Tracking Web Services Developers Guide

March 31, 2014

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1.1 Important Information

UPS Developer APIs

Your development of an application using the UPS Web Service APIs are governed by the UPS Technology Agreement or UPS Customer Technology Agreement you entered into with UPS. The following are key legal requirements from these agreements for the UPS Web Service APIs. For more information on all requirements for the UPS Web Service APIs, please refer to the UPS Technology Agreement or the Customer Technology Agreement.

Key Legal Requirements for UPS Developer APIs

Permitted Territories

This document can only be used in the countries listed in Exhibit C of the UPS Technology Agreement or UPS Customer Technology Agreement.

Use

The application must not be designed to allow distribution of information received through the UPS Web Service APIs to third parties, other than to persons having a bona fide interest in such information (e.g., the shipper, receiver or the third party payer).

Consent to Use of UPS Mark

- All screens or forms generated by your application including information received through the UPS Web Service APIs must include (1) the UPS Mark positioned in reasonable proximity to the Information and of an appropriate size to readily identify the source of the Information as UPS and (2) the following language at the bottom of every screen that displays the UPS Mark: "UPS, the UPS brand mark, and the Color Brown are trademarks of United Parcel Service of America, Inc. All Rights Reserved". Except as set forth in the preceding sentence, you have no right to use the UPS Mark without the prior written approval of UPS.
- You shall not use the UPS Mark in association with any third party trademarks in a manner that might suggest co-branding or otherwise create potential confusion as to source or sponsorship of the application, or ownership of the UPS Mark.
- The UPS Mark shall be used only as provided by UPS electronically or in hard copy form. The UPS Mark may not be altered in any manner, including proportions, colors, elements, etc., or animated, morphed or otherwise distorted in perspective or dimensional appearance.
- The UPS Mark may not be combined with any other symbols, including words, logos, icons, graphics, photos, slogans, numbers or other design elements. A minimum amount of empty space must surround the UPS Mark separating it from any other object, such as type, photography, borders, edges, etc. The required area of empty space around the UPS Mark must be 1/3x, where x equals the height of the UPS Mark.

Copyright and Proprietary Notice

In your application and any POD Letters you prepare you must include a prominent reproduction of UPS's copyright and proprietary notices in a form and format specified by UPS (See Copyright Section of this document on page 2).

Display of Information

The application must not display information concerning any other provider of shipping services or such other shipping services on any page, whether comprising one or more frames, displaying information your application receives from the UPS Web Service APIs. Your application must present all data within each field received through the UPS Web Service APIs without amendment, deletion or modification of any type.

1.2 Welcome to the UPS API Developer's Guides

Welcome to the UPS API Developer's Guides. This guide provides the information you need to begin using UPS Developer APIs.

UPS Developer APIs offer a fast and convenient way to access UPS service information using the Internet. With these Developer APIs, UPS lets you easily incorporate UPS technology in your own applications or your own web site. Your users—running your applications or visiting your web site—can have up-to-the-minute access to UPS services.

1.2.1 Release Features

Release	New Features
January 2014	**UPS Hold at UPS Access Point** • New Direct to Retail assessorial indication (contract service that allows shipper to have package delivered at an alternate retail location instead of the receiver door) • New Access Point address elements – available for the Direct to Retail contract service **Additional Updates** **Next Expected Event** • The next expected event will display when the current activity is a departure scan when the next event is not scheduled to occur for greater than one day. If this is followed by an informational exception, continue to display. This NEE goes away once the date has passed.

	Delivery Date unavailable • When an expected delivery date is not available for a given package, visibility users must be presented with a message informing them that the expected delivery date is not currently available
August 2013	**UPS Premium Care Service** This Canada-specific service was introduced in the pharmaceutical industry. All UPS Premium Care packages are Adult Signature Required, and new UPS Premium Care service indicators were created for Return labels.

#	Response Element	Freight or Package	Track WS v1.0/1.1/1.2 X-Path element	Track WS v2.0 X-Path element	Description
1	Shipper Number	Both	TrackResponse/Shipment/Shipper /ShipperNumber	TrackResponse/Shipment/ShipperNumber	Moved ShipperNumber from Shipment/Shipper to Shipment node directly
2	Shipper Address	Both	TrackResponse/Shipment/Shipper /Address	TrackResponse/Shipment/Shipment Address (0 – unbounded)	Replaced Shipment/Shipper/Address with a generic container Shipment/ShipmentAddress which has child elements type and address. Type Code of address: '01' = Shipper Address; '02' = ShipTo Address
3	ShipTo Address	Both	TrackResponse/Shipment/ShipTo/ Address	TrackResponse/Shipment/Shipment Address (0 – unbounded)	Replaced Shipment/ShipTo/Address with a generic container Shipment/ShipmentAddress which has child elements type and address. Code of address: '01' = Shipper Address; '02' = ShipTo Address
4	PickupServiceCenter	Freight	TrackResponse/Shipment/Pickup ServiceCenter	TrackResponse/Shipment/ServiceC enter (0 – unbounded)	Replaced DeliveryDetails/ServiceCenter and PickupServiceCenter, and EstimatedDeliveryDetails/ServiceCenter with a generic container Shipment/ServiceCenter which has child elements type and address
5	Volume	Freight	TrackResponse/Shipment/Volume /Code	TrackResponse/Shipment/Volume/**U nitOfMeasurement**/Code	The code values are: '01' - Delivery Service Center; '02' - Estimated Delivery Service Center; '03' - Pickup Service Center Service Center Type only had City and StateProvinceCode elements. This has been modified and it now has address elements Moved Code and Description under UnitOfMeasurement element to follow the same Weight element structure, and be consistent with other UOM codes and description
			TrackResponse/Shipment/Volume /Description	And TrackResponse/Shipment/Volume/ UnitOfMeasurement/Description	
6	Delivery Details	Freight	TrackResponse/Shipment/Deliver yDetails/DeliveryDate	TrackResponse/Shipment/DeliveryD etail (0 – unbounded)	Replaced DeliveryDetails/DeliveryDate to a generic container Shipment/**DeliveryDetail** which has child elements type and date time. Code of delivery detail. '01' - Delivery; '02'- Estimated Delivery; '03' - Scheduled Delivery.

#	Response Element	Freight or Package	Track WS v1.0/1.1/1.2 X-Path element	Track WS v2.0 X-Path element	Description
			TrackResponse/Shipment/DeliveryDetails/ServiceCenter	/TrackResponse/Shipment/ServiceCenter	Moved DeliveryDetails/ ServiceCenter and PickupServiceCenter, and EstimatedDeliveryDetails/ServiceCenter to a generic container Shipment/ServiceCenter which has child elements type and address The code values are: '01' - Delivery Service Center; '02' - Estimated Delivery Service Center; '03' - Pickup Service Center Service Center Type only had City and StateProvinceCode elements. This has been modified and it now has address elements
7	Estimated Delivery Details	Freight	TrackResponse/Shipment/EstimatedDeliveryDetails/DeliveryDate	TrackResponse/Shipment/DeliveryDetail (0 – unbounded)	Replaced Estimated DeliveryDetails with a generic container Shipment/DeliveryDetail which has child elements type and date time. Code of delivery detail. '01' - Delivery; '02'- Estimated Delivery; '03' - Scheduled Delivery.
			TrackResponse/Shipment/EstimatedDeliveryDetails/ServiceCenter	TrackResponse/Shipment/ServiceCenter (0 – unbounded)	Moved DeliveryDetails/ ServiceCenter and PickupServiceCenter, and EstimatedDeliveryDetails/ServiceCenter to a generic container Shipment/ServiceCenter which has child elements type and address The code values are: '01' - Delivery Service Center; '02' - Estimated Delivery Service Center; '03' - Pickup Service Center Service Center Type only had City and StateProvinceCode elements. This has been modified and it now has address elements
8	Scheduled Delivery Details	Small Package	TrackResponse/Shipment/ScheuledDeliveryDetails	TrackResponse/Shipment/DeliveryDetail (0 – unbounded)	Replaced Scheduled DeliveryDetails with a generic container Shipment/DeliveryDetail which has child elements type and date time. Code of delivery detail. '01' - I Delivery; '02'- Estimated Delivery; '03' - Scheduled Delivery.
9	NumberOfPieces	Freight	TrackResponse/Shipment/NumberOfPieces	TrackResponse/Shipment/NumberOfPackagingUnit	Replaced NumberOfPieces with a generic container NumberOfPackagingUnit which has child elements type and Value. Code of packaging unit. '01' - Piece; '02' – Pallet
10	NumberOfPallets	Freight	TrackResponse/Shipment/NumberOfPallets	TrackResponse/Shipment/NumberOfPackagingUnit	Replaced NumberOfPallets with a generic container NumberOfPackagingUnit which has child elements type and Value. Code of packaging unit. '01' - Piece; '02' – Pallet

#	Response Element	Freight or Package	Track WS v1.0/1.1/1.2 X-Path element	Track WS v2.0 X-Path element	Description
11	ShipmentServiceOptions	Freight	TrackResponse/Shipment/ShipmentServiceOptions (0 to 1)	TrackResponse/Shipment/ShipmentServiceOption (0 to unbounded)	ShipmentServiceOptions was changed to ShipmentServiceOption. Cardinality was changed from o to 1 to o to unbounded. The new ShipmentServiceOption has child elements like type (code and description), Value, and additional attributes with code and description. But COD is moved out of ShipmentServiceOptions Container for Shipment Service Option. Reserved element for future need
12	ShipmentServiceOptions/COD	Freight	TrackResponse/Shipment/ShipmentServiceOptions/COD	TrackResponse/Shipment/COD	COD has a complicated structure. Though it is an accessory it is moved out of ShipmentServiceOption since the structure is complicated to fit into additional attributes. It is now Shipment/COD
13	Code	Freight	-	TrackResponse/Shipment/Activity/Code	Added Shipment Activity code. Right now freight does not have activity code
14	Shipment/Document	Freight	TrackResponse/Shipment/Document	TrackResponse/Shipment/Document/Type TrackResponse/Shipment/Document/Format Change Document /GraphicImage to Document /Content	Type of Document: '02' - Delivery Receipt; '03' - Free Astray
15	Document at Shipment Activity level	Freight	-	TrackResponse/Shipment/Activity/Document (0 – unbounded)	Added a new document container under shipment activity to be a place holder for any future activity level documents. According to CIM Freight can have documents at activity level
16	Document at Package level	Small Package	-	TrackResponse/Shipment/Package/Document (0 – unbounded)	Added a new document container under package activity to be a place holder for any future package level documents.
17	Document at Package activity level	Small Package	TrackResponse/Shipment/Package/Activity/ActivityLocation/SignatureImage	TrackResponse/Shipment/Package/Activity/Document (0 – unbounded)	Added a new document container under package activity. Moved PODLetter from under Activitylocation to document under activity.

#	Response Element	Freight or Package	Track WS v1.0/1.1/1.2 X-Path element	Track WS v2.0 X-Path element	Description
			TrackResponse/Shipment/Package/Activity/ActivityLocation/PODLetter		
			(Both are removed from ActivityLocation)		
18	ReRoute Address	Small Package	TrackResponse/Shipment/Package/ReRoute/Address	TrackResponse/Shipment/Shipment/Package/PackageAddress (0 – unbounded)	Moved ReRoute Address to a generic container Package Address which has child elements type and address (Type/code – 03 ReRoute, 04 - ReturnTo)
19	ReturnTo Address	Small Package	TrackResponse/Shipment/Package/ReturnTo/Address	TrackResponse/Shipment/Shipment/Package/PackageAddress (0 – unbounded)	Moved ReRoute Address to a generic container Package Address which has child elements type and address (Type/code – 03 ReRoute, 04 - ReturnTo)
20	PackageServiceOptions	Small Package	TrackResponse/Shipment/Package/PackageServiceOption**s** (0 to 1)	TrackResponse/Shipment/PackageServiceOption (0 to unbounded)	PackageServiceOption**s** was changed to PackageServiceOption. Cardinality was changed from 0 - 1 to 0-Many. The new PackageServiceOption has child elements like type (code and description), Value, and additional attributes with code and description '01' – Signature Required; '02' – Adult Signature Required; '03' – Import Control; '04' – Commercial Invoice Removal; '05' – UPS Carbon Neutral; '06' – USPS PICNumber; '07' – Product Type; '08' – Location Assured. 04, 06, and 07 have associated value
	SignatureRequired		TrackResponse/Shipment/Package/PackageServiceOptions/SignatureRequired/Code		
	ImportControl		TrackResponse/Shipment/Package/PackageServiceOptions/SignatureRequired/Description		
	CommercialInvoiceRemoval		TrackResponse/Shipment/Package/PackageServiceOptions/ImportControl		
	UPSCarbonNeutral		TrackResponse/Shipment/Package/PackageServiceOptions/CommercialInvoiceRemoval		

#	Response Element	Freight or Package	Track WS v1.0/1.1/1.2 X-Path element	Track WS v2.0 X-Path element	Description
	USPSPICNumber		TrackResponse/Shipment/Package/PackageServiceOptions/UPSCarbonNeutral		
	ProductType		TrackResponse/Shipment/Package/PackageServiceOptions/USPSPICNumber		
	LocationAssured		TrackResponse/Shipment/Package/PackageServiceOptions/ProductType/Code		
			TrackResponse/Shipment/Package/PackageServiceOptions/ProductType/Description		
			TrackResponse/Shipment/Package/PackageServiceOptions/LocationAssured		
			****COD is moved out of PackageServiceOptions		
21	COD	Small Package	TrackResponse/Shipment/Package/PackageServiceOptions/COD	TrackResponse/Shipment/Package/COD	COD has a complicated structure. Though it is an accessory it is moved out of PackageServiceOption since the structure is complicated to fit into additional attributes.
22	ReScheduledDelivery	Small Package	TrackResponse/Shipment/Package/ReScheuledDelivery	TrackResponse/Shipment/Package/DeliveryDetail (0 – unbounded)	Replaced ReScheduled Delivery with a generic container Package/Delivery Detail which has child elements type and date time ('04' - Rescheduled Delivery)
23	AdditionalAttribute	Both	-	TrackResponse/Shipment/ShipmentServiceOption/AdditionalAttribute	Add AdditionalAttribute for future expansion

#	Response Element	Freight or Package	Track WS v1.0/1.1/1.2 X-Path element	Track WS v2.0 X-Path element	Description
				/TrackResponse/Shipment/Package/PackageServiceOption/AdditionalAttribute	
				TrackResponse/Shipment/Activity/AdditionalAttribute(0- unbounded)	
				TrackResponse/Shipment/Package/Activity/AdditionalAttribute	
24	Disclaimer	Both	-	TrackResponse/Disclaimer (0- unbounded)	For Jan 2010, the track response will get disclaimer from CIE

1.2.2 How to Use this Guide

If you are an experienced developer, you can begin developing applications quickly after reviewing "Required Steps for Integrating."

