
title: Handling Errors

description: When something goes wrong, ShipEngine's errors provide you with all of the information you need to determine what happened and how to handle it successfully.

HTTP Status Codes

ShipEngine uses [HTTP response status codes](https://en.wikipedia.org/wiki/List_of_HTTP_status_codes) to indicate success or failure of API requests. If you run into problems, [contact support](https://help.shipengine.com/hc/en-us/requests/new).

Status codes are numbers which will be delivered to you in the following ranges:

| Error # | Description |

|---|

|`2xx` | Success! Your request worked as expected. |

|`3xx` | ShipEngine doesn't use 3xx status codes. |

|`4xx` | A client error occurred. It's usually either a syntax error or a missing value. |

|`5xx` | A server error occurred. |

There may be errors even for a 2XX status code, such as minor errors that didn't prevent the request from succeeding. Or when the request included multiple operations, some of which succeeded and others failed.

Response Structure

When ShipEngine returns a response to you, it will contain the following parts:

Request ID will contain an identification number. If you [contact support](https://help.shipengine.com/hc/en-us/requests/new), you'll need to have the Request ID as a reference.

Errors field is returned as an array that will be empty if no errors exist. Below is an example response:

...

```
// Status: 400 BadRequest
{
  "request_id": "00000000-0000-0000-0000-000000000000",
  "errors": [
    {
      "error_source": "shipengine",
      "error_type": "business_rules",
      "error_code": "auto_fund_not_supported",
      "message": "This carrier does not support autofunding."
      "carrier_id": "se-123"
    }
  ]
}
...

```

Error Structure

The error structure will contain the following fields:

****Error source**** indicates where the error originated. Below are the error sources:

Error source	Description
--------------	-------------

`carrier`	Caused by a problem with your account and the specific carrier. It can be as simple as a problem with your account or a code issue on the carrier's servers.
-----------	--------------------------------------------------------------------------------------------------------------------------------------------------------------

`order_source`	Occurs when you're using our Orders API with a third party such as Amazon. It needs to be resolved by the third-party provider.
----------------	---------------------------------------------------------------------------------------------------------------------------------

`shipengine`	The error originates from ShipEngine.
--------------	---------------------------------------

****Error type**** is a high-level category to simplify the error logic. Below are the common error types:

Error	Description
-------	-------------

`account_status`	The error type occurs where there's a problem with your ShipEngine account such as billing issues or exceeding your rate limit.
------------------	---------------------------------------------------------------------------------------------------------------------------------

`business_rules`	The error relates to business process or domain logic errors. Many of these errors are carrier-specific, due to differences in service offerings and feature support.
------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------

`security`	These errors are related to problems with authentication or authorization.
`system`	Indicates ShipEngine system errors.
`validation`	Occurs when something was wrong with the request, such as a missing required field, using an incorrect data type, or exceeding the maximum length of a field.

****Error code**** is the specific error which occurred.

****Message**** will contain a note about the error. Warning: message information can change at any time based on ShipEngine code updates. So it's ****critical that you don't make code changes**** based on the error message.

Error-Specific Fields

Some responses include error-specific fields to help you understand the reason for the error. Below are the ones that may appear in the ShipEngine response code:

| Error | Description |

|---|

|`auto_fund_not_supported` | Occurs when you request auto fund information from a carrier that doesn't support auto fund.|

|`batch_cannot_be_modified` | Is returned when you attempt to modify a batch that can't be modified.|

|`default_resource_cannot_be_deleted` | Occurs when you attempt to delete your default warehouse.|

|`field_value_required` | Is returned when a required field value is missing in your request.|

|`forbidden` | Happens when you attempt to access ShipEngine without the proper permissions.|

|`identifier_conflict` | Is returned when you try to create a shipment with an external ID that's already in use.|

|`identifiers_must_match` | Caused when two values sent to ShipEngine are different.|

|`invalid_field_value` | Occurs when an invalid field value is sent to ShipEngine.|

|`invalid_identifier` | Is caused when you use invalid syntax.|

|`meter_failure` | NEED DESCRIPTION.|

|`order_source_not_active` | Happens when you use an inactive order source.|

|`refresh_not_supported` | Is returned when you attempt to refresh an order source that can't be refreshed.|

|`request_body_required` | Occurs when you don't supply a required field value in the

request body.

``settings_not_supported`` | Happens when you attempt to get, or update, the carrier connection settings but ShipEngine doesn't support those carrier settings.

``subscription_inactive`` | Is returned when you perform an action requiring a billing plan but your ShipEngine account doesn't have an active billing plan.

``terms_not_accepted`` | Occurs if you haven't accepted the ShipEngine terms-of-service.

``trial_expired`` | Is caused when your ShipEngine free trial is expired.

``unauthorized`` | Occurs when your Api key is invalid.

``unspecified`` | Is returned when an account status error occurs which rarely happens.

``webhook_event_type_conflict`` | Is caused when you try to register a new webhook which already exists.

Not sure how to resolve an error? We're always ready to help you troubleshoot the problem. All you need to do is [contact support](https://help.shipengine.com/hc/en-us/requests/new).