can take advantage of pre-clearance in customs to help goods reach your buyers more quickly.
- **Coverage for IOSS, non-IOSS, B2C and B2B:** There are a number of distinct tax schemes and variations such as B2B that need to be accounted for. *ePAL* helps you with these. For example, Import One-Stop Shop (IOSS) is a scheme to help importers sell goods into the EU. *ePAL* allows you to specify your IOSS if you have one. For more information, see the [Import One Stop Shop \(IOSS\) \(WooCommerce\) \(on page 57\)](#) topic.
- **Refunds and Returns:** Easy international refunds and returns process, pre-printed labels and documentation, automatic calculation of VAT and Duties reclaims.

## Features Matrix

The tables listed here offer an overview of *ePAL*'s features.

*ePAL* users generally access it in one or more of the following ways, depending on their needs and preferences:

- **WooCommerce plugin:** A WooCommerce plugin is provided to help you integrate *ePAL* into your store. For a list of features, see the [Features \(WooCommerce\) \(on page 30\)](#) topic.
- **ePAL Portal:** The Portal can be used for a variety of tasks such as user management, product classification and so on.
- **REST API:** Users who want to integrate directly with *ePAL* can use the REST API to do so. For more information, see the [ePAL REST API Overview \(on page 98\)](#) section.

The following table summarizes the features available in each version of *ePAL* and provides links to topics and sections with further detail:

**Table 1. Features Matrix**

Feature	WooCommerce Plugin	ePAL Portal	REST API
Tax calculation (including indirect sales tax like VAT and special schemes and variations such as IOSS and B2B)	Yes. See the <a href="#">Taxes (WooCommerce) (on page 53)</a> topic.	No.	Yes. You can use the requests in the Quotes endpoint to calculate tax. See the <a href="#">Quotes Endpoint (on page 125)</a> section.
Customs duties (including calculation of tax on customs duties).	Yes. See the <a href="#">Customs Duty and Excise (WooCommerce) (on page 57)</a> topic.	No	Yes. You can use the requests in the Quotes endpoint to calculate custom's duties. See the <a href="#">Quotes Endpoint (on page 125)</a> section.
Calculation of tax on shipping	Yes. See the <a href="#">Shipping (WooCommerce) (on page 58)</a> topic.	Yes	Yes. You can use the requests in the Quotes endpoint to calculate tax on shipping. See the <a href="#">Quotes Endpoint (on page 125)</a> section
Excise	Yes. See the <a href="#">Customs Duty and Excise (WooCommerce) (on page 57)</a> topic.	Yes	Yes

**Table 1. Features Matrix (continued)**

Feature	WooCommerce Plugin	ePAL Portal	REST API
Product classification	Yes. See the <a href="#">Product Classification (WooCommerce) (on page 69)</a> topic.	Yes. See the <a href="#">Product Classification (on page 80)</a> section.	No
Shipping label generation	Yes.	No	Yes
Connection to shipping partners, such as Shippo	Yes	Yes	No
Checkout integration	Yes	No	Yes
Fulfilment integration	Yes	No	Yes

## Using this Documentation

Read about how you can use this documentation.

This documentation is designed to progressively disclose information as it is needed so as to not overwhelm readers with too much information.

This documentation is divided into the following main sections:

**Table 2. Documentation Sections**

Section	Description
<a href="#">Getting Started with ePAL (on page 4)</a>	Provides an introduction to ePAL. It explains what ePAL is, how it can help your business and it directs you to further information in the documentation.
Getting Started (WooCommerce) (on page )	Helps you to install and use the WooCommerce plugin. It will guide you through the guided installation and help you use the features it provides.
<a href="#">ePAL Portal User Guide (on page 78)</a>	Explains the features that are available for various users in the ePAL Portal.

**Table 2. Documentation Sections (continued)**

Section	Description
<a href="#">ePAL REST API Overview (on page 98)</a>	Provides a comprehensive and structured documentation for the API. You will find topics to help you get started, authenticate your requests as well as comprehensive reference topics for each request that details fields, examples and other information.

## Formatting Conventions

Formatting conventions are used to help you identify components, products and other important things like code samples or UI texts. The following table lists the formatting conventions used in this documentation:

**Table 3. Formatting Conventions**

Convention	Use
<code>Monospace</code>	Code snippets and samples.
<b>Bold</b>	The titles of referenced UIs. Also used for topic and section titles.
<i>Italics</i>	Product names.

## Single File Versions

For your convenience, this documentation is also available as single PDF and RTF files:

- You can find a PDF version of the documentation here: [ePAL Product Documentation PDF](#).
- You can find an RTF version here: [ePAL Product Documentation RTF](#)

## Useful Resources

This topic list some resources that you can use, such as the API URLs, documentation and other links.

### General

The following useful links and resources are available:

**Table 4. Useful Links and Resources**

Resource Link	Description
<a href="https://epalglobal.eu/">https://epalglobal.eu/</a>	ePAL Website
<a href="https://docs.epalglobal.co/documents/index.html">https://docs.epalglobal.co/documents/index.html</a>	ePAL Documentation
Videos <i>(on page 14)</i>	Videos
<a href="https://www.youtube.com/@ePALGlobal">https://www.youtube.com/@ePALGlobal</a>	YouTube channel
<a href="https://docs.epalglobal.co/#section/Welcome-to-the-ePAL-API">https://docs.epalglobal.co/#section/Welcome-to-the-ePAL-API</a>	Re-docly API collection
<a href="https://imaginef1.shop/">https://imaginef1.shop/</a>	Demo Store

## API Endpoints and Request

The following table lists the available API endpoints and requests:

**Table 5. Endpoints and Requests**

Endpoint	Requests
Health ( <code>/health</code> )	<a href="#">Get welcome message <i>(on page 107)</i></a>
	<a href="#">Health check <i>(on page 108)</i></a>
Health Check ( <code>/Health/Integrations</code> )	<a href="#">Check health status of all integrations <i>(on page 109)</i></a>
Transactions ( <code>/transaction</code> )	<a href="#">Process transaction <i>(on page 113)</i></a>
Quotes ( <code>/quotes</code> )	<a href="#">Get user quotes <i>(on page 125)</i></a>
	<a href="#">Get user quotes (Pagination/Summary) <i>(on page 129)</i></a>
	<a href="#">Get quotes by session ID <i>(on page 133)</i></a>
	<a href="#">Get quote by session ID with raw data <i>(on page 136)</i></a> ()
Documents ( <code>/generate-labels</code> )	<a href="#">Generate shipping labels and documents <i>(on page 140)</i></a>
	<a href="#">Get label by ID <i>(on page 147)</i></a>

**Table 5. Endpoints and Requests (continued)**

Endpoint	Requests
	Get label by tracking number <i>(on page 148)</i>
	Get all Shippo documents for a transaction <i>(on page 149)</i>
	Get Shippo customs declaration by ID <i>(on page 152)</i>
Fulfillment ( <code>/fulfillment</code> )	Process fulfillment <i>(on page 156)</i>
IOSS Validation ( <code>{ioss-validation}</code> )	Validate IOSS eligibility <i>(on page 157)</i>
	Validate IOSS eligibility by session ID <i>(on page 162)</i>
Code Translation ( <code>/code-translation</code> )	Translate export/import/transport codes <i>(on page 165)</i>
HS Code ( <code>/hscodes</code> )	Search HS/TARIC by code <i>(on page 168)</i>
	Search HS/TARIC by description <i>(on page 169)</i>


## API Environment Details

The following table lists some details about the sandbox and production environments:

**Table 6. API Environment Details**

Detail	Sandbox	Production
<b>API URL</b>	<code>https://sandbox-api.epalglobal.com/</code>	<code>https://api.epalglobal.com/</code>
<b>Client ID</b>	<code>epal_20377450bb-b442d6be9ed6c49ac84d15</code>	<p>This is your secret client ID. You can retrieve it from the <a href="#">ePAL Portal</a>.</p> <div style="border: 1px solid black; border-radius: 10px; padding: 10px; background-color: #fff9c4;"> <p> <b>CAUTION:</b> It is important to keep this information secure and secret.</p> </div>

**Table 6. API Environment Details (continued)**

Detail	Sandbox	Production
<b>Client Secret</b>	sk_sandbox_1f04c6fdf868ac8b- fa481338b54827ea1e5c01f7a8711d09 f50	This is your secret. You can re-trieve it from the <a href="#">ePAL Portal</a> .   <b>CAUTION:</b> It is important to keep this information secure and secret.
<b>ePAL Portal</b>	<a href="#">ePAL Dashboard (Sandbox)</a>	<a href="#">ePAL Portal</a>
<b>ePAL Portal User</b>	<ul style="list-style-type: none"> <li>• <b>User:</b> developer@epal-global.com</li> <li>• <b>Password:</b> Sandbox-User123!</li> </ul>	This is your user and password for the <a href="#">ePAL Portal</a> .

## Videos

Videos are provided to help you become familiar with ePAL and its features.

The following videos are available:

**Table 7. ePAL Videos**

Video	Description
<a href="#">ePAL for WooCommerce Introduction</a>	Introduction to ePAL for <i>WooCommerce</i>
<a href="#">Why Cross-Border Sales go Wrong</a>	An overview of the challenges of cross-border sales and how ePAL can help.
<a href="#">ePAL and Fully Landed Costs (FLCs)</a>	An explanation of FLCs and how ePAL can help.
<a href="#">EU Removes Customs Duty Exemption</a>	An explanation of a change to an EU customs duty exemptions.

**Tip:**

You can also find these videos on the ePAL Youtube channel [here](#).

## Glossary of Terms

A collection of terms that you will encounter while using the product.

**Table 8. Glossary**

Term	Definition
ePAL	
Customs duty	A charge on goods levied by the customs authority.
Excisable goods	Goods that qualify for excise duties.
Fully Landed Costs (FLC)	The total costs of the goods when they arrive at their destination.
HS Code	An internal code that represents a good. It has a number of derivatives such as the HS6 code.
Import One Stop Shop (IOSS)	A tax scheme for sellers who are importing goods into the European Union (EU).
Product Classification	The process of using HS codes to classify your products.
Shipping label	The label that is printed and attached to the shipped goods.

## Privacy Policy

You can read the copyright notice.

Last updated August 2025.

### 1. Information We Collect

We collect information you provide directly to us, such as when you create an account, use our services, or contact us for support. This may include:

- Contact information (name, email address, phone number)
- Business information (company name, VAT number, business address)
- Payment information (processed securely through third-party providers)
- Shipping and customs data related to your transactions
- Communications with our support team

## **2. How We Use Your Information**

We use the information we collect to:

- Provide and maintain our shipping and compliance services
- Process transactions and manage your account
- Handle customs declarations and VAT reporting
- Provide data to third parties who are acting on your behalf
- Communicate with you about your shipments and account
- Comply with legal obligations and regulatory requirements
- Improve our services and develop new features

## **3. Information Sharing**

We may share your information with:

- Shipping carriers and logistics partners to fulfill your orders
- Government authorities for customs and tax compliance
- Payment processors to handle transactions
- Third parties who we are engaging with on your behalf
- Service providers who assist us in operating our platform
- Legal authorities when required by law or to protect our rights

## **4. Data Security**

We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet is 100% secure.

## **5. Your Rights**

Under GDPR and other applicable laws, with regard to any personal data we might process, you have the right to:

- Access and receive a copy of your personal data
- Rectify inaccurate personal data
- Erase or anonymize your personal data in certain circumstances
- Restrict processing of your personal data
- Export your personal data for data portability
- Object to processing of your personal data

## **6. Cookie Policy**

### **6.1**

To make our Website work properly, we place small data files called "cookies" on your device. Most big websites do this too.

### **6.2**

A cookie is a small data file that the Website saves on your computer or mobile device when you visit the Website either for only the duration of your visit on the Website or for a fixed period. These collect and store certain information, and these typically involve pieces of information or code that the Website transfers to or accesses from your computer hard drive or mobile device to store and sometimes track information about you. Cookies and similar technologies enable you to be remembered when using that computer or device to interact with the Website and can be used to manage a range of features and content as well as store searches and present personalized content.

### **6.3**

We use cookies to observe how many users access and use our Websites, when users access and use our Website and what pages users access. Our Website uses cookies to distinguish you from other users. This helps us to provide you with a good experience when you use our Website and also allows us to improve our Website, Platform.

### **6.4**

Most web browsers automatically accept cookies and similar technologies, but if you prefer, you can change your browser to prevent that and your help screen or manual will tell you how to do this. However, you may not be able to take full advantage of the Website if you do so.

### **6.5**

A number of cookies and similar technologies we use last only for the duration of your web session and expire when you close your browser. Others are used to remember you when you return to the Website

and are stored in your browser until you delete them or your browser deletes them based on the expiration date defined by the cookie's file.

## 6.6

We use these cookies and other technologies on the basis that they are necessary for the performance of a contract with you, or because using them is in our legitimate interests (where we have considered that these are not overridden by your data protection interests or fundamental rights and freedoms), and, in some cases, where required by law, where you have consented to their use.

## 6.7

We use the following types of cookies:

- (1) strictly necessary cookies.** These are cookies that are required for the operation of our Website. They include, for example, cookies that enable you to log into your Account;
- (2) analytical and performance cookies.** They allow us to recognize and count the number of users and to see how users move around our Website when they are using it. This helps us for our legitimate interests of improving the way our Website works, for example, by ensuring that users are finding what they are looking for easily;
- (3) functionality cookies.** These are used to recognize you when you return to our Website. This enables us, subject to your choices and preferences, to personalize our content, greet you by name and remember your preferences (for example, your choice of language or region); and
- (4) targeting cookies.** These cookies record your visit to our Website, the pages you have visited and the links you have followed. We will use this information subject to your choices and preferences to make our Website.

## 6.8

The effect of disabling cookies depends on which cookies you disable but, in general, the Website may not operate properly if all cookies are switched off.

## 6.9

If you want to disable cookies on our Website, you need to change your browser settings to reject cookies. How you can do this will depend on the browser you use, therefore, please, check with your browser provider to find out how to disable cookies.

## **6.10**

We do not place targeted, personalized advertising on our website so we will not use cookies to target advertising based on your preferences. We do not sell your data to any third party.

## Chapter 2. ePAL for *WooCommerce*

This section contains information about the ePAL plugin for *WooCommerce*.

If you would like a walk through installation, contact us at [john@epalglobal.com](mailto:john@epalglobal.com).

For more information about the benefits of *ePAL*, see the [Why choose ePAL for WooCommerce? \(on page 22\)](#) topic.

An example of how the plugin works is provided in the [How does ePAL for WooCommerce Work? \(on page 24\)](#) topic.

### **Restrictions**

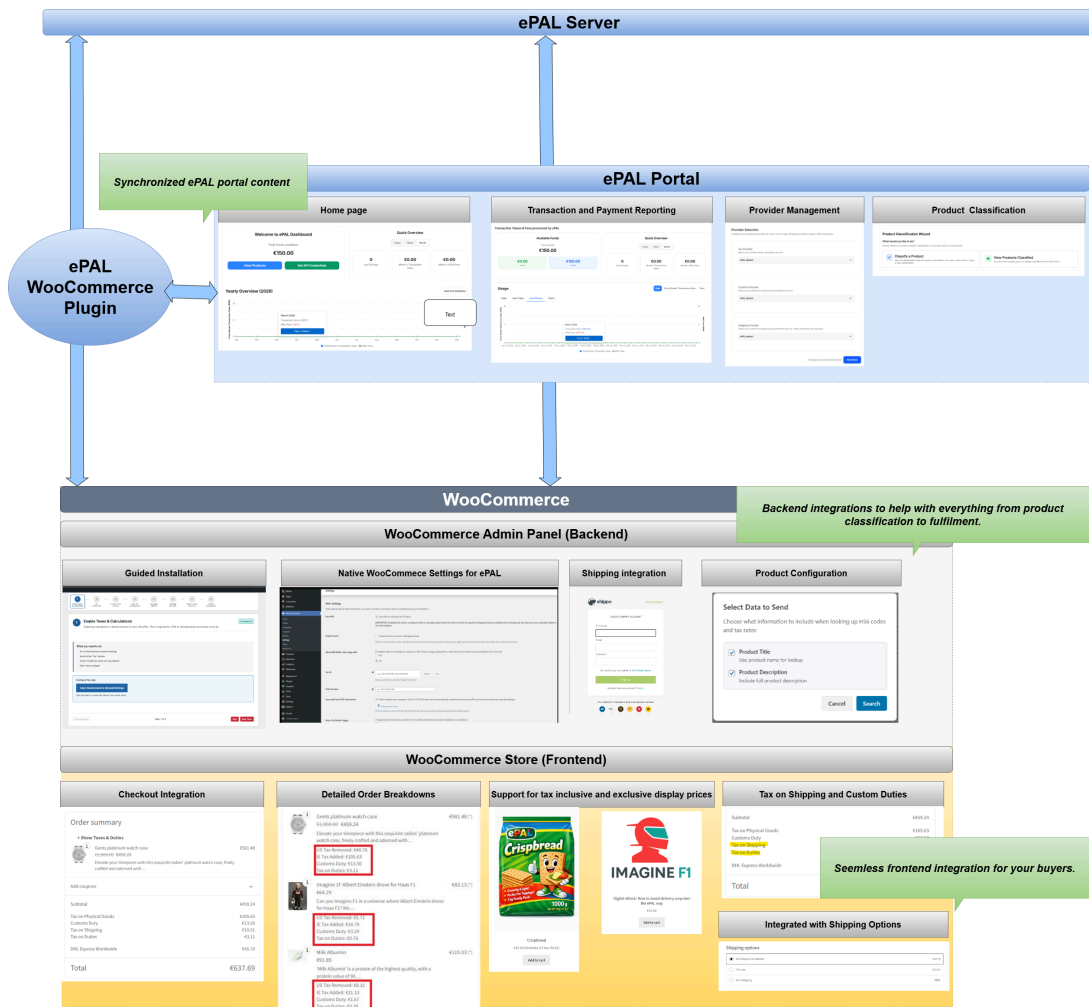
The following restrictions apply:

- *ePAL* does not support digital goods.
- The plugin is supported for sellers into the European Union (EU). This means sellers like you can be based anywhere in the world and can sell to any EU country.
- Whether a transaction is Business-to-Business (B2B) or Business-to-Customer (B2C), domestic or cross-border can all affect the applicable tax rate (in addition to other factors) and any customs duty. For more detailed information about what is supported, see [Supported Taxes and Customs Duties \(WooCommerce\) \(on page 55\)](#).

### **Component Overview**

The following graphic shows the main components in a typical deployment of this plugin as well as some features:

Figure 2. Components



The plugin consists of the following components:

- **ePAL Server:** This is the backend engine that handles calculations and other processes.
- **ePAL Portal:** ePAL also provides a portal where you can register your profile, view reports and change some settings. The content here and within the plugin can be synchronized so that it remains aligned.
- **ePAL Plugin:** The plugin integrates the ePAL's functions with WooCommerce.
- **WooCommerce:** The *WooCommerce* integration can be split into the back- and frontend integrations:

- **Admin Panel (Backend):** The plugin is integrated into your *WooCommerce* Admin panel so you can manage all your ePAL relevant settings from there. It also integrates with native *WooCommerce* functionality for things like product classification and order fulfilment.
- **Store (Frontend):** *ePAL*'s features like tax and customs calculations are also available to the buyers in your store.

## Installation

You can find all the information that you need to install the plugin in the [Installation Guide \(WooCommerce\) \(on page 32\)](#) section.

First you need to retrieve and upload the plugin into your *WooCommerce* instance. This is explained in the [Uploading the Plugin \(WooCommerce\) \(on page 33\)](#) topic.

Once this is complete, you can install it. This is explained in the [Installing the Plugin \(WooCommerce\) \(on page 36\)](#) topic.

## Features

For more information about the features available to plugin users after the installation is complete, see the [Features \(WooCommerce\) \(on page 30\)](#) topic.

## Why choose *ePAL* for *WooCommerce*?

Read this topic to get an overview of the business challenges and how *ePAL* can help you solve these.

## Challenges

As an international seller with a *WooCommerce* store you may face the following challenges:

- Tax calculation can be difficult for international sales. This is a multi-faceted problem that covers issues such as the following:
  - Indirect tax rate calculation. The applicable indirect tax rate can vary for different jurisdiction.
  - You also need to account for different tax rates within a tax rate. For example, some goods may qualify for a reduced tax rate or may be exempt from tax or zero rated.
  - Tax on shipping can be difficult to calculate and it is often estimated or overcharged.
  - Product classification can be challenging.
  - B2B sales also bring specific tax requirements.
  - Tax schemes that are designed to help importers reach international customers such as Import One-Stop Shop (IOSS) may have their own specific requirements.

- Customs and excise duty can bring additional requirements when compared to selling domestically where only.
- Once your goods clear customs, you need to ensure that they are shipped to the correct location. This depends on accurate shipping labels and these may need to be coordinated over multiple shipping partners.
- Product classification can be a time consuming and recurring chore.

## Solutions

*ePAL* helps address these challenges by providing the following solutions:

- **Easy Integration:** *ePAL* can be integrated and running in your store in less than 1 hour, using the guided installation. For more information, see the [Installation Guide \(WooCommerce\) \(on page 32\)](#) section.
- **VAT Calculation and Reporting:** *ePAL* identifies the correct VAT rate (including reduced- and zero-rated goods) for the source and destination countries, calculates the correct VAT for each product, and generates compliant reports for the remittance of VAT in each country. For more information, see [Taxes \(WooCommerce\) \(on page 53\)](#).
- **Customs and Excise:** *ePAL* automatically identifies product classification codes for the destination country, calculates the correct Customs Duties, checks for Excise products, and provides you with verifiable and audit-ready proof. For more information, see the [Customs Duty and Excise \(WooCommerce\) \(on page 57\)](#) topic.
- **Shipping and Labelling:** *ePAL* provides easy access to hundreds of shipping companies to give your customer the best options and rates, and generates shipping labels and documentation that is compliant with the Customs requirements for the destination Country. For more information, see the [Shipping \(WooCommerce\) \(on page 58\)](#) topic.
- **Product Classification:** Product classification is an essential ingredient of successful compliance screening and accurate Fully Landed Costs (FLCs). *ePAL* includes a number of features to help you with this. For more information, see the [Product Classification \(WooCommerce\) \(on page 69\)](#) topic.
- **Reporting and Analytics:** Audit logs and reporting on your *ePAL* transactions.
- **Customs Pre-Clearance:** *ePAL* allows you to ship goods to your overseas buyers knowing that everything that is needed to clear customs has been provided by *ePAL* and integrated with your shipping provider's labels. In many cases, *ePAL* helps ensure that you can take advantage of pre-clearance in customs to help goods reach your buyers more quickly.
- **Coverage for IOSS, non-IOSS, B2C and B2B:** There are a number of distinct tax schemes and variations such as B2B that need to be accounted for. *ePAL* helps you with these. For example, Import One-Stop Shop (IOSS) is a scheme to help importers sell goods into the EU. *ePAL* allows you

to specify your IOSS if you have one. For more information, see the [Import One Stop Shop \(IOSS\) \(WooCommerce\) \(on page 57\)](#) topic.

- **Refunds and Returns:** Easy international refunds and returns process, pre-printed labels and documentation, automatic calculation of VAT and Duties reclaims.

## How does ePAL for *WooCommerce* Work?

This topic explains how ePAL integrates with the order processing flow in *WooCommerce* from purchase to shipping.

This example uses the ePAL demo store. You can visit it [here](#).

This examples walks through a typical buyer scenario where they purchase a good, highlighting where ePAL helps in this process.

The example is divided into 2 parts, showing an example flow for purchasing and fulfilment so you can see how ePAL helps the buyer and the seller from their perspectives.

### Assumptions

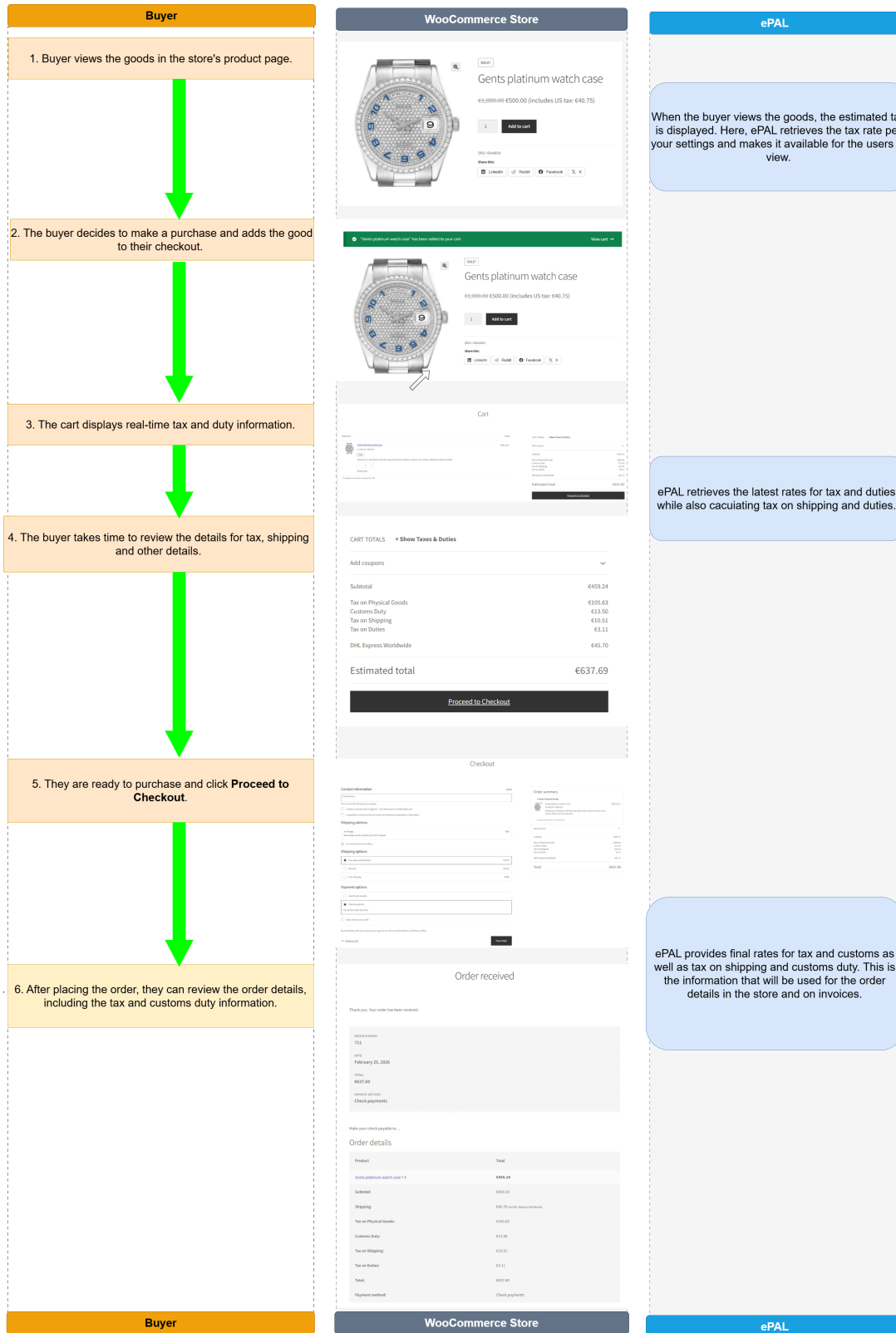
The following assumptions have been made:

- This scenario is a B2C transaction where the buyer is in the European Union (EU) (Ireland) and the seller is based in the United States of America (USA).
- The merchant has configured their *WooCommerce* store to use real-time tax rates from ePAL.

