

Royal Mail Account Integration

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Overview

Royal Mail (RM) is the oldest and the largest letter and package delivery service in the United Kingdom (UK). They deliver a [one-price-goes-anywhere service](#), six days a week to more than 30 million addresses across the UK. They even offer options for more eco-friendly deliveries.

Integrate Shipbridge with Royal Mail's API

1. Go to **Menu > Options > Carriers > Royal Mail**.
2. Enter the following credentials:
 - a. **Account Number:** This is the 10 digit **Customer Account Number** allocated by RM
 - b. **Username:** API username which will be supplied by RM
 - c. **Password:** The plain text password will be provided to you by RM. You will be able to set a different password when installing the certificate. Password constructed as defined in WS-Security. Username Token Profile (with the SHA-1 hash of the plain text password) used as the password information.
3. Check **Use Royal Mail**.

Due to Royal Mail regulations, you will need to enter your certificate and password each time the application starts.

Install the Certificate

1. You will receive an email from the Royal Mail Group Certificate Authority with a URL.
2. Click the URL to download a ZIP File. Extract the file.
3. Inside the file will be instructions on how to install the Certificate. Follow the instructions. The instructions should read:
 - a. Start the **Welcome to the Certificate Import Wizard > Click Next**.
 - b. The browser should default to where the certificate is located. If it does not, find the location of the extracted file and keep clicking in until you find the file that ends on page 12.
 - c. Enter the certificate password (provided to you by RM). You must also check the **Enable strong private key protection** option and leave unchecked the **Mark the private key as exportable** option (these are strict requirements of RM Security Policy).
 - d. Click **Next**.
 - e. Leave the automatic setting > Click **Next**.
 - f. A summary screen will show > Click **Finished**.
 - g. You will be prompted with a number of Microsoft CryptoStore dialogue boxes > Select **Set Security level**.

- h. RM Group's certificate security policies require that you must select the **High** setting > Click **Next**.
- i. You can now set a different password if desired.
- j. PASSWORD FOR: A reminder of the password > Click **Next**.
- k. You will be taken back to the original screen > Click **OK**.

4. In Shipbridge, go back to the **Royal Mail** tab.

5. Click the **Select** button next to the **Certificate** field > Select the newly imported certificate.

6. Enter the password from step 2C in the Integrating Shipbridge with Royal Mail's API section.

7. Set the **Service Occurrence** to **1**.

8. Click on **Test Credentials**.

9. **Save**.

The screenshot shows the 'Options' dialog box with the 'Carriers' tab selected. The 'Royal Mail' carrier is highlighted. The 'Use Royal Mail' checkbox is checked. The 'Certificate' field has a 'Select...' button. The 'Use production server' checkbox is unchecked. The 'Test Credentials' button is highlighted with a blue box and an arrow. The 'Request Save Path' and 'Response Save Path' fields contain file paths. The 'Sender Reference' and 'Customer Reference' dropdowns are set to '(Empty)'. The 'Service Occurrence' dropdown is set to '1' and is highlighted with a blue box and an arrow. The 'Manifest Printer' is set to 'Snagit 2021'. At the bottom, the 'Save' button is highlighted with a blue box and an arrow.