If you would like a more step-by-step guide to developing and deploying the Developer APIs, "Planning Your Applications" provides advice and describes options for developing and deploying applications and web sites that use UPS Developer APIs.

The "UPS Developer API Technologies" section explains key technologies on which the Developer APIs rely. That section also includes hints for using those technologies in various software development environments. If you would like to learn more about what the UPS API covered in this guide can do for your applications, refer to the section on understanding the UPS API Services in this guide.

A complete technical reference to the Developer API covered in this guide is found in the API Reference section with details for the programming interfaces.

Additional material, including reference tables and lists, may be found in the appendices.

1.3 Business Processes and Rules

The Tracking API supports both Ground Freight and Air Freight shipments.

- UPS Freight must bill the shipment before information is passed to UPS.com or QVM. UPS has a rule that header information must be established before the shipment can be displayed. Header information is established at the billing point, and that usually occurs the night of the shipment.

- Some Tracking data may not be returned in the response because data rolled off - see database retention times:
  OPLD (Manifest - Billing Info Received): 5 months
  XPLD (Exceptions): 9 months
  GIPLD (In Transit scans, Arrivals/Departures): 3 months
  DIALs (Delivery records/signature image): 18 months
- Trade Direct small manifest uploads are kept in an advanced PLD database, and only released for visibility after the Origin scan is applied to the label.

1.4 Required Steps for Integrating WebServices

The required steps for integrating the UPS APIs are listed here for UPS XML Services.

UPS Web Services

Details for accessing UPS Developer API Web Services are defined within WebServices Definition Language (WSDL) files that are part of the UPS Developer Kit. Most modern development environments include support for automatically importing WSDL files and generating skeleton code to access the services. Although the specific details depend on the particular development environment, the general procedure is as follows.
1. Review the UPS Technology Agreement available at www.ups.com. This agreement requires that you follow certain procedures and practices in using UPS Developer API Web Services.
2. Import the WSDL files into the development APIs of choice. Depending on the specific API, this step will result in skeleton code (such as Java or C# classes) for accessing the Web Services
3. Add your functionality specific to your application and/or web site to the skeleton code.
4. Test your application and/or web site using the designated UPS staging environment.
5. If you are a UPS Ready developer, review your application with UPS.
6. Deploy your application for your customers.
7. Ensure the UPS Shipper Account number is added to the user's profile. This can be done at myups.com.

1.5 Planning Your Applications for WebServices

Planning is a key part of any successful development activity, and UPS WebServices applications are no exception. This section helps that planning by describing the important activities of any UPS WebServices application project. It provides an overview of the steps required to develop applications, and it describes key factors and choices necessary to deploy those applications.

1.5.1 Web Service Applications

Many different types of applications can take advantage of WebServices.Those application types include dedicated desktop applications, databases, web applications, and documents. The following figures illustrate some of the possibilities for applications using UPS Developer APIs. The only essential requirement for all of these applications is that they must have access to the Internet.
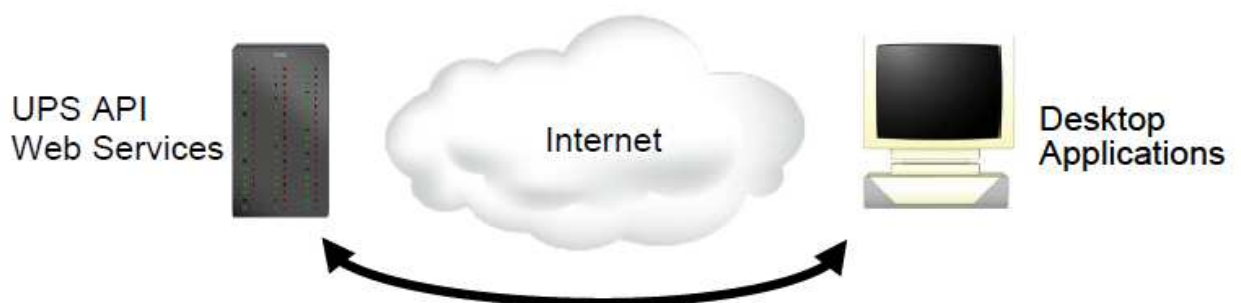
Figure 1: Dedicated applications that users run on their desktops can access UPS Web Services.
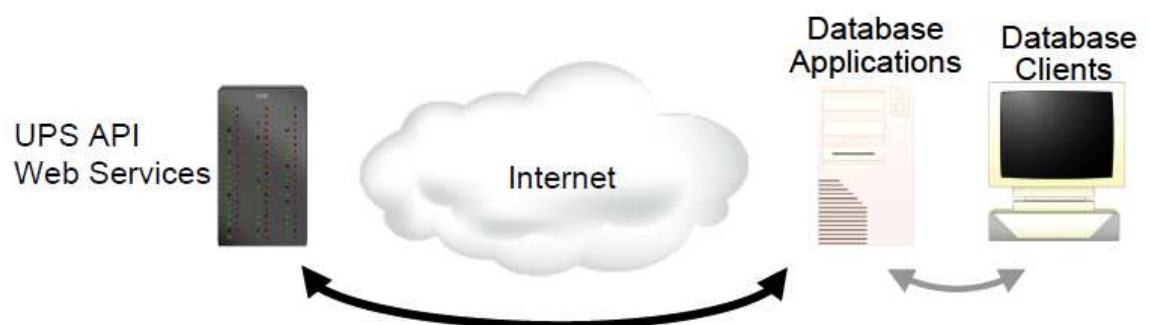
Figure 2: Database applications can access UPS Web Services and return information to their clients.
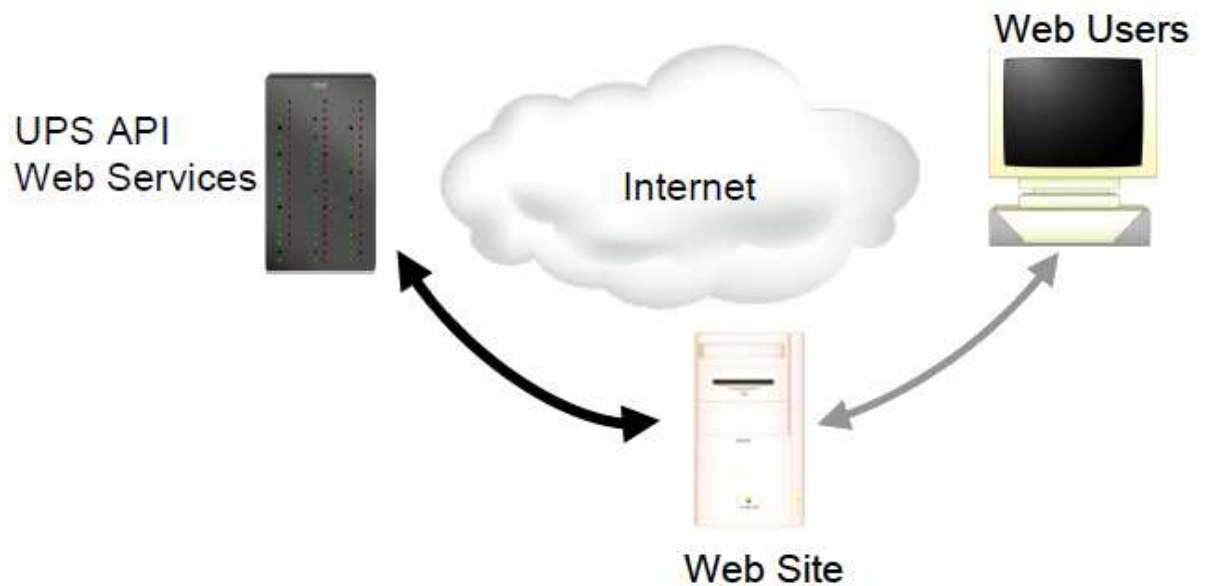
Figure 3: Web sites can access UPS Web Services and return information to users' web browsers.

Figure 4: Non-traditional applications such as Microsoft Office or Adobe Acrobat documents can use UPS Web Services to automatically update their content.

The UPS Developer APIs can be implemented withal of these types of applications and many others. Virtually any software that needs instant, up-todate access to UPS services can take advantage of UPS Developer APIs.

1.5.2 Licensing the UPS Developer API WebServices

As part of the UPS Technology Agreement, users of the APIs have certain obligations that are spelled out within the service agreement and its exhibits. Regardless of the manner in which the UPS Developer API WebServices are integrated into your specific e-commerce web site or enterprise application, you must adhere to appropriate usage requirements.

1.5.2.1 Branding Requirements

UPS should receive attribution and branding in all applications (including websites and software applications) that use the Developer API Web Services. No End User, Third Party Developer or Access User should be permitted to use the Developer API Web Services without providing branded recognition to UPS. Your use of the UPS logo can in no way imply endorsement, sponsorship or certification of your e-commerce web site or enterprise application by UPS. You are not allowed to use or alter the information returned by the UPS Developer API Web Service in a way that misrepresents the information or the functionality of the web service.

1.5.2.2 UPS Review of Applications

If you distribute your application as software, please provide UPS access to, or a copy of, your application (and/or any updates). If you host your application for the benefit of others, please provide the Uniform Resource Locator (URL) for each location of your application. If you build your own application, UPS might request the URL in order to review your application. UPS may review each application for compliance with the UPS Technology Agreement. See the Customer Integration Environment chapter for more information on the certification process.