### Buyer's Steps (Purchasing)

The following graphic represents the steps in a typical purchasing scenario, from the buyer's perspective. It also highlights where ePAL helps in this process:

Figure 3. Buyer Process Flow



The steps are as follows:

1. A buyer views the goods in the *WooCommerceStore*.

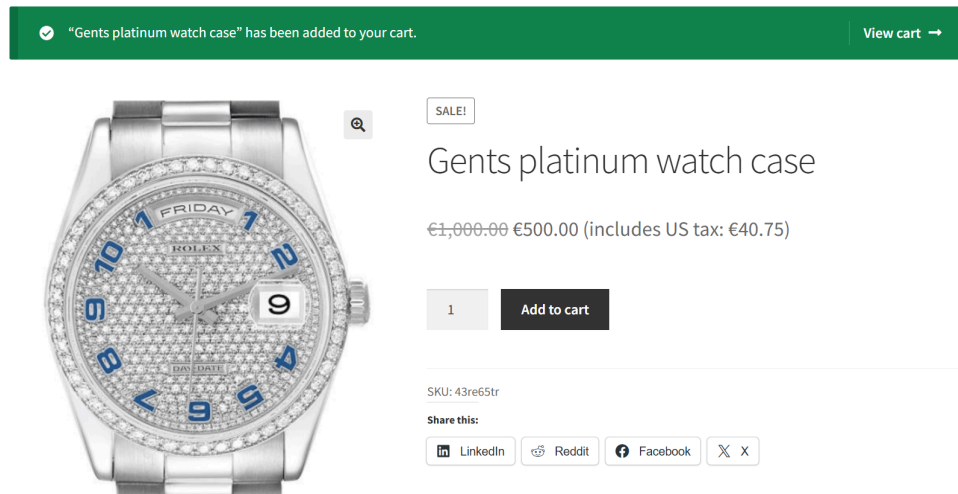
Figure 4. Product Page



**ePAL:** When the buyer views the goods, the estimated tax is displayed. Here, ePAL retrieves the tax rate per your settings and makes it available for the users to view.

2. The buyer decides to make a purchase and adds the good to their checkout by clicking **Add to cart**.


Figure 5. Goods added to cart



3. They click **View Cart** to proceed with the purchase.

Figure 6. Cart Details

Cart

PRODUCT	TOTAL	CART TOTALS + Show Taxes & Duties
 <p>Gents platinum watch case €459.24</p> <p>SAVE</p> <p>Elevate your timepiece with this exquisite ladies' platinum watch case, finely crafted and adorned with...</p> <p>1</p> <p>Remove item</p> <p><small>*including taxes &amp; duties calculated by ePAL</small></p>	€581.48 (*)	<p>Add coupons</p> <hr/> <p>Subtotal €459.24</p> <p>Tax on Physical Goods €105.63</p> <p>Customs Duty €13.50</p> <p>Tax on Shipping €10.51</p> <p>Tax on Duties €3.11</p> <p>DHL Express Worldwide €45.70</p> <hr/> <p>Estimated total €637.69</p> <p style="text-align: center;"><a href="#">Proceed to Checkout</a></p>

**ePAL:** Here, ePAL provides details about the indirect tax, the customs duty, as well as tax on duty and shipping. This ensures the most accurate fully landed costs.

- The buyer takes time to review the details for tax, shipping and other details.

Figure 7. Review details

CART TOTALS + Show Taxes & Duties	
Add coupons	▼
Subtotal	€459.24
Tax on Physical Goods	€105.63
Customs Duty	€13.50
Tax on Shipping	€10.51
Tax on Duties	€3.11
DHL Express Worldwide	€45.70
<b>Estimated total</b>	<b>€637.69</b>
<a href="#">Proceed to Checkout</a>	

- They are ready to purchase and click **Proceed to Checkout**.

Figure 8. Checkout

## Checkout

**Contact information** L2620

Email address

You are currently checking out as a guest.

Create an account with Imagine F1 - the demo store for ePALGlobal.com

I would like to receive exclusive emails with discounts and product information

**Shipping address**

Joe Bloggs Edit  
 Main Street, Dublin, Dublin, D01 F3P2, Ireland

Use same address for billing

**Shipping options**

DHL Express Worldwide €45.70

Flat rate €10.01

Free shipping FREE

**Payment options**

Direct bank transfer

Check payments  
 Pay for this order by check.


Add a note to your order

By proceeding with your purchase you agree to our [Terms and Conditions](#) and [Privacy Policy](#)

[← Return to Cart](#) Place Order

**Order summary**

**+ Show Taxes & Duties**

 1 Gents platinum watch case €581.48 (\*)  
 €10.24  
 Elevate your timepiece with this exquisite ladies' platinum watch case, finely crafted and adorned with...

\*Including taxes & duties calculated by ePAL.

Add coupons ▼

Subtotal	€459.24
Tax on Physical Goods	€105.63
Customs Duty	€13.50
Tax on Shipping	€10.51
Tax on Duties	€3.11
DHL Express Worldwide	€45.70
<b>Total</b>	<b>€637.69</b>

**ePAL:** ePAL provides final rates for tax and customs as well as tax on shipping and customs duty. This is the information that will be used for the order details in the store and on invoices.

6. After placing the order, they can review the order details, including the tax and customs duty information.

Figure 9. Order Details

Order received

Thank you. Your order has been received.

ORDER NUMBER:	711
DATE:	February 25, 2026
TOTAL:	€637.69
PAYMENT METHOD:	Check payments

Make your check payable to...

Order details

Product	Total
<a href="#">Gents platinum watch case</a> × 1	€459.24
Subtotal:	€459.24
Shipping:	€45.70 via DHL Express Worldwide
Tax on Physical Goods:	€105.63
Customs Duty:	€13.50
Tax on Shipping:	€10.51
Tax on Duties:	€3.11
Total:	€637.69
Payment method:	Check payments

7. The buyer receives a mail confirming the order.

8. The buyer receives the goods.

**ePAL:** ePAL helps ensure that the shipping label contains all the details needed for fully landed costs, ensuring the buyer receives their goods quickly and without the need for any further intervention to pay outstanding custom duties.

## Merchant's Steps (Fulfilment)

The following graphic represents the steps in a typical fulfilment scenario, from the seller's perspective. It also highlights where ePAL helps in this process:

The steps are as follows:

1. The merchant receives the order.
2. They approve it in *WooCommerce*.
3. They generate a shipping label.
4. They fulfil the order, sending an invoice to the buyer and preparing the goods for shipping.

**ePAL:**

## Features (*WooCommerce*)

This topic provides a list of the features that are available as part of the plugin.

### ePAL Merchant Features

ePAL offers the following features in the backend of *WooCommerce* for merchants:

**Table 9. ePAL Merchant Features**

Feature	Description	Documentation
<b>Guided Installation</b>	Run the installer and complete all your integration without ever leaving your WooCommerce Admin panel	<a href="#">Installing the Plugin (WooCommerce) (on page 36)</a>
<b>Indirect Tax Calculation</b>	Automated calculation of indirect tax such as VAT including non-standard cases like reduced and zero rated goods. Coverage for B2B.	<a href="#">Taxes (WooCommerce) (on page 53)</a>
<b>Customs and Excise</b>	Real-time calculation of customs duty and excise detection.	<a href="#">Customs Duty and Excise (WooCommerce) (on page 57)</a>
<b>Product Configuration</b>	Tools to classify your products to ensure more precise tax results, reducing overpayments.	<a href="#">Product Classification (WooCommerce) (on page 69)</a>

**Table 9. ePAL Merchant Features (continued)**

Feature	Description	Documentation
<b>Compliance</b>	Reporting and audit logs available.	<a href="#">Billing and Usage UIs (on page 96)</a>
<b>Shipping Provider Integration</b>	Integration with your shipping partner to ensure correct labels and labelling, as well as other documentation.	<a href="#">Shipping (WooCommerce) (on page 58)</a>

## WooCommerce Store Features

ePAL offers the following frontend features for buyers in your *WooCommerce* store. For more information about these features, see the [Store and Checkout Integration \(WooCommerce\) \(on page 50\)](#) topic:

**Table 10. WooCommerce Store Features**

Feature	Description
<b>Detailed, itemized breakdowns</b>	<i>ePAL</i> helps ensure your buyers see detailed breakdowns for tax, shipping and customs duty. It also helps ensure they can see detailed breakdowns for the tax on the shipping and customs charges.
<b>Checkout</b>	<i>ePAL</i> is integrated with your checkout.
<b>Store Pages</b>	Tax on shipping and customs in product pages
<b>Global Pricing</b>	Support for tax inclusive and exclusive prices so you can choose whatever suits each region and your buyers there.

## ePAL Portal Features

The *ePAL* portal includes the following features:

**Table 11. ePAL Portal Features**

Feature	Description	Documentation
<b>Provider Management</b>	Choose between the supported providers	<a href="#">Providers UI (on page 79)</a>

**Table 11. ePAL Portal Features (continued)**

Feature	Description	Documentation
<b>Product Classification</b>	Perform a variety of tasks related to product classification.	<a href="#">Product Classification (on page 80)</a>
<b>Billing and Usage</b>	Use these UIs to help monitor your ePAL billing by viewing usage statistics, payment and other information.	<a href="#">Billing and Usage UIs (on page 96)</a>

For more information about the Portal, see the [ePAL Portal User Guide \(on page 78\)](#) guide.

## Installation Guide (*WooCommerce*)

This guide provides you with all the information that you need to install *ePAL* on *WooCommerce*.

This topic will guide you through downloading, installing and configuring the plugin. More general information about the plugin and its features is provided in the Getting Started with the ePAL WooCommerce Plugin (*on page* ) topic.

### Installation Steps



**Note:**

You can sign up for *ePAL* at <http://3.149.180.94/sign-up> before you access the plugin or you can sign up from within the plugin's guided installation.

To start using *ePAL* in your checkout, complete the following steps:

1. Review the **Prerequisites** and **Minimum Requirements** sections of this topic.
2. Retrieve and upload the *WooCommerce* plugin as described in the [Uploading the Plugin \(WooCommerce\) \(on page 33\)](#) topic.
3. Install the *ePAL* plugin for *WooCommerce*. The plugin includes a guided installation to help you set it up. This is explained in the [Installing the Plugin \(WooCommerce\) \(on page 36\)](#) topic.
4. Test the installation as described in the [Testing the Plugin \(WooCommerce\) \(on page 47\)](#) topic.

### Prerequisites

Before you begin the installation, consider the following prerequisites:

- If you have a Tax ID, you need to read about the type of Tax IDs that are compatible with the service. For more information, see [B2B and Tax ID Validation \(WooCommerce\) \(on page 57\)](#)
- If you are outside the EU, you may want to consider using IOSS. For more information, see [Import One Stop Shop \(IOSS\) \(WooCommerce\) \(on page 57\)](#)

## Minimum Requirements

The following table lists the minimum requirements for the plugin:

**Table 12.**

Component	Version
<i>WordPress</i>	5.0 or higher
<i>WooCommerce</i>	4.0 This has been tested up to 8.5.
<i>PHP</i>	7.4 or higher. This has been tested to version 8.2.
<i>MySQL/MariaDB</i>	Version 5.7 and 10.3 and higher.

## Uploading the Plugin (*WooCommerce*)

This topic explains how to retrieve and upload the plugin and start the guided installation.

### Prerequisites

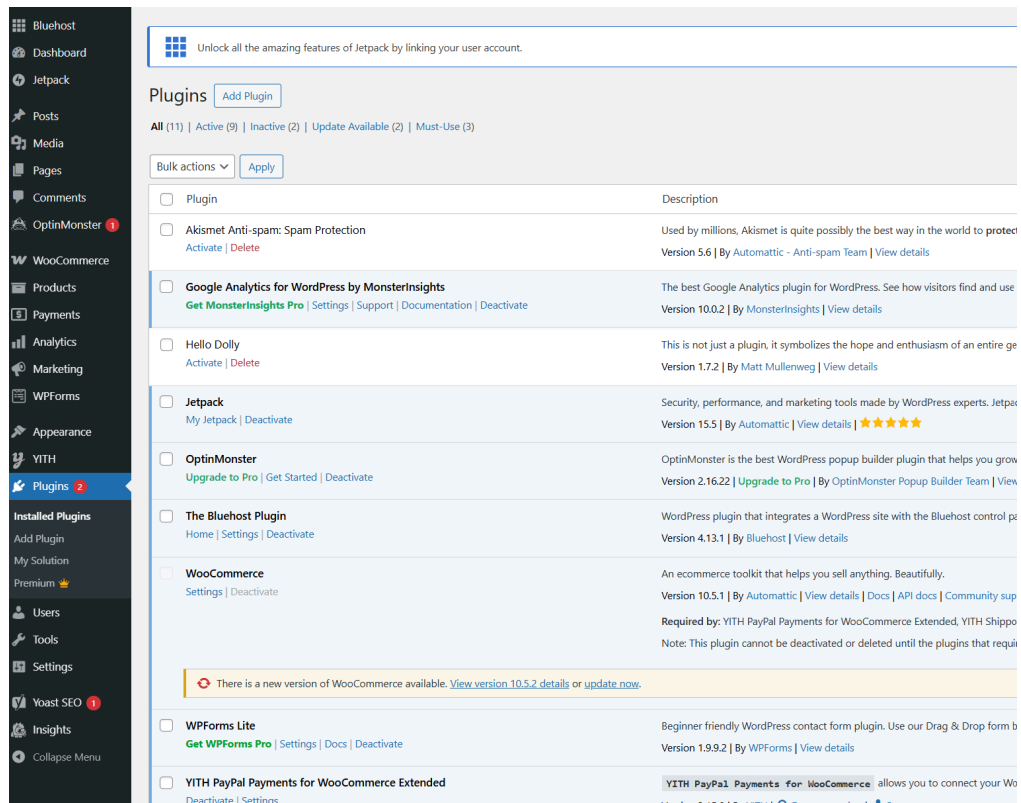
Review the information in the X topic.

### Steps

Complete the following steps:

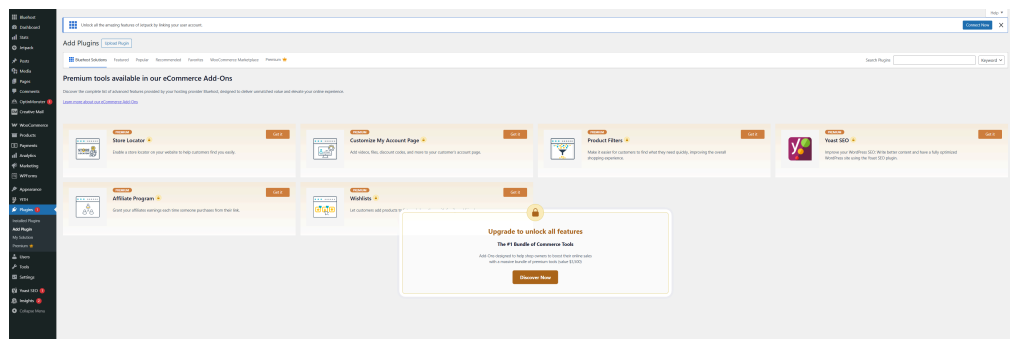
1. You can get the plugin in the Woo Commerce store at the following [Woo Commerce Store](#).
2. Download the ZIP file and note the location where you save it.
3. Open the Woo Commerce/Word Press Admin UI. Click **Plugins**. The following UI is displayed:

Figure 10. Add Plugin UI



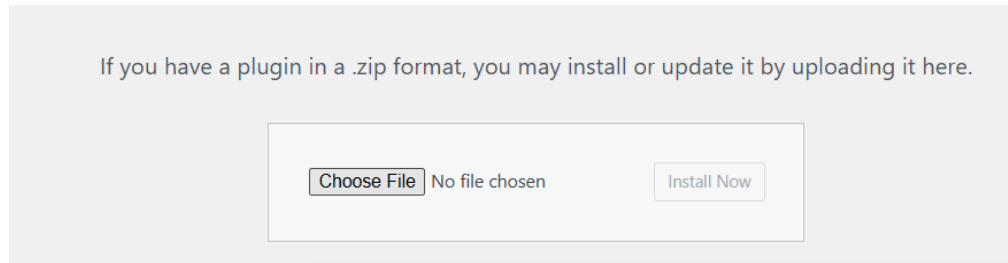
4. Click **Add Plugin**.

Figure 11. Upload Plugin



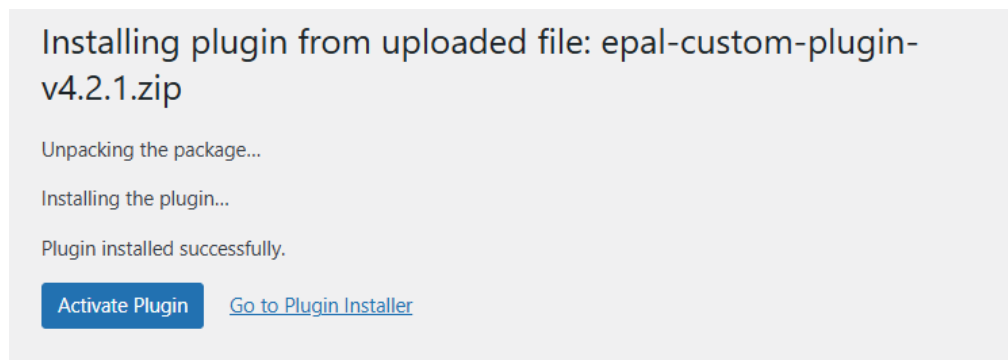
5. Click **Upload Plugin**. Choose the plugin file from the location that you noted in step 2.

Figure 12. Choose File



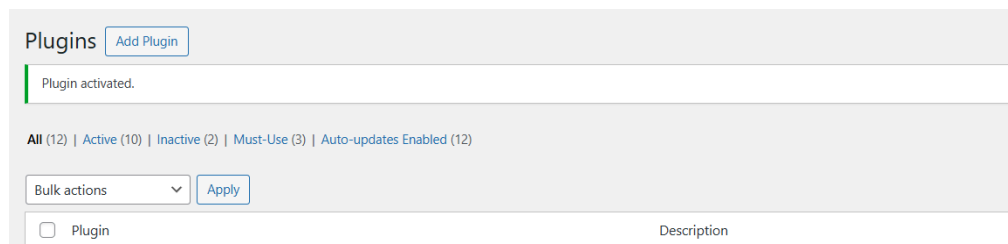
- Click **Install Now**. The installation UI is displayed. The message **Plugin installed successfully**. is displayed when the installation is complete.

Figure 13. Installation UI

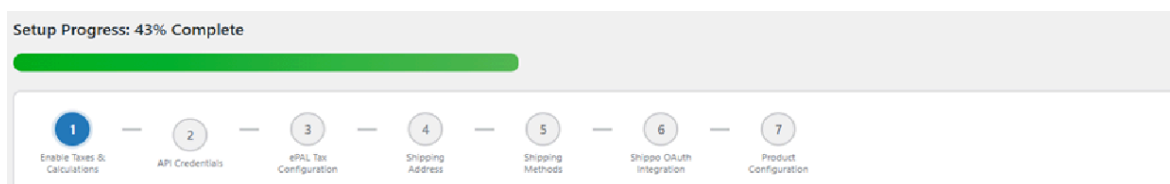


- If you click **Activate Plugin**, the following UI is displayed to confirm the activation:

Figure 14. Activated Plugin



- Click **Start Setup Guide**. The Setup UI is displayed. You can use this UI to guide you through the steps for setting up the plugin.



## Next Step

Now, you can complete the installation as described in the [Installing the Plugin \(WooCommerce\) \(on page 36\)](#) topic.

## Installing the Plugin (*WooCommerce*)

You can use *ePAL's* guided installation to help to get it up and running quickly.

## Prerequisites

The following prerequisites apply:

- You have deployed the plugin as described in the [Uploading the Plugin \(WooCommerce\) \(on page 33\)](#) topic.
- You can create a new user in step 2 of the guided activity or you can sign up for one at the [ePAL Portal](#) before you start the installation.

## Guided Installation

The plugin's guided installation consists of 5 steps. These are displayed in the header during installation. As you complete each step, the circle around each step changes to green. Blue represents the current step.

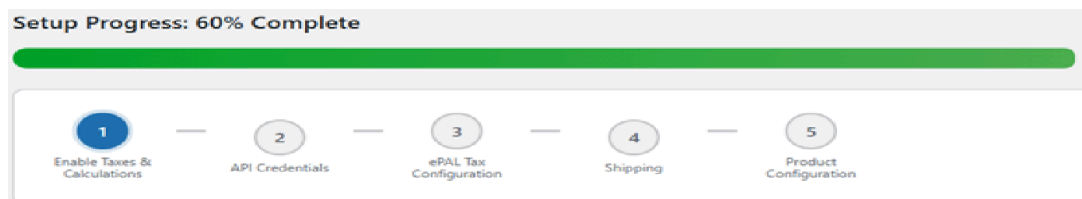
To access the installation, click **Start ePAL Onboarding**.



### Tip:

To access this guide at anytime, you can amend your WordPress Admin URL with `/wp-admin/admin.php?page=wc-settings&tab=epal&section=setup`.

Figure 15. Installation Steps Overview



The steps are as follows:

1. **Enable Taxes and Calculations:** Enable taxes and configure some other WooCommerce settings.
2. **API Credentials:** Configure your access credentials.
3. **ePAL Tax Configuration:** Configure the *ePAL* tax settings.
4. **Shipping:** Configure your shipping settings such as your shipping address. Add *ePAL* as a shipping method.
5. **Product Configuration:** You need to generate and review HS6 codes for your products.

## 1. Enable Taxes and Calculations

The first step prompts you to enable *ePAL*'s use in *WooCommerce*:

Setup Progress: 60% Complete

1 — 2 — 3 — 4 — 5  
Enable Taxes & Calculations — API Credentials — ePAL Tax Configuration — Shipping — Product Configuration

**1 Enable Taxes & Calculations** Completed

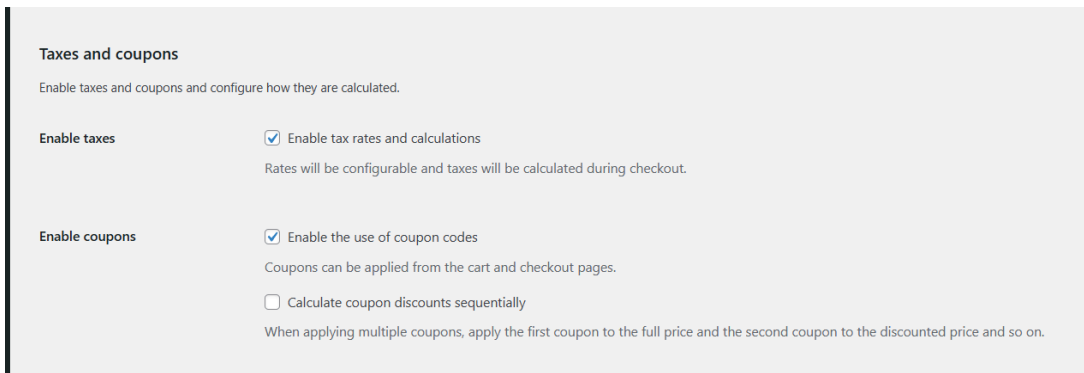
Enable tax calculations in WooCommerce to work with ePAL. This is required for ePAL to calculate taxes and duties correctly.

What you need to do:  
✔ **Nothing. All set!**

Previous Step Step 1 of 5 Skip Next Step

To open the relevant settings page, you can click **Open WooCommerce General Settings**. The following UI is displayed:

Figure 16. Enable Tax UI



Ensure that the **Enable tax rates and calculations** checkbox is selected.

## 2. API Credentials

You can create a new *ePAL* user or you can sign in using an existing one in Step 2:

Figure 17. API Credentials UI

2

## API Credentials

Enter your API credentials to connect to ePAL. These are required for all ePAL functionality.

Pending

---

**What you need to do:**

- Enter email address & password, and name or company name to create ePAL account
- Activation email will be sent & must be acknowledged before continuing
- After activation, click "Refresh" to retrieve your credit balance
- Test the connection to ensure credentials work
- Choose tax display preferences (optional)
- If using tax-inclusive pricing, ensure domestic tax rates are configured per product

---

Create or login to your ePAL account below.

**Authentication Status**  
⚠ Not Authenticated  
 You need to sign up or login to use ePAL integration.

ePAL Account

**Login with Existing Account**

Login with your ePAL email and password to retrieve your API credentials.

**Email**

**Password**

[Login & Get Credentials](#)

---

**Or sign Up for New ePAL Account**

Create a new ePAL account to get your API credentials.

**Email**

**Password**

Must be 8-20 characters with at least one uppercase, one lowercase, one number and one special character [@\$!%\*?&].

**Full Name**

**Company Name**

**Referral Code (Optional)**

Enter a referral code to receive credits. This is optional and will not prevent registration.

I agree to the [Terms and Conditions](#) and [Privacy Policy](#)

[Sign Up](#)

---

**Or Enter Existing Credentials Manually**

If you already have ePAL API credentials, enter them below:

**Client ID**

**Client Secret**

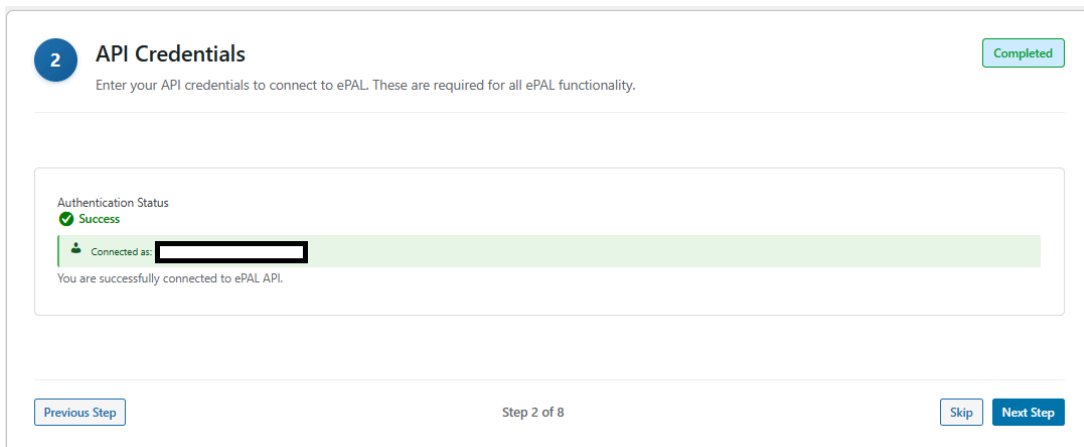
[Save Credentials](#)

You can proceed in one of the following ways:

- If you have an existing user account from the *ePAL* Portal but have not yet retrieved your API credentials, you can enter the email and password and then click **Login and Get Credentials**.
- If you want to sign up for an *ePAL* account now, complete the **Email, Password, Full Name**, and **Company Name** fields. Then click **SignUp**.
- If you have an existing users and have already retrieved your credentials, you can enter them in the **Client ID** and **Client Secret** fields.

Once you have successfully signed in, you may need to reload the page when prompted. The following UI is displayed:

Figure 18. Successful User Authentication



You can click the **Test Connecton** button to ensure the connection is working. You can also test your connection to Shippo, if you has been configured.

To logout, click **Logout**.

### 3. *ePAL* Tax Configuration

Next, you need to configure the *ePAL* tax settings that are displayed in the third step:



**CAUTION:**

If you choose price-inclusive prices, you need to ensure that the tax rates are specified for your products.

Figure 19. ePAL Tax Configurations Settings UI

Configure ePAL settings below. These are the same settings available in the ePAL tab, duplicated here for your convenience.

[Save Details](#)

**Use ePAL**  Use ePAL to calculate Tax & Duties  
 IMPORTANT: Enabling this option configures ePAL to calculate Import Taxes & Customs Duties for goods & shipping wherever possible and overrides any tax rates you have manually added or via other plugins.

**Digital Goods**  Check this box if you also sell Digital Goods  
 Note: in mixed baskets, ePAL will calculate Tax & Duties for physical goods & shipping but digital goods may be calculated separately (e.g. by WooCommerce)

**Cross border ePAL acting zone**   
 Select the European countries for which you want ePAL to calculate cross-border taxes and duties where possible.

**Show Tax Details Toggle**  Enabled  
 Disabled  
 A toggle button that allows customers to show/hide detailed tax and duty breakdowns on checkout.

**Show tax-inclusive price suffix**  Yes, show the value and the tax removed  
 No, do not show it  
 When enabled, product pages will show tax-inclusive information like "(includes PT tax: 33.33 EUR)".

---

The following fields are optional

**Allow B2B & B2C sales using ePAL**  Yes  
 No  
 If enabled, ePAL will calculate tax-exclusive / VAT reverse-charge pricing when a valid Tax ID is provided.

**VAT Reverse Charge**  EU only  
 All countries  
 EU only: Applies only to EU-to-EU B2B transactions. All countries: Applies to all B2B transactions with valid Tax IDs.

**Tax ID**   
 Optional: enter your Tax ID if you want ePAL to calculate tax-exclusive prices for B2B sales

**IOSS Number**   
 Optional: Enter IOSS number if you have one

**Sync taxID and IOSS with portal**  Yes  
 No  
 When enabled, any changes to Tax ID or IOSS Number will be automatically synchronized with your ePAL portal account when you save the settings.

[Next Step](#)

Complete the following fields. Mandatory fields are presented first followed by optional fields:

**Table 13. ePAL Tax Configuration Settings Ui**


Field	Description
<b>Mandatory Fields</b>	
<b>Use ePAL</b>	<div data-bbox="820 493 1421 714" style="border: 1px solid #ccc; padding: 10px; background-color: #fff9c4;">  <b>CAUTION:</b>            Enabling this setting permits ePAL to change your tax and shipping totals wherever applicable.         </div> <p>To enable ePAL and permit it to process your transactions, you need to select this checkbox</p>
<b>Digital Goods</b>	If you sell digital goods, select this checkbox. ePAL is not used for these goods. This setting helps it process mixed baskets.
<b>Cross border ePAL acting zone</b>	This setting governs the countries in which ePAL is enabled. To specify for all of Europe, choose <b>Europe</b> or you can enter individual countries and regions.
<b>Show Tax Details Toggle</b>	<p>Use this setting to enable or remove the <b>Show Tax Details</b> toggle on your checkout. Customers can use this to get more information about the taxes and duties that ePAL helps calculate.</p> <p>For more information, see <a href="#">Store and Checkout Integration (WooCommerce) (on page 50)</a></p>
<b>Show tax-inclusive price suffix</b>	<p>When enabled, information about tax is displayed in the suffix of tax inclusive prices.</p> <p>For more information, see <a href="#">Store and Checkout Integration (WooCommerce) (on page 50)</a></p>
<b>Optional Fields</b>	

Table 13. ePAL Tax Configuration Settings Ui (continued)

Field	Description
<b>Allow B2B &amp; B2C sales using ePAL</b>	If you want to use ePAL for B2B transactions, click <b>Yes</b> . For more information, see <a href="#">B2B and Tax ID Validation (WooCommerce) (on page 57)</a> .
<b>VAT Reverse Charge</b>	A VAT reverse charged can be applied for B2B transactions. You can choose whether this should apply only in the EU, between EU-based businesses or the entire world. For more information, see <a href="#">B2B and Tax ID Validation (WooCommerce) (on page 57)</a> .
<b>Tax ID</b>	You can specify your Tax ID. For example, your VAT ID. This is used for validation of B2B transactions. For more information, see <a href="#">B2B and Tax ID Validation (WooCommerce) (on page 57)</a> .
<b>IOSS Number</b>	Specify your IOSS number, if applicable. For more information, see <a href="#">Import One Stop Shop (IOSS) (WooCommerce) (on page 57)</a> .
<b>Sync taxid and IOSS with portal</b>	<p>If you click <b>Yes</b>, changes made to your Tax ID or IOSS number in Woo Commerce or on the ePAL portal are synchronized so both use the updated information.</p> <p>If you click <b>No</b>, changes are not synchronized.</p> <p>For more information about the Portal, see <a href="#">ePAL Portal User Guide (on page 78)</a></p>

#### 4. Shipping

You can specify your shipping address and validate it in this step:

Figure 20. Step 4

Setup Progress: 80% Complete

1 Enable Taxes & Calculations — 2 API Credentials — 3 ePAL Tax Configuration — 4 Shipping — 5 Product Configuration

### 4 Shipping Completed

Configure your shipping address and methods. Add shipping providers if needed for real-time international rates.

**What you need to do:**  
Optional: for merchants who ship from a different country than their main WooCommerce address

#### Shipping Address

Optional: for merchants who ship from a different country than their main WooCommerce address

**'Ship From' Address**

**Main WooCommerce Address**

Socks R us3  
9515 South Estes Way  
Littleton, CO 80127  
United States (US)  
This is your store's default address from WooCommerce settings. This address will be used for ePAL transactions.

Validate Address

Validate address to ensure it is formatted correctly and recognised by address lookup.

Optional: add a 'ship from' address different from your main address

[+ Add 'Ship From' Address](#)

#### Shippo OAuth Integration

Verify your Shippo connection is working. Shippo OAuth is configured in the [ePAL portal](#).

To set up Shippo integration:

1. Go to [ePAL Portal](#) (app.epalglobal.co)
2. Navigate to Providers > Shipping Providers
3. Configure Shippo OAuth credentials
4. Return here and click "Test Connection" to verify setup

[Test Connection](#)

Note: Shippo OAuth is configured in the ePAL portal. This button only tests if your configuration is working correctly.

[Previous Step](#) Step 4 of 5 [Skip](#) [Next Step](#)

This step consists of 3 substeps:

- Adding a Custom Shipping Address: Your store's address is used as the Ship From address by default. If you use a different address, you can specify it here. For more information, see the [Creating a Custom Ship From Address \(on page 63\)](#) topic.
- Enabling ePAL as a Shipping Method: You need to add ePAL as a shipping method. For more information, see the [Adding ePAL as a Shipping Method \(WooCommerce\) \(on page 64\)](#) topic.
- Configuring the Connection to Shippo: If you use Shippo, you can configure the connection to it. For more more information, see the [Configuring the Shippo Connection \(WooCommerce\) \(on page 65\)](#) topic.

## 5. Product Configuration

The final step is to configure your product classification:

Figure 21. Step 5

Setup Progress: 80% Complete

---

1  
Enable Taxes & Calculations

2  
API Credentials

3  
ePAL Tax Configuration

4  
Shipping

5  
Product Configuration

5

### Product Configuration

To calculate Tax, Duties and Shipping correctly, your products need to be configured with the necessary information. Luckily, ePAL makes this easy.

Pending

**What you need to do:**

- Add HS6 codes to physical products (REQUIRED for all physical products)
- Set physical product weights and dimensions
- Add customs descriptions for physical products
- For tax-inclusive pricing: BOTH HS6 codes AND tax rates are REQUIRED for physical products
- For tax-exclusive pricing: Only HS6 codes are required (tax rates optional but recommended)
- Use "ePAL Ready" button for automatic configuration

Note: you can configure Products individually or in bulk using WooCommerce "Bulk Actions" or WooCommerce CSV upload. See [documentation](#) for details.

**What you need to do:**

- Use 'ePAL Ready' button in Product details page to automatically configure Product.
- Alternatively, bulk-update products in batches.
- ePAL can help. [Contact us here.](#)

Open Products Page

**Issues to resolve:**

1 of 1 products are missing valid HS6 codes

Previous Step

Step 5 of 5

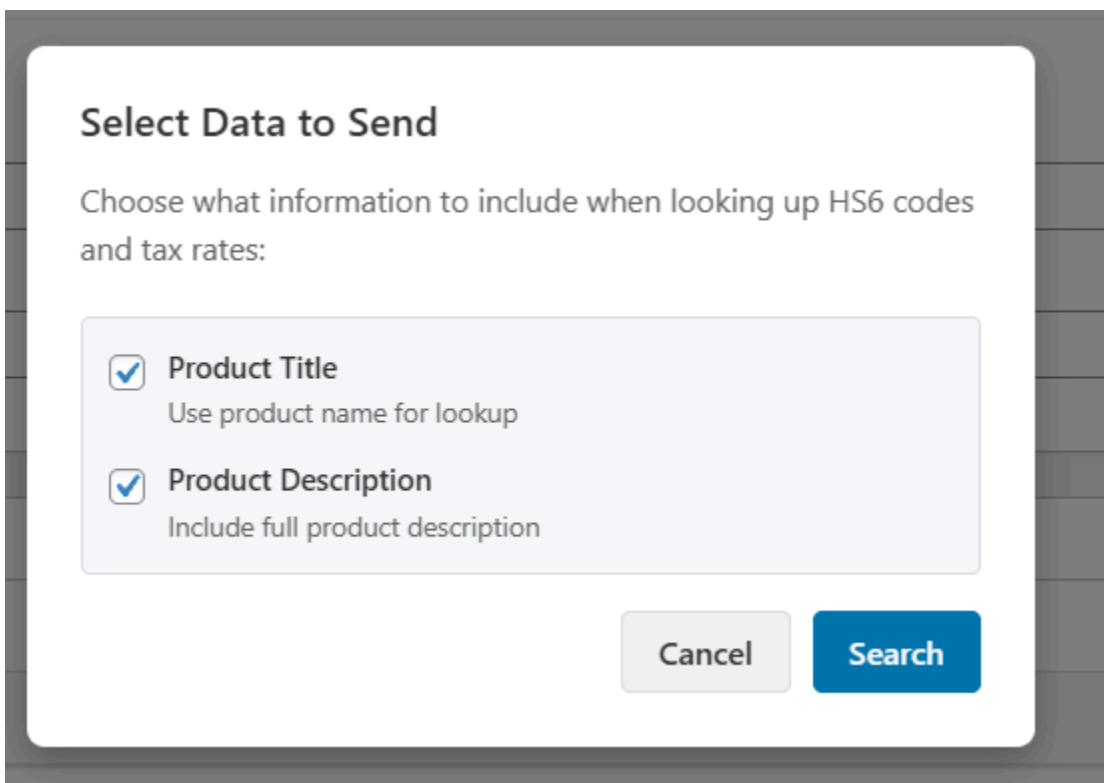
Skip

Finish Setup

1. Click **Open Products Page**.
2. Click **Edit Product**.
3. Navigate to the **Product Data** panel:



4. Click **Make ePAL ready**. The following UI is displayed:



5. Complete the following settings:

**Table 14.**

Setting	Description
<b>Product Title</b>	Use the product name when looking up the code.
<b>Product Description</b>	Include the full version of the product description.

6. Click **Search**. The results are displayed in the panel on the right hand side:
7. To pick a result, click **Select**.

Click **Finish Setup**.

## Next Steps

Next, you can test the plugin as described in the [Testing the Plugin \(WooCommerce\) \(on page 47\)](#) topic.

## Testing the Plugin (*WooCommerce*)

After you install the plugin, you can test it.

This topic covers the following test cases:

**Table 15.**

Test Case Description	Expected Result
Sell a physical good to a buyer in an EU member state.	The correct tax and other information is displayed.
Sell a zero-rated good to a buyer in an EU member state. For example,	No tax is displayed.

## Removals and Reinstallations (*WooCommerce*)

This topic describes how to remove and reinstall the plugin.

### Removing the Plugin

Before you can delete the plugin, you must deactivate it. To do so, select the **ePAL Integration Plugin** and click **Deactivate** from the dropdown list and click **Apply**.

Once the plugin is deactivated, you can delete it. Select the **ePAL Integration Plugin**. From the actions dropdown list, click **Delete** and click **Apply**.

### Reinstalling the Plugin

After you have removed the plugin, you can reinstall it. For more information about how to install it, see



**Tip:**

Ensure that you reset the plugin as described in the next section.

## Resetting the Plugin

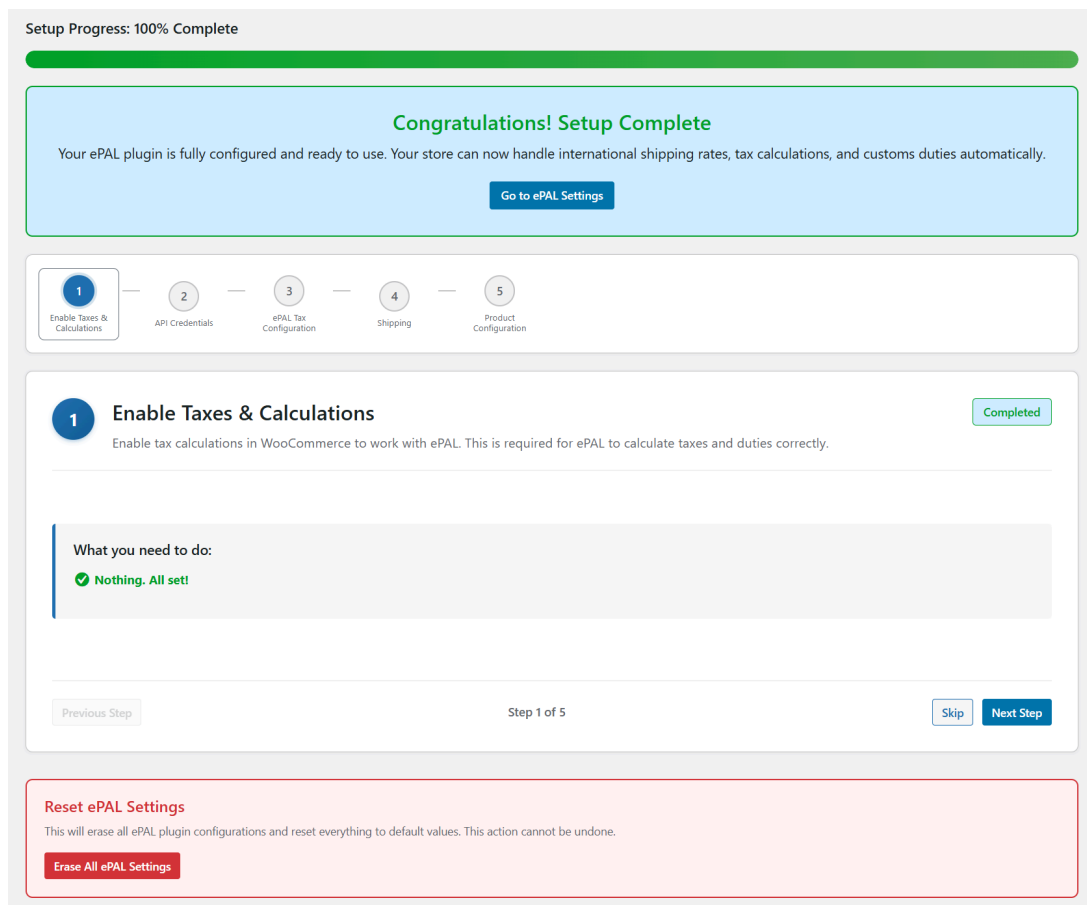


**CAUTION:**

Resetting the plugin will delete any values saved from your previous installation.

When reinstalling the plugin, you are able to reset the values that have been saved for your last installation using the following UI:

Figure 22. Reset UI



Review the warning message and click **Ok** to proceed.

Enter `RESET` in the text bo when prompted.

## Duplicate Installations

If you have already installed it, the following UI is displayed to inform you and ask if you want to proceed:

Figure 23. Duplicate Installation UI

### Installing plugin from uploaded file: epal-custom-plugin-v4.2.1.zip

Unpacking the package...

Installing the plugin...

Destination folder already exists. /home2/tbbijmy/public\_html/website\_205b5568/wp-content/plugins/epal-custom-plugin-v4.2.1/

**This plugin is already installed.**

	Current	Uploaded
Plugin name	ePAL Integration Plugin	ePAL Integration Plugin
Version	4.2.1	4.2.1
Author	ePAL Team	ePAL Team
Required WordPress version	5.0	5.0
Required PHP version	7.4	7.4

You are updating a plugin. Be sure to [back up your database and files](#) first.

Replace current with uploaded
Cancel and go back

## User Guide (*WooCommerce*)

This guide contains all you need to know to use ePAL in your *WooCommerce* store.

Before you can use these features, you must complete the installation. For more information, see the [Installation Guide \(WooCommerce\) \(on page 32\)](#) section.

### Features

The topics in this section describe features and tasks that help you utilize the plugin. These are organized into the following subsections:

- [Taxes \(WooCommerce\) \(on page 53\)](#): This topic and subsection explains how you can use ePAL to help with various tax scenarios.
- [Shipping \(WooCommerce\) \(on page 58\)](#): This topic explains how ePAL helps you to calculate tax and customs and how this is integrated with your shipping labels.
- [Product Classification \(WooCommerce\) \(on page 69\)](#): This topic explains the importance of product classification and how ePAL helps with it.

## Shipping Tasks

This guide includes the following task topics:

- [Creating a Custom Ship From Address \(WooCommerce\) \(on page 61\)](#)
- [Adding ePAL as a Shipping Method \(WooCommerce\) \(on page 64\)](#)
- [Configuring the Shippo Connection \(WooCommerce\) \(on page 65\)](#)

## Product Classification Task

This guide includes the following task topics:

- [Classifying a Product \(WooCommerce\) \(on page 69\)](#)

## UIs

This guide contains the following UIs:

- [Configure Tab \(WooCommerce\) \(on page 71\)](#)
- [Settings Tab \(WooCommerce\) \(on page 72\)](#)
- [Wallet Tab \(WooCommerce\) \(on page 75\)](#)

## Store and Checkout Integration (*WooCommerce*)

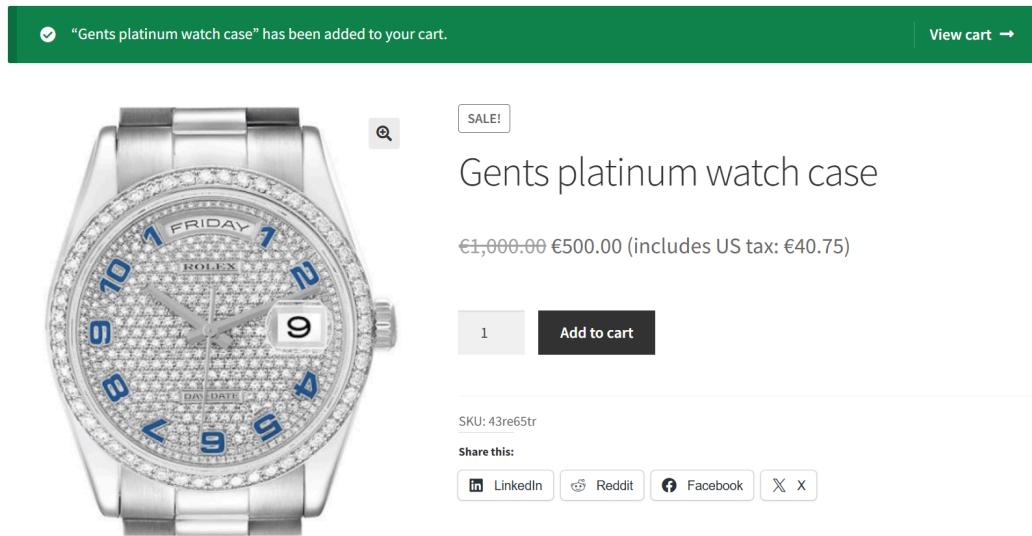
After you complete the installation, *ePAL* is integrated into your store's product pages and checkout, per your settings.

ePAL provides information about tax, shipping and customs that can be displayed on a product's page, in real-time during checkout, and on the details screen after checkout completes. This gives your buyer a transparent view of all possible charges at each step of the buying journey.

### Product Page Integration

ePAL can be configured to display tax information on a product page. In this example, ePAL is showing a tax inclusive price that includes the tax. The tax is also detailed separately in parentheses.

Figure 24. ePAL on a Product Page



To control whether you want to show these details, you use the **Show Tax Details Toggle** in the ePAL Tax Configuration settings. You can use the **Show tax-inclusive price suffix** to display the parentheses with the tax information. For more information about these settings, see the ePAL Tax Configuration UI (*on page* ) topic.

## Checkout Integration

When your buyer does decide to begin checkout, *ePAL* is also there to provide detailed information in real-time.

This example shows *ePAL* providing information during checkout:

Figure 25. ePAL during Checkout

## Checkout

**Contact information** Log ID

Email address

You are currently checking out as a guest.

Create an account with Imagine F1 - the demo store for ePALGlobal.com

I would like to receive exclusive emails with discounts and product information

**Shipping address**

Joe Bloggs Edit

Main Street, Dublin, Dublin, D01 F5P2, Ireland

Use same address for billing

**Shipping options**

DHL Express Worldwide €45.70

Flat rate €10.01

Free shipping FREE

**Payment options**

Direct bank transfer

Check payments

Pay for this order by check.


Add a note to your order

By proceeding with your purchase you agree to our [Terms and Conditions](#) and [Privacy Policy](#)

[← Return to Cart](#) Place Order

**Order summary**

**Show Taxes & Duties**

 Gents platinum watch case  
e2-260-016 €459.24 €581.48 (\*)

Elevate your timepiece with this exquisite ladies' platinum watch case, finely crafted and adorned with...

\*Including taxes & duties calculated by ePAL

Add coupons ▼

Subtotal	€459.24
Tax on Physical Goods	€105.63
Customs Duty	€13.50
Tax on Shipping	€10.51
Tax on Duties	€3.11
DHL Express Worldwide	€45.70
<b>Total</b>	<b>€637.69</b>

After the Buyer completes the purchase, *ePAL* provides the final details based on confirmed information. Note the taxes on the goods, the shipping and the duties are displayed to ensure both you and your buyer have maximum transparency.

Figure 26. ePAL post Checkout

## Order received

Thank you. Your order has been received.

ORDER NUMBER:	<b>711</b>
DATE:	<b>February 25, 2026</b>
TOTAL:	<b>€637.69</b>
PAYMENT METHOD:	<b>Check payments</b>

Make your check payable to...

## Order details

Product	Total
<a href="#">Gents platinum watch case</a> × 1	<b>€459.24</b>
<b>Subtotal:</b>	€459.24
<b>Shipping:</b>	€45.70 via DHL Express Worldwide
<b>Tax on Physical Goods:</b>	€105.63
<b>Customs Duty:</b>	€13.50
<b>Tax on Shipping:</b>	€10.51
<b>Tax on Duties:</b>	€3.11
<b>Total:</b>	<b>€637.69</b>
<b>Payment method:</b>	Check payments

## Taxes (WooCommerce)

Read this topic to understand how *ePAL* helps you to calculate tax for different types of transactions and tax schemes.

The taxes and customs duties which can apply can vary depending on factors such as whether the transaction is international or domestic, B2B or B2C and so on. See [Supported Taxes and Customs Duties \(WooCommerce\)](#) (on page 55).

Taxes can be displayed in your product pages as well as in your checkout. This helps ensure your customers never need to guess or doubt what the tax may be while they are browsing your store or closing their basket.

## Settings

The relevant settings for tax are available on the following UIs:

- [Settings Tab \(WooCommerce\)](#) (on page 72)
- ePAL Tax Configuration UI (on page )

## Indirect Tax

The main tax requirement for e-commerce sellers is generally indirect tax. This is usually VAT in the EU, for example. This is a tax on spending or consumption that is levied on the goods or services at the time of value addition, which in this case is when the goods are sold.

ePAL supports this by letting you use a provider to retrieve tax rates or set your own rates per product. ePAL also supports things like zero-rated and lower-rated goods. For example, no VAT is charged on books in Ireland so ePAL does not charge you or your customers for this.

## Customs Duties and Excise

Customs duties are taxes levied on goods when they cross a border between countries or trade zones. For example, goods being imported into the European Union (EU) from Great Britain are subject to customs duty. See [Customs Duty and Excise \(WooCommerce\)](#) (on page 57).

## Tax Schemes

In addition to indirect tax schemes like VAT, you can also have tax schemes designed for other purposes. For example, Import One Stop Shop (IOSS) is a scheme that is designed to help sellers who sell goods into the EU from outside of it.

ePAL helps you with this by allowing to include your IOSS number in your settings. See [Import One Stop Shop \(IOSS\) \(WooCommerce\)](#) (on page 57).

## B2B Transactions

B2B transactions have their own requirements that can affect things like the tax rate. See [B2B and Tax ID Validation \(WooCommerce\)](#) (on page 57).

## Supported Taxes and Customs Duties (*WooCommerce*)

Read this topic to understand the types of transactions that ePAL can help you with.

Whether a transactions is Business-to-Business (B2B) or Business-to-Customer (B2C), domestic or cross-border can all affect the applicable tax rate (in addition to other factors) and any customs duty.

The following table lists the types of transactions that *ePAL* covers and how it treats them from a tax and pricing perspective:

**Table 16. Supported Taxes and Customs Duties**

Transaction Type	Tax Rate	Customs Duty	Pricing	Description
Cross-Border B2C for EU-based sellers	Ship To country.	Yes (if applicable)	Tax inclusive and exclusive.	Allows you to pay tax on sales to customers in the EU where their country is different to your own (as the seller). Buyers do not provide Tax IDs as they are not businesses.
Cross-Border B2B	0% (reverse charge)	Yes (if applicable)	Tax exclusive	Allows you to pay tax on sales to businesses in the EU where their country is different to your own (as the seller). Buyers must provide Tax IDs to prove they are a business.
Domestic B2C	Seller's domestic VAT rate	No	Tax inclusive and exclusive.	Allows you to pay tax on sales to customers in the EU where their country is the same as your

**Table 16. Supported Taxes and Customs Duties (continued)**

Transaction Type	Tax Rate	Customs Duty	Pricing	Description
				own (as the seller). Buyers do not provide Tax IDs as they are not businesses.
Domestic B2B	0% (reverse charge) or the standard domestic rate.	No	Tax exclusive	Allows you to pay tax on sales to businesses in the EU where their country is the same as your own (as the seller). Buyers must provide Tax IDs to prove they are a business.

## Indirect Taxes (*WooCommerce*)

Indirect taxes are those that are levied on good solds rather than directly on income. These can also be called consumer taxes. The most prominent indirect tax in the EU is VAT.

ePAL can calculate standard, reduced and zero rated indirect tax rates that apply to imported goods.

You can specify the address which will be used for this calculation in the settings.

For more information about how taxes are displayed in your store and checkout, see [Store and Checkout Integration \(WooCommerce\)](#) (on page 50).

## Tax Providers

Tax providers provide tax rates to ePAL. You can select these in the ePAL Portal. For more information, see [Providers UI](#) (on page 79).

## Setting Custom Tax Rates

If you do not want to use the tax providers, you can set custom rates.

To set a custom rate, go to **Settings > Products**

## Import One Stop Shop (IOSS) (*WooCommerce*)

Read about ePAL supports IOSS.

Import One Stop Shop (IOSS) is a tax scheme for sellers who are importing goods into the European Union (EU). Participation in the scheme requires specific information that ePAL can help you provide.

If you are a participant in IOSS, you must provide your IOSS number.

ePAL facilitates this by allowing you to specify your IOSS number in the settings.

## Customs Duty and Excise (*WooCommerce*)

This topic explains how customs duties and excise affect the calculation of your fully landed cost.

### Customs Duty

Customs duties are taxes levied on goods when they cross a border between countries or trade zones. For example, goods being imported into the European Union (EU) from Great Britain are subject to customs duty.

ePAL helps you to calculate these and contribute to the calculation of the fully landed costs.

### Excise checker

Excise duty is a tax on specific goods like alcohol or cigarettes. These can affect the tax and duty that may apply.

ePAL will check goods to ensure that excisable goods are not part of the basket.

## B2B and Tax ID Validation (*WooCommerce*)

ePAL uses Tax IDs such as VAT IDs to help validate B2B transactions.

A Tax ID is a value that identifies a party as a participant in a particular Tax Scheme. For example, a VAT ID identifies a party as a participant in a VAT scheme.

ePAL uses these in cross-border B2B transactions to help ensure that the Tax IDs your customers provide are valid.

ePAL will check if a Tax ID is valid in the VIES database and will return an associated address when available.

## Settings

You can

### Seller's (Your) Tax ID

You, as the seller (WooCommerce store owner/operator), you need to provide your own Tax ID to validate B2B transactions.

### Buyer's Tax ID

Buyers or customers who purchase goods from the

## Shipping (*WooCommerce*)

This topic explains how *ePAL* integrates with the native *WooCommerce* shipping options.

ePAL provides the following features that are related to shipping:

- Shipping Rates
- Tax on Shipping
- Address Validation
- Shipping labels
- Custom Shipping Address

Product classification is also an important part of shipping. You can read about how *ePAL* helps you with this in the [Product Classification \(WooCommerce\) \(on page 69\)](#) topic.

## Requirements

- You must add ePAL as a shipping method. See the [Adding ePAL as a Shipping Method \(WooCommerce\) \(on page 64\)](#) topic.
- The following countries require that you specify the state or subdivision in address information:
  - Australia
  - Brazil
  - Canada
  - India
  - United Kingdom (UK)
  - United States of America (USA)

## Shipping Rates

You can avail of shipping services from multiple providers such as DPD, UPS, FedEx, DHL and others. You can avail of express, standard, or economy options. Rates can also be cached for up to 30 minutes.