1.5.3 Developing Web Services Clients

The UPS Developer API Web Services rely on standard Web Services technology that is supported by a wide variety of software development platforms. Those platforms vary from pure open source environments such as Apache Axis (see Figure 5) to commercial products from vendors such as Microsoft (Figure 6). Other development tools that support Web Services development include BEA WebLogic, Sun's NetBeans, and products from both major systems vendors including IBM and Hewlett-Packard and smaller, specialized vendors such as Altova, Cape Clear, and Stylus Studio. Many nontraditional environments such as Microsoft Office and Adobe Acrobat also include support for Web Services.
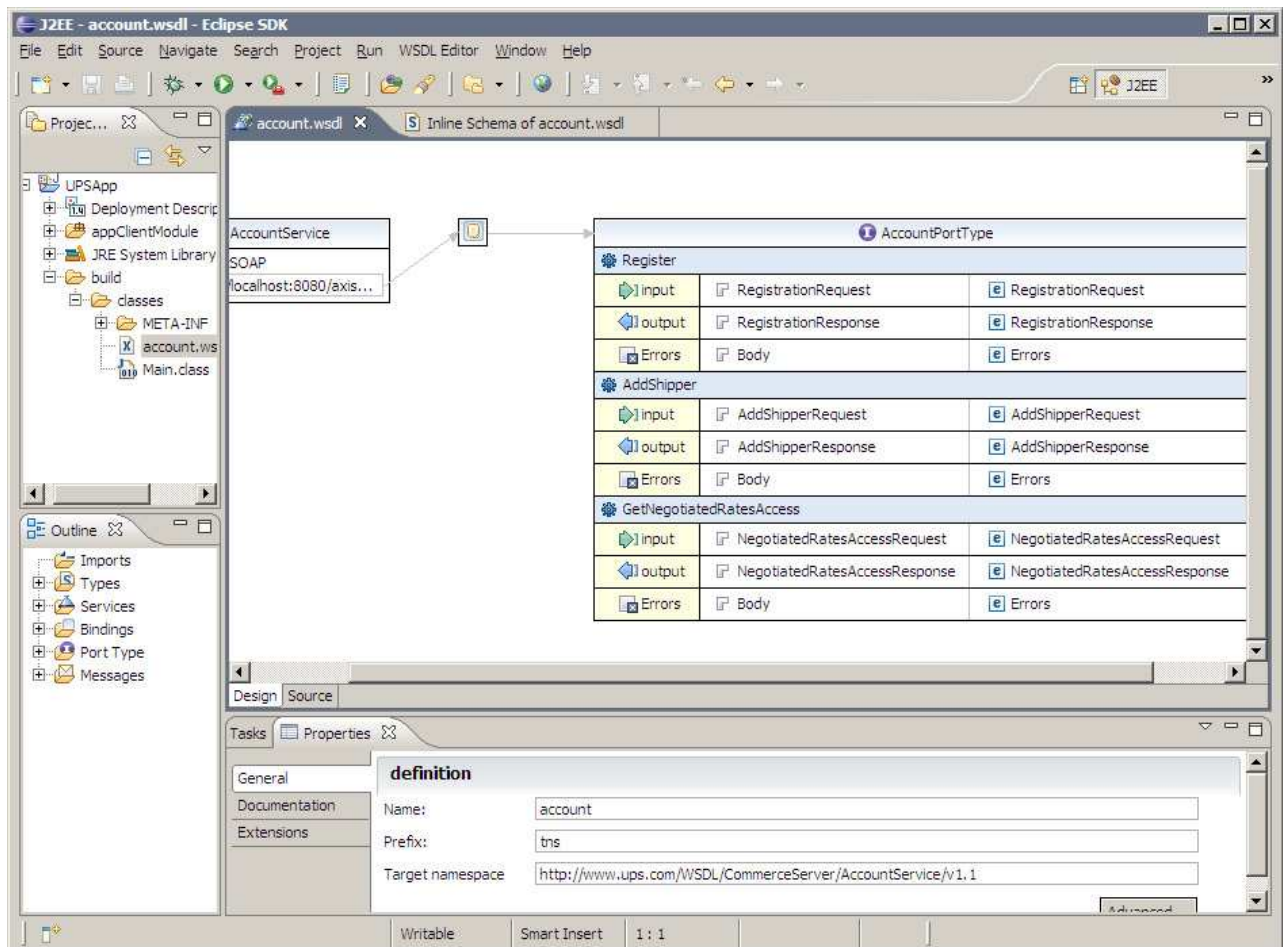
Figure 5: The Eclipse Web Tools Platform (WTP) project provides support for Web Services in a Java development environment.
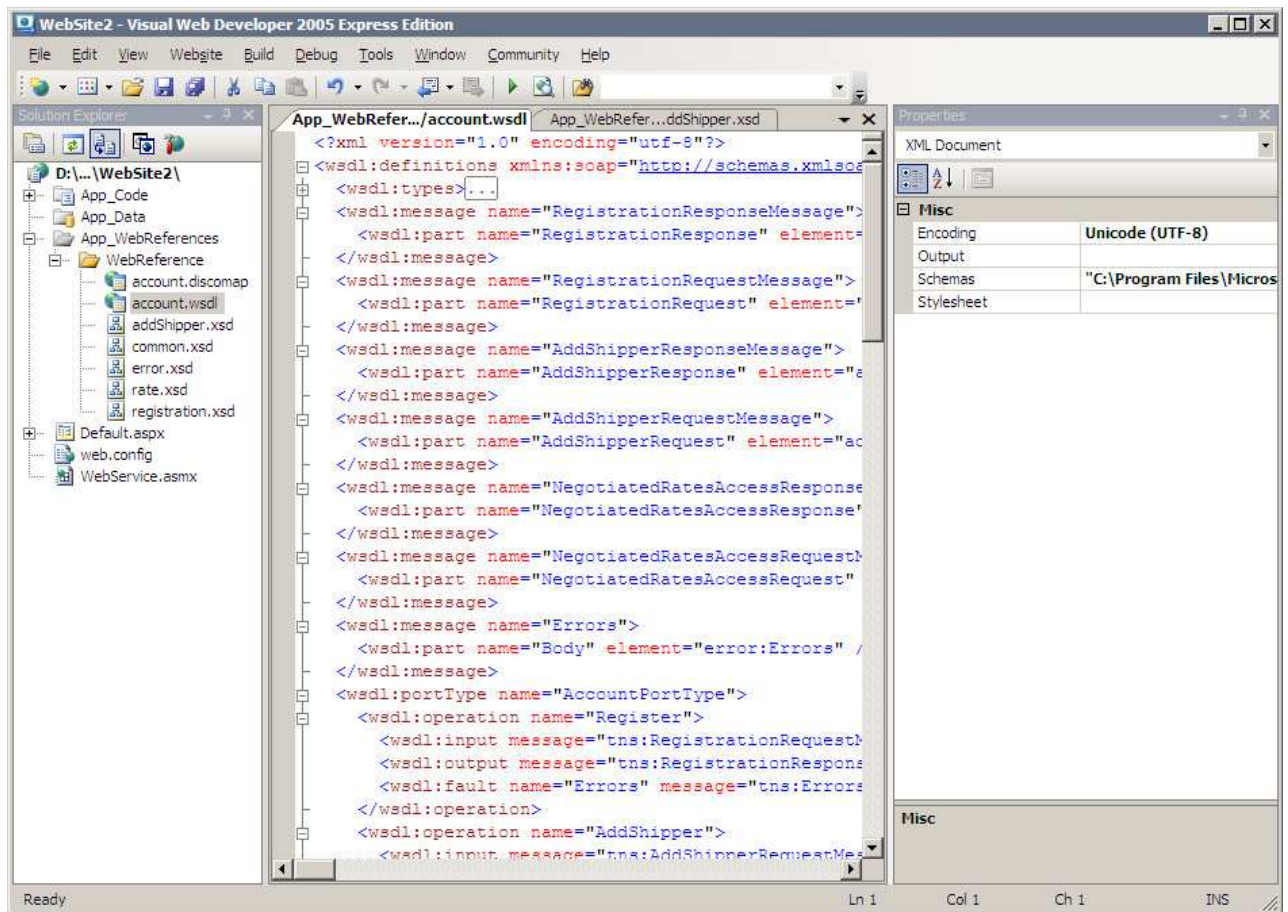
Figure 6: Microsoft's Web Visual Developer 2009 can create client applications for Web Services.

With any particular development environment, key parts of the development process will be similar or the same. Web Services development relies on a technology known as Web Services Definition Language (WSDL). This technology is a formal language based on the Extensible Markup Language (XML). WSDL precisely and completely describes Web Services, and standard Web Services documents themselves by "publishing" one or more WSDL files. The UPS Developer APIs support three different Web Services, each of which it documents in a separate WSDL file. These WSDL files are included in the UPS Developer Kits, and can be imported directly into a software development environment. Note, though, that the default behavior of some tools is to retrieve WSDLs from a central repository accessible on the Internet, most often the Universal Description, Discovery and Integration (UDDI) at http://uddi.xml.org/ . UPS does not publish its WSDLs through these repositories. As a result, the development tool should be directed to import the WSDL locally rather than through a public directory.

1.5.4 Getting Technical Support

Technical Support (U.S.)

There are four channels for obtaining support for the UPS Developer Kit (UDK) APIs all of which are accessed through the **UPS Developer Resource Center** at the following link:

http://www.ups.com/content/us/en/resources/techsupport/developercenter.html?WT.svl=SubNav

Or by following these steps:

1. Go to www.UPS.com.
2. Mouse over the Support tab and select Technology Support
3. In the left navigation panel of the page select the link "Developer Resource Center".

- Email Technical Support – available in the right hand column on the **UPS Developer Resource Center** web page. This is *the* support channel for technical support and questions regarding API integration. It is accessed by logging in to myUPS and attaching your XML Request/Response files and any other pertinent information about your integration [please see Appendix A for detailed instructions and screen shots]. UPS Email Technical Support can only support the XML Request/Response pair. They cannot consult customers and developers on how to integrate the XML into their internal or purchased software.

- UPS Developer Kit Community – available in the right hand column of the **UPS Developer Resource Center** web page. This is a community forum for developers to answer one another's questions and share information therefore the response times may be slower. If you have an immediate need for technical support contact UPS Email Tech Support above and they will respond within 4 business hours (see hours below). The remainder of the site contains online versions of all API developer guides and FAQs.

- UPS Developer Kit Knowledge Base- available in the right hand column of the **UPS Developer Resource Center** web page. This is a self-service support .pdf document that can be opened or downloaded. It contains over 240 frequently asked questions about every mode and service supported by the UDK APIs. It's also available in an online version at the UPS Developer Kit Community.

- General Question Phone Support (U.S. only) – available in the right hand column of the **UPS Developer Resource Center** web page. Phone support is the *least comprehensive* support mechanism for the developer. This channel of support addresses questions about the user interface at ups.com and how to gain access to the APIs and navigate the Access Key request process. They do not provide technical support for XML Request/Response issues and questions. Those types of questions must go through Email Technical Support.

Getting Started with Email Technical Support

1. Got to ups.com and log in to myUPS.
2. Hover over the "Support" tab and select "Technology Support".
3. On the Technology Support page select the Developer Resource Center link from the left navigation.
4. On the Developer Resource Center page select the "Email UPS" link in the right hand column.
5. Enter all relevant information including name, enter email address, select Support Category "Technical Support", and select Support Topic "Developer Resource" [which identifies UPS Developer Kit APIs tech support]. Click next.
6. Scroll down to the middle of the email form and complete the fields "Your Telephone", "Stage of Development", "Developer Resource" which is which API you are integrating, "Attach File" where you attach your XML Request/Response Pair, and any pertinent description of the issues in the "What is your question or comment?" field.
7. Select "Send Email" button.
8. A response is provided that explains someone from UPS will contact you. Please base the response time on the detailed information listed below about tech support hours of operation and response times.

(For screen shots of this process please see Appendix A at the end of this guide.)

1st Level Email Technical Support Business Hours and Response Times:

a. Hours of operation for 1st Level Email Tech Support: 7:30am to 9pm EST Monday through Friday and 9am to 6pm EST Saturday and Sunday. The desk is closed on UPS Holidays.
b. 1st Level Email Tech Support email response time is planned to be within 4 business hours of the initial request. Business hours are defined as hours of operation of the tech support desks when service technicians are working.

This means if you submit an email tech support request after business hours the 4 hour response clock will not begin until the following morning at 7:30am EST M-F and 9am EST Saturday and Sunday (UPS Holidays excluded).

PLEASE NOTE:
If you are sent an email from 1st Level Email Tech Support stating your case log # has been escalated, the 24 hour planned response clock starts from the time you receive the email from 1st Level Email Tech Support (provided the Escalation Support desk is open). If not, then the clock will begin when the Escalation Support desk opens.

Escalation Support Business Hours and Response Times:

c. Hours of operation: 8am to 8pm EST Monday through Friday. The desk is closed weekends and on UPS Holidays.

    d.   Escalation Support desk response time is planned to be within 24 hours during normal hours of operation.

This means if your case log is escalated at 8:30pm on Friday, you will not receive an email response from the Escalation Support desk at the latest until Monday at 8pm (Saturdays, Sundays, and Holidays are excluded). Response times are from the time the case log was escalated plus 24 hours which do NOT include the weekends or UPS holidays.

There may be some scenarios when the tech support team is meeting planned response times but it appears as if it's taking too long. Below is a brief example where the planned response time is met but nothing happened over the weekend.

Example –

Customer submits tech support email at 7am on Friday. The clock for 4 hour response will not begin until 7:30am EST for the 1st level tech support team. They respond within 4 hours at 11:30am EST that same Friday stating the case log has been escalated and providing the case log #.

The escalation desk receives the case log at 11:30am EST. They begin work on evaluating the problem and have planned to either update the customer within 24 hours or solve the problem within 24 hours. Either way, the customer will hear from the escalation desk within 24 hours with some type of disposition on their case log. The escalation desk clock begins when they receive a case log from 1st level tech support during business hours, M-F 8am to 8pm EST. In this case, the clock begins at 11:30am EST if the escalation desk does not have an answer by 8pm EST on Friday the desk has until 11:30am EST the following Monday to either provide a resolution or a status update to the customer on the case log. The Escalation Desk continues work on the case log on Monday beginning at 8am EST. They receive resolution at 1030am EST Monday and send the resolution to the customer. The Escalation Desk has met their 24 hour planned response time.

Technical Support   (Non-U.S.)

For Non-US countries supported by the UPS Developer Kit follow the instructions in Appendix A. However, to get to the UPS Developer Resource Center page please complete the following steps.

1. Log in to myUPS for the country from which you downloaded the developer guides.
2. Select the Support tab and in the drop-down select Technology Support.
3. Select from the left navigation the "UPS Developer Resource Center" link.
4. Continue with email form as described above.

Please also note that email response times for non-US requests vary. Translations and escalations may delay the process. If a quicker response is required, please access the US web site directly and complete an email technical support form from the US web site.

1.5.5 Keeping Up-to-Date

As UPS adds new services and features, Developer APIs will evolve, offering more features and service benefits. Once you register to use UPS Developer APIs, UPS will notify you by e-mail of updates and changes to the Developer APIs. It is essential that an accurate e-mail address for your company be maintained. In addition, UPS recommends that you complete the secondary contact information to ensure that your organization receives the latest updates. You should update your profile when changes or responsibilities for the UPS Developer APIs change within your company. You can also return to the UPS Support area of ups.com for the latest updated information about UPS Developer APIs.

1.6 UPS Developer API Technologies for WebServices

Web Services are powerful technologies that let business applications in different enterprises communicate directly with each other. For example, a software application program that processes orders for a mail order retailer can use Web Services to communicate with software applications at UPS that automatically schedule the shipment for new orders.

Web Services are governed by standards bodies which include, but are not limited to, W3C and OASIS. They are not limited to particular vendors and are available to any software application. Applications created for one environment (such as Microsoft Windows) can seamlessly communicate with applications in a different environment (such as Linux) without worrying about incompatibility of the different environments.

Web Services are supported by a wide variety of software development environments, so virtually all software developers can easily add Web Services features to their applications.

In effect, Web Services create a World Wide Web, but for computer applications instead of people. With Web Services, communications between enterprises happens rapidly, efficiently, and reliably.

Two technologies make up the core of Web Services—the Extensible Markup Language (XML) and the Simple Object Access Protocol (SOAP). A third technology, Web Services Definition Language (WSDL) uses XML and SOAP to define specific Web Services.

This section concludes by describing security and error reporting for Web Services.

1.6.1 Extensible Markup Language (XML)

 The Extensible Markup Language (XML) is a standard governed by the World Wide Web Consortium, the governing body for web standards and guidelines. XML provides a way to identify the structure of content within a document. Figure 1 shows how a simple XML document could describe a book.

As the figure illustrates, XML distinguishes different parts of a document with labels known as tags. Tags in the example include <book>, <title>, <author>, <firstname>, etc. In this example the publisher for the book is John Wiley and Sons.

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<book>
    <title>
        HTTP Essentials: Protocols for Secure, Scaleable Web Sites
    </title>
    <author>
        <firstname>
            Stephen
        </firstname>
        <lastname>
            Thomas
        </lastname>
    </author>
    <publisher>
        John Wiley and Sons
    </publisher>
    <year>
        2001
    </year>
    <isbn>
        0-471-398233
```

Figure 7: XML identifies the structure of documents, as in this document describing a book.

A great deal of information on XML is available on the Internet. A good starting point is the World Wide Web Consortium's main page on XML at http://www.w3.org/XML/.

1.6.2 Simple Object Access Protocol (SOAP)

While XML defines the information that Web Services exchange, the Simple Object Access Protocol (SOAP) defines the methods that Web Services use to transfer those documents. The SOAP standard defines several different approaches for sending XML documents, but most Web Services (including those from UPS) rely on a single approach. That method uses the Hypertext Transfer Protocol (HTTP) to send a message from a Web Services client to a server. The server replies in the HTTP response. Figure 2 shows an example of a SOAP header portion of a web services message.

SOAP, like XML, is governed by the World Wide Web Consortium. More information can be found on the Internet at the W3C's XML Protocol Working Group's page, located at http://www.w3.org/standards/xml/

This security header block provides a mechanism for attaching security-related information targeted at a specific recipient in the form of a SOAP actor/role. UPSSecurity is a container element which provides the user access verification for the API Web Service.

```
<envr:Envelope xmlns:auth="http://www.ups.com/schema/xpci/1.0/auth"
xmlns:upss="http://www.ups.com/XMLSchema/XOLTWS/UPSS/v1.0"
xmlns:envr="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:common="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:wsf="http://www.ups.com/schema/wsf">
    <envr:Header>
    <upss:UPSSecurity>
    <upss:UsernameToken>
    <upss:Username></upss:Username>
    <upss:Password></upss:Password>
    </upss:UsernameToken>
    <upss:ServiceAccessToken>
    <upss:AccessLicenseNumber></upss:AccessLicenseNumber>
    </upss:ServiceAccessToken>
    </upss:UPSSecurity>
    </env:Body>
</env:Envelope>
```

Figure 2: A sample of the UPSSecurity header portion of a web services message which structures its content as an XML document.

1.6.3 Web Services Definition Language (WSDL)

XML and SOAP are general technologies used widely for many different purposes. The technology that ties them specifically to Web Services is the Web Services Definition Language (WSDL). Enterprises that make Web Services available to other enterprises describe those services using WSDL. In effect, WSDL acts a service contract: it defines exactly what services the enterprise offers and how clients should access those services.

WSDL documents are XML documents which conform to a specific structure. Figure 3 shows a sample WSDL document. The current version of the specification for WSDL (version 1.1) is available as a draft submitted to the World Wide Web Consortium. It can be found on their web site at http://www.w3.org/TR/wsdl.

Although WSDL documents, like all XML documents, are ultimately textual information, they are not primarily intended for humans to read. Instead, WSDL documents are designed to be read by software applications and application development tools. An application tool such as Microsoft's Visual Studio can import a WSDL document and automatically generate software classes that access the Web Services the WSDL defines. Developers then add these classes to their applications, giving the programs the ability to use Web Services.

Some WSDL documents are published in special directories such as the Universal Description, Discovery, and Integration (UDDI) registry on the Internet. UPS does not currently publish WSDL documents for UPS Developer APIs in such directories. Instead, UPS delivers the WSDL documents as part of the software development kit.

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<wsdl:definitions name="Track" xmlns="http://schemas.xmlsoap.org/wsdl/"
    xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/"
    xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
    xmlns:http="http://schemas.xmlsoap.org/wsdl/http/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    xmlns:mime="http://schemas.xmlsoap.org/wsdl/mime/"
    xmlns:error="http://www.ups.com/schema/xpci/1.0/error"
    xmlns:common="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0"
    xmlns:trk="http://www.ups.com/XMLSchema/XOLTWS/Track/v1.0"
    xmlns:tns="http://www.ups.com/XMLSchema/XOLTWS/Track/v1.0/local"
    targetNamespace="http://www.ups.com/XMLSchema/XOLTWS/Track/v1.0/local">
    <xsd:import namespace="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0"
        schemaLocation="common.xsd" />
    <xsd:import namespace="http://www.ups.com/XMLSchema/XOLTWS/Error/v1.0"
        schemaLocation="error2.xsd" />
    <xsd:import namespace="http://www.ups.com/XMLSchema/XOLTWS/Track/v1.0"
        schemaLocation="track.xsd" />
    <wsdl:types />
    <wsdl:message name="TrackInput">
        <wsdl:part name="Body" element="trk:TrackRequest" />
    </wsdl:message>
    <wsdl:message name="TrackOutput">
        <wsdl:part name="Body" element="trk:TrackResponse" />
    </wsdl:message>
    <wsdl:message name="TrackError">
        <wsdl:part name="TrackError" element="error:Errors" />
```

```
            </wsdl:message>
            <wsdl:portType name="TrackPortType">
                <wsdl:operation name="Track">
        <wsdl:input name="TrackRequest" message="tns:TrackInput" />
        <wsdl:output name="TrackResponse" message="tns:TrackOutput" />
          <wsdl:fault name="TrackError" message="tns:TrackError" />
                </wsdl:operation>
            </wsdl:portType>
            <wsdl:binding name="TrackBinding" type="tns:TrackPortType">
                <soap:binding transport="http://schemas.xmlsoap.org/soap/http" />
                <wsdl:operation name="Track">
        <soap:operation soapAction="http://www.wwwcie.ups.com/webservices/TrackBinding"
style="document" />
  <wsdl:input name="TrackRequest">
                        <soap:body parts="Body" use="literal" />
  </wsdl:input>
  <wsdl:output name="TrackResponse">
                        <soap:body parts="Body" use="literal" />
  </wsdl:output>
<wsdl:fault name="TrackError">
                        <soap:fault name="TrackError" use="literal" />
  </wsdl:fault>
                </wsdl:operation>
            </wsdl:binding>
            <wsdl:service name="Track">
                <wsdl:port name="TrackPortTypePort" binding="tns:TrackBinding">
  <soap:address location="https://www.wwwcie.ups.com/webservices/Track" />
                </wsdl:port>
            </wsdl:service>
</wsdl:definitions>
```

Figure 3: WSDL documents are specialized XML documents that define Web Services. Example ONLY.

1.6.4 Securing Web Services

Organizations can offer Web Services using the public Internet, so Web Services standards provide many options for securing those services. Security options can ensure that only authorized parties are able to access Web Services, and they can protect confidential information that may be exchanged as part of Web Services communications. Because the breadth and depth of security options for Web Services are extensive, this subsection only describes security features relevant to UPS Developer APIs.

The most basic security services protect confidential information from eavesdropping by other devices on a network. To provide that protection, the UPS Developer APIs rely on the Secure Sockets Layer 3 (SSL3) protocol. When two systems communicate using SSL, the protocol creates a secure channel between them, and it encrypts all information that they exchange using this channel. The SSL protocol that UPS Developer APIs use is the same protocol used to secure millions of on-line purchases on the Web.

Figure 4: SSL creates a secure channel across a network and protects confidential communications using that channel.

In addition to protecting confidential information, the UPS Developer APIs also ensure that client applications are authorized to access UPS customer information. To gain that authorization, client applications must supply a username, password, and license key in all requests, as the example in Figure 5 shows. UPS corporate applications verify this information before returning sensitive information for the client applications.