If you have an existing shipping provider, you can integrate their service with *ePAL*.

If you do not have a shipping provider, *ePAL* will return some options for you to choose from. This can be useful if you do not have a shipping provider for a particular country.

## Tax on Shipping

ePAL also provides you with tax information for your shipping charges. This is displayed in the **Shipping Tax** fee in the cart. For example:

Figure 27. ePAL post Checkout

## Order received

Thank you. Your order has been received.

ORDER NUMBER:	711
DATE:	February 25, 2026
TOTAL:	€637.69
PAYMENT METHOD:	Check payments

Make your check payable to...

### Order details

Product	Total
<a href="#">Gents platinum watch case</a> × 1	€459.24
<b>Subtotal:</b>	€459.24
<b>Shipping:</b>	€45.70 via DHL Express Worldwide
<b>Tax on Physical Goods:</b>	€105.63
<b>Customs Duty:</b>	€13.50
<b>Tax on Shipping:</b>	€10.51
<b>Tax on Duties:</b>	€3.11
<b>Total:</b>	€637.69
<b>Payment method:</b>	Check payments

## Address Validation

Many shipping service providers require specific, validated address information to facilitate their service. *ePAL* helps you by helping you provide the needed information and to validate that it is correct. This service is facilitated by integration with *Hurricane*.

Address information can be provided in the Custom Shipping Address setting and in the checkout form. The following components

We recommend that you add Postal Codes for all countries. It is required for Spain, the United Kingdom of Great Britain and Northern Ireland (UK), and Spain. You must provide it for these countries.

States or provinces are subdivisions within a country. The following countries require that you specify the state or subdivision in address information:

- Australia
- Brazil
- Canada
- India
- UK
- United States of America

## Shipping Labels

Shipping labels are printed at the end of the process and are attached to the goods for delivery.

To print these labels, go to the order details in *WooCommerce*.

## Custom Shipping Address

You can set a custom shipping address in your *WooCommerce* settings. See the [Creating a Custom Ship From Address \(WooCommerce\) \(on page 61\)](#) topic.

## Supported Shipping Providers

The following shipping service providers are supported:

- Shippo
- DPD
- UPS
- FedEx
- DHL

## Shippo Connections

ePAL provides a UI to help you integrate your Shippo connection. This can be done during installation or later. See the [Configuring the Shippo Connection \(WooCommerce\) \(on page 65\)](#) topic.

## Creating a Custom Ship From Address (*WooCommerce*)

If your Ship From address differs from the store's default address, you can create a new

Generally, you complete this during step 4 of the guided installation.

You can also use the **Settings** tab of the ePAL settings.

## Steps

1. Open Woo Commerce, click **Plugins > Installed Plugins**.
2. Under **ePAL Integration Plugin**, click **Settings**.
3. Click **Add `Ship From` Address**.
4. Complete the fields in the following UI:

Figure 28. New Address UI

**Add 'Ship From' Address**

Configure a 'ship from' address if different from your main address in WooCommerce. Adding a 'ship from' address will override the default store address for calculating tax and cross border status for all consignments. If

'Ship From' Address

Main WooCommerce Address

Socks R us3  
9515 South Estes Way  
Littleton, CO 80127  
United States (US)

This is your store's default address from WooCommerce settings. This address will be used for ePAL transactions.

Validate Address

Validate address to ensure it is formatted correctly and recognised by address lookup.

Optional: add a 'ship from' address different from your main address

[+ Add 'Ship From' Address](#)

Add 'Ship From' Address

Name or Company Name

Tax ID

Address Line 1 \*

Address Line 2

City \*

State/Province \*

Postal Code \*

Country \*

Validate Address

Validate address to ensure it is formatted correctly and recognised by address lookup.

Save Address

Complete the required fields:

**Table 17. Address Fields**

Field	Requirement	Description
<b>Name or Company Name</b>	Optional	Specify the name or company name.
<b>Tax ID</b>	Optional for users who do not process B2B transactions.	Specify the ID that identifies your participation in a tax scheme. For example, it might be your VAT ID. For more information, see <a href="#">B2B and Tax ID Validation (WooCommerce)</a> (on page 57).
<b>Address Line 1</b>	Mandatory	Specify the first line of your address.
<b>Address Line 2</b>	Optional	If needed, specify the second line of the address.
<b>City</b>	Mandatory	Specify the city.
<b>State/Province</b>	Mandatory	Specify the country subdivision such as a State or Province.
<b>Postal Code</b>	Mandatory	
<b>Country</b>	Mandatory	

**Tip:**

You can use the **Validate Address** button to verify that the details are correct.

**Note:**

We recommend that you add Postal Codes for all countries. It is required for Spain, the United Kingdom of Great Britain and Northern Ireland (UK), and Spain. You must provide it for these countries.

States or provinces are subdivisions within a country. The following countries require that you specify the state or subdivision in address information:

- Australia
- Brazil
- Canada
- India
- UK
- United States of America

5. Save your changes.

## Adding ePAL as a Shipping Method (WooCommerce)

You must add ePAL to your shipping methods.

Generally, you configure this during step 4 of the guided installation.

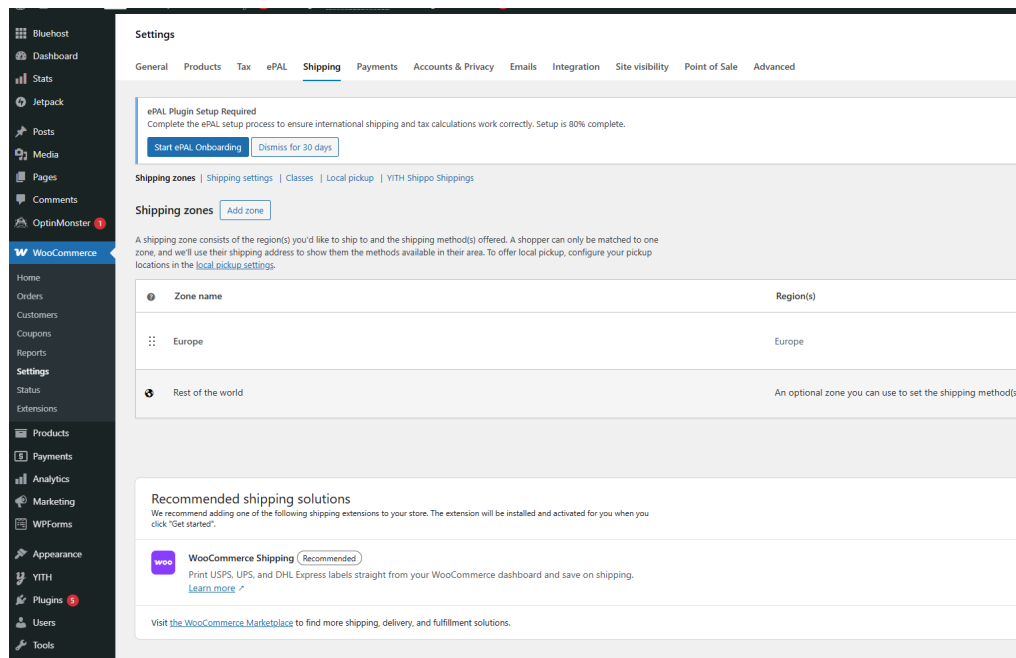
You may also want to add ePAL to a new shipping method that you added after you complete the guided installation.

### Steps

1. Open the *WooCommerce* Admin Panel. Click **WooCommerce > Shipping**.

The following UI is displayed:

Figure 29. Shipping Method Settings



2. Add a new shipping method or edit an existing one. Repeat this for all the zones where you want to operate *ePAL*.

If you are adding a zone, click **Add shipping method**.

If you are editing an existing zone, click **Edit**.

3. Complete the Setup UI.

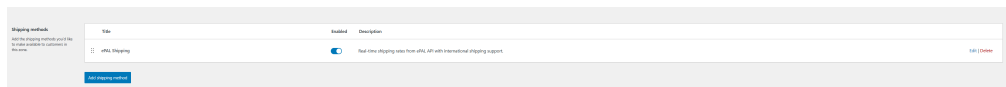
**Table 18.**

Setting	Description
<b>Enable ePAL Shipping</b>	You must select this checkbox to enable ePAL for the shipping method.
<b>Method Title</b>	You can specify a name for this shipping method.
<b>API Timeout</b>	You can specify the time that can elapse before the API requests are timed out.
<b>Cache Duration</b>	You can specify the
<b>Debug Mode</b>	To enable debugging, select this checkbox.

4. Click **Create and save**.

The following UI is displayed:

Figure 30. ePAL Shipping Method UI



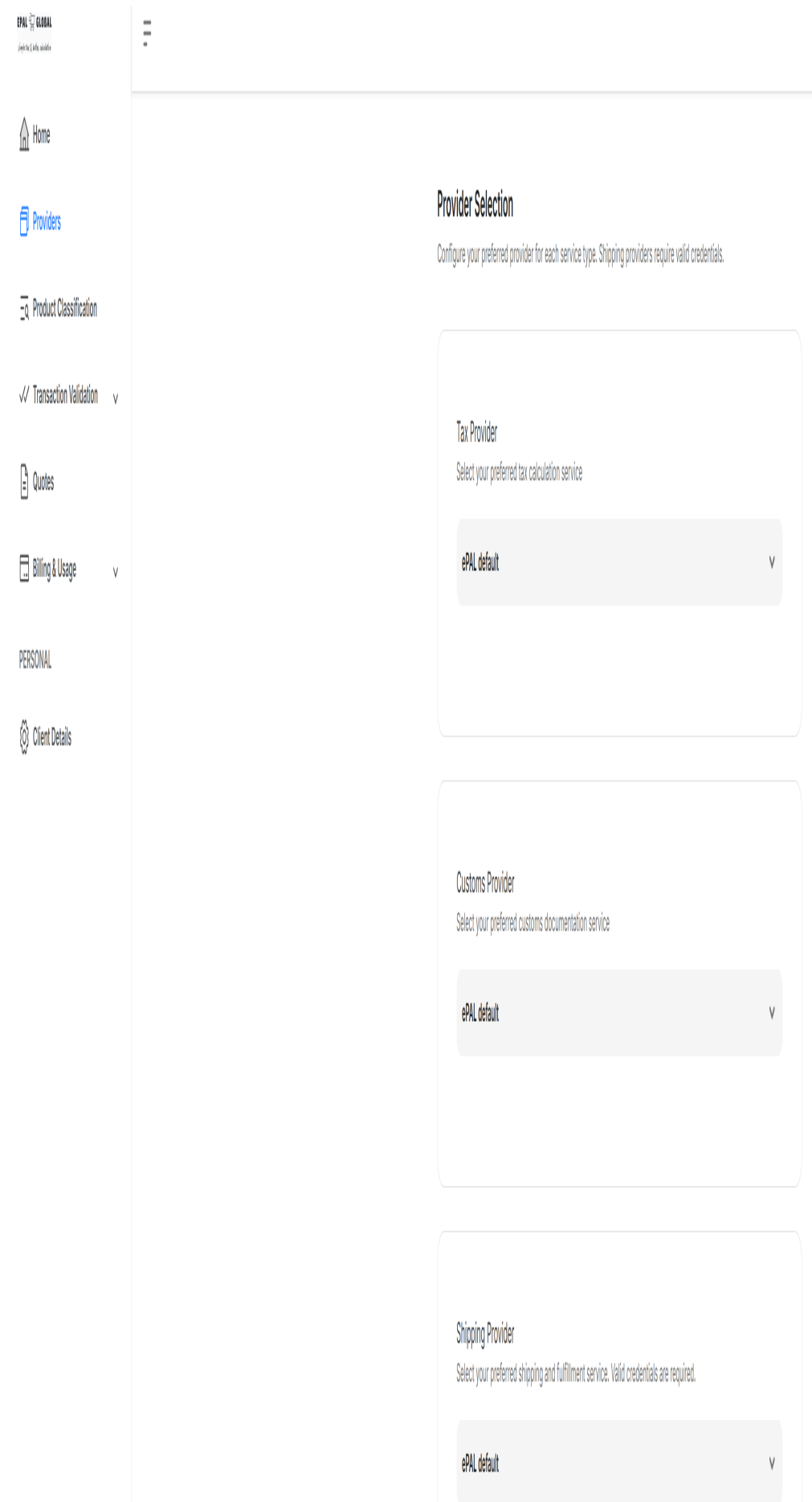
## Configuring the Shippo Connection (*WooCommerce*)

If you are a Shippo customer, you can configure the connection from ePAL to Shippo.

To configure your Shippo connection, complete the following steps:

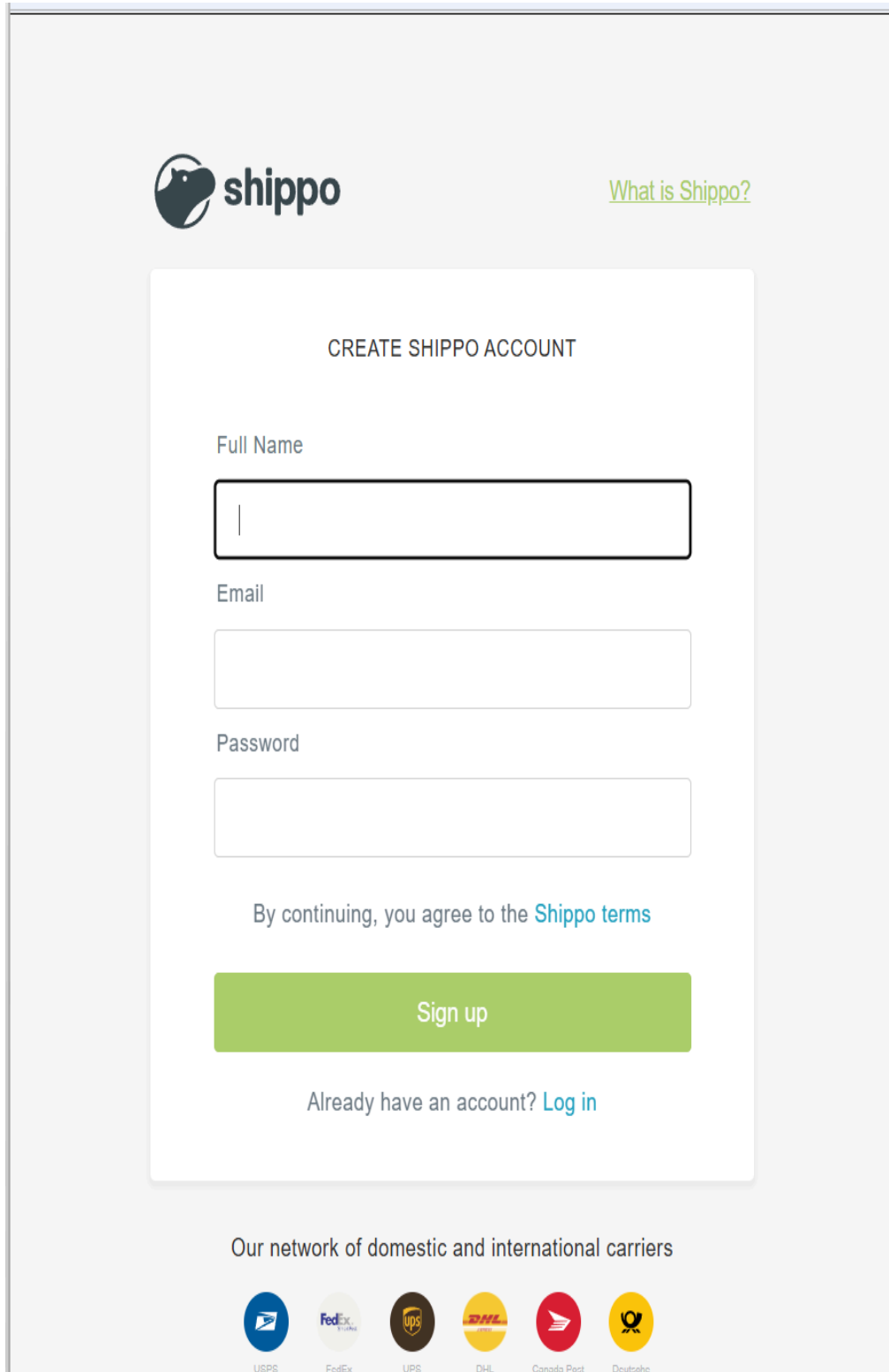
1. Go to the [ePAL Portal](#).
2. Click **Providers**. The following UI is displayed:

Figure 31. Providers UI




3. Choose **Shippo** from the **Shipping Provider** field. The following UI is displayed:

Figure 32. Shippo Login UI



The image shows the Shippo login and account creation interface. At the top left is the Shippo logo, and at the top right is a link for "What is Shippo?". The main content is a white card titled "CREATE SHIPPO ACCOUNT" with three input fields: "Full Name", "Email", and "Password". Below the fields is a green "Sign up" button and a link for "Log in" for existing users. At the bottom, there is a section titled "Our network of domestic and international carriers" with logos for USPS, FedEx, UPS, DHL, Canada Post, and Deutsche Post.

 [What is Shippo?](#)

CREATE SHIPPO ACCOUNT

Full Name

Email







Password

By continuing, you agree to the [Shippo terms](#)

[Sign up](#)

Already have an account? [Log in](#)

Our network of domestic and international carriers

USPS FedEx UPS DHL Canada Post Deutsche

- Now, open the WooCommerce Setup UI and click **Test Connection** to verify that the connection is working.

## Product Classification (WooCommerce)

Read about how *ePAL* facilitates easy product classification to help in the calculation of tax, shipping rates and other information.

*ePAL* uses HS6 codes to identify products. When you initially deploy *ePAL*, you may want to classify all your products during the installation. For more information about this, see Step 5 in the [Installing the Plugin \(WooCommerce\) \(on page 36\)](#) topic.

After your initial setup, you can use the product classification feature natively in WooCommerce. For more information about how to do this, see the [Classifying a Product \(WooCommerce\) \(on page 69\)](#) topic.

## Classifying a Product (WooCommerce)

You can add missing classifications to your products natively in *WooCommerce*.

### About this Task

This task describes how to select your product from your store's product catalogue before you use *ePAL* to retrieve the required information to make the goods ready for sale using *ePAL*.

For existing products, you can do this in step 5 of the guided installation. For more information, see the [Installing the Plugin \(WooCommerce\) \(on page 36\)](#) topic.

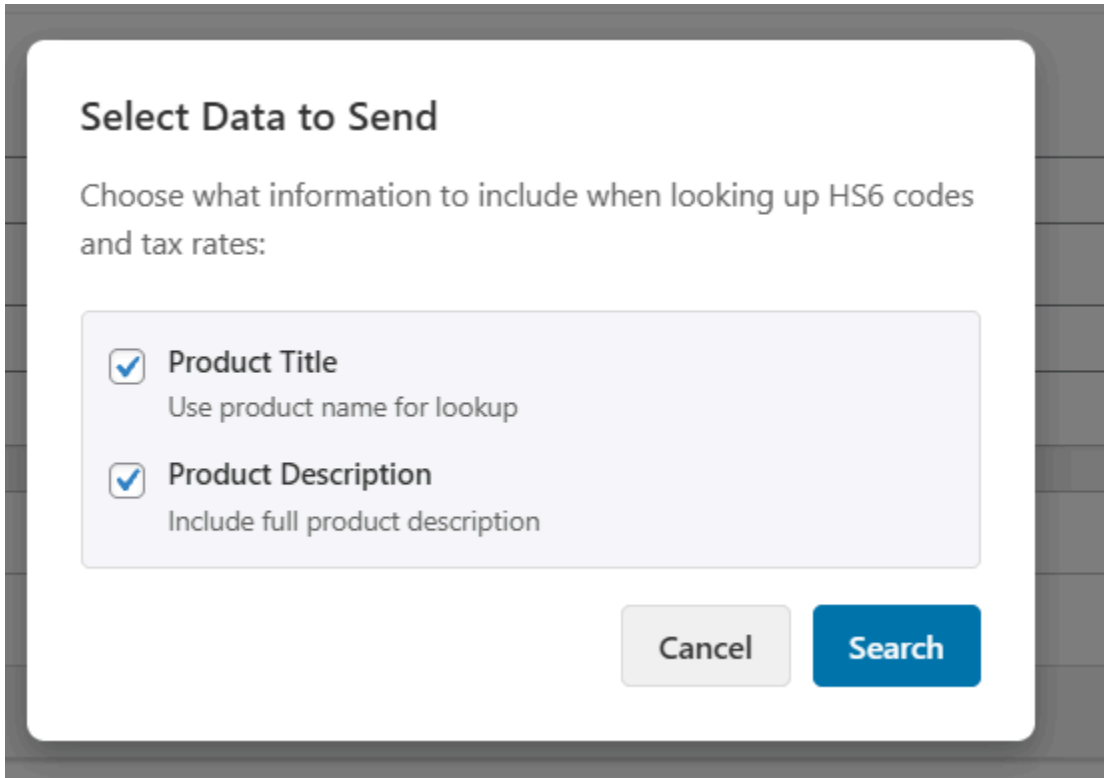
You can also do this after you complete the installation. For example, if you are adding a new product to your store.

### Steps

- Click **Open Products Page**.
- Navigate to the **Product Data** panel:

The screenshot shows the 'Product Data' panel in WooCommerce. The 'Product Classification Code' field is highlighted, and the 'Make ePAL ready' button is visible next to it. The panel includes various fields for product information such as Regular price, Sale price, Tax status, Tax class, and Tax Rate on Shipping.

- Click **Make ePAL ready**. The following UI is displayed:



4. Complete the following settings:

**Table 19.**

Setting	Description
<b>Product Title</b>	Use the product name when looking up the code.
<b>Product Description</b>	Include the full version of the product description.

5. Click **Search**. The results are displayed in the panel on the right hand side.

6. To pick a result, click **Select**.

## UI Reference Guide (*WooCommerce*)

This guide serves as a reference that lists all the relevants UIs.

### **WooCommerce UIs**

The following UIs are available in the *WooCommerce* UI:

- [Configure Tab \(WooCommerce\) \(on page 71\)](#)
- [Settings Tab \(WooCommerce\) \(on page 72\)](#)
- [Wallet Tab \(WooCommerce\) \(on page 75\)](#)

## ePAL Portal

You can also access the ePAL Portal to do things like check your remaining credits or search previous transactions. For more information, see the [ePAL Portal User Guide \(on page 78\)](#) section.

## Configure Tab (WooCommerce)

Use the **Configure** tab to review the status of your ePAL account and the connection to ePAL.

To open this tab,

You can open this UI from step 2 in the guided installation. This is explained in the [Installing the Plugin \(WooCommerce\) \(on page 36\)](#) topic.

You can also open the UI by opening WooCommerce and navigating to **WooCommerce > ePAL > Configure**. The following UI is displayed:

Figure 33. Configure Tab

The screenshot displays the WooCommerce Settings page for the ePAL integration. The left sidebar shows the navigation menu with 'WooCommerce' selected. The main content area is titled 'Settings' and includes a breadcrumb trail: 'Configure | Shipping Documentation | Settings | ePAL Onboarding | Wallet'. A notification banner at the top indicates 'ePAL Plugin Setup Required' with a progress of 80% and buttons for 'Start ePAL Onboarding' and 'Dismiss for 30 days'. Below this, the 'ePAL Integration Settings' section is active, showing 'Authentication Status' as 'Authenticated' with a 'Connected' status and a 'Logout' button. The 'ePAL Account' section shows a balance of '€150.00' and an 'Email Alert Threshold' of '-'. A 'Save changes' button is located at the bottom left of the settings area.

## Authentication Status

You can use the **Authentication Status** panel to test your connection to the ePAL API:

To test the connection, click **Test Connection**.

To test your Shippo connection, cl

You can also logout of your ePAL account. To do so, click **Logout**

## ePAL Account

You can use the **ePAL Account** panel to view the status of your ePAL account and the account's balance.

This UI contains the following fields:

**Table 20. ePAL Account UI**

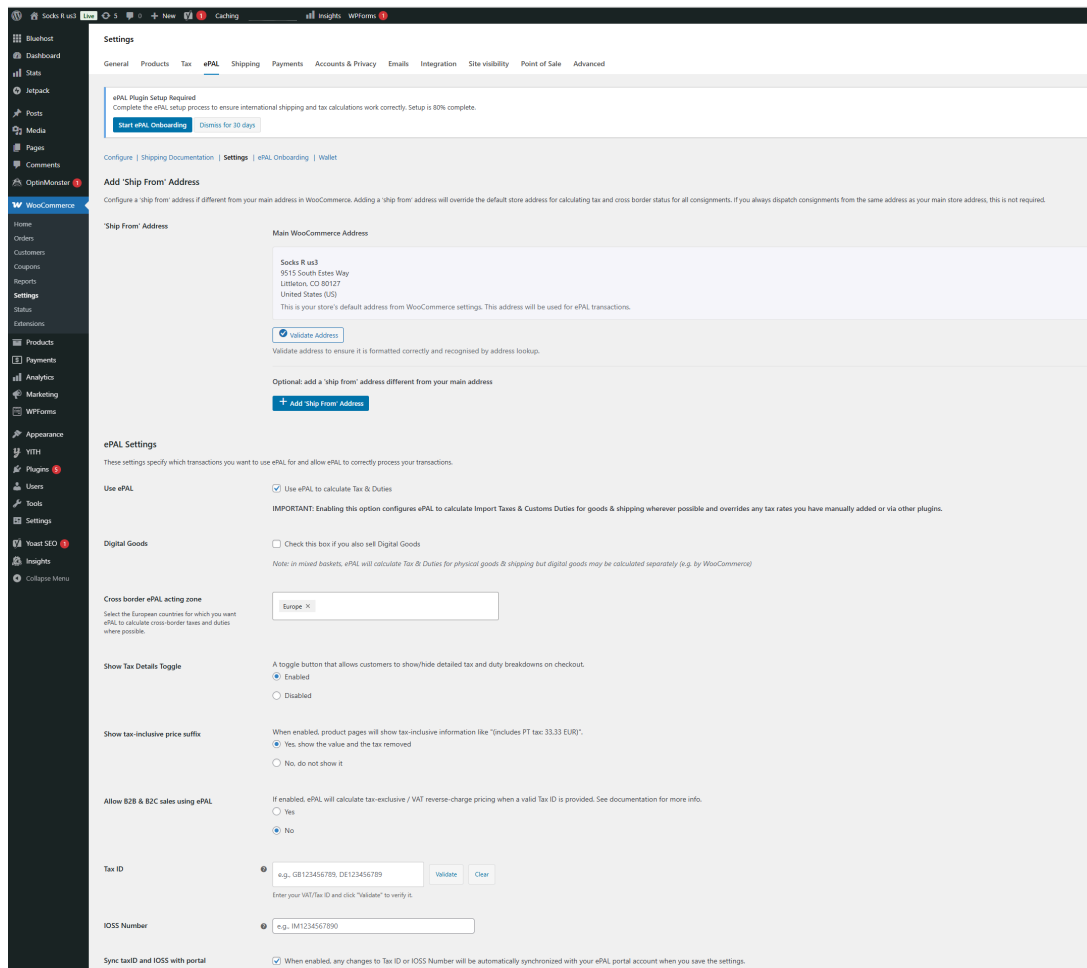
Field	Description
<b>ePAL Account Balance</b>	The remaining credit in your account. You can also refresh if needed.
<b>Email Alert Threshold</b>	Displays the threshold that triggers an alert email.

## Settings Tab (*WooCommerce*)

You can use the **Settings** tab to configure how ePAL interacts with your tax settings in *WooCommerce*

To open this UI, go to **WooCommerce > ePAL > Settings**. The following UI is displayed:

Figure 34. Settings Tab




The settings UI is divided into 2 sections:

- **Add Ship From Address:** If you want to use a custom Ship From Address, you can add it here. This can also be set in step 4 of the guided installation. For more information, see [Creating a Custom Ship From Address \(WooCommerce\) \(on page 61\)](#)
- **ePAL Settings:** This section of the UI collects all the relevant ePAL settings that you initially set in step 3 of the guided installation.