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
    xmlns:wsse="http://schemas.xmlsoap.org/ws/2002/04/secext"
    xmlns:upsa="http://www.ups.com/XMLschema/XOLTWS/upssa/v1.0
     xmlns:common="http://www.ups.com/XMLschema/XOLTWS/Common/v1.0
     xmlns:upss="http://www.ups.com/XMLschema/XOLTWS/UPSS/v1.0"
     xmlns:wsf="http://www.ups.com/schema/wsf">
    <env:Header>
        < upss:UPSSecurity>
<upss:UsernameToken >
  < upss:Username></upss:Username >
  < upss:Password></upss:Password >
</upss:UsernameToken >
<upss:ServiceAccessToken >
  <upss:AccessLicenseNumber></upsss:AccessLicenseNumber>
</upss:ServiceAccessToken >
        </upss:UPSSecurity>
    </env:Header>
    <env:Body>
        <!-- the content of the message goes here -->
    </env:Body>
</env:Envelope>
```

Figure 5: UPS Web Service requests must include a Username, Password, and AccessLicense.

Included in the WSDL files that document the specific Web Services are the appropriate messages that client applications can use to pass the security credentials as SOAP header elements. Development tools can import the WSDL document and automatically format the request messages appropriately.

SSL Certificate Changes and Renewals:

UPS has migrated from Unchained to Chained Digital Certificates to improve security for UPS servers. Chained Digital Certificates requires the use of SSL 3.0. Our migration from SSL 2.0 to 3.0 was completed between 6/15/2008 and 3/3/2009.

Renewal of UPS.com SSL Certificates are coordinated by UPS Security Services every two years. There is a concern that some UPS Developer Kit users who store UPS Certificates internally may have issues when SSL Certificates are renewed. It is recommended that UPS Developer Kit users not store UPS Certificates internally; however if a customer finds this necessary due to specific needs within their company, they may need to add renewed certificates to the their trust store.

There are a number of ways one can add a certificate to the application. One way to obtain the proper certificate is by placing a UPS Developer Kit URL, **https://onlinetools.ups.com/ups.app/xml/Rate,** for example, in a browser, connect to the URL, and double-click on the "lock" on the bottom right of the window (using Internet Explorer 7). After that the steps can be followed to install the certificate.

Also, in the event that the aforementioned solution does not work successfully for you we have been provided with the following certificate which should allow you to connect once it has been successfully added. You should be able to paste the following string into Notepad and save the file locally. Then, it will be necessary to have the client application reference the file so that it will know that this is the trusted certificate for making a connection to UPS.

This is the Verisign Class 3 Secure Server CA - G2 certificate that the client must trust:

-----BEGIN CERTIFICATE-----

MIIGLDCCBZWgAwIBAgIQbk/6s8XmacTRZ8mSq+hYxDANBgkqhkiG9w0BAQUFADCB
wTELMAkGA1UEBhMCVVMxFzAVBgNVBAoTDlZlcmlTaWduLCBJbmMuMTwwOgYDVQQ
L
EzNDbGFzcyAzIFB1YmxpYyBQcmltYXJ5IENlcnRpZmljYXRpb24gQXV0aG9yaXR5
IC0gRzIxOjA4BgNVBAsTMShjKSAxOTk4IFZlcmlTaWduLCBJbmMuIC0gRm9yIGF1
dGhvcml6ZWQgdXNlIG9ubHkxHzAdBgNVBAsTFlZlcmlTaWduIFRydXN0IE5ldHdv
cmswHhcNMDkwMzI1MDAwMDAwWhcNMTkwMzI0MjM1OTU5WjCBtTELMAkGA1UEBh
MC
VVMxFzAVBgNVBAoTDlZlcmlTaWduLCBJbmMuMR8wHQYDVQQLExZWZXJpU2lnbiBU
cnVzdCBOZXR3b3JrMTswOQYDVQQLEzJUZXJtcyBvZiB1c2UgYXQgaHR0cHM6Ly93
d3cudmVyaXNpZ24uY29tL3JwYSAoYykwOTEvMC0GA1UEAxMmVmVyaVNpZ24gQ2xh
c3MgMyBTZWN1cmUgU2VydmVyIENBIC0gRzIwggEiMA0GCSqGSIb3DQEBAQUAA4IB
DwAwggEKAoIBAQDUVo9XOzcopkBj0pXVBXTatRlqltZxVy/iwDSMoJWzjOE3JPMu

7UNFBY6J1/raSrX4Po1Ox/lJUEU3QJ90qqBRVWHxYISJpZ6AjS+wIapFgsTPtBR/
RxUgKIKwaBLArlwH1/ZZzMtiVlxNSf8miKtUUTovStoOmOKJcrn892g8xB85essX
gfMMrQ/cYWIbEAsEHikYcV5iy0PevjG6cQIZTiapUdqMZGkD3pz9ff17Ybz8hHyI
XLTDe+1fK0YS8f0AAZqLW+mjBS6PLlve8xt4+GaRCMBeztWwNsrUqHugffkwer/4
3RlRKyC6/qfPoU6wZ/WAqiuDLtKOVImOHikLAgMBAAGjggKpMIICpTA0BggrBgEF
BQcBAQQoMCYwJAYIKwYBBQUHMAGGGGh0dHA6Ly9vY3NwLnZlcmlzaWduLmNvbTAS
BgNVHRMBAf8ECDAGAQH/AgEAMHAGA1UdIARpMGcwZQYLYIZIAYb4RQEHFwMwVj
Ao
BggrBgEFBQcCARYcaHR0cHM6Ly93d3cudmVyaXNpZ24uY29tL2NwczAqBggrBgEF
BQcCAjAeGhxodHRwczovL3d3dy52ZXJpc2lnbi5jb20vcnBhMDQGA1UdHwQtMCsw
KaAnoCWGI2h0dHA6Ly9jcmwudmVyaXNpZ24uY29tL3BjYTMtZzIuY3JsMA4GA1Ud
DwEB/wQEAwIBBjBtBggrBgEFBQcBDARhMF+hXaBbMFkwVzBVFglpbWFnZS9naWYw
ITAfMAcGBSsOAwIaBBSP5dMahqyNjmvDz4Bq1EgYLHsZLjAlFiNodHRwOi8vbG9n
by52ZXJpc2lnbi5jb20vdnNsb2dvLmdpZjApBgNVHREEIjAgpB4wHDEaMBgGA1UE
AxMRQ2xhc3MzQ0EyMDQ4LTEtNTIwHQYDVR0OBBYEFKXvCxHOwEEDo0plkEiyHOBX
LX1HMIHnBgNVHSMEgd8wgdyhgcekgcQwgcExCzAJBgNVBAYTAlVTMRcwFQYDVQQK
Ew5WZXJpU2lnbiwgSW5jLjE8MDoGA1UECxMzQ2xhc3MgMyBQdWJsaWMgUHJpbWFy
eSBDZXJ0aWZpY2F0aW9uIEF1dGhvcml0eSAtIEcyMTowOAYDVQQLEzEoYykgMTk5
OCBWZXJpU2lnbiwgSW5jLiAtIEZvciBhdXRob3JpemVkIHVzZSBvbmx5MR8wHQYD
VQQLExZWZXJpU2lnbiBUcnVzdCBOZXR3b3JrgB92f4Hz6getxB5Z/uniTTGMA0G
CSqGSIb3DQEBBQUAA4GBAGN0Lz1Tqi+X7CYRZhr+8d5BJxnSf9jBHPniOFY6H5Cu
OcUgdav4bC1nHynCIdcUiGNLsJsnY5H48KMBJLb7j+M9AgtvVP7UzNvWhb98lR5e
YhHB2QmcQrmy1KotmDojYMyimvFu6M+O0Ro8XhnF15s1sAIjJOUFuNWI4+D6ufRf

-----END CERTIFICATE-----

Finally, for more information on installing the latest VeriSign CA Root Certificate, please click on the links below:

https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&id=SO7154&actp=search&viewlocale=en_US&searchid=1308235124970
https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=AR1553
https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&id=SO4785&actp=LIST

1.6.5 Indicating Errors in Client Application Requests

When an error occurs in a client application's request, UPS Developer APIs report that error using the standard SOAP message format. That message format defines a specific message type, known as a *fault*, for error reporting. The essential components of a fault message are the faultcode, faultstring, faultactor, and detail.

The faultcode element can contain one of four values to indicate the type of error that the UPS Developer APIs encountered.

- VersionMismatch: The SOAP message that the client application sent used a version of the SOAP protocol that the UPS Developer APIs could not understand.

- MustUnderstand: The SOAP message that the client application sent included an element in the header that the UPS Developer APIs could not understand.

- Client: The request that the client application sent was not valid.

- Server: Although the client application's request did not have any errors itself, the UPS Developer APIs encountered an error when trying to process it.

The faultstring element contains a textual description of the error.

The faultactor element can indicate which system detected or generated the error. If present, it contains a Uniform Resource Identifier (URI) for that system.

The detail element contains more information about the error. It includes a specific error code and a textual description for that code.

> **Note: UPS encourages application developers to display the description of any unexpected errors or warnings to the user. This information can be invaluable when diagnosing problems, and will normally be required by UPS Technical Support.**
>
> **It will be extremely helpful if the developer implements and maintains logs of all transactions and activity, including errors or warnings.**

1.7 Understanding Tracking Web Services

The Tracking API also supports web services to track shipments in progress.

1.7.1 Tracking Shipments and Packages

The Track Web Service gives client applications access to UPS tracking information. With this service, clients query UPS to determine the up-to-the-minute status of a shipment or a package, including its delivery status and the time and location of the latest transit scan.

Applications can request tracking based on a tracking number, shipment identification number, or reference number. For freight shipments, applications can also use a candidate bookmark.

The Track web service can also provide signature tracking information including proof of delivery letters and, for freight shipments, delivery receipts and free astray documentation. Note that this information includes images of the legal signatures of individuals receiving shipments from UPS and is, therefore, considered very sensitive. In order to receive this information, UPS must certify your application. Contact upstechsupport@ups.com for more information on the certification process.

1.7.1.1 Tracking Numbers

UPS uses tracking numbers to identify and track small packages in its system. Applications can use this tracking number to track, locate, and verify arrival of a package. A successful query by tracking number returns information for the specific package within a shipment. For example, if a small package shipment contained four individual packages, the query response would show a shipment containing the one package out of four with the associated tracking number. (Note: Tracking numbers are available up to 18 months after delivery. UPS makes every effort to ensure that a tracking number uniquely identifies a package for 18 months; however, it is possible that a tracking number may be reused within a shorter time period. If this occurs, a query by tracking number returns all packages matching the tracking number.

1.7.1.2 Ground Freight Tracking

To track Ground Freight shipments; the Bill of Lading number, Purchase Order Number or PRO number is required. UPS uses PRO numbers to identify and trace every freight shipment as it moves through the UPS system. UPS makes every effort to ensure that a PRO number uniquely identifies a freight shipment for up to 3 years. Tracking of Ground Freight shipments is only available for tracking once the shipment has been billed.

1.7.1.3 Air Freight tracking

To track Air Freight shipments, the Air Way Bill number is required. Tracking for the Air Freight shipments is only available once the shipment has been returned to the service center.

1.7.1.4 Shipment Identification Numbers

UPS uses shipment identification numbers to identify and trace every shipment as it moves through the UPS system. A shipment may be a single transaction with multiple small packages, or it may be a single freight shipment. For small package shipments, a successful query by shipment identification number returns all of the packages within a shipment. For example, if a shipment contained four packages, the query response would show all four packages. (UPS makes every effort to ensure that a shipment identification number uniquely identifies a shipment for up to 18 months. However, it is possible that a shipment identification number may be reused within a shorter time period. If this occurs, a query by shipment identification number returns all shipments matching the shipment identification number.)

1.7.1.5 Reference Numbers

The ability to track any UPS package or shipment by reference number gives applications added flexibility and convenience. Reference numbers can be a purchase order number, job number, or a group of words identifying a shipment (such as "10 widgets" or "gift for mom"). Applications can assign a reference number to an individual package or to all packages in a shipment. A reference number can contain any combination of letters and numbers up to 35 characters. Applications assign a reference number when they upload electronic shipping data to UPS. A successful query by reference number returns all of the packages within a shipment identified by the reference number. For example, if a shipment contained four packages, and two of the packages were tagged with the reference number, "10 widgets," the query response would show a shipment containing those two packages. Since reference numbers are assigned by customers, UPS cannot guarantee the uniqueness of a reference number across all packages shipped through the UPS system. To resolve this ambiguity, a search specification may contain any of the following qualifiers:

Pickup date range: A range of dates within which UPS picked up the package. The default is 30 days before today's date.

UPS account number: The shipper's UPS account number.
Destination postal code: A zip code (U.S.) or postal code (international).
Destination country: The destination country code.
(Note: Reference numbers are available up to 6 months after delivery.)

1.7.1.6 Candidate Bookmarks

When an application requests tracking information for a freight shipment using a reference number, it is possible that more than one shipment may match that reference number. In such cases, UPS returns identifying information about each shipment, and it marks each shipment with a unique candidate bookmark. Client applications (or their users) can examine the list of candidates to identify the desired shipment. Once the candidate is identified, the application can issue another tracking request. By including the candidate bookmark information for the appropriate shipment in this second request, the application eliminates ambiguity and can receive correct tracking results.

1.7.1.7 Tracking Information Returned by UPS

The Tracking Web Service can return several kinds of initial responses:

- Multi-Piece Summary— When multiple packages from a single shipment match the request, the response contains UPS tracking number, pickup date, delivery date and time (for delivered packages only), location where each package was left if the consignee was not available, UPS shipping service, and total shipment weight.

- Package Detail— When a single package matches the request, the response contains the package weight, consignee city, state and country, the date, time and location of latest scan while in transit, current delivery status, and the name of the person who signed for the package.

- Package Progress— Lists the date, time, location, and status of each scan of the package during transit, from the point of origin to the current location.

A combination of the multi-piece and package detail responses can be returned in the candidate list.

Client applications can request the multi-piece or package detail responses as well as package progress information after you receive the initial response. Multi-piece summary and package progress requests use the information in a package detail response to retrieve additional information about the package. For example, the Tracking Web Service returns information regarding the shipment from a multi-piece summary request. It would also return the date, time, and status of every scan for the package from a package progress request.

1.8 The Tracking WebServices Reference

Overview
Access the Service at : https://onlinetools.ups.com/webservices/Track
Service Operation : Track

Track Operation
Type: Request-Response (client sends a request to UPS, and the UPS server replies with a response)

SOAPAction Header : http://onlinetools.ups.com/webservices/TrackBinding

1.8.1 The Track Web Services Schema

TrackRequest

The TrackRequest message contains a single XML document that conforms to the following XML structure.

TrackRequest XML Details:

Note: The "Required" Column has four potential values:
Yes: *Always* required
No: *Always* optional
Cond: Conditional
Yes*: *Conditionally* required

TrackResponse

The TrackResponse message contains a single XML document that conforms to the following XML structure.

TrackResponse XML Details:

Note: The "Required" Column has four potential values:
Yes: *Always* required
No: *Always* optional
Yes*: *Conditionally* required
Cond: Conditional

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
TrackRequest	/TrackRequest	Yes	1	Container	N/A	Container for the root Track Request. Small package, Mail Innovations and freight shipment can be tracked by invoking this request. Users have three ways to track, by inquiry number, by reference number, or by candidate bookmark. Candidate bookmark applies to Freight tracking only.		Yes	Yes	Yes
Request	/TrackRequest/Request	Yes	1	Container	N/A	Common Request element should be provided by users		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
RequestOption	/TrackRequest/Request/RequestOption	Cond.	1	String	1..15	For optional processing. For Mail Innovations the valid options are 'none' or '0' which will return last activity or '1' which will return all the activities. The default value for Small Package and Mail Innovations is Last Activity.	The acceptable values are listed as below in the single quotes: 'none', ' ' or '0' = Last Activity; 'activity' or '1' = all activity; '2' = POD, Receiver Address and Last Activity; '3' = POD, Receiver Address, All Activity; '4' = POD, COD, Last Activity; '5' = POD, COD,All Activity; '6' = POD, COD, Receiver Address, Last Activity; '7' = POD, COD, Receiver Address, All Activity;	Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
SubVersion	/TrackRequest/Request/SubVersion	No	1	String	4	Indicates Track API to return the new release features in Track API response based on Track release. See the What's New section for the latest Track release. Supported values: Jan 14 = 0114		Yes	Yes	Yes
TransactionReference	/TrackRequest/Request/TransactionReference	No	1	Container	N/A	TransactionReference identifies transactions between client and server.		Yes	Yes	Yes
CustomerContext	/TrackRequest/Request/TransactionReference/CustomerContext	No	1	String	1..512	The client uses CustomerContext to synchronize request/response pairs. The client establishes CustomerContext, which can contain any information you want, as along as it is valid XML, it is echoed back by the server.		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
InquiryNumber	/TrackRequest/InquiryNumber	Cond	1	String	9..34	Inquiry Number for freight or small package. For small package, the number will be treated as Shipment Identification Number or Package Tracking Number based on the value of the element TrackingOption. For freight, the number will be always treated as the tracking number of the shipment regardless of the value of the TrackingOption. For mail innovations this number will be the tracking number. When tracking for mail innovations by tracking number the TrackingOption also needs to be set. For mail innovations different types of tracking numbers apply like - Sequence number (Mail Manifest ID / MMS), Postal service Tracking ID	For small package if tracking option is '01', the inquiry number will be treated as shipment identification number and if the tracking option is '02', the inquiry number will be treated as package Tracking number. For Mail Innovation the TrackingOption needs to be set to '03'	Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
TrackingOption	/TrackRequest/TrackingOption	Cond	1	String	2	TrackingOption applies to small package and Mail Innovations only and not applies to freight. For Small Package, '01' - Single trackable entity with more trackable entities inside it; '02' - Single trackable entity with no more trackable entities inside it; If value or element is not found, then Inquiry number will be treated as Shipment Identification Number. For Freight, This element will be ignored and the Inquiry number will always be treated as Shipment Identification Number. For Mail Innovations track by number, this is a mandatory field which has to be set to '03'. For Mail Innovations a single shipment has single package.		Yes	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
CandidateBookmark	/TrackRequest/CandidateBookmark	No	1	String	1..15	During InquiryNumber and Reference Number searches, it is possible that duplicate shipments will be found. If duplicate shipments are found, then a Candidate Summary with a corresponding CandidateBookmark for each of the Shipments will be returned in the track response. This Base64 encoded CandidateBookmark can be passed back to the Tracking service in a separate request to retrieve tracking information about the particular shipment of interest. It does not apply to small package tracking or Mail Innovations		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
ReferenceNumber	/TrackRequest/ReferenceNumber	Cond	1	Container	N/A	The reference number container. Required if an inquiry number or candidate bookmark is not present. The reference number for Mail Innovations needs to be set here along with appropriate code in ShipmentType		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Code	/TrackRequest/ReferenceNumber/Code	No	1	String	N/A	Not used or not apply to this request		No	No	No
Value	/TrackRequest/ReferenceNumber/Value	Yes	1	String	1..35	The customer assigned reference number.		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
PickupDateRange	/TrackRequest/PickupDateRange	No	1	Container	N/A	The additional information of pickup date range to support and narrow a reference number search. For Mail Innovations this is optional field for tracking by reference number.		Yes	Yes	Yes
BeginDate	/TrackRequest/PickupDateRange/BeginDate	No	1	String	8	The beginning pickup date used to narrow a reference number search. Format is YYYYMMDD.		Yes	Yes	Yes
EndDate	/TrackRequest/PickupDateRange/EndDate	No	1	String	8	The end pickup date used to narrow a reference number search. Format is YYYYMMDD. MM ranges from 01 to 12.		Yes	Yes	Yes
ShipperNumber	/TrackRequest/ShipperNumber	No	1	String	6 or10	The UPS account number used to narrow a reference number search.		Yes	Yes	No
ShipFrom	/TrackRequest/ShipFrom	No	1	Container	N/A	Container for ship from address used to narrow a reference number search.		No	Yes	No
Address	/TrackRequest/ShipFrom/Address	Yes	1	Container	N/A	Container for the origin country code and origin postal code used to narrow a reference number search.		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
PostalCode	/TrackRequest/ShipFrom/Address/PostalCode	No	1	String	1..16	Postal Code of the origin country		No	Yes	No
CountryCode	/TrackRequest/ShipFrom/Address/CountryCode	No	1	String	2	Country Code of the origin country		No	Yes	No
ShipTo	/TrackRequest/ShipTo	No	1	Container	N/A	Container for the Destination Address to narrow the reference number search.		Yes	Yes	Yes
Address	/TrackRequest/ShipTo/Address	Yes	1	Container	N/A	Container for the destination postal code and destination country Code		Yes	Yes	Yes
PostalCode	/TrackRequest/ShipTo/Address/PostalCode	No	1	String	1..16	Postal code of postal destination country		Yes	Yes	Yes
CountryCode	/TrackRequest/ShipTo/Address/CountryCode	Yes	1	String	2	Destination country code		Yes	Yes	Yes
ShipmentType	/TrackRequest/ShipmentType	Cond.	1	Container	N/A	Container for the type of Shipment when doing a Reference Number search. This element is required if the Reference Number element is specified.		Yes	Yes	Yes
Code	/TrackRequest/ShipmentType/Code	Yes	1	String	2	This element will be used to indicate the type of the shipment being tracked during a Reference number tracking, Small Package, Mail Innovations or Freight: '01' = Small Package; '02' = Freight; '03' = Mail Innovations		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackRequest/ShipmentType/Description	No	1	String	N/A	Not used				
TrackResponse	/TrackResponse	Yes	1	Container	N/A	Container for root Track Response		Yes	Yes	Yes
Response	/TrackResponse/Response	Yes	1	Container	N/A	Container for common Response element		Yes	Yes	Yes
ResponseStatus	/TrackResponse/Response/ResponseStatus	Yes	1	Container	N/A	Response Status Container		Yes	Yes	Yes
Code	/TrackResponse/Response/ResponseStatus/Code	Yes	1	String	1	Identifies the success of the transaction. '1' = Successful		Yes	Yes	Yes
Description	/TrackResponse/Response/ResponseStatus/Description	Yes	1	String	1..35	Describes Response Status Code. Returns text of 'Success'.		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Alert	/TrackResponse/Response/Alert	Cond.	unbounded	Container	N/A	Alert Container. There can be zero to many alert containers with code and description.		Yes	Yes	Yes
Code	/TrackResponse/Response/Alert/Code	Yes	1	String	1..10	Warning code returned by the system.		Yes	Yes	Yes
Description	/TrackResponse/Response/Alert/Description	Yes	1	String	1..150	Warning messages returned by the system		Yes	Yes	Yes
TransactionReference	/TrackResponse/Response/TransactionReference	No	1	Container	N/A	Transaction Reference Container.		Yes	Yes	Yes
CustomerContext	/TrackResponse/Response/TransactionReference/CustomerContext	No	1	String	1..512	The CustomerContext Information which will be echoed during response.		Yes	Yes	Yes
Shipment	/TrackResponse/Shipment	Yes	unbounded	Container	1..240	Shipment Container		Yes	Yes	Yes
InquiryNumber	/TrackResponse/Shipment/InquiryNumber	Yes	1	Container	N/A	Shipment Inquiry Number Container		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Code	/TrackResponse/Shipment/InquiryNumber/Code	Yes	1	String	2..6	Code to indicate the type of Inquiry Number. For small package this element returns : '01' -Shipment Identification Number. For Mail Innovations this returns : '03'- Mail Innovation tracking number. For Freight: 'HAWB' - House Airway Bill; 'HBL' - House Bill of Lading; 'PRO' – PRO Number; 'SUBPRO' – Sub-PRO Number; 'DO' – Delivery Order		Yes	Yes	Yes
Description	/TrackResponse/Shipment/InquiryNumber/Description	No	1	String	1..35	Description of the Inquiry Number as indicated by code as above		Yes	Yes	Yes
Value	/TrackResponse/Shipment/InquiryNumber/Value	Yes	1	String	1..34	The actual value of the Inquiry Number		Yes	Yes	Yes
ShipmentType	/TrackResponse/Shipment/ShipmentType	No	1	Container	N/A	Container for the type of Shipment.		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Code	/TrackResponse/Shipment/ShipmentType/Code	Yes	1	String	2	This element will be used to indicate the type of the shipment being tracked, either Small Package, Mail Innovations or Freight. '01' - Small Package; '02' - Freight; '03' - Mail Innovations		Yes	Yes	Yes
Description	/TrackResponse/Shipment/ShipmentType/Description	No	1	String	1..15	Description of the above code.		Yes	Yes	Yes
CandidateBookmark	/TrackResponse/Shipment/CandidateBookmark	Cond	1	String	1..15	During Tracking and Reference Number searches, it is possible that duplicate shipments will be found. If duplicate shipments are found, then a Candidate Summary with a corresponding Base64 encoded 'Candidate Bookmark' for each of the Shipments will be returned in the response. The Candidate Bookmark can be passed back to the tracking web service in a separate track transaction to retrieve tracking information about the particular shipment of interest.		No	Yes	No
ShipperNumber	/TrackResponse/Shipment/ShipperNumber	No	1	String	6 or 10	The shipper's UPS account number that placed this shipment		Yes	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
ShipmentAddress	/TrackResponse/Shipment/ShipmentAddress	Yes	unbounded	Container	N/A	An array of addresses associated with this shipment		Yes	Yes	Yes
Type	/TrackResponse/Shipment/ShipmentAddress/Type	Yes	1	Container	N/A	Type of address		Yes	Yes	Yes
Code	/TrackResponse/Shipment/ShipmentAddress/Type/Code	Yes	1	String	2	Code of address: '01' = Shipper Address; '02' = ShipTo Address. For Mail Innovations, shipper address may be optionally present.		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/ShipmentAddress/Type/Description	No	1	String	1..50	Description of the code above. '01' = Shipper Address; '02' = ShipTo Address		Yes	Yes	Yes