## ePAL Settings

This section contains the ePAL settings. It contains the following fields:

Table 21. ePAL Tax Configuration Settings Ui

Field	Description
<b>Mandatory Fields</b>	
<b>Use ePAL</b>	<div data-bbox="824 422 1414 638" style="border: 1px solid #ccc; border-radius: 10px; background-color: #fff9c4; padding: 10px; margin-bottom: 10px;">  <b>CAUTION:</b>            Enabling this setting permits ePAL to change your tax and shipping totals wherever applicable.         </div> <p>To enable ePAL and permit it to process your transactions, you need to select this checkbox</p>
<b>Digital Goods</b>	If you sell digital goods, select this checkbox. ePAL is not used for these goods. This setting helps it process mixed baskets.
<b>Cross border ePAL acting zone</b>	This setting governs the countries in which ePAL is enabled. To specify for all of Europe, choose <b>Europe</b> or you can enter individual countries and regions.
<b>Show Tax Details Toggle</b>	<p>Use this setting to enable or remove the <b>Show Tax Details</b> toggle on your checkout. Customers can use this to get more information about the taxes and duties that ePAL helps calculate.</p> <p>For more information, see <a href="#">Store and Checkout Integration (WooCommerce)</a> (on page 50)</p>
<b>Show tax-inclusive price suffix</b>	<p>When enabled, information about tax is displayed in the suffix of tax inclusive prices.</p> <p>For more information, see <a href="#">Store and Checkout Integration (WooCommerce)</a> (on page 50)</p>
<b>Optional Fields</b>	

**Table 21. ePAL Tax Configuration Settings Ui (continued)**

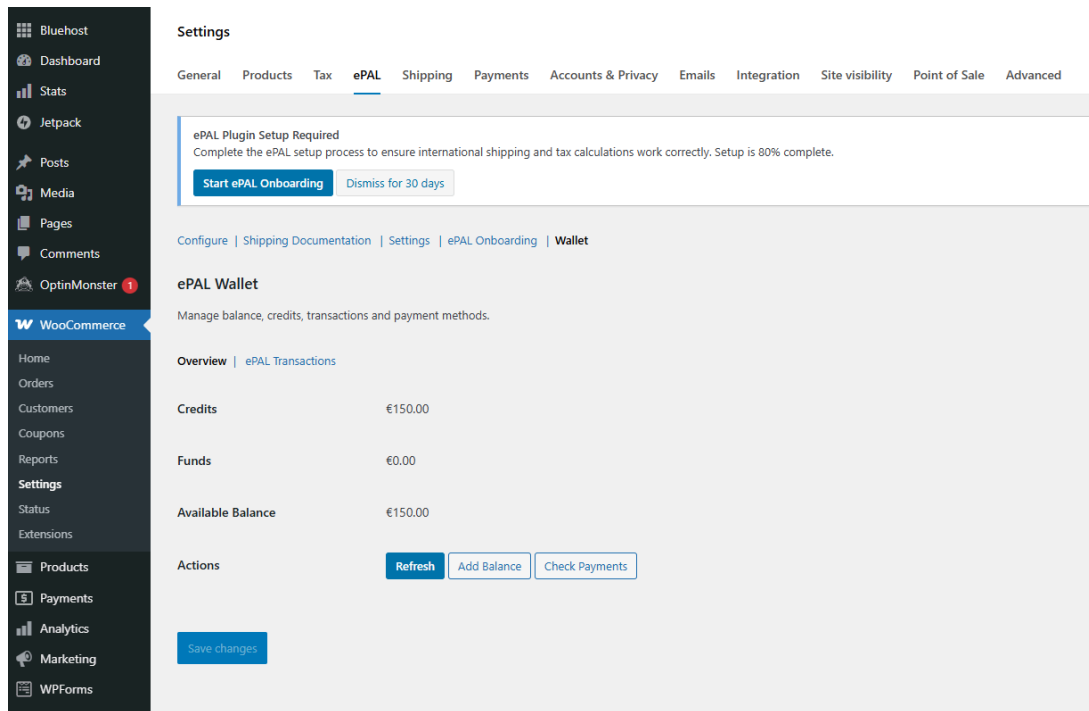
Field	Description
<b>Allow B2B &amp; B2C sales using ePAL</b>	If you want to use ePAL for B2B transactions, click <b>Yes</b> . For more information, see <a href="#">B2B and Tax ID Validation (WooCommerce) (on page 57)</a> .
<b>VAT Reverse Charge</b>	A VAT reverse charged can be applied for B2B transactions. You can choose whether this should apply only in the EU, between EU-based businesses or the entire world. For more information, see <a href="#">B2B and Tax ID Validation (WooCommerce) (on page 57)</a> .
<b>Tax ID</b>	You can specify your Tax ID. For example, your VAT ID. This is used for validation of B2B transactions. For more information, see <a href="#">B2B and Tax ID Validation (WooCommerce) (on page 57)</a> .
<b>IOSS Number</b>	Specify your IOSS number, if applicable. For more information, see <a href="#">Import One Stop Shop (IOSS) (WooCommerce) (on page 57)</a> .
<b>Sync taxid and IOSS with portal</b>	<p>If you click <b>Yes</b>, changes made to your Tax ID or IOSS number in Woo Commerce or on the ePAL portal are synchronized so both use the updated information.</p> <p>If you click <b>No</b>, changes are not synchronized.</p> <p>For more information about the Portal, see <a href="#">ePAL Portal User Guide (on page 78)</a></p>

## Wallet Tab (*WooCommerce*)

Use this tab to monitor and add to your balance.

To open this tab, go **WooCommerce > ePAL > Wallet**. The following UI is displayed:

Figure 35. Wallet UI



## Overview

The **Overview** tab contains the following fields:

Table 22. Overview Fields

Field	Description
<b>Credits</b>	The remaining credits on your ePAL account.
<b>Funds</b>	The funds in your account.
<b>Available Balance</b>	The balance of your account.
<b>Actions</b>	<p>You can use the following action buttons:</p> <ul style="list-style-type: none"> <li>• <b>Refresh:</b> Use this to refresh the UI.</li> <li>• <b>Add Balance:</b> Use this to add to your balance.</li> <li>• <b>Check Payments:</b> Use this to check on payments.</li> </ul>



# Chapter 3. ePAL Portal User Guide

Welcome to the ePAL portal, your single location for your ePAL settings, UIs, user management and reporting activities.

You can access the portal from [ePAL Portal](#).

## Features

The ePAL Portal includes the following features:

- Product classification
- User management
- Request validation
- ePAL account management

## UIs

The portal contains the following UIs:

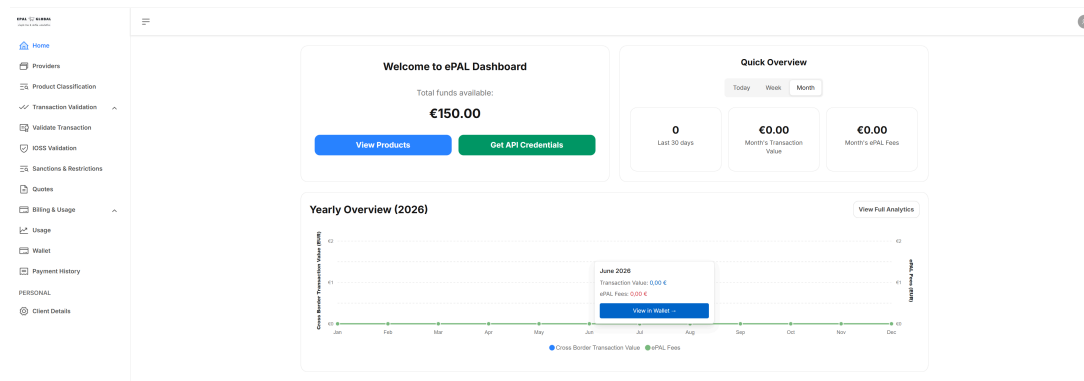
- 

## Home UI

Use this UI to get an overview of your recent activity before you decide what else you might want to do.

When you open the ePAL portal, the following UI is displayed:

Figure 36. Home panel



To view all the products that you have classified, click **View Products**.

To retrieve your API credentials, click **Get API Credentials**.

The **Quick Overview** panel offers an overview for today, this week or the month. The number of transactions, cumulative total value of transactions and the total ePAL fees for the selected time period are shown in the panels below.

The **Yearly Overview (Year)** panel displays a timeline of your transactions for the calendar year.

## Providers UI

Use this UI to configure your tax, customs and shipping providers.

To access the UI, click **Providers**. The following UI is displayed:

Figure 37. Providers panel

The screenshot shows the 'Providers' panel in the ePAL portal. On the left is a navigation menu with options: Home, Providers (selected), Product Classification, Transaction Validation, Quotes, Billing & Usage, PERSONAL, and Client Details. The main content area is titled 'Provider Selection' and includes the instruction: 'Configure your preferred provider for each service type. Shipping providers require valid credentials.' There are three sections, each with a dropdown menu:

- Tax Provider:** Select your preferred tax calculation service. The dropdown shows 'ePAL default'.
- Customs Provider:** Select your preferred customs documentation service. The dropdown shows 'ePAL default'.
- Shipping Provider:** Select your preferred shipping and fulfillment service. Valid credentials are required. The dropdown shows 'ePAL default'.

At the bottom right, there is a blue 'Save Now' button and a note: 'Changes are automatically saved'.

You can select a provider for each of the following:

Table 24. Providers

Provider	Description
<b>Tax Provider</b>	Choose the source for tax rate calculations from one of the following: <ul style="list-style-type: none"> <li>• <b>ePAL default</b></li> <li>• <b>Hurricane</b></li> </ul>
<b>Customs Provider</b>	Choose the source for Customs duty calculations from one of the following:

**Table 24. Providers (continued)**

Provider	Description
	<ul style="list-style-type: none"> <li>• <b>ePAL default</b></li> <li>• <b>Hurricane</b></li> </ul>
<p><b>Shipping Provider</b></p>	<p>Choose the shipping provider from one of the following:</p> <ul style="list-style-type: none"> <li>• <b>ePAL default</b></li> <li>• <b>Shippo</b></li> </ul>

## Product Classification

Use this UI to classify products and export the results.

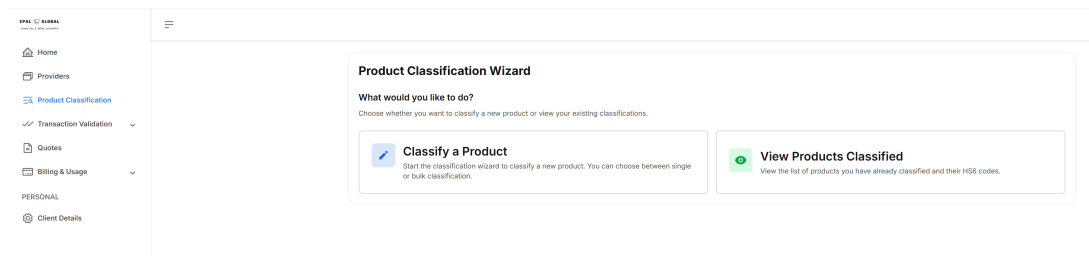


**Warning:**

The results here are based on non-deterministic logic. The Product Classification feature is intended to provide you with information that you are responsible for verifying the correctness for your purposes. ePAL accepts no liability for incorrect results.

To open this UI, click **Product Classification** on the side panel. The following UI is displayed:

Figure 38. Product Classification UI



### Classifying Products

To classify a product, click **Classify a Product**. The product classification wizard is launched. You can classify products. For more information about how to use this, see the [Product Classification Wizard \(on page 81\)](#) topic.

You can classify a single product. For more information, see the [Classifying a Single Product \(on page 82\)](#) topic.

You can also classify a number of products in a single batch. For more information, see the [Bulk Product Classification \(on page 87\)](#) topic.

## Existing Product Classifications

To view existing product classifications, click **View Products Classified**.

## Exports

You can also export product classifications.

## Product Classification Wizard

Use the Product Classification wizard to classify a single product or a number of products.

To open the Wizard, click **Product Classification** on the side panel. The following UI is displayed:

Figure 39. Product Classification Wizard UI

**Product Classification Wizard**

1 Choose Action 2 Type 3 Is Excisable? 4 Describe 5 Select HS6 6 Review

**How would you like to classify?**  
Choose whether to classify a single product or upload multiple products in bulk.

**Single Product**  
Classify one product at a time with detailed information and immediate results.

**Bulk Upload**  
Upload multiple products via CSV file. Choose between default or WooCommerce format.

← Back

The steps are tailored based on whether you want t

## Single Product Classifications

You may want to get the HS6 code for a single product. For example, if you have just added a new product to your range.

For more information about how to use the Wizard to classify a single product, see [Classifying a Single Product \(on page 82\)](#)

## Batch Classifications

You may want to classify a large batch of products. For example, if you are classifying your products for the first time. ePAL provides a facility to upload files containing multiple products for classification.

For more information about how to classify a batch of product, see [LINK](#).

## Existing Classifications

You can also view your previous classifications. You can also export these.

## Classifying a Single Product

Use this process to classify a single product.



### Warning:

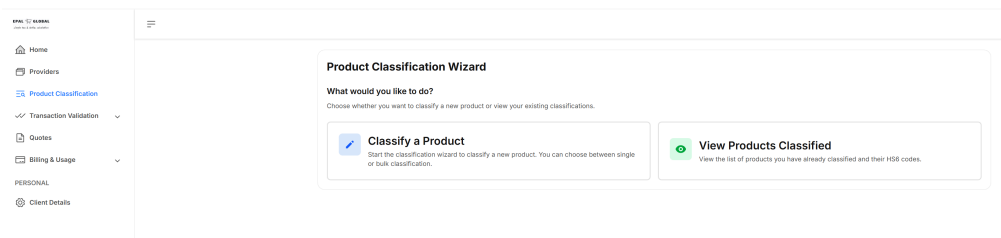
The results here are based on non-deterministic logic. The Product Classification feature is intended to provide you with information that you are responsible for verifying the correctness for your purposes. ePAL accepts no liability for incorrect results.

## Steps

To classify a single product, complete the following steps:

1. Open the ePAL portal at [ePAL Portal](#).
2. To open the Product Classification UI, click **Product Classification** in the side panel. The following UI is displayed:

Figure 40. Product Classification UI




3. Click **Classify a Product**. The following UI is displayed:


Figure 41. Product Classification Wizard Step 2

**Product Classification Wizard**

1 Choose Action 2 **Type** 3 Is Excisable? 4 Describe 5 Select HS6 6 Review

**How would you like to classify?**  
Choose whether to classify a single product or upload multiple products in bulk.

 **Single Product**  
Classify one product at a time with detailed information and immediate results.

 **Bulk Upload**  
Upload multiple products via CSV file. Choose between default or WooCommerce format.

-- Back


4. Click **Single Product**. . The following UI is displayed:


Figure 42. Product Classification Wizard Step 3

**Product Classification Wizard**

1 Choose Action 2 Type 3 **Is Excisable?** 4 Describe 5 Select HS6 6 Review

**Is the product an excisable good?**  
Excisable goods are subject to Excise Duties. Please select whether this product falls into that category. If unsure, select 'No'. Please note that this might result in incorrect Duty calculation. You can check whether a Product attracts Excise duty here: [https://europa.eu/youreurope/business/taxation/excise-duties-eu/product-excise-duties/index\\_en.htm](https://europa.eu/youreurope/business/taxation/excise-duties-eu/product-excise-duties/index_en.htm)

 **No**  
This product does not attract Excise Duty.

 **Yes**  
This product attracts Excise Duty.

-- Back

5. You need to specify if excise duty applies to the good.

If the goods are excisable, click **Yes**. The following UI is displayed where you need to enter details about the product:

Figure 43. Product Dimensions UI

**Product Classification Wizard**

Choose Action
  Type
  Is Excisable?
  4 Dimensions
  5 Describe
  6 Select HSB

**Product Dimensions**

Please provide at least one dimension or composition field to help with accurate classification of this excisable product.

Length (mm)  
e.g., 150

Width (mm)  
e.g., 100

Height (mm)  
e.g., 50

Thickness (mm)  
e.g., 5

Diameter (mm)  
e.g., 75

Weight (g)  
e.g., 500

Volume (cc)  
e.g., 750000

---

**Composition (0-1 scale)**

Sugar %  
e.g., 0.45

Milk %  
e.g., 0.25

Milk Solids %  
e.g., 0.20

Cocoa Solids %  
e.g., 0.30

Alcohol %  
e.g., 0.0

This UI contains the following fields:

**Table 25. Product Dimensions Fields**

Field	Unit of Measure	Description
<b>Product Dimensions</b>		Specify values for the dimensions of the product.
<b>Length</b>		
<b>Width</b>		
<b>Height</b>		
<b>Thickness</b>		
<b>Diameter</b>		
<b>Weight</b>		
<b>Volume</b>		

Field	Unit of Measure	Description
<b>Composition</b>		Specify value for the composition of the product. Use decimals. For example, you specify 0.25 to represent 25%.
<b>Sugar</b>	Percentage of total	Specify the amount of the good that is sugar.
<b>Milk</b>	Percentage of total	<u>Specify the amount of the good that is milk.</u>
<b>Milk Solids</b>	Percentage of total	Specify the amount of the good that is a milk solid.
<b>Cocoa Solids</b>	Percentage of total	Specify the amount of the good that is a cocoa solid.
<b>Alcohol</b>	Percentage of total	Specify the amount of the good that is alcohol.

If the goods are not excisable, click **No**. The following UI is displayed:

Figure 44. Product Classification Wizard Step 4

**Product Classification Wizard**

Choose Action ✓ Type ✓ Is Excisable? ✓ 4 Describe 5 Select HS6 6 Review

**Do you know the HS6 Code to the product?**  
Choose whether you know the HS6 code or if you can describe the product.

**No, I can describe it**  
Describe the product in detail

**Yes, I know the code**  
Enter the 6-digit HS6 code directly

-- Back Continue --

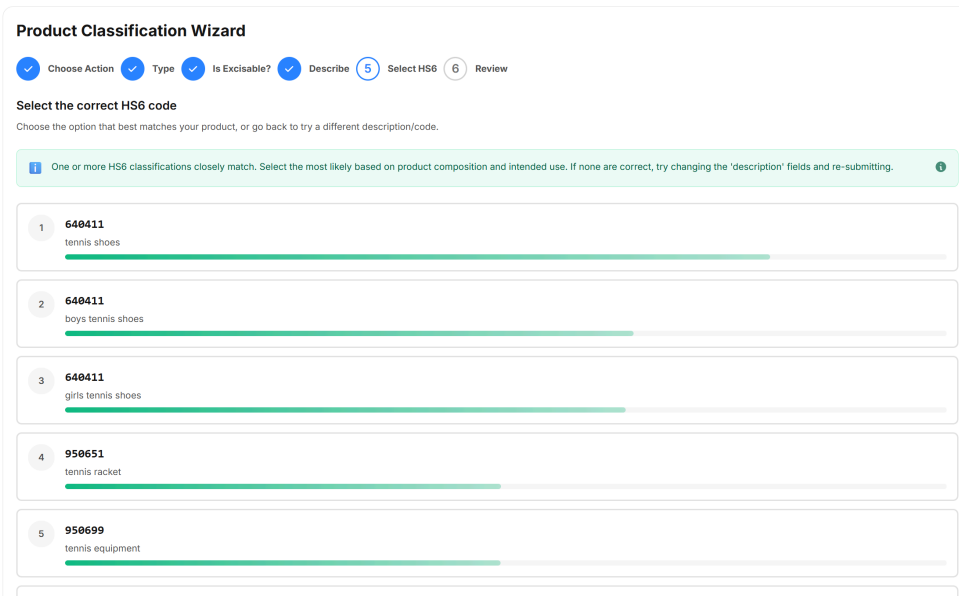
6. If you know the HS6 code of the good already, click **Yes, I know the code** and enter the code.

If you do not know the code, click **No, I can describe it** to enter a description. The following UI is displayed:

ePAL will return what it thinks may match your description. ePAL will return a list of matches and you can choose one that might be correct.

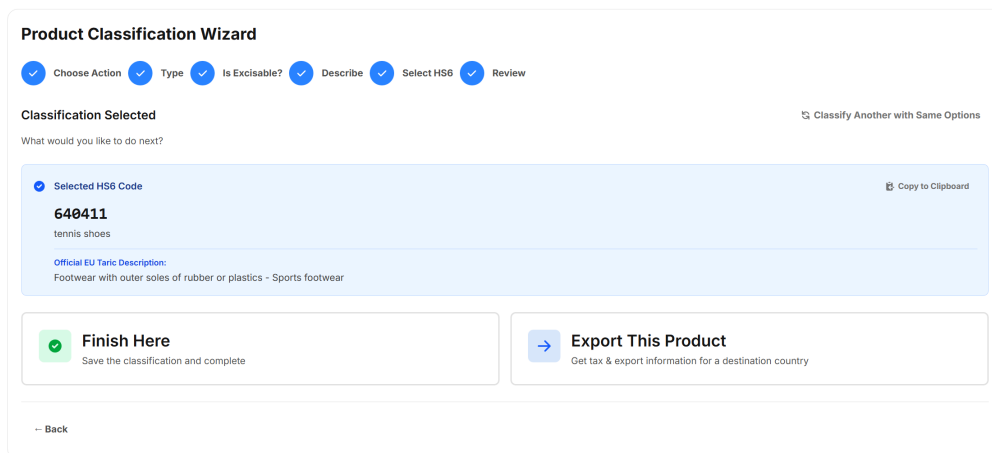
7. ePAL will return what it thinks may match your description. ePAL will return a list of matches and you can choose one that might be correct. For example:

Figure 45. Classification Results List UI



8. Select the appropriate code. The following UI is displayed where you can see the HS6 code and the Taric description:

Figure 46. Single Product Classification Result



9. You can copy the code to the clipboard and click **Finish Here**. Alternatively, you can export the product classification by clicking **Export This Product**.

## Post Processing

## Bulk Product Classification

This process explains how to classify a batch of products in a single batch upload.



### Warning:

The results here are based on non-deterministic logic. The Product Classification feature is intended to provide you with information that you are responsible for verifying the correctness for your purposes. ePAL accepts no liability for incorrect results.



### Tip:

You can download sample files from the UI by clicking the **Download CSV Example** or **Download** buttons.

## Restrictions

The following restrictions apply:

- You must use CSV or the WooCommerce format.

The following restrictions apply to the CSV file:

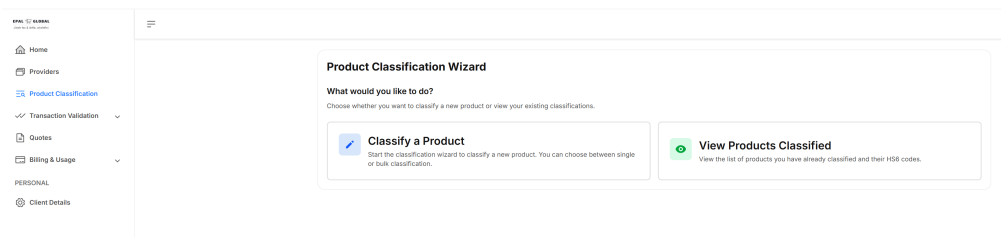
- The header row must contain 2 headers: `description` and `hscode`.
- You can specify values for either header.
- Values must be at least 2 characters long.

## Steps

To classify a batch of products using a CSV file, complete the following steps:

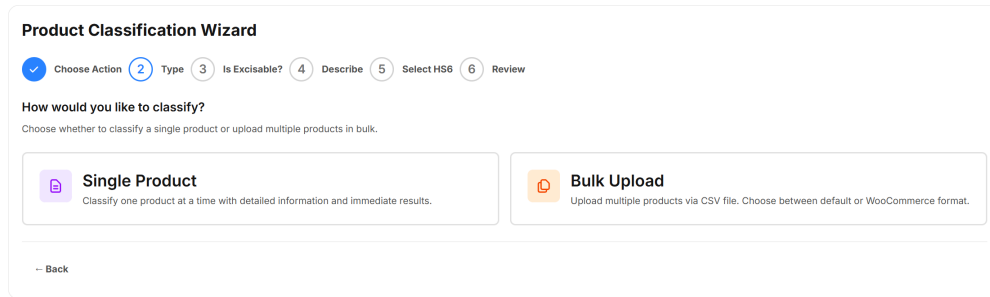
1. Open the ePAL portal at [ePAL Portal](#).
2. To open the Product Classification UI, click **Product Classification** in the side panel. The following UI is displayed:

Figure 47. Product Classification UI



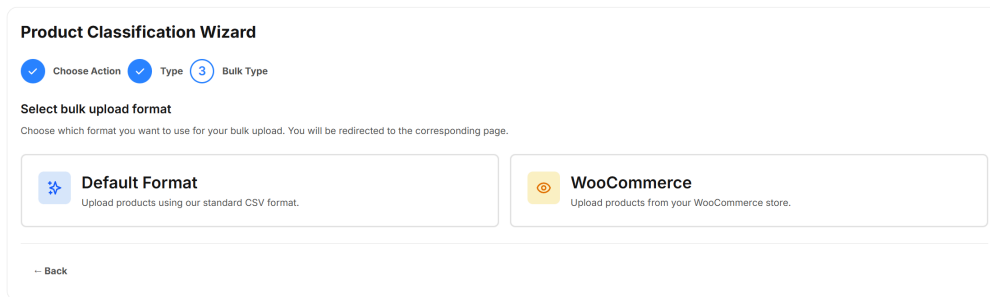
3. Click **Classify a Product**. The following UI is displayed:

Figure 48. Product Classification Wizard Step 2



4. Click **Bulk Upload**. The following UI is displayed:

Figure 49. Bulk Upload Type UI



5. Choose **Default Format** to use CSV.

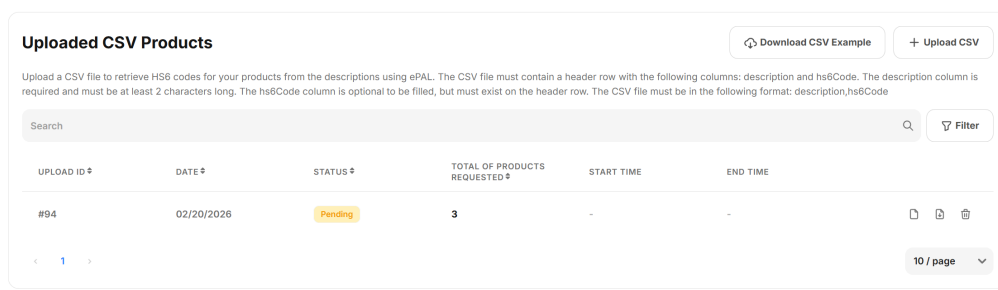
In this example, we will upload the following CSV file:

Figure 50. CSV Upload Example


	A	B	C	D
1	productTitle	description	hs6Code	
2		Blue shoes		
3		Red socks		
4		Cheese		
5				

6. After you upload the file, the following UI is displayed:

Figure 51. Bulk Upload In Progress UI

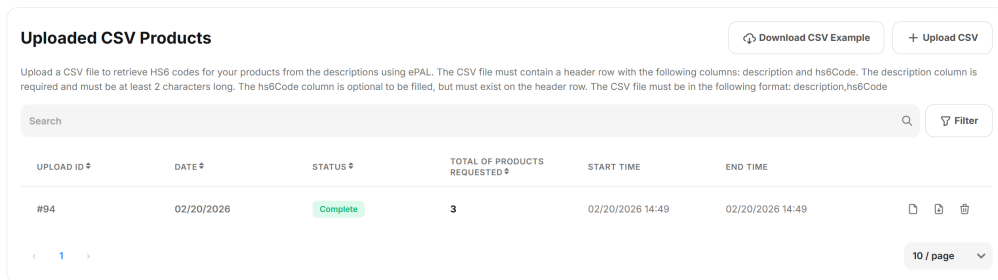


The status is shown as **Pending** until it completes.