Address	/TrackResponse/Shipment/ShipmentAddress/Address	Yes	1	Container	N/A	Address Detail		Yes	Yes	Yes
AddressLine	/TrackResponse/Shipment/ShipmentAddress/Address/AddressLine	No	3	String	1..30	Street address details. Up to three AddressLine can be returned. Address lines will not be returned for Mail Innovations		Yes	Yes	No
City	/TrackResponse/Shipment/ShipmentAddress/Address/City	No	1	String	1..30	City name. This is optional for Mail Innovations		Yes	Yes	Yes
StateProvinceCode	/TrackResponse/Shipment/ShipmentAddress/Address/StateProvinceCode	No	1	String	2..5	State or province code. Required for country code 'US' or 'CA'. This is optional for Mail Innovations.		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
PostalCode	/TrackResponse/Shipment/ShipmentAddress/Address/PostalCode	No	1	String	5..16	Postal code of this address		Yes	Yes	Yes
CountryCode	/TrackResponse/Shipment/ShipmentAddress/Address/CountryCode	No	1	String	2	Country code		Yes	Yes	Yes
ShipmentWeight	/TrackResponse/Shipment/ShipmentWeight	No	1	Container	N/A	Shipment weight container		Yes	Yes	Yes
UnitOfMeasurement	/TrackResponse/Shipment/ShipmentWeight/UnitOfMeasurement	No	1	Container	N/A	Shipment weight unit of measurement container		Yes	Yes	Yes
Code	/TrackResponse/Shipment/ShipmentWeight/UnitOfMeasurement/Code	Yes	1	String	3	Shipment weight unit of measurement code, the possible values are 'LBS' and 'KGS'. Defaults to 'LBS'		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/ShipmentWeight/UnitOfMeasurement/Description	No	1	String	N/A	Not used		Yes	Yes	Yes
Weight	/TrackResponse/Shipment/ShipmentWeight/Weight	Yes	1	String	8	Shipment's total weight. Set to 0 for shipment with package type of letter.		Yes	Yes	Yes
Service	/TrackResponse/Shipment/Service	No	1	Container	N/A	Container for UPS service associated with the shipment		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Code	/TrackResponse/Shipment/Service/Code	No	1	String	2..4	Small package, values are: '01' = Next Day Air; '02' = 2nd Day Air; '03' = Ground; '07' = International Express; '08' = International Expedited; '11' = International Standard; '12' = 3 Day Select; '13' = Next Day Air Saver; '14' = Next Day Air Early AM; '31' = Basic; '54' = International Express Plus; '59' = 2 Day Air A.M.; '60' = UPS Select; '65' = UPS Saver; '82' = UPS Today Standard; '83' = UPS Today Dedicated Courier; '84' = UPS Today Intercity; '85' = UPS Today Express; '86' = UPS Today Express Saver. '92' = LWS Standard Parcel; '93' = LWS Parcel Select; '94' = LWS Bound Printed Matter; '95' = LWS Media Mail; '096' = UPS Worldwide Express Freight. '334' = UPS Freight LTL Guaranteed A.M For freight, values are: 'TDCB' – Trade Direct Cross Border; 'TDA' – Trade Direct Air; 'TDO' – Trade Direct Ocean; '308' – UPS Freight LTL; '309' – UPS Freight LTL Guaranteed; '310' – UPS Freight LTL Urgent For Mail Innovations value is : '701' - UPS Mail Innovations; ; '631' – UPS CrossBorder Connect®		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/Service/Description	No	1	String	1..35	Description of the service code. Small package, values are: '01' = Next Day Air; '02' = 2nd Day Air; '03' = Ground; '07' = International Express; '08' = International Expedited; '11' = International Standard; '12' = 3 Day Select; '13' = Next Day Air Saver; '14' = Next Day Air Early AM; '31' = Basic; '54' = International Express Plus; '59' = 2 Day Air A.M.; '60' = UPS Select; '65' = UPS Saver; '82' = UPS Today Standard; '83' = UPS Today Dedicated Courier; '84' = UPS Today Intercity; '85' = UPS Today Express; '86' = UPS Today Express Saver. '92' = LWS Standard Parcel; '93' = LWS Parcel Select; '94' = LWS Bound Printed Matter; '95' = LWS Media Mail. '096' = UPS Worldwide Express Freight. '334' = UPS Freight LTL Guaranteed A.M For freight, values are: 'TDCB' – Trade Direct Cross Border; 'TDA' – Trade Direct Air; 'TDO' – Trade Direct Ocean; '308' – UPS Freight LTL; '309' – UPS Freight LTL Guaranteed; '310' – UPS Freight LTL Urgent. For Mail Innovations value is : '701' - UPS Mail Innovations. ; '631' – UPS CrossBorder Connect®		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
ReferenceNumber	/TrackResponse/Shipment/ReferenceNumber	No	unbounded	Container	N/A	Shipment reference number container		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Code	/TrackResponse/Shipment/ReferenceNumber/Code	No	1	String	2..3	For small package the codes returned are: '28' - Purchase Order No.; '33' - Model Number; '34' - Part Number; '35' - Serial Number; '50' - Department Number; '51' - Store Number; '54' - FDA Product Code; '55' - Acct. Rec. Customer Acct.; '56' - Appropriation Number; '57' - Bill of Lading Number; '58'- Employer's ID Number; '59' - Invoice Number; '60' -Manifest Key Number; '61' - Dealer Order Number; '62' -Production Code; '63' -Purchase Req. Number; '64' -Salesperson Number; '65' - Social Security Number; '66' - Fed Taxpayer ID No.; '67' - Transaction Ref. No.; 'RZ' - RMA; '9V' - COD Number. For freight ground shipment, the value can be: 'BL' - Bill of Landing; 'PO' – PO Number. For Mail Innovations values are : '91' - 'USPS PIC' '93' - 'USPS 30 char Concatenated barcode number' '94' - 'MailManifest System Number (MMS)' '95' - 'Mail Manifest ID (MMI)' '96' - 'Mail Innovations reference number (customer package id - (PID))'		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/ReferenceNumber/Description	No	1	String	1..35	The descriptions are listed as above.		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Value	/TrackResponse/Shipment/ReferenceNumber/Value	Yes	1	String	1..35	The real value of the reference number supplied by a customer.		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
CurrentStatus	/TrackResponse/Shipment/CurrentStatus	No	1	Container	N/A	Container for the current status of a freight shipment		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Code	/TrackResponse/Shipment/CurrentStatus/Code	Yes	1	String	3	Code for the current status of the shipment. The values are: '001' - Billing Information Received; '002' - In Transit; '003' - Exception; '004' - Delivered Origin CFS; '005' - Delivered Destination CFS; '006' - Warehousing; '007' - Out For Delivery; '011' - Delivered; '111' - Not Available; '222' - Not Available		No	Yes	No
Description	/TrackResponse/Shipment/CurrentStatus/Description	No	1	String	1..35	Description for the current status of the shipment		No	Yes	No
PickupDate	/TrackResponse/Shipment/PickupDate	No	1	String	8	Date shipment was picked-up. The format is YYYYMMDD		Yes	Yes	Yes
ServiceCenter	/TrackResponse/Shipment/ServiceCenter	No	unbounded	Container	N/A	Service center container.		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Type	/TrackResponse/Shipment/ServiceCenter/Type	Yes	1	Container	N/A	The type of service center for freight shipment.		No	Yes	No
Code	/TrackResponse/Shipment/ServiceCenter/Type/Code	Yes	1	String	2	The code values are: '01' - Delivery Service Center; '02' - Estimated Delivery Service Center; '03' - Pickup Service Center		No	Yes	No
Description	/TrackResponse/Shipment/ServiceCenter/Type/Description	No	1	String	1..35	Description of code: '01' - Delivery Service Center; '02' - Estimated Delivery Service Center; '03' - Pickup Service Center		No	Yes	No
Name	/TrackResponse/Shipment/ServiceCenter/Name	No	1	String	N/A	Reserve for future need. Not populated now.		No	Yes	No
Address	/TrackResponse/Shipment/ServiceCenter/Address	Yes	1	Container	N/A	Service center address		No	Yes	No
AddressLine	/TrackResponse/Shipment/ServiceCenter/Address/AddressLine	No	3	String	1..35	Reserve for future need. Not populated now.		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
City	/TrackResponse/Shipment/ServiceCenter/Address/City	Yes	1	String	1..30	Service center city		No	Yes	No
StateProvinceCode	/TrackResponse/Shipment/ServiceCenter/Address/StateProvinceCode	Yes	1	String	2..6	Service Center State or province code		No	Yes	No
PostalCode	/TrackResponse/Shipment/ServiceCenter/Address/PostalCode	No	1	String	5..16	Reserve for future need. Not populated now.		No	Yes	No
CountryCode	/TrackResponse/Shipment/ServiceCenter/Address/CountryCode	No	1	String	2	Reserve for future need. Not populated now.		No	Yes	No
DeliveryDetail	/TrackResponse/Shipment/DeliveryDetail	No	unbounded	Container	N/A	Delivery detail info		No	Yes	Yes
Type	/TrackResponse/Shipment/DeliveryDetail/Type	Yes	1	Container	N/A	Type of delivery detail.		No	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Code	/TrackResponse/Shipment/DeliveryDetail/Type/Code	Yes	1	String	2	Code of delivery detail. '01' - Delivery; '02'- Estimated Delivery; '03' - Scheduled Delivery. For Mail Innovations only '01' and '02' apply.		No	Yes	Yes
Description	/TrackResponse/Shipment/DeliveryDetail/Type/Description	No	1	String	1..35	Description of above code. '01' - Delivery; '02'- Estimated Delivery; '03' - Scheduled Delivery.		No	Yes	Yes
Date	/TrackResponse/Shipment/DeliveryDetail/Date	Yes	1	String	8	Date for the specific delivery type. Format is YYYYMMDD		No	Yes	Yes
Time	/TrackResponse/Shipment/DeliveryDetail/Time	No	1	String	6	Time for the specific delivery type. Format is HHMMSS.		No	Yes	Yes
Volume	/TrackResponse/Shipment/Volume	No	1	Container	N/A	Container for the volume of freight Shipment		No	Yes	No
UnitOfMeasurement	/TrackResponse/Shipment/Volume/UnitOfMeasurement	No	1	Container	N/A	Unit of measurement container		No	Yes	No
Code	/TrackResponse/Shipment/Volume/UnitOfMeasurement/Code	Yes	1	String	2	Code indicating the unit of measurement for the volume		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/Volume/UnitOfMeasurement/Description	No	1	String	1..35	Description of the unit of measurement as indicated by code		No	Yes	No
Value	/TrackResponse/Shipment/Volume/Value	Yes	1	String	1..35	Value of the total volume of the shipment		No	Yes	No
BillToName	/TrackResponse/Shipment/BillToName	No	1	String	1..35	Name of the person to whom the shipment is billed to.		No	Yes	No
NumberOfPackaging Unit	/TrackResponse/Shipment/NumberOfPackagingUnit	No	unbounded	Container	N/A	Number of packaging unit.		No	Yes	No
Type	/TrackResponse/Shipment/NumberOfPackagingUnit/Type	Yes	1	Container	N/A	Type of packaging		No	Yes	No
Code	/TrackResponse/Shipment/NumberOfPackagingUnit/Type/Code	Yes	1	String	2	Code of packaging unit. '01' - Piece; '02' – Pallet		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/NumberOfPackagingUnit/Type/Description	No	1	String	1..35	Description of the above code. '01' - Piece; '02' – Pallet		No	Yes	No
Value	/TrackResponse/Shipment/NumberOfPackagingUnit/Value	Yes	1	String	1..15	The actual number of unit.		No	Yes	No
ShipmentServiceOption	/TrackResponse/Shipment/ShipmentServiceOption	No	unbounded	Container	N/A	Container for Shipment Service Options. Reserved element for future need		No	Yes	No
Type	/TrackResponse/Shipment/ShipmentServiceOption/Type	Yes	1	Container	N/A	Type of a specific Shipment Service Option		No	Yes	No
Code	/TrackResponse/Shipment/ShipmentServiceOption/Type/Code	Yes	1	String	2	Reserved for future need		No	Yes	No
Description	/TrackResponse/Shipment/ShipmentServiceOption/Type/Description	No	1	String	1..35	Reserved for future need		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Value	/TrackResponse/Shipment/ShipmentServiceOption/Value	No	1	String	1..15	Reserved for future need		No	Yes	No
AdditionalAttribute	/TrackResponse/Shipment/ShipmentServiceOption/AdditionalAttribute	No	unbounded	Container	N/A	Reserved for future need		No	Yes	No
Code	/TrackResponse/Shipment/ShipmentServiceOption/AdditionalAttribute/Code	Yes	1	String	N/A	Reserved for future need		No	Yes	No
Description	/TrackResponse/Shipment/ShipmentServiceOption/AdditionalAttribute/Description	No	1	String	N/A	Reserved for future need		No	Yes	No
Value	/TrackResponse/Shipment/ShipmentServiceOption/AdditionalAttribute/Value	No	1	String	N/A	Reserved for future need		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
COD	/TrackResponse/Shipment/COD	No	1	Container	N/A	Container for COD for the shipment.		No	Yes	No
Amount	/TrackResponse/Shipment/COD/Amount	No	1	Container	N/A	Container for COD amount		No	Yes	No
CurrencyCode	/TrackResponse/Shipment/COD/Amount/CurrencyCode	Yes	1	String	3	Currency Code for COD. Default value is 'USD'		No	Yes	No
MonetaryValue	/TrackResponse/Shipment/COD/Amount/MonetaryValue	Yes	1	String	1..30	Value in specific currency for COD		No	Yes	No
Status	/TrackResponse/Shipment/COD/Status	N/A	1	Container	N/A	Reserve for future need		No	Yes	No
Code	/TrackResponse/Shipment/COD/Status/Code	Yes	1	String	N/A	Reserve for future need		No	Yes	No
Description	/TrackResponse/Shipment/COD/Status/Description	N/A	1	String	N/A	Reserve for future need		No	Yes	No
ControlNumber	/TrackResponse/Shipment/COD/ControlNumber	N/A	1	String	N/A	Reserve for future need		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
SignedForByName	/TrackResponse/Shipment/SignedForByName	No	1	String	1..35	Shipment signed for by name.		No	Yes	No
Activity	/TrackResponse/Shipment/Activity	No	unbounded	Container	N/A	Container for shipment activity.		No	Yes	No
ActivityLocation	/TrackResponse/Shipment/Activity/ActivityLocation	No	1	Container	N/A	Container for shipment activity location		No	Yes	No
AddressLine	/TrackResponse/Shipment/Activity/ActivityLocation/AddressLine	No	3	String	1..35	Reserve for future need		No	Yes	No
City	/TrackResponse/Shipment/Activity/ActivityLocation/City	No	1	String	1..30	Activity city.		No	Yes	No
StateProvinceCode	/TrackResponse/Shipment/Activity/ActivityLocation/StateProvinceCode	No	1	String	2..5	Activity State or province code.		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