 **Note:**  
This make take some time.

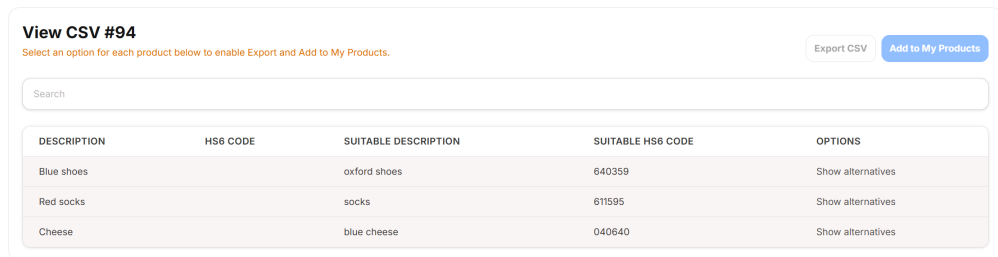
7. When completed successfully, the following UI is displayed:

Figure 52. Upload Complete



8. To view the results, click the **View** icon. The following UI is displayed:

Figure 53. Results UI



This UI contains the following fields:

**Table 26. View CSV Fields**

Field	Description
<b>DESCRIPTION</b>	A description of the classification that was specified in the input file.
<b>HS6 CODE</b>	The HS6 code, if any, that was specified in the input file.
<b>SUITABLE DESCRIPTION</b>	The description returned by the system.
<b>SUITABLE HS6 CODE</b>	The suggested HS6 code returned by the system.
<b>OPTIONS</b>	Optional actions such as viewing alternative suggestions.

You can also delete the result or download it using the other icons.

9. You can now decide whether to accept these results or choose another classification. To view the selected classification, click **Show alternatives** under the **OPTIONS** column. The following UI is displayed:

**Figure 54. Show Alternatives UI**

**View CSV #94**  
Select an option for each product below to enable Export and Add to My Products.

Export CSV Add to My Products

Search

DESCRIPTION	HS6 CODE	SUITABLE DESCRIPTION	SUITABLE HS6 CODE	OPTIONS
Blue shoes		oxford shoes	640359	Hide alternatives
		oxford shoes (selected)	640359	Primary
		blue cheese	040840	Option 1
		blue clay	250840	Option 2
		glue	350610	Option 3
		dried blue whiting	030553	Option 4
		blue corn kernel	100590	Option 5
		glue hardener	382499	Option 6
		piano blues	852349	Option 7

The selected classification is indicated by the **(presence)** amendment in the **SUITABLE DESCRIPTION** column.

Click on the row you want to use.

Repeat this for each classification.

10. When complete, the **Export CSV** and **Add to My Products** buttons are no longer inactive and greyed out.

When you export the results, a CSV file will download. For example:

Figure 55. CSV Export Example

	A	B	C	D
1	description	hs6Code	suitableDescription	suitableHs6Code
2	Blue shoes		oxford shoes	640359
3	Red socks			
4	Cheese			

When you click **Add to My Products**, the classifications are added to your list of previous classifications.

## Upload CSV Products UI

Use this UI to view your product classifications, upload new batches or download results from previous classifications.

This UI is displayed during bulk validations. For more information, see

**Uploaded CSV Products** 
[Download CSV Example](#)
[+ Upload CSV](#)

Upload a CSV file to retrieve HS6 codes for your products from the descriptions using ePAL. The CSV file must contain a header row with the following columns: description and hs6Code. The description column is required and must be at least 2 characters long. The hs6Code column is optional to be filled, but must exist on the header row. The CSV file must be in the following format: description,hs6Code

Search  Filter

UPLOAD ID #	DATE #	STATUS #	TOTAL OF PRODUCTS REQUESTED #	START TIME	END TIME	
#94	02/20/2026	Complete	3	02/20/2026 14:49	02/20/2026 14:49	<a href="#">📄</a> <a href="#">📄</a> <a href="#">🗑️</a>

10 / page v

## Buttons

This UI includes the following buttons:

Table 27. Uploaded CSV UI Buttons

Button	Description
<b>Download CSV Example</b>	Download the exmaple file.
<b>Upload CSV</b>	Load a CSV file into the system.

**Table 27. Uploaded CSV UI Buttons (continued)**

Button	Description
Filter	Filter the results.
10/page	The number of pages.

## Icons

## Column Headers

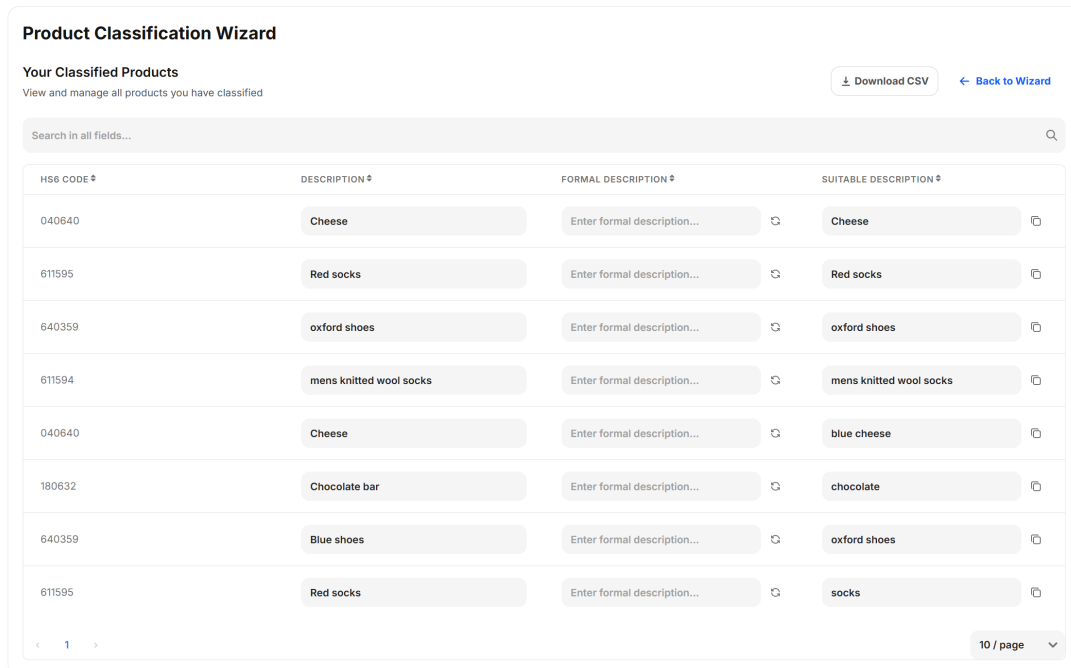
## Your Classified Products UI

Use this UI to get an overview of your individual product classifications.

You can use this UI to review your existing classifications.

To open the UI, open the ePAL Portal and click **Product Classification > View Products Classified > Single Products**. The following UI is displayed:

Figure 56. Single Product Classification UI



## Buttons and Icons

This UI contains the following buttons and icons:

**Table 28. Buttons and Icons**

Button/Icon	Description
Download CSV	
Back to Wizard	
Filter	
10 / page	
Refresh	
Copy	

## Fields

This UI contains the following fields:

**Table 29. Fields**

Field	Description
HS6 CODE	
DESCRIPTION	
FORMAL DESCRIPTION	
SUITABLE DESCRIPTION	

## Transaction Validation UIs

Use these screens to validate transactions.

This section includes the following UIs:

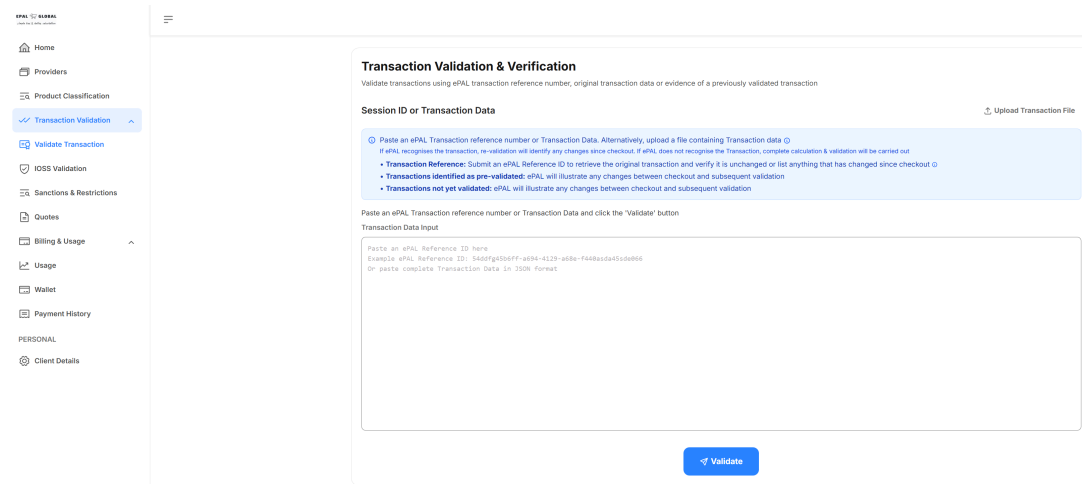
- 

### Validate Transaction UI

Use this UI to validate your transactions.

To open this UI, open the ePAL Portal and click **Transaction Validation**. The following UI is displayed:

Figure 57. Transaction and Validation UI

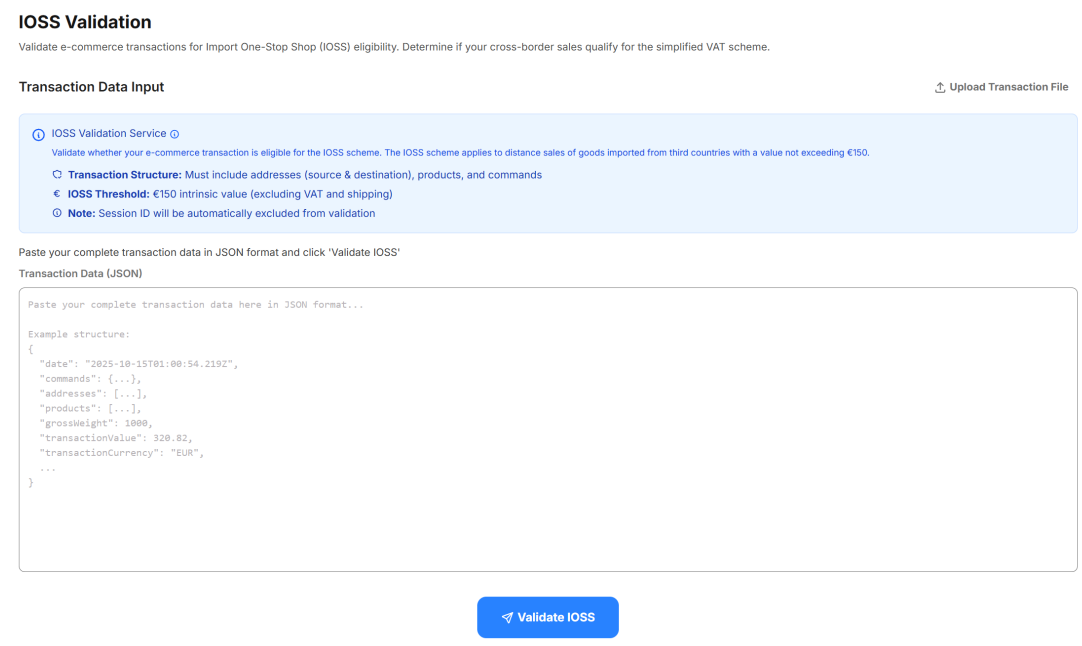


## IOSS Validation UI

Use this UI to test whether a transaction qualifies for IOSS or not.

To open this UI, open the ePAL Portal and click **Transaction Validation > IOSS Validation**. The following UI is displayed:

Figure 58. IOSS Validation UI



You can paste the JSON directly into the UI or you can use the **Upload Transaction File** button to load it from a file.

## Sanctions and Restrictions UI

Use this UI to check import, export and transport codes.

To open this UI, open the ePAL Portal and click **Transaction Validation > Sanction & Restriction**. The following UI is displayed:

Figure 59. Code Translation UI

## Quotes UI

Use this UI to generate estimates for your shipment.

To open this UI, open the ePAL Portal and click **Transaction Validation > Quotes**. The following UI is displayed:

The **My Quotes** section summarizes your previous quotes. It contains the following fields:

Table 30. My Quotes Overview Fields

Field	Description
SESSION ID	
DATE	
TOTAL AMOUNT	
ACTIONS	

To create a new quote, click **Create New Quote**. The following UI is displayed:

This UI contains the following fields:

**Table 31. New Quote Fields**

Field/Button	Description

## Billing and Usage UIs

Use these UIs to help monitor your ePAL billing by viewing usage stastics, payment and other information.

This section contains the following UIs:

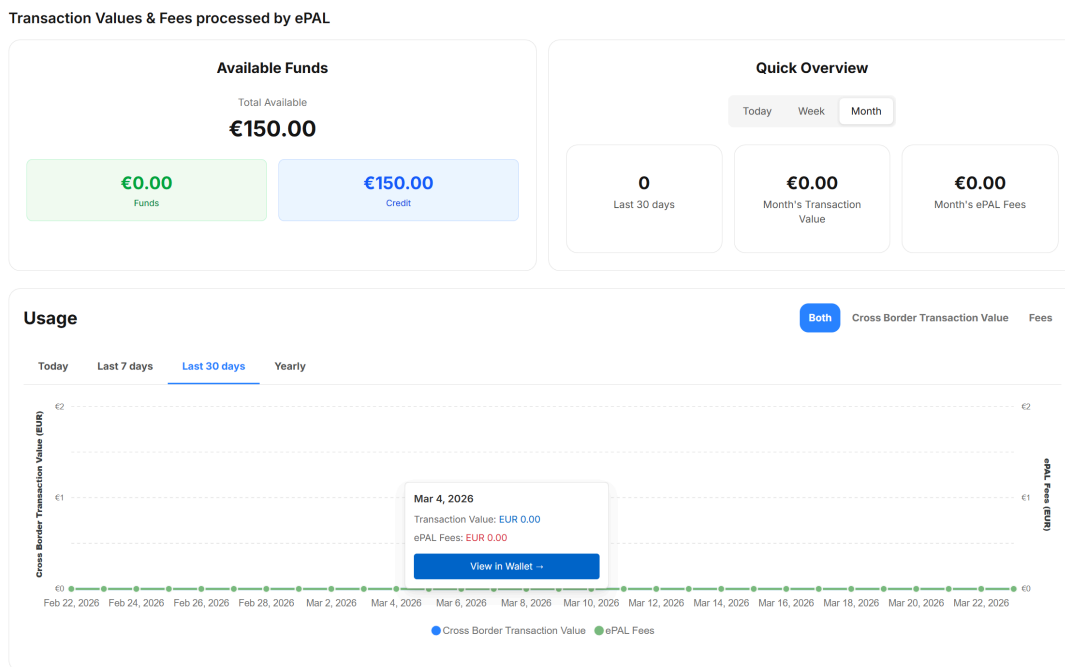
- 

### Usage UI

Use this UI to get an overview of your usage.

To open this UI, open the ePAL Portal and click **Billing & Usage > Usage**. The following UI is displayed:

Figure 60. Usage UI



The **Available Funds** section shows your remaining funds and credit.

You can use the **Quick Overview** section to look at your ePAL transactions for today, this week or this month.

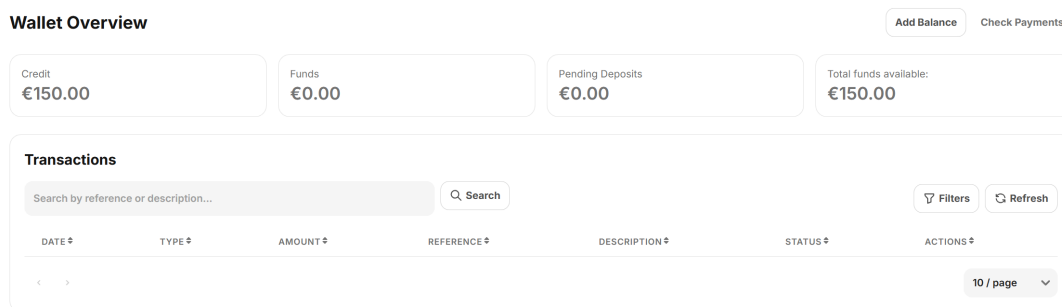
The **Usage** timeline shows you this information on a timeline chart. You can filter for the last 24 hours, 7 days, 30 days, or 12 months.

## Wallet UI

Use this UI to get an overview of your ePAL wallet.

To open this UI, open the ePAL Portal and click **Billing & Usage > Wallet**. The following UI is displayed:

Figure 61. Wallet UI



### Wallet Overview

To add funds, click **Add Balance**. For more information, see .

You can use the **Check Payments** button to check your payment history.

### Transactions

# Chapter 4. ePAL REST API Overview

Use the information provided here to understand how to use the REST API.



## CAUTION:

This section is intended only for users who integrate directly with *ePAL*, using the *ePAL* REST API. If you are a *WooCommerce* plugin user, you cannot use this API.

This section and the topics in it lists the API and its component parts.

For more information about how to get started with the API, see the [Getting Started with the API \(on page 102\)](#) section. This includes topics about authorization and commands.

## Restrictions and Limitations

The following restrictions and limitations apply:

- You must include authentication information in each request. For more information, see the [API Authentication \(on page 104\)](#) topic.
- You must include the `Content-Type: application/json` and `Accept: application/json` header information in all your requests.
- The rate limit is around 300 requests per minute. This can vary depending on the individual requests.

## Environments

The API can be used in 2 different environments:



- Sandbox: This is the environment that you should use before you are ready to use the live production system.
- Production: This is the live production environment. Charges will be applied here.

The following table summarizes the details for these:

**Table 32. API Environment Details**

Detail	Sandbox	Production
API URL	<code>https://sandbox-api.epalglobal.com/</code>	<code>https://api.epalglobal.com/</code>

**Table 32. API Environment Details (continued)**

Detail	Sandbox	Production
<b>Client ID</b>	epal_20377450bb- b442d6be9ed6c49ac84d15	This is your secret client ID. You can retrieve it from the <a href="#">ePAL Portal</a> .  <div style="border: 1px solid black; padding: 5px; background-color: #fff9c4;">  <b>CAUTION:</b>                          It is important to keep this information secure and secret.                     </div>
<b>Client Secret</b>	sk_sandbox_1f04c6fdf868ac8b- fa481338b54827eale5c01f7a8711d09d7e26c0a1 f50	This is your secret. You can retrieve it from the <a href="#">ePAL Portal</a> .  <div style="border: 1px solid black; padding: 5px; background-color: #fff9c4;">  <b>CAUTION:</b>                          It is important to keep this information secure and secret.                     </div>
<b>ePAL Portal</b>	<a href="#">ePAL Dashboard (Sandbox)</a>	<a href="#">ePAL Portal</a>
<b>ePAL Portal User</b>	<ul style="list-style-type: none"> <li>• <b>User:</b> developer@epal-global.com</li> <li>• <b>Password:</b> Sandbox-User123!</li> </ul>	This is your user and password for the <a href="#">ePAL Portal</a> .

### API Components

Detailed reference information is provided for each endpoint and its requests and fields. For more information, see the [API Reference Guide \(on page 106\)](#) section.

The following table shows the API endpoints and requests:

**Table 33. Endpoints and Requests**

Endpoint	Requests
Health (/health)	Get welcome message (on page 107)
	Health check (on page 108)
Health Check (/Health/Integrations)	Check health status of all integrations (on page 109)
Transactions (/transaction)	Process transaction (on page 113)
Quotes (/quotes)	Get user quotes (on page 125)
	Get user quotes (Pagination/Summary) (on page 129)
	Get quotes by session ID (on page 133)
	Get quote by session ID with raw data (on page 136) ()
Documents (/generate-labels)	Generate shipping labels and documents (on page 140)
	Get label by ID (on page 147)
	Get label by tracking number (on page 148)
	Get all Shippo documents for a transaction (on page 149)
	Get Shippo customs declaration by ID (on page 152)
Fulfillment (/fulfillment)	Process fulfillment (on page 156)
IOSS Validation (/ioss-validation)	Validate IOSS eligibility (on page 157)
	Validate IOSS eligibility by session ID (on page 162)
Code Translation (/code-translation)	Translate export/import/transport codes (on page 165)
HS Code (/hscode)	Search HS/TARIC by code (on page 168)
	Search HS/TARIC by description (on page 169)

## API Commands

You can use commands to modify how the [Process transaction \(on page 113\)](#) request works. For more information about commands, see the [API Commands \(on page 104\)](#) topic.

## Example Use Cases

The following table lists some examples of how you might use the API's requests:

**Table 34.**

Use Case	API Request
Test the connection	<a href="#">Get welcome message (on page 107)</a>
Perform a health check	<a href="#">Health check (on page 108)</a>
Check the health status of connected applications	<a href="#">Check health status of all integrations (on page 109)</a>
Process a quote transaction	Use the <a href="#">Process transaction (on page 113)</a> with the <code>executeTransaction</code> command set to <code>False</code>
Process a complete or final transaction	Use the <a href="#">Process transaction (on page 113)</a> with the <code>executeTransaction</code> command set to <code>True</code>
Process a transaction where tax is excluded	Use the <a href="#">Process transaction (on page 113)</a> with the <code>calculateTaxExclusive</code> command set to <code>True</code>
Process a transaction where tax is included	Use the <a href="#">Process transaction (on page 113)</a> with the <code>calculateTaxInclusive</code> command set to <code>True</code>
Calculate customs duties as part of the transaction	Use the <a href="#">Process transaction (on page 113)</a> with the <code>calculateCustomDuties</code> command set to <code>True</code>
Check for denied parties when processing a transaction	Use the <a href="#">Process transaction (on page 113)</a> with the <code>deniedParties</code> command set to <code>True</code>
Use Shippo for shipping rates when processing a transaction	Use the <a href="#">Process transaction (on page 113)</a> with the <code>useShipping</code> command set to <code>Shippo</code>
Use real-time rates from Shippo when processing a transaction	Use the <a href="#">Process transaction (on page 113)</a> with the <code>getShippingRates</code> command set to <code>True</code>
Retrieve quotes	<a href="#">Get user quotes (on page 125)</a>

**Table 34. (continued)**

Use Case	API Request
Generate shipping labels	<a href="#">Generate shipping labels and documents (on page 140)</a>
Process an order fulfillment	<a href="#">Process fulfillment (on page 156)</a>
Validate whether a transaction is eligible for IOSS or not	<a href="#">Validate IOSS eligibility (on page 157)</a>
Translate transport codes	<a href="#">Translate export/import/transport codes (on page 165)</a>
Search for a HS code	<a href="#">Search HS/TARIC by code (on page 168)</a>
Search for a HS code using its description	<a href="#">Search HS/TARIC by description (on page 169)</a>

## Getting Started with the API

Use the information here to help you get started with your integration with the ePAL REST API.

Review the implementation details.

Review the information about how to authenticate requests. For more information, see the [API Authentication \(on page 104\)](#) topic.

A typical implementation can consist of the following steps:

1. Review the ePAL documentation and other materials. Specifically, review this Getting Started with the API section.
2. Go to <https://app.epalglobal.co/> and complete the signup form.
3. Activate the account using the email that was sent during step 2.
4. Go to the ePAL Dashboard and retrieve your API credentials. Copy your client ID and secret. Keep this secret and safe. You will need to add them to each API request.
5. Use the Get welcome message request to check that your connection is correct. For more information, see the [Get welcome message \(on page 107\)](#) topic.
6. The Process transaction request is the request that you are likely to use the most. Send the following transaction to test this request. This is a quote so it will not use your ePAL credits. For more information, see the [Process transaction \(on page 113\)](#) topic:

```
{
  "commands": {
```

```
"executeTransaction": false,

"calculateTaxExclusive": true,

"calculateCustomDuties": true,

"useShipping": "shippo",

"getShippingRates": true
},

"addresses": [

  {

    "type": "SOURCE",

    "fullName": "Apple Inc.",

    "companyName": "Apple Inc.",

    "email": "contact@apple.com",

    "phone": "+1 408-996-1010",

    "street": "1 Apple Park Way",

    "city": "Cupertino",

    "county": "Santa Clara",

    "postalCode": "95014",

    "country": "US"

  },

  {

    "type": "DESTINATION",

    "fullName": "Customer Name",

    "companyName": "Customer Company",

    "email": "customer@email.com",

    "phone": "+353 61 123 456",

    "street": "No. 1 Charlotte Quay, Suite A2",

    "city": "Limerick",

    "postalCode": "V94 TW5E",

    "country": "IE"

  }

],

"products": [

  {

    "clientSKU": "YOUR-SKU-123",

    "hs6Code": "852692",

    "description": "Your Product Name",

    "productType": "physical",
```

```

    "value": 99,
    "qty": 1,
    "originatingCountry": "US"
  }
],
"transactionCurrency": "USD",
"grossWeight": 500
}

```

- Now you can use the Session ID that was generated by this quote to create labels, using the [Generate shipping labels and documents](#) request. For more information, see the [Generate shipping labels and documents \(on page 140\)](#) topic.

## API Authentication

Read about how to authenticate your requests.

You must add your API keys to each request:

```

x-client-id: {Client_ID}
x-client-secret: {Client_Secret}

```



### Tip:

You can retrieve your Client ID and Secret from the **Home** UI in the ePAL Portal. For more information, see the [Home UI \(on page 78\)](#) topic.

For example:

```

curl -X GET "https://api.epalglobal.co/health" \
  -H "x-client-id: {Client_ID}" \
  -H "x-client-secret: {Client_Secret}"

```

## API Commands

You can use commands to modify how the PAI requests function.

For example, you can add commands to the first lines of your request body:

```

{
  "commands": {
    "executeTransaction": false,
    "calculateTaxExclusive": true,

```

```

"calculateCustomDuties": true,

"useShipping": "shippo",

"getShippingRates": true

},

```

These commands modify how the request is run. For example, you can use a command to distinguish between a quote and a final or full transaction. You can also use it to signal that an amount is tax inclusive or exclusive and to modify how shipping is calculated.

The following table lists the commands and associated request:

**Table 35. Commands and Requests**

Command	Requests	Use
<code>executeTransaction</code>	Process transaction ( <a href="#">on page 113</a> )	If you set this to <code>true</code> , the transaction will be processed (and your ePAL credits will be charged). If you set this to <code>false</code> , no transaction is create and there is no charge to your ePAL credits.
<code>calculateTaxExclusive</code>	Process transaction ( <a href="#">on page 113</a> )	If you set this to <code>true</code> , ePAL will assume that the prices sent to it do not include tax. Tax is calculated based on this assumption.
<code>calculateTaxInclusive</code>	Process transaction ( <a href="#">on page 113</a> )	If you set this command to <code>true</code> . ePAL will assume that the prices sent to it include tax. ePAL will remove this before calculating tax.
<code>calculateCustomDuties</code>	Process transaction ( <a href="#">on page 113</a> )	If set to <code>true</code> , ePAL will calculate customs duties.
<code>deniedParties</code>	Process transaction ( <a href="#">on page 113</a> )	If set to <code>true</code> , ePAL will check for denied parties.
<code>useShipping</code>	Process transaction ( <a href="#">on page 113</a> )	To use Shippo for shipping rates, set to <code>Shippo</code> .
<code>getShippingRates</code>	Process transaction ( <a href="#">on page 113</a> )	If set to <code>true</code> , real-time carrier rates are returned from Shippo.

## API Reference Guide

This sections describes all the endpoints, requests and fields that you can use for your API integration.

Each request topic contains all the details you need to perform each function.

### Requests and Endpoints

The following table shows the requests and endpoints:

**Table 36. Endpoints and Requests**

Endpoint	Requests
Health (/health)	Get welcome message (on page 107)
	Health check (on page 108)
Health Check (/Health/Integrations)	Check health status of all integrations (on page 109)
Transactions (/transaction)	Process transaction (on page 113)
Quotes (/quotes)	Get user quotes (on page 125)
	Get user quotes (Pagination/Summary) (on page 129)
	Get quotes by session ID (on page 133)
	Get quote by session ID with raw data (on page 136) ()
Documents (/generate-labels)	Generate shipping labels and documents (on page 140)
	Get label by ID (on page 147)
	Get label by tracking number (on page 148)
	Get all Shippo documents for a transaction (on page 149)
	Get Shippo customs declaration by ID (on page 152)
Fulfillment (/fulfillment)	Process fulfillment (on page 156)
IOSS Validation (/iooss-validation)	Validate IOSS eligibility (on page 157)

**Table 36. Endpoints and Requests (continued)**

Endpoint	Requests
	Validate IOSS eligibility by session ID <i>(on page 162)</i>
Code Translation ( <code>/code-translation</code> )	Translate export/import/transport codes <i>(on page 165)</i>
HS Code ( <code>/hscode</code> )	Search HS/TARIC by code <i>(on page 168)</i>
	Search HS/TARIC by description <i>(on page 169)</i>

## Health Endpoint Overview

Use the requests available for this endpoint to check on the general health of your connection to the ePAL API and ePAL's overall health status.

This section lists the requests that in the API:

**Table 37. Request and Endpoints**

Endpoint	Requests
Health ( <code>/health</code> )	Get welcome message <i>(on page 107)</i>
	Health check <i>(on page 108)</i>

## Get welcome message

Use this request to test your connection to the ePAL API by returning the welcome message.

To send this request, use a GET operation and the following URL:

```
{api_url}
```

where `{api_url}` is the URL for the system you want to use.

For example, you can use the following URL for Production:

```
https://api.epalglobal.co
```

## Details

**Table 38. Request Details**

Detail	Value
Operation	GET
Endpoint	None
Fields	None

## Example Response

The following is an example response for a successful request:

```
Hello World!
```

## Health check

Use this request to check the health of the *ePAL* application and your connection to it.

Use the following URL and a `GET` operation to send this request:

```
{epal_url}/health
```

For example:

```
https://api.epalglobal.com//health
```

## Details

The following table lists some details about this request:

**Table 39. Request Details**

Detail	Value
Operation	GET
Endpoint	/health
Field	Response

## Response Parameters

The response to a successful request contains the following fields:

**Table 40. Response Parameters**

Response Parameter	Details	Description
<code>environment</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The name of the environment.
<code>status</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The status of the environment.
<code>timestamp</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The time and date when the health check was performed.
<code>uptime</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The period during which the environment is up and running.

## Example Response

The following is an example response:

```
{
  "status": "ok",
  "timestamp": "2024-01-01T00:00:00.000Z",
  "uptime": 3600.123,
  "environment": "development"
}
```

## Health Check Endpoint

Use the request in this endpoint to check the health of various connections and applications. [Check health status of all integrations \(on page 109\)](#)

**Table 41. Request and Endpoint**

Endpoint	Requests
Health Check ( <code>/Health/Integrations</code> )	<a href="#">Check health status of all integrations (on page 109)</a>

## Check health status of all integrations

Use this request to check the health of the connected applications such as services for VAT validation, Shippo, Hurricane, Sendcloud and Dojo.

To test the status of connected services, use a GET operation and the following URL:

```
{api_url}/Health/Integrations
```

where `{api_url}` is the URL of the API.

For example:

```
https://api.epalglobal.com//Health/Integrations
```

## Details

**Table 42. Request Details**

Detail	
<b>Operation</b>	GET
<b>Endpoint</b>	Health/Integrations
<b>Fields</b>	Response Parameters only

## Response Parameters

The request includes the following fields in the first level of the response:

**Table 43.**

Response Parameter	Detail	Description
<code>overallStatus</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The overall status of all the connected services. The possible values are <code>healthy</code> , <code>degraded</code> , and <code>unhealthy</code> .
<code>services</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	The name of each service. You can expand to see the details for each service. Possible values are <code>vat</code> , <code>shippo</code> , <code>hurricane</code> , <code>sendcloud</code> , and <code>dojo</code> .
<code>summary</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Summary of information about the overall status of the services. Possible values are <code>totalServices</code> , <code>healthyServices</code> , <code>degradedServices</code> , and <code>unhealthyServices</code> .

**Table 43. (continued)**

Response Parameter	Detail	Description
<code>timestamp</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The time and date when the check was run.

### `services` Fields

The request returns the following fields for each connected service in the `services` object:

**Table 44. Service Details Fields**

Response Parameter	Detail	Description
<code>name</code>	String	The name of the service.
<code>status</code>	String	The status of the service. The possible values are <code>healthy</code> , <code>degraded</code> , and <code>unhealthy</code> .
<code>apiAvailable</code>	Boolean	True indicates that the service is available.
<code>responseTime</code>	Number	The time taken by the service to respond to the check.
<code>testResult</code>	Object	The result of the availability check.
<code>errorDetails</code>	Object	The details from the error message.

### Example Response

The following is an example response to a successful request:

```
{
  "overallStatus": "healthy",
  "services": {
    "vat": {
      "overallStatus": "healthy",
      "primary": {
        "name": "string",
```

```
    "status": "healthy",
    "apiAvailable": true,
    "responseTime": 0,
    "testResult": {},
    "errorDetails": {}
  },
  "fallback": {
    "name": "string",
    "status": "healthy",
    "apiAvailable": true,
    "responseTime": 0,
    "testResult": {},
    "errorDetails": {}
  }
},
"shippo": {
  "name": "string",
  "status": "healthy",
  "apiAvailable": true,
  "responseTime": 0,
  "testResult": {},
  "errorDetails": {}
},
"hurricane": {
  "name": "string",
  "status": "healthy",
  "apiAvailable": true,
  "responseTime": 0,
  "testResult": {},
  "errorDetails": {}
},
"sendcloud": {
  "name": "string",
  "status": "healthy",
  "apiAvailable": true,
  "responseTime": 0,
  "testResult": {},
```

```

    "errorDetails": {}
  },
  "dojo": {
    "name": "string",
    "status": "healthy",
    "apiAvailable": true,
    "responseTime": 0,
    "testResult": {},
    "errorDetails": {}
  }
},
"timestamp": "string",
"summary": {
  "totalServices": 0,
  "healthyServices": 0,
  "degradedServices": 0,
  "unhealthyServices": 0
}
}

```

## Transactions Endpoint

Use this endpoint to find requests that are related to transactions.

**Table 45. Request and Endpoint**

Endpoint	Requests
Transactions ( <code>/transaction</code> )	<a href="#">Process transaction (on page 113)</a>

## Process transaction

Use this request to process a shipping transaction.

You can use this request to generate a quote or to process a transaction.

To process a transaction use a POST operation and the following URL:

```
{epal_api_url}/transaction
```

For example:

```
https://api.epalglobal.com//transaction
```

## Details

**Table 46. Request Details**

Detail	
Operation	POST
Endpoint	/transaction
Fields	Response parameters

## Response Parameters

**Table 47.**

Response Parameter	Details	Description
addresses object	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups address fields.
addresses.city	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The name of the city
addresses.companyName	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The name of the company.
addresses.country	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The country where the address is.
addresses.email	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The email contact for the address.
addresses.fullname	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The full name of the contact at the address.
addresses.phone	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The phone number of the contact at the address.
addresses.postalCode	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The address's postal code.

Table 47. (continued)

Response Parameter	Details	Description
<code>addresses.state</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The state or country subdivision.
<code>addresses.street</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The street name.
<code>addresses.type</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The type of address.
<code>clientReference</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	Custom string added by the client that can be used to identify the transaction.
<code>date</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Date and Time string</li> </ul>	The time and date of the transaction.
<code>deniedParties</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about denied parties.
<code>deniedParties.recipient</code> object	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about recipients who are amongst the denied parties.
<code>deniedParties.recipient.lists-Matched</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The lists that the denied party was matched against.
<code>deniedParties.recipient.matches</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of objects</li> </ul>	The matches for the recipient.
<code>deniedParties.recipient.score-Calculated</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The score for the denied recipient.
<code>grossWeight</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The gross weight of the goods in this transaction.

**Table 47. (continued)**

Response Parameter	Details	Description
<code>isIOSSCompliant</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether or not the transaction is IOSS compliant.
<code>products</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups product related fields.
<code>products.clientSKU</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The client's Stock-Keeping Unit (SKU) code.
<code>products.compliance</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups compliance information.
<code>products.compliance.clearanceCodes</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of strings</li> </ul>	Codes that relate to the clearance status with customs.
<code>products.compliance.exportCodes</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of strings</li> </ul>	Codes that specify details about the export.
<code>products.compliance.hasProhibited</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether the product has any prohibitions or not.
<code>products.compliance.hasRestricted</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether the product has any restrictions or not.
<code>products.compliance.importCodes</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of strings</li> </ul>	Codes that specify details about the import.
<code>products.compliance.requiresCertificates</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether the product requires certificates.
<code>products.compliance.requiresLicences</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether the product requires certificates.

Table 47. (continued)

Response Parameter	Details	Description
<code>products.compliance.transportCodes</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of strings</li> </ul>	Codes that detail information about how the product is transported.
<code>products.customsDuty</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about customs duties.
<code>products.customsDuty.additionalDutyAmount</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The amount of any additional customs duty due.
<code>product.customsDuty.additionalDutyRate</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The rate for any additional customs duty due.
<code>products.customsDuty.CustomsDutyAmount</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The amount of customs duty due.
<code>products.customsDuty.CustomsDutyRate</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The rate of the customs duty.
<code>products.description</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	A description of the product.
<code>products.hs6code</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The HS6 code for the product.
<code>products.originatingCountry</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The country of origin.
<code>products.productType</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String Enumeration</li> <li>• <b>Possible Values:</b> "physical", "digital" or "shipping".</li> </ul>	Specifies the type of goods. This can be "physical", "digital", or "shipping".

**Table 47. (continued)**

Response Parameter	Details	Description
<code>products.qty</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The quantity of goods in the transaction.
<code>products.tax</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups tax information.
<code>products.tax.DestinationCountry</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups tax information about the country where the goods are sent to.
<code>products.tax.DestinationCountry.taxAmount</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The amount of tax due in the destination country.
<code>products.tax.DestinationCountry.taxOnDutyAmount</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The tax that is due on the custom duties.
<code>products.tax.DestinationCountry.taxRate</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The rate of tax in the destination country.
<code>products.tax.sourceCountry</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups tax information about the goods that the goods are sent from.
<code>products.tax.sourceCountry.taxAmount</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The amount of tax for the product in the country that it was sent from.
<code>products.tax.sourceCountry.taxRate</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The tax rate for the product in the country that it was sent from.
<code>products.taxExclusiveValue</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The price of the good excluding tax.
<code>products.taxInclusiveValue</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The price of the goods including tax.

Table 47. (continued)

Response Parameter	Details	Description
<code>products.value</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The value of the products.
<code>sessionId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The ID that identifies the transaction.
<code>shipping</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about shipping.
<code>shipping.enabled</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether shipping is enabled or not.
<code>shipping.parcel</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about the parcel.
<code>shipping.parcel.height</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The height of the parcel.
<code>shipping.parcel.length</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The length of the parcel.
<code>shipping.parcel.template</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The template.
<code>shipping.parcel.weight</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The weight of the parcel.
<code>shipping.parcel.width</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The width of the parcel.
<code>shipping.provider</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The name of the shipping provider.

**Table 47. (continued)**

Response Parameter	Details	Description
<code>shipping.rateId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The ID for the shipping rate.
<code>shipping.rates</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about shipping rates.
<code>shipping.rates.carrier</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about the carrier.
<code>shipping.rates.carrier.code</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The code that represents the carrier.
<code>shipping.rates.carrier.name</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The name of the carrier.
<code>shipping.rates.estimatedDeliveryDays</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The estimated number of days for delivery.
<code>shipping.rateId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The ID for the shipping rate.
<code>shipping.rates.name</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The name of the shipping rate.
<code>shipping.rates.price</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about the price.
<code>shipping.rates.price.amount</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The price.
<code>shipping.rates.price.currency</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The price's currency

**Table 47. (continued)**

Response Parameter	Details	Description
<code>shipping.rates.shipmentId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The identifier for the shipment.
<code>shipping.rates.signature-Required</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether a signature is required or not.
<code>shipping.rates.trackingIncluded</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether tracking is included or not.
<code>shipping.shipmentId</code>	String	The shipment's ID.
<code>shipping.shippingCost</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The cost of shipping.
<code>shipping.shippingCostWithTax</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The cost of shipping including tax.
<code>shipping.shippingTaxAmount</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The amount of tax due for the shipping.
<code>shipping.shippingTaxRate</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The rate of tax that is used to calculate the amount of tax due on shipping.
<code>shipping.totalCostWithShipping</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The total cost of the goods, including shipping.
<code>transactionCurrency</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The currency that the transaction uses.
<code>transactionValue</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> </ul>	The value of the transaction.
<code>warnings</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of strings</li> </ul>	The messages associated with the transaction.

## Response Example

The following is an example response:

```
{
  "sessionId": "550e8400-e29b-41d4-a716-446655440000",
  "date": "2025-12-08T14:30:45.123Z",
  "grossWeight": 5.5,
  "transactionValue": 186.1,
  "transactionCurrency": "EUR",
  "clientReference": "ORDER-2025-12345",
  "addresses": [
    {
      "type": "SOURCE",
      "fullName": "string",
      "companyName": "string",
      "email": "string",
      "phone": "string",
      "street": "string",
      "city": "string",
      "postalCode": "string",
      "country": "string",
      "state": "string"
    }
  ],
  "products": [
    {
      "clientSKU": "string",
      "description": "string",
      "hs6Code": "string",
      "qty": 0,
      "value": 0,
      "taxExclusiveValue": 0,
      "taxInclusiveValue": 0,
      "productType": "physical",
      "originatingCountry": "string",
      "tax": {
        "destinationCountry": {
```

```
    "taxRate": 0,
    "taxAmount": 0,
    "taxOnDutyAmount": 0
  },
  "sourceCountry": {
    "taxRate": 0,
    "taxAmount": 0
  }
},
"customsDuty": {
  "customsDutyRate": 0,
  "customsDutyAmount": 0,
  "additionalDutyRate": 0,
  "additionalDutyAmount": 0
},
"compliance": {
  "exportCodes": [
    "string"
  ],
  "importCodes": [
    "string"
  ],
  "transportCodes": [
    "string"
  ],
  "clearanceCodes": [
    "string"
  ],
  "hasProhibited": true,
  "hasRestricted": true,
  "requiresLicenses": true,
  "requiresCertificates": true
}
},
"shipping": {
  "enabled": true,
```

```
"provider": "string",
"shippingCost": 0,
"shippingCostWithTax": 0,
"shippingTaxRate": 0,
"shippingTaxAmount": 0,
"totalCostWithShipping": 0,
"shipmentId": "string",
"rateId": "string",
"rates": [
  {
    "id": "string",
    "name": "string",
    "carrier": {
      "name": "string",
      "code": "string"
    },
    "price": {
      "amount": 0,
      "currency": "string"
    },
    "estimatedDeliveryDays": 0,
    "signatureRequired": true,
    "trackingIncluded": true,
    "shipmentId": "string"
  }
],
"parcel": {
  "weight": 0,
  "width": 0,
  "length": 0,
  "height": 0,
  "template": "string"
},
"warnings": [
  "string"
],
```

```

"deniedParties": {
  "sender": {
    "scoreCalculated": 0,
    "listsMatched": 0,
    "matches": [
      {}
    ]
  },
  "recipient": {
    "scoreCalculated": 0,
    "listsMatched": 0,
    "matches": [
      {}
    ]
  }
},
"isIOSSCompliant": true
}

```

## Quotes Endpoint

Use the requests in this endpoint to create and manage quotes. [Get quote by session ID with raw data \(on page 136\)](#)

**Table 48. Requests and Endpoints**

Endpoint	Requests
Quotes (/quotes)	<a href="#">Get user quotes (on page 125)</a>
	<a href="#">Get user quotes (Pagination/Summary) (on page 129)</a>
	<a href="#">Get quotes by session ID (on page 133)</a>
	<a href="#">Get quote by session ID with raw data (on page 136) ()</a>

### Get user quotes

Use this request to retrieve the quotes generated by your own user.

To retrieve your quotes, use a `GET` method and the following URL:

```
{epal_api_url}/quotes/my-quotes
```

For example:

```
https://api.epalglobal.com/quotes/my-quotes
```

## Details

**Table 49. Request Details**

Detail	
<b>Operation</b>	GET
<b>Endpoint</b>	/quotes/my-quotes
<b>Fields</b>	Response parameters

## Response Parameters

**Table 50. Response Parameters for Get user quotes Request**

Response Parameter	Details	Description
limit	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The maximum number of pages in the response.
page	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The number of pages.
quotes	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of Objects</li> <li>• <b>Status:</b> Required</li> </ul>	Groups information about the quote. For more information about these fields, see the table below.
total	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The total amount.

**Table 50. Response Parameters for Get user quotes Request (continued)**

Response Parameter	Details	Description
<code>totalPages</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The total number of pages.

The following table lists the fields in the `quotes` array:

**Table 51. `quote` fields**

Response Parameter	Details	Description
<code>createdAt</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> </ul>	The timestamp for when the quote was created.
<code>customsProvider</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Value:</b> "hurricane"</li> </ul>	The customs provider that was used to help provide the quote.
<code>id</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Required</li> </ul>	The unique ID used to identify the quote.
<code>quoteData</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> <li>• <b>Status:</b> Required</li> </ul>	The information contained in the quote for things like tax calculations, shipping rates and compliance information.
<code>requestSource</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Values:</b> "api-call" OR "wordpress"</li> </ul>	The origin of the request. For example, from an API call or from WooCommerce.
<code>sessionId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> </ul>	The Session ID for the quote.

**Table 51.** quote fields (continued)

Response Parameter	Details	Description
shippingProvider	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Values:</b> "send-cloud", shipengine, "shipping" Or "none"</li> </ul>	The name of the shipping provider used to help generate the quote.
taxProvider	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Value:</b> "hurricane"</li> </ul>	The name of the tax provider. Specify "hurricane".
totalAmount	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Required</li> </ul>	The total amount from the quote. This includes tax and shipping.
transactionValue	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object or none</li> <li>• <b>Status:</b> Required</li> </ul>	The breakdown of the transaction's value.
updatedAt	<ul style="list-style-type: none"> <li>• <b>Type:</b> Date-Time string</li> <li>• <b>Status:</b> Required</li> </ul>	The timestamp for the last update.
user	<ul style="list-style-type: none"> <li>• <b>Type:</b> Date-Time string</li> <li>• <b>Status:</b> Required</li> </ul>	The user who created the quote.

## Example Response

The following is an example of a successful response:

```
{
  "quotes": [
    {
      "id": 0,
      "sessionId": "string",
      "user": {},
      "taxProvider": "hurricane",
```

```

    "shippingProvider": "sendcloud",
    "customsProvider": "hurricane",
    "requestSource": "api_call",
    "totalAmount": 0,
    "transactionValue": {},
    "quoteData": {},
    "createdAt": "2019-08-24T14:15:22Z",
    "updatedAt": "2019-08-24T14:15:22Z"
  }
],
"total": 0,
"page": 0,
"limit": 0,
"totalPages": 0
}

```

## Get user quotes (Pagination/Summary)

Use this request to retrieve quotes with summary information and pagination capabilities.

To retrieve the quotes for your use, use a `GET` method and the following URL:

```
{epal_api_url}/quotes
```

For example:

```
https://api.epalglobal.com/quotes
```

## Details

**Table 52. Request Details**

Detail	
<b>Operation</b>	<code>GET</code>
<b>Endpoint</b>	<code>/quotes</code>
<b>Fields</b>	Response only

## Response Parameters

**Table 53.**

Response Parameter	Details	Description
<code>limit</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The maximum number of pages in the response.
<code>page</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The number of pages.
<code>quotes</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of Objects</li> <li>• <b>Status:</b> Required</li> </ul>	Groups information about the quote. For more information about these fields, see the table below.
<code>summary</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> <li>• <b>Status:</b> Required</li> </ul>	Groups summary information about the quotes.
<code>summary.AvgQuoteValue</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	The average value of the quote.
<code>summary.totalQuotes</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The total number of quotes.
<code>summary.totalValue</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	The total value of the quotes.
<code>total</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The total number of quotes.

**Table 53. (continued)**

Response Parameter	Details	Description
<code>totalPages</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The total number of pages.

The following table displays the fields that are available in the `quotes` array:

**Table 54. `quote` fields**

Response Parameter	Details	Description
<code>createdAt</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> </ul>	The timestamp for when the quote was created.
<code>customsProvider</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Value:</b> "hurricane"</li> </ul>	The customs provider that was used to help provide the quote.
<code>id</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Required</li> </ul>	The unique ID used to identify the quote.
<code>quoteData</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> <li>• <b>Status:</b> Required</li> </ul>	The information contained in the quote for things like tax calculations, shipping rates and compliance information.
<code>requestSource</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Values:</b> "api-call" OR "wordpress"</li> </ul>	The origin of the request. For example, from an API call or from WooCommerce.
<code>sessionId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> </ul>	The Session ID for the quote.

**Table 54.** quote fields (continued)

Response Parameter	Details	Description
shippingProvider	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Values:</b> "send-cloud", shipengine, "shipping" Or "none"</li> </ul>	The name of the shipping provider used to help generate the quote.
taxProvider	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Value:</b> "hurricane"</li> </ul>	The name of the tax provider. Specify "hurricane".
totalAmount	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Required</li> </ul>	The total amount from the quote. This includes tax and shipping.
transactionValue	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object or none</li> <li>• <b>Status:</b> Required</li> </ul>	The breakdown of the transaction's value.
updatedAt	<ul style="list-style-type: none"> <li>• <b>Type:</b> Date-Time string</li> <li>• <b>Status:</b> Required</li> </ul>	The timestamp for the last update.
user	<ul style="list-style-type: none"> <li>• <b>Type:</b> Date-Time string</li> <li>• <b>Status:</b> Required</li> </ul>	The user who created the quote.

## Example Response

The following is an example of a successful response:

```
{
  "quotes": [
    {
      "id": 0,
      "sessionId": "string",
      "user": {},
      "taxProvider": "hurricane",
```

```

    "shippingProvider": "sendcloud",
    "customsProvider": "hurricane",
    "requestSource": "api_call",
    "totalAmount": 0,
    "transactionValue": {},
    "quoteData": {},
    "createdAt": "2019-08-24T14:15:22Z",
    "updatedAt": "2019-08-24T14:15:22Z"
  }
],
"total": 0,
"page": 0,
"limit": 0,
"totalPages": 0,
"summary": {
  "totalQuotes": 0,
  "totalValue": "string",
  "avgQuoteValue": "string"
}
}

```

## Get quotes by session ID

Use this request to retrieve a quote using a specified Session ID.

To retrieve a quote by using a Session ID , use the following URL:

```
{api_url}/quotes/{session_id}
```

where:

- `{api_url}` is the API URL. This is usually for sandbox or production.
- `{session_id}` is the ID for the session where the quote resides. This can be retrieved from the `session_Id` field that was returned when the quote was created.

For example, you would use the following URL to do so in the production environment

```
https://api.epalglobal.co/quotes/{sessionId}
```

## Details

**Table 55. Request Details**

Detail	
Operation	GET
Endpoint	
Fields	Query parameters and response fields

## Query Parameter

**Table 56.**

Query Parameter	Details	Description
<code>sessionId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> </ul>	The ID of the quote's session. Use this to specify the quote that you want to retrieve. You can find it in the <code>sessionId</code> field in the original quote's response.

## Response Parameters

The response contains the following fields which belong to the `quote` array:

**Table 57. `quote` fields**

Response Parameter	Details	Description
<code>createdAt</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> </ul>	The timestamp for when the quote was created.
<code>customsProvider</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Value:</b> "hurricane"</li> </ul>	The customs provider that was used to help provide the quote.
<code>id</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Required</li> </ul>	The unique ID used to identify the quote.

**Table 57.** quote fields (continued)

Response Parameter	Details	Description
quoteData	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> <li>• <b>Status:</b> Required</li> </ul>	The information contained in the quote for things like tax calculations, shipping rates and compliance information.
requestSource	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Values:</b> "api-call" Or "wordpress"</li> </ul>	The origin of the request. For example, from an API call or from WooCommerce.
sessionId	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> </ul>	The Session ID for the quote.
shippingProvider	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Values:</b> "send-cloud", shipengine, "ship-po" Or "none"</li> </ul>	The name of the shipping provider used to help generate the quote.
taxProvider	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Value:</b> "hurricane"</li> </ul>	The name of the tax provider. Specify "hurricane".
totalAmount	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Required</li> </ul>	The total amount from the quote. This includes tax and shipping.
transactionValue	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object or none</li> <li>• <b>Status:</b> Required</li> </ul>	The breakdown of the transaction's value.
updatedAt	<ul style="list-style-type: none"> <li>• <b>Type:</b> Date-Time string</li> <li>• <b>Status:</b> Required</li> </ul>	The timestamp for the last update.

**Table 57.** quote fields (continued)

Response Parameter	Details	Description
user	<ul style="list-style-type: none"> <li>• <b>Type:</b> Date-Time string</li> <li>• <b>Status:</b> Required</li> </ul>	The user who created the quote.

## Example Response

The following is an example response:

```
{
  "id": 0,
  "sessionId": "string",
  "user": {},
  "taxProvider": "hurricane",
  "shippingProvider": "sendcloud",
  "customsProvider": "hurricane",
  "requestSource": "api_call",
  "totalAmount": 0,
  "transactionValue": {},
  "quoteData": {},
  "createdAt": "2019-08-24T14:15:22Z",
  "updatedAt": "2019-08-24T14:15:22Z"
}
```

## Get quote by session ID with raw data

Use this request to retrieve a quote and the raw data.

This request retrieves the JSON response, details about the request and details about responses from providers like Hurricane and Shippo.

For example, you may want more information about a quote so you use this request.



### Tip:

If you do not want the raw data, you

To retrieve a quote and its raw data by using a Session ID , use the following URL:

```
{api_url}/quotes/{sessionId}
```

where:

- `{api_url}` is the API URL. This is usually for sandbox or production.
- `{sessionId}` is the ID for the session where the quote resides. This can be retrieved from the `session_Id` field that was returned when the quote was created.

For example, you would use the following URL to do so in the production environment

```
https://api.epalglobal.co/quotes/{sessionId}
```

## Details

**Table 58. Request Details**

Detail	
<b>Operation</b>	GET
<b>Endpoint</b>	
<b>Fields</b>	Query parameters and response fields

## Query Parameter

**Table 59.**

Query Parameter	Details	Description
<code>sessionId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> </ul>	The ID of the quote's session. Use this to specify the quote that you want to retrieve. You can find it in the <code>sessionId</code> field in the original quote's response.

## Response Parameters

The response contains the following fields which belong to the `quote` array:

**Table 60. `quote` fields**

Response Parameter	Details	Description
<code>createdAt</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> </ul>	The timestamp for when the quote was created.

**Table 60.** quote fields (continued)

Response Parameter	Details	Description
customsProvider	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Value:</b> "hurricane"</li> </ul>	The customs provider that was used to help provide the quote.
id	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Required</li> </ul>	The unique ID used to identify the quote.
quoteData	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> <li>• <b>Status:</b> Required</li> </ul>	The information contained in the quote for things like tax calculations, shipping rates and compliance information.
requestSource	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Values:</b> "api-call" Or "wordpress"</li> </ul>	The origin of the request. For example, from an API call or from WooCommerce.
sessionId	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> </ul>	The Session ID for the quote.
shippingProvider	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Values:</b> "sendcloud", "shipengine", "ship-po" Or "none"</li> </ul>	The name of the shipping provider used to help generate the quote.
taxProvider	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Required</li> <li>• <b>Required Value:</b> "hurricane"</li> </ul>	The name of the tax provider. Specify "hurricane".

**Table 60.** quote fields (continued)

Response Parameter	Details	Description
totalAmount	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Required</li> </ul>	The total amount from the quote. This includes tax and shipping.
transactionValue	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object or none</li> <li>• <b>Status:</b> Required</li> </ul>	The breakdown of the transaction's value.
updatedAt	<ul style="list-style-type: none"> <li>• <b>Type:</b> Date-Time string</li> <li>• <b>Status:</b> Required</li> </ul>	The timestamp for the last update.
user	<ul style="list-style-type: none"> <li>• <b>Type:</b> Date-Time string</li> <li>• <b>Status:</b> Required</li> </ul>	The user who created the quote.

It also contains the following additional fields:

**Table 61.**

Field	Detail	Description
requestData	<ul style="list-style-type: none"> <li>• <b>Type:</b> JSON</li> </ul>	The JSON from the request.
responseData	<ul style="list-style-type: none"> <li>• <b>Type:</b> JSON</li> </ul>	The JSON from the response.
hurricaneResponse	<ul style="list-style-type: none"> <li>• <b>Type:</b> JSON</li> </ul>	The JSON from Hurricane's response.

## Example Response

The following is an example response:

```
{
  "id": 0,
  "sessionId": "string",
  "user": {},
  "taxProvider": "hurricane",
  "shippingProvider": "sendcloud",
```

```

"customsProvider": "hurricane",

"requestSource": "api_call",

"totalAmount": 0,

"transactionValue": {},

"quoteData": {},

"createdAt": "2019-08-24T14:15:22Z",

"updatedAt": "2019-08-24T14:15:22Z",

"requestData": {},

"responseData": {},

"hurricaneResponse": {}

}

```

## Documents Overview

Use the requests available for this endpoint to manage documents such as shipping labels, customs declarations, commercial invoices and more. [Get Shippo customs declaration by ID \(on page 152\)](#)

**Table 62. Request and Endpoints**

Endpoint	Requests
Documents ( <a href="#">/generate-labels</a> )	<a href="#">Generate shipping labels and documents (on page 140)</a>
	<a href="#">Get label by ID (on page 147)</a>
	<a href="#">Get label by tracking number (on page 148)</a>
	<a href="#">Get all Shippo documents for a transaction (on page 149)</a>
	<a href="#">Get Shippo customs declaration by ID (on page 152)</a>

## Generate shipping labels and documents

Use this request to generate shipping labels and other associated documents (such as customs declarations, commercial invoices and so on). You can choose which you want to generate.

Use a `POST` operation and the following URL to send this request:

```
{api_url}/generate-labels
```

where `{api_url}` is the API's URL.

For example, you would use the following URL for a request sent to production:

```
https://api.epalglobal.co/generate-labels
```

## Details

**Table 63. Request Details**

Detail	Value
Operation	POST
Endpoint	/generate-labels
Fields	

## Body Parameters

The following table list the fields that maybe available in the `customs` object:



### Warning:

The exact fields that are in the `customs` object can vary. This is derived from your saved Shippo preferences.

**Table 64. `customs` Object Fields**

Body Paramter	Details	Description
<code>customs</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> <li>• <b>Status:</b> Required</li> </ul>	Groups Customs fields that are derived from the labels.
<code>customs.address_importer</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> <li>• <b>Status:</b> Optional</li> </ul>	Groups address information, if this is different to the recipient's address.
<code>customs.address_importer.city</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the city.
<code>customs.address_importer.com-pany</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the name of the company to whom this address belongs.


**Table 64.** `customs` Object Fields (continued)

Body Paramter	Details	Description
<code>customs.address_importer.country</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the country where this address is located.
<code>customs.address_importer.email</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the email of the contact at the address.
<code>customs.address_importer.name</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the name of the contact at the address.
<code>customs.address_importer.phone</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the phone number of the contact at the address.
<code>customs.address_importer.state</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the state or country sub-division where this address is located.
<code>customs.address_importer.street1</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the first line of the address.
<code>customs.address_importer.street2</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the second line of the address.
<code>customs.address_importer.zip</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the Postal or ZIP code of the address.
<code>customs.aes_itn</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory when required</li> </ul>	Specify the AES/ITN reference for US exports valued above 2500 USD. This is required if the <code>eel_pfc</code> field is <code>AES_ITN</code> .
<code>customs.b13a_number</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory when required</li> </ul>	Specify the B13A number for Candian exports. This field is required if the <code>b13a_filing_option</code> is set to true.

**Table 64.** `customs` Object Fields (continued)

Body Paramter	Details	Description
<code>customs.duties_payor</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> <li>• <b>Status:</b> Used only for Federal Express.</li> </ul>	Groups information about the party who paid the duties. This is only relevant for Federal Express users.
<code>customs.duties_payor.account</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the Payor's account. This is the account of the party who pay the duty.
<code>customs.duties_payor.account.address</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> <li>• <b>Status:</b> Optional</li> </ul>	Groups information about the Payor's address.
<code>customs.duties_payor.account.address.country</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the Payor's country.
<code>customs.duties_payor.account.address.name</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the Payor's name.
<code>customs.duties_payor.account.address.zip</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the Payor's ZIP or Postal Code.
<code>customs.duties_payor.type</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> <li>• <b>Possible Values:</b> "SENDER", "RECIPIENT" Or "THIRD-PARTY"</li> </ul>	Specify the type of Payor. They can be a sender, recipient or third party.
<code>customs.exporter_reference</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the importer's reference number.
<code>customs.incoterm</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory when required</li> </ul>	

**Table 64.** `customs` Object Fields (continued)

Body Paramter	Details	Description
<code>customs.incoterm</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	<p>If you do not want to use the Shippo incoterm (for example <code>DDU</code>, <code>DAP</code>, or <code>eDAP</code>), you can specify it in this field.</p> <div style="border: 1px solid black; border-radius: 10px; background-color: #fff9c4; padding: 10px; margin-top: 10px;">  <b>CAUTION:</b>            If you do specify a value this will overwrite the Shippo incoterm. You must specify a valid value for the carrier or route.         </div>
<code>customs.invoice</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the invoice or order number for this shipment.
<code>customs.invoiced_charges</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> <li>• <b>Status:</b> Optional</li> </ul>	Groups information that details the breakdown of charges for the commercial invoice.
<code>customs.invoiced_charges.currency</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the currency.
<code>customs.invoiced_charges.other_fees</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify any other fees.
<code>customs.invoiced_charges.total_duties</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the total amount of Customs duty.
<code>customs.invoiced_charges.total_shipping</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the total amount for shipping charges.

**Table 64.** `customs` Object Fields (continued)

Body Paramter	Details	Description
<code>customs.invoiced_charges.to- tal_taxes</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify the total amount of taxes.
<code>customs.is_vat_collected</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> <li>• <b>Status:</b> Optional</li> </ul>	Use this to indicated whether VAT has been collected or not during the checkout.
<code>documentTypes</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of strings</li> <li>• <b>Status:</b> Optional</li> <li>• <b>Possible Values:</b> "label", "commercial_invoice", "customs_declaration"</li> </ul>	You can specify which type of document you want to generate. All are generated by default.
<code>rateId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Specify the Shipping Rate ID that is used to generate the labels.
<code>sessionId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Specify the Session ID of the ePAL transaction.
<code>shipmentId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Specify The Shippo Shipment ID that is used for label generation.

## Response Parameters

**Table 65.**

Response Parameter	Details	Description
<code>documents</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about the generated documents and labels.
<code>documents.commercialInvoice</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The URL that you can use to retrieve the commercial invoice.
<code>documents.customsDeclaration</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The URL that you can use to retrieve the custom's declaration.

**Table 65. (continued)**

Response Parameter	Details	Description
<code>documents.label</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The URL that you can use to retrieve the shipping label.
<code>sessionId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The ePAL Session ID that you can use to identify the ePAL transaction.
<code>tracking</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information tracking information.
<code>tracking.number</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The tracking number for the shipment.
<code>tracking.url</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The URL for the shipment.

## Request Example

The following example request shows the minimum number of required fields:

```
{
  "sessionId": "550e8400-e29b-41d4-a716-446655440000",
  "rateId": "97794930bf2b4372bb1a9df319654128"
}
```

The following example request shows all the possible fields:

```
{
  "sessionId": "550e8400-e29b-41d4-a716-446655440000",
  "rateId": "97794930bf2b4372bb1a9df319654128",
  "documentTypes": [
    "label",
    "commercial_invoice",
    "customs_declaration"
  ],
  "customs": {
    "incoterm": "DDU",
    "invoice": "INV-2026-001234",
    "exporter_reference": "ORDER-12345",
  }
}
```

```
"importer_reference": "IMP-REF-001",  
"is_vat_collected": true,  
"invoiced_charges": {  
  "currency": "USD",  
  "total_shipping": "25.00",  
  "total_taxes": "15.50",  
  "total_duties": "10.00",  
  "other_fees": "5.00"  
}  
}  
}
```

## Response Example

The following is an example response for a successful request:

```
{  
  "sessionId": "string",  
  "documents": {  
    "label": "string",  
    "commercialInvoice": "string",  
    "customsDeclaration": "string"  
  },  
  "tracking": {  
    "number": "string",  
    "url": "string"  
  }  
}
```

## Get label by ID

Use this request to retrieve a specific label using the label's ID.

Use a `GET` operation and the following URL to send this request:

```
{api_url}/generate-labels/{labelId}
```

where:

- `{api_url}` is the API's URL.
- `{labelId}` is the ID of the label that you want to retrieve.

For example:

```
https://api.epalglobal.co/generate-labels/{labelId}
```

## Details

**Table 66. Request Details**

Detail	Value
Operation	GET
Endpoint	/generate-labels/{labelId}
Fields	Query parameter

## Query Parameters

**Table 67.**

Query Parameter	Details	Description
labelId	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Specify the Label ID of the label that you want to retrieve,

## Get label by tracking number

Use a X operation and the following URL to send this request:

```
{api_url}/generate-labels/tracking/{trackingNumber}
```

where:

- {api\_url} is the API's URL.
- {trackingNumber} is the tracking number of the label you want to retrieve.

For example:

```
https://api.epalglobal.co/generate-labels/tracking/{trackingNumber}
```

## Details

**Table 68. Request Details**

Detail	Value
Operation	GET
Endpoint	/generate-labels/tracking/{trackingNumber}
Fields	Query parameter

## Query Parameters

**Table 69.**

Query Parameter	Details	Description
trackingNumber	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Specify the Tracking Number for the label that you want to retrieve.

## Get all Shippo documents for a transaction

Use this request to retrieve all the documents and labels for a Shippo Transaction ID.

Use a `GET` operation and the following URL to send this request:

```
{api_url}/shippo/transaction/{transactionId}/documents
```

where:

- `{api_url}` is the API's URL.
- `{transactionId}` is the ID of the transaction whos documents you want to retrieve.

For example:

```
https://api.epalglobal.co/generate-labels/shippo/transaction/{transactionId}/documents
```

## Details

**Table 70. Request Details**

Detail	Value
Operation	GET

**Table 70. Request Details (continued)**

Detail	Value
Endpoint	/shippo/transaction/{transactionId}/documents
Fields	Query parameter and response fields.

## Query Parameters

**Table 71.**

Query Parameter	Details	Description
transactionId	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Specify the Transaction ID for the Shippo transaction.

## Response Parameters

**Table 72. Response Parameters**

Response Parameter	Details	Description
documents	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about the returned documents.
documents.commercialInvoice	<ul style="list-style-type: none"> <li>• <b>Type:</b> String or null</li> </ul>	The commercial invoice.
documents.customsDeclaration	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about the customs declaration.
documents.customsDeclaration-.data	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object or null</li> </ul>	The data from the Customs declaration.
documents.customsDeclaration-.id	<ul style="list-style-type: none"> <li>• <b>Type:</b> String or null</li> </ul>	The Customs declaration's ID.
documents.label	<ul style="list-style-type: none"> <li>• <b>Type:</b> String or null</li> </ul>	The shipping label.
documents.qrcode	<ul style="list-style-type: none"> <li>• <b>Type:</b> String or null</li> </ul>	The QR code.
messages	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of strings</li> </ul>	Any messages associated with the documents.

**Table 72. Response Parameters (continued)**

Response Parameter	Details	Description
<code>paperlessTrade</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether these documents are part of a paperless trade or not.
<code>shipment</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups shipment information.
<code>shipment.fromAddress</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b></li> </ul>	The address that the shipment was sent from.
<code>shipment.id</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b></li> </ul>	The Shipment ID.
<code>shipment.toAddress</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b></li> </ul>	The address that the shipment was sent to.
<code>transaction</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about the transaction.
<code>transaction.carrier</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The carrier.
<code>transaction.createdAt</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The time the transaction was created.
<code>transaction.eta</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String or null</li> </ul>	The Estimated Time of Arrival (ETA).
<code>transaction.id</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The transaction's ID.
<code>transaction.status</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The status of the transaction.
<code>transaction.trackingNumber</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The tracking number.
<code>transaction.trackingUrl</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The URL for the tracking number.

## Response Example

The following is an example of a successful response:

```
{
  "transaction": {
    "id": "string",
    "status": "string",
    "trackingNumber": "string",
    "trackingUrl": "string",
    "carrier": "string",
    "eta": "string",
    "createdAt": "string"
  },
  "documents": {
    "label": "string",
    "commercialInvoice": "string",
    "customsDeclaration": {
      "id": "string",
      "data": {}
    },
    "qrCode": "string"
  },
  "shipment": {
    "id": "string",
    "fromAddress": {},
    "toAddress": {}
  },
  "messages": [
    "string"
  ],
  "paperlessTrade": true
}
```

## Get Shippo customs declaration by ID

Use a **GET** operation and the following URL to send this request:

```
{api_url}/shippo/customs/{customsDeclarationId}
```

where:

- `{api_url}` is the API's URL
- `{customsDeclarationId}` is the ID from the `object_id` field in the Shippo customs declaration.

For example:

```
https://api.epalglobal.co/generate-labels/shippo/customs/{customsDeclarationId}
```

## Details

**Table 73. Request Details**

Detail	Value
Operation	GET
Endpoint	/shippo/customs/{customsDeclarationId}
Fields	Query parameter and response parameters.

## Query Parameter

**Table 74.**

Query Parameter	Details	Description
<code>customsDeclarationId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b></li> <li>• <b>Status:</b></li> <li>• <b>Required Values:</b> <code>object_id</code></li> </ul>	You must specify the ID from the <code>object_id</code> field in the Shippo customs declaration. For example <code>d4fe6327d02e4ddf98b92b4ecf2ab6ed</code> .

## Response Parameters

**Table 75.**

Response Parameter	Details	Description
<code>certify</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether the document is certified or not.
<code>certify_signer</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The party who signed the certificate.

**Table 75. (continued)**

Response Parameter	Details	Description
<code>contents_explanation</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	Text to explain the contents.
<code>contents_type</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The type of content.
<code>eel_pfc</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	Exclusion Legend (EEL) and Proof of Filing Citation (PFC) are used for shipping outside the US.
<code>exporter_identification</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about the exporter.
<code>exporter_identification.eori_number</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The EORI number.
<code>exporter_identification.tax_id</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Object</li> </ul>	Groups information about the Tax ID.
<code>exporter_identification.tax_id.number</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The Tax ID.
<code>exporter_identification.tax_id.type</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The type of Tax ID, such as VAT for a VAT ID.
<code>exporter_reference</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The reference to the exporter.
<code>importer_reference</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The reference to the importer.
<code>incoterm</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The Incoterm for the shipment.
<code>invoice</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The invoice.
<code>is_vat_collected</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> </ul>	Indicates whether VAT has been collected or not.
<code>items</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of strings</li> </ul>	Array of object IDs for customs items.

**Table 75. (continued)**

Response Parameter	Details	Description
<code>non_delivery_options</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	Details about options for things other than delivery.
<code>object_id</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The IDs for the objects.
<code>object_state</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> </ul>	The object's state.

## Response Example

The following is an example response for a successful request:

```
{
  "object_id": "string",
  "object_state": "string",
  "contents_type": "string",
  "contents_explanation": "string",
  "non_delivery_option": "string",
  "incoterm": "string",
  "eel_pfc": "string",
  "certify": true,
  "certify_signer": "string",
  "items": [
    "string"
  ],
  "exporter_identification": {
    "eori_number": "string",
    "tax_id": {
      "type": "string",
      "number": "string"
    }
  },
  "is_vat_collected": true,
  "invoice": "string",
  "exporter_reference": "string",
```

```
"importer_reference": "string"
}
```

## Fulfillment Endpoint

Use the request in this endpoint to process fulfillments.

**Table 76. Request and Endpoint**

Endpoint	Request
Fulfillment ( <code>/fulfillment</code> )	<a href="#">Process fulfillment (on page 156)</a>

## Process fulfillment

Use this request to trigger the fulfillment of an ePAL transaction.

Use a `POST` operation and the following URL to send this request:

```
{api_url}/fulfillment
```

where `{api_url}` is the API's URL.

For example:

```
https://api.epalglobal.co/fulfillment
```

## Details

**Table 77. Request Details**

Detail	Value
Operation	<code>POST</code>
Endpoint	<code>/fulfillment</code>
Fields	Query parameter

## Query Parameter

**Table 78.**

Query Parameter	Details	Description
<code>sessionId</code>	<ul style="list-style-type: none"> <li><b>Type:</b> String</li> </ul>	The Session ID of the ePAL transaction that you want to fulfill.

## IOSS Validation Endpoint

Use the requests here to check if a transaction qualifies for IOSS.

**Table 79. Requests and Endpoints**

Endpoint	Requests
IOSS Validation ( <code>{iooss-validation}</code> )	<a href="#">Validate IOSS eligibility (on page 157)</a>
	<a href="#">Validate IOSS eligibility by session ID (on page 162)</a>

### Validate IOSS eligibility

Use a `POST` operation and the following URL to send this request. You must include the required fields in the request's body:

```
{api_url}/iooss-validation
```

where `{api_url}` is the API's URL.

For example:

```
https://api.epalglobal.co/iooss-validation
```

### Details

**Table 80. Request Details**

Detail	Value
<b>Operation</b>	<code>POST</code>
<b>Endpoint</b>	<code>{iooss-validation}</code>
<b>Fields</b>	Body and response parameters

### Body Parameters

You must specify the details of the ePAL transaction in the body of the request. You can use the full response from the Process transaction or Process fulfillment requests. For more information about these fields, see the [Process transaction \(on page 113\)](#) and [Process fulfillment \(on page 156\)](#) topics.

## Response Parameters

Table 81.

Response Parameter	Details	Description
<code>destinationCountry</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	The name of the country where the goods are sent.
<code>details</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of strings</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Individual messages about the IOSS eligibility test.
<code>exchangeRateUsed</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The exchange rate used for currency conversions.
<code>hasAlcohol</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Indicates whether or not the goods contain alcohol.
<code>iossThreshold</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The threshold value for IOSS. This can be used for comparisons.
<code>isB2B</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Indicates whether the transaction qualifies as a B2B transaction or not.
<code>isEUDestination</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Indicates whether the destination is a European Union (EU) member state or not.
<code>isIOSSCompliant</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Indicates whether the consignment is eligible for IOSS or not.
<code>message</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Details about why the consignment is or is not eligible for IOSS.
<code>originalCurrency</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	If a currency conversion is applied, this is the original or source

**Table 81. (continued)**

Response Parameter	Details	Description
		currency from which the target currency is converted.
<code>originalTotalValue</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The total value before the currency conversion, in the source or original currency.
<code>sourceCountry</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	The name of the source country.
<code>totalIntrinsicValue</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The total intrinsic value of the goods, excluding tax and shipping.
<code>validatedAt</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	The timestamp of when the validation eligibility check occurred.

## Request Example

The following example request details a B2B transaction:

```
{
  "addresses": [
    {
      "type": "SOURCE",
      "country": "CN",
      "fullName": "CN Supplier",
      "street": "100 Shenzhen Road",
      "city": "Shenzhen",
      "postalCode": "518000",
      "email": "supplier@cn.com",
      "phone": "+86 755 1234567"
    },
    {
      "type": "DESTINATION",
      "country": "DE",
      "fullName": "DE Buyer GmbH",

```

```
    "street": "1 Hauptstrasse",
    "city": "Berlin",
    "postalCode": "10115",
    "email": "buyer@de.com",
    "phone": "+49 30 1234567"
  }
],
"products": [
  {
    "hs6Code": "610910",
    "description": "Cotton T-Shirt",
    "productType": "physical",
    "value": 120,
    "qty": 1
  }
],
"isB2B": true
}
```

The following example request shows all the possible fields:

```
{
  "addresses": [
    {
      "type": "SOURCE",
      "fullName": "Supplier Inc.",
      "companyName": "Supplier Inc.",
      "email": "supplier@company.com",
      "phone": "+1 408-555-0123",
      "street": "1 Tech Way",
      "city": "Cupertino",
      "postalCode": "95014",
      "country": "US"
    },
    {
      "type": "DESTINATION",
      "fullName": "Customer Name",
      "companyName": "Customer Company",
```

```

    "email": "customer@email.com",
    "phone": "+353 61 123 456",
    "street": "No. 1 Charlotte Quay",
    "city": "Limerick",
    "postalCode": "V94 TW5E",
    "country": "IE"
  }
],
"products": [
  {
    "hs6Code": "852692",
    "description": "Radio remote control",
    "productType": "physical",
    "value": 45,
    "qty": 2,
    "originatingCountry": "US"
  }
],
"commands": {
  "calculateTaxExclusive": true
},
"isB2B": false
}

```

## Response Example

The following is an example of a successful response:

```

{
  "isIOSSCompliant": true,
  "message": "This consignment is eligible for IOSS because: The Ship From country is Netherlands, The Destination country is Germany, The consignment has been identified as B2C, ePAL did not identify any Excisable goods in the consignment(*), The total intrinsic value of the physical goods is €120.00 (excluding VAT and shipping)",
  "details": [
    "The Ship From country is Netherlands",
    "The Destination country is Germany",
    "The consignment has been identified as B2C",
    "ePAL did not identify any Excisable goods in the consignment(*)",
    "The total intrinsic value of the physical goods is €120.00 (excluding VAT and shipping)"
  ]
}

```

```

1,
"totalIntrinsicValue": 120,
"ioSSThreshold": 150,
"isEUDestination": true,
"isB2B": false,
"hasAlcohol": false,
"sourceCountry": "Netherlands",
"destinationCountry": "Germany",
"validatedAt": "2025-10-15T12:00:00.000Z",
"originalCurrency": "USD",
"exchangeRateUsed": 0.92,
"originalTotalValue": 130.43
}

```

## Validate IOSS eligibility by session ID

Use this request to check whether an ePAL transaction is eligible for IOSS or not.

Use a POST operation and the following URL to send this request:

```
{api_url}/
```

where `{api_url}` is the API's URL.

For example:

```
https://api.epalglobal.co/ioSS-validation/by-session
```

## Details

**Table 82. Request Details**

Detail	Value
<b>Operation</b>	POST
<b>Endpoint</b>	
<b>Fields</b>	

## Body Parameters

Table 83.

Body Paramter	Details	Description
<code>sessionId</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> <li>• <b>Required Values:</b> Session ID</li> </ul>	Specify the Session ID. This is returned in the <code>sessionId</code> field of the Process Transaction request.

## Response Parameters

Table 84.

Response Parameter	Details	Description
<code>destinationCountry</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	The name of the country where the goods are sent.
<code>details</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Array of strings</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Individual messages about the IOSS eligibility test.
<code>exchangeRateUsed</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The exchange rate used for currency conversions.
<code>hasAlcohol</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Indicates whether or not the goods contain alcohol.
<code>iossThreshold</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The threshold value for IOSS. This can be used for comparisons.
<code>isB2B</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Indicates whether the transaction qualifies as a B2B transaction or not.
<code>isEUDestination</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Indidcates whether the destination is a European Union (EU) member state or not.

**Table 84. (continued)**

Response Parameter	Details	Description
<code>isIOSSCompliant</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Indicates whether the consignment is eligible for IOSS or not.
<code>message</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Details about why the consignment is or is not eligible for IOSS.
<code>originalCurrency</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	If a currency conversion is applied, this is the original or source currency from which the target currency is converted.
<code>originalTotalValue</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The total value before the currency conversion, in the source or original currency.
<code>sourceCountry</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	The name of the source country.
<code>totalIntrinsicValue</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Number</li> <li>• <b>Status:</b> Optional</li> </ul>	The total intrinsic value of the goods, excluding tax and shipping.
<code>validatedAt</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	The timestamp of when the validation eligibility check occurred.

## Request Example

The following is an example request body:

```
{
  "sessionId": "550e8400-e29b-41d4-a716-446655440000"
}
```

## Response Example

The following is an example of a response to a successful request:

```

{
  "isIOSSCompliant": true,
  "message": "This consignment is eligible for IOSS because: The Ship From country is Netherlands, The Destination country is Germany, The consignment has been identified as B2C, ePAL did not identify any Excisable goods in the consignment(*), The total intrinsic value of the physical goods is €120.00 (excluding VAT and shipping)",
  "details": [
    "The Ship From country is Netherlands",
    "The Destination country is Germany",
    "The consignment has been identified as B2C",
    "ePAL did not identify any Excisable goods in the consignment(*)",
    "The total intrinsic value of the physical goods is €120.00 (excluding VAT and shipping)"
  ],
  "totalIntrinsicValue": 120,
  "iossThreshold": 150,
  "isEUDestination": true,
  "isB2B": false,
  "hasAlcohol": false,
  "sourceCountry": "Netherlands",
  "destinationCountry": "Germany",
  "validatedAt": "2025-10-15T12:00:00.000Z",
  "originalCurrency": "USD",
  "exchangeRateUsed": 0.92,
  "originalTotalValue": 130.43
}

```

## Code Translation Endpoint

Use the request in this endpoint to map commodity codes to export, import or transport codes.

**Table 85. Request and Endpoints**

Endpoint	Requests
Code Translation ( <code>/code-translation</code> )	<a href="#">Translate export/import/transport codes (on page 165)</a>

## Translate export/import/transport codes

Use this request to translate commodity codes into export, import, or transport codes.

Use a `POST` operation and the following URL to send this request:

```
{api_url}/code-translation
```

where `{api_url}` is the API's URL.

For example:

```
https://api.epalglobal.co/code-translation
```

## Details

**Table 86. Request Details**

Detail	Value
Operation	<code>POST</code>
Endpoint	<code>code-translation</code>
Fields	Body and response parameters

## Body Parameters

**Table 87.**

Body Paramter	Details	Description
<code>type</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> <li>• <b>Required Values:</b> <code>export</code>, <code>import</code> or <code>transport</code>.</li> </ul>	Specify the type of code that you want to translate the commodity code into.
<code>code</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b></li> <li>• <b>Status:</b> Mandatory</li> <li>• <b>Required Values:</b></li> </ul>	Specify the commodity code that you want to translate.

## Response Parameters

Table 88.

Response Parameter	Details	Description
<code>code</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	The export, import or transport code.
<code>type</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	The type or category to which the code belongs.
<code>description</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Text decription.
<code>conditionalNote</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Optional</li> </ul>	Any conditional notes.
<code>isConditional</code>	<ul style="list-style-type: none"> <li>• <b>Type:</b> Boolean</li> <li>• <b>Status:</b> Mandatory</li> </ul>	Indicates whether the code has conditional requirements or not.

## Request Example

The following is an example using an export code:

```
{
  "type": "export",
  "code": "12345678"
}
```

The following is an example import code:

```
{
  "type": "import",
  "code": "*ABC123"
}
```

The following is an example of a transport code:

```
{
  "type": "transport",
  "code": "09876543"
}
```

## Response Example

The following is an example response for a successful request:

```
{
  "code": "01_12345678",
  "type": "GOODS",
  "description": "Electronic goods",
  "conditionalNote": "string",
  "isConditional": false
}
```

## HS Code Endpoint

Use the requests in this endpoint to search HS codes. [Search HS/TARIC by description \(on page 169\)](#)

**Table 89. Request and Endpoints**

Endpoint	Requests
HS Code ( <code>/hscode</code> )	<a href="#">Search HS/TARIC by code (on page 168)</a>
	<a href="#">Search HS/TARIC by description (on page 169)</a>

## Search HS/TARIC by code

Use this request to return details about a specified HS or TARIC code.

Use a `GET` operation and the following URL to send this request:

```
{api_url}/
```

where `{api_url}` is the API's URL.

For example:

```
https://api.epalglobal.co/hscode/search-by-code
```

## Details

**Table 90. Request Details**

Detail	Value
Operation	GET
Endpoint	/hscodes/search-by-code
Fields	Query parameter

## Query Parameter

**Table 91.**

Query Parameter	Details	Description
code	<ul style="list-style-type: none"> <li>• <b>Type:</b> String</li> <li>• <b>Status:</b> Mandatory</li> <li>• <b>Required Values:</b></li> </ul>	Specify the HS or TARIC code.

## Search HS/TARIC by description

Use this request to return HS or TARIC codes for a specified description.

Use a GET operation and the following URL to send this request:

```
{api_url}/hscodes/search-by-description
```

where {api\_url} is the API's URL.

For example:

```
https://api.epalglobal.co/hscodes/search-by-description
```

## Details

**Table 92. Request Details**

Detail	Value
Operation	GET
Endpoint	/hscodes/search-by-description
Fields	Query parameter

## Query Parameter

**Table 93.**

Query Parameter	Details	Description
query	<ul style="list-style-type: none"><li>• <b>Type:</b> String</li><li>• <b>Status:</b> Mandatory</li></ul>	Specify the description.