PostalCode	/TrackResponse/Shipment/Activity/ActivityLocation/PostalCode	No	1	String	5..16	Activity postal code		No	Yes	No
CountryCode	/TrackResponse/Shipment/Activity/ActivityLocation/CountryCode	No	1	String	2	Activity country code		No	Yes	No
Code	/TrackResponse/Shipment/Activity/Code	No	1	String	N/A	Reserve for future need		No	Yes	No
Description	/TrackResponse/Shipment/Activity/Description	No	1	String	1..370	Description of the Activity		No	Yes	No
Date	/TrackResponse/Shipment/Activity/Date	No	1	String	8	Activity Date. Format is YYYYMMDD		No	Yes	No
Time	/TrackResponse/Shipment/Activity/Time	No	1	String	6	Activity Time. Format is HHMMSS		No	Yes	No
Trailer	/TrackResponse/Shipment/Activity/Trailer	No	1	String	1..30	Trailer Code for the shipment		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Document	/TrackResponse/Shipment/Activity/Document	No	unbounded	Container	N/A	Reserve for future need		No	Yes	No
Type	/TrackResponse/Shipment/Activity/Document/Type	Yes	1	Container	N/A	Reserve for future need		No	Yes	No
Code	/TrackResponse/Shipment/Activity/Document/Type/Code	Yes	1	String	N/A	Reserve for future need		No	Yes	No
Description	/TrackResponse/Shipment/Activity/Document/Type/Description	No	1	String	N/A	Reserve for future need		No	Yes	No
Content	/TrackResponse/Shipment/Activity/Document/Content	No	1	String	N/A	Reserve for future need		No	Yes	No
Format	/TrackResponse/Shipment/Activity/Document/Format	No	1	Container	N/A	Reserve for future need		No	Yes	No
Code	/TrackResponse/Shipment/Activity/Document/Format/Code	Yes	1	String	N/A	Reserve for future need		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/Activity/Document/Format/ Description	No	1	String	N/A	Reserve for future need		No	Yes	No
AdditionalAttribute	/TrackResponse/Shipment/Activity/AdditionalAttribute	No	unbounded	Container	N/A	Reserve for future need		No	Yes	No
Code	/TrackResponse/Shipment/Activity/AdditionalAttribute/ Code	Yes	1	String		Reserve for future need		No	Yes	No
Description	/TrackResponse/Shipment/Activity/AdditionalAttribute/ Description	No	1	String		Reserve for future need		No	Yes	No
Value	/TrackResponse/Shipment/Activity/AdditionalAttribute/ Value	No	1	String		Reserve for future need		No	Yes	No
OriginPortDetail	/TrackResponse/Shipment/OriginPortDetail	No	1	Container	N/A	Details of origin port of the shipment.		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
OriginPort	/TrackResponse/Shipment/OriginPortDetail/OriginPort	No	1	String	1..35	Origin Port of the shipment		No	Yes	No
EstimatedDeparture	/TrackResponse/Shipment/OriginPortDetail/Estimated Departure	No	1	Container	N/A	Container for Estimated Departure Time Stamp at the origin port		No	Yes	No
Date	/TrackResponse/Shipment/OriginPortDetail/Estimated Departure/Date	Yes	1	String	8	Date of the Estimated Departure Time Stamp at the origin port. Format is YYYYMMDD		No	Yes	No
Time	/TrackResponse/Shipment/OriginPortDetail/Estimated Departure/Time	No	1	String	6	Time of the Estimated Departure Time Stamp at the origin port. Format is HHMMSS		No	Yes	No
DestinationPortDetail	/TrackResponse/Shipment/DestinationPortDetail	No	1	Container	N/A	Container for the destination port of the shipment.		No	Yes	No
DestinationPort	/TrackResponse/Shipment/DestinationPortDetail/DestinationPort	No	1	String	1..35	Destination port of the shipment		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
EstimatedArrival	/TrackResponse/Shipment/DestinationPortDetail/EstimatedArrival	No	1	Container	N/A	Container for Estimated Arrival Time Stamp at the Destination Port		No	Yes	No
Date	/TrackResponse/Shipment/DestinationPortDetail/EstimatedArrival/Date	Yes	1	String	8	Container for Estimated Arrival Time Stamp at the Destination Port. Format is YYYYMMDD		No	Yes	No
Time	/TrackResponse/Shipment/DestinationPortDetail/EstimatedArrival/Time	No	1	String	6	Time of the Estimated Arrival Time Stamp at the Destination Port. Format is HHMMSS		No	Yes	No
DescriptionOfGoods	/TrackResponse/Shipment/DescriptionOfGoods	No	1	String	1..512	Description of Goods in the shipment.		No	Yes	No
CargoReady	/TrackResponse/Shipment/CargoReady	No	1	Container	N/A	Container for cargo ready date and time.		No	Yes	No
Date	/TrackResponse/Shipment/CargoReady/Date	Yes	1	String	8	Cargo Ready date for the shipment. Format is YYYYMMDD		No	Yes	No
Time	/TrackResponse/Shipment/CargoReady/Time	No	1	String	6	Cargo Ready time for the shipment. Format is HHMMSS		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Manifest	/TrackResponse/Shipment/Manifest	No	1	Container	N/A	Container for Manifest date and time.		No	Yes	No
Date	/TrackResponse/Shipment/Manifest/Date	Yes	1	String	8	Manifest date for the shipment. Format is YYYYMMDD		No	Yes	No
Time	/TrackResponse/Shipment/Manifest/Time	No	1	String	6	Manifest time for the shipment. Format is HHMMSS		No	Yes	No
CarrierActivityInformation	/TrackResponse/Shipment/CarrierActivityInformation	No	unbounded	Container	N/A	Container for carrier activity information for the shipment.		No	Yes	No
CarrierId	/TrackResponse/Shipment/CarrierActivityInformation/ CarrierId	No	1	String	1..30	Id number of the carrier		No	Yes	No
Description	/TrackResponse/Shipment/CarrierActivityInformation/ Description	No	1	String	1..35	Description of the carrier e.g: Flight or Vessel.		No	Yes	No
Status	/TrackResponse/Shipment/CarrierActivityInformation/ Status	No	1	String	1..35	Status of the carrier		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Arrival	/TrackResponse/Shipment/CarrierActivityInformation/ Arrival	No	1	Container	N/A	Container for arrival time stamp information of the carrier		No	Yes	No
Date	/TrackResponse/Shipment/CarrierActivityInformation/ Arrival/Date	Yes	1	String	8	Date of the arrival time stamp. Format is YYYYMMDD		No	Yes	No
Time	/TrackResponse/Shipment/CarrierActivityInformation/ Arrival/Time	No	1	String	6	Time of the arrival time stamp. Format is HHMMSS		No	Yes	No
Departure	/TrackResponse/Shipment/CarrierActivityInformation/ Departure	No	1	Container	N/A	Container for Departure time stamp information of the carrier		No	Yes	No
Date	/TrackResponse/Shipment/CarrierActivityInformation/ Departure/Date	Yes	1	String	8	Date of the arrival time stamp. Format is YYYYMMDD		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Time	/TrackResponse/Shipment/CarrierActivityInformation/Departure/Time	No	1	String	6	Time of the arrival time stamp. Format is HHMMSS		No	Yes	No
OriginPort	/TrackResponse/Shipment/CarrierActivityInformation/OriginPort	No	1	String	1..30	Origin Port of the Carrier's leg of the journey		No	Yes	No
DestinationPort	/TrackResponse/Shipment/CarrierActivityInformation/DestinationPort	No	1	String	1..30	Destination Port of the Carrier's leg of the journey		No	Yes	No
FileNumber	/TrackResponse/Shipment/FileNumber	No	1	String	1..30	File Number of the shipment.		No	Yes	No
Appointment	/TrackResponse/Shipment/Appointment	No	1	Container	N/A	Appointment Details.		No	Yes	No
Made	/TrackResponse/Shipment/Appointment/Made	No	1	Container	N/A	Container for Appointment Made Date and Time		No	Yes	No
Date	/TrackResponse/Shipment/Appointment/Made/Date	Yes	1	String	8	Appointment Made Date. Format is YYYYMMDD		No	Yes	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Time	/TrackResponse/Shipment/Appointment/Made/Time	No	1	String	6	Appointment Made Time. Format is HHMMSS		No	Yes	No
Requested	/TrackResponse/Shipment/Appointment/Requested	No	1	Container	N/A	Container for Appointment Requested Date and Time		No	Yes	No
Date	/TrackResponse/Shipment/Appointment/Requested/Date	Yes	1	String	8	Appointment Requested Date. Format is YYYYMMDD		No	Yes	No
Time	/TrackResponse/Shipment/Appointment/Requested/Time	No	1	String	6	Appointment Requested Time. Format is HHMMSS		No	Yes	No
BeginTime	/TrackResponse/Shipment/Appointment/BeginTime	No	1	String	6	Appointment Begin Time. Format is HHMMSS		No	Yes	No
EndTime	/TrackResponse/Shipment/Appointment/EndTime	No	1	String	6	Appointment End Time. Format is HHMMSS		No	Yes	No
DeliveryDateUnavailable	/TrackResponse/Shipment/ DeliveryDateUnavailable	No	1	Container	N/A	DeliveryDate Unavailable container Note: This container is return if SubVersion is 0114 and above		Yes	Yes	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Type	/TrackResponse/Shipment/ DeliveryDateUnavailable/Type	No	1	String	N/A	Type is Scheduled Delivery		Yes	Yes	Yes
Description	/TrackResponse/Shipment/ DeliveryDateUnavailable/Description	No	1	String	N/A	A description is return to indicate the scheduled delivery date is unavailable		Yes	Yes	Yes
Package	/TrackResponse/Shipment/Package	No	unbounded	Container	N/A	Container for package information		Yes	No	Yes
TrackingNumber	/TrackResponse/Shipment/Package/TrackingNumber	No	1	String	1..34	TrackingNumber of the package.		Yes	No	Yes
DeliveryDetail	/TrackResponse/Shipment/Package/DeliveryDetail	No	unbounded	Container	N/A	Delivery Detail container.		Yes	No	No
Type	/TrackResponse/Shipment/Package/DeliveryDetail/Type	Yes	1	Container	N/A	Type of delivery detail		Yes	No	No
Code	/TrackResponse/Shipment/Package/DeliveryDetail/Type/Code	Yes	1	String	2	Delivery detail Type code: '04' - Rescheduled Delivery		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/Package/DeliveryDetail/Type/Description	No	1	String	1..35	Description of above code: '04' - Rescheduled Delivery		Yes	No	No
Date	/TrackResponse/Shipment/Package/DeliveryDetail/Date	Yes	1	String	8	The delivery date. The format is: YYYYMMDD (military format)		Yes	No	No
Time	/TrackResponse/Shipment/Package/DeliveryDetail/Time	No	1	String	4 or 6	Format: HHMMSS or HHMM (military format)		Yes	No	No
Redirect	/TrackResponse/Shipment/Package/Redirect	No	1	Container	N/A	Container tag for Redirect package to UPS Access Point Note: This container is return if SubVersion is 0114 and above		Yes	No	No
CompanyName	/TrackResponse/Shipment/Package/Redirect/CompanyName	No	1	String	N/A	The Business Name of the UPS Access Point where the package was delivered to.		Yes	No	No
LocationID	/TrackResponse/Shipment/Package/Redirect/LocationID	No	1	String	N/A	The Location Id of the UPS Access Point where the package was delivered to.		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
PickupDate	/TrackResponse/Shipment/Package/Redirect/PickupDate	No	1	String	N/A	The last date the package is held for pickup at a UPS Access Point. Date of the arrival time stamp. YYYYMMDD format		Yes	No	No
PackageAddress	/TrackResponse/Shipment/Package/PackageAddress	No	unbounded	Container	N/A	Package address container.		Yes	No	No
Type	/TrackResponse/Shipment/Package/PackageAddress/Type	Yes	1	Container	N/A	Type of the package address		Yes	No	No
Code	/TrackResponse/Shipment/Package/PackageAddress/Type/Code	Yes	1	String	2	Code of Package Address Type: '03' - ReRoute Address; '04' - ReturnTo Address; '05' – UPS AP Address		Yes	No	No
Description	/TrackResponse/Shipment/Package/PackageAddress/Type/Description	No	1	String	1..35	Description of Package Address Type: '03' - ReRoute Address; '04' - ReturnTo Address; '05' – UPS AP Address		Yes	No	No
Address	/TrackResponse/Shipment/Package/PackageAddress/Address	No	1	Container	N/A	Address Container		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
AddressLine	/TrackResponse/Shipment/Package/PackageAddress /Address/AddressLine	No	3	String	1..30	Street address including name and number (when applicable) and/or building floor, room, suite, and PO Box number. Up to three AddressLines can be returned		Yes	No	No
City	/TrackResponse/Shipment/Package/PackageAddress /Address/City	No	1	String	1..30	City name		Yes	No	No
StateProvinceCode	/TrackResponse/Shipment/Package/PackageAddress /Address/StateProvinceCode	No	1	String	2..5	State or Province code		Yes	No	No
PostalCode	/TrackResponse/Shipment/Package/PackageAddress /Address/PostalCode	No	1	String	5..16	Postal code		Yes	No	No
CountryCode	/TrackResponse/Shipment/Package/PackageAddress /Address/CountryCode	No	1	String	2	Country code		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
PackageServiceOption	/TrackResponse/Shipment/Package/PackageServiceOption	No	unbounded	Container	N/A	Container for package service option.		Yes	No	No
Type	/TrackResponse/Shipment/Package/PackageServiceOption/Type	Yes	1	Container	N/A	Type of package service option		Yes	No	No
Code	/TrackResponse/Shipment/Package/PackageServiceOption/Type/Code	Yes	1	String	2..3	Code of Type of package service option: '01' – Signature Required; '02' – Adult Signature Required; '03' – Import Control; '04' – Commercial Invoice Removal; '05' – UPS Carbon Neutral; '06' – USPS PICNumber Of Flexible Return Shipment; (It will have the value tag populated); '07' – Product Type (This may have additional attributes populated for product type code and description); '08' – Location Assured; '09' – ExchangeBased; '10' – PackandCollect; '058' - HOLD FOR PICKUP; '255' - Lift Gate Service for Pickup; '256' - Drop Off At Facility; '254' - Lift Gate Service for Delivery; '259' – Direct to Retail		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/Package/PackageService Option/Type/Description	No	1	String	1..100	Description of the above code.'01' – Signature Required; '02' – Adult Signature Required; '03' – Import Control; '04' – Commercial Invoice Removal; '05' – UPS Carbon Neutral; '06' – USPS PICNumber; '07' – Product Type; '08' – Location Assured; '09' – ExchangeBased; '10' – PackandCollect. '058' - HOLD FOR PICKUP; '255' - Lift Gate Service for Pickup; '256' - Drop Off At Facility; '254' - Lift Gate Service for Delivery; '259' – Direct to Retail		Yes	No	No
Value	/TrackResponse/Shipment/Package/PackageService Option/Value	No	1	String	1..100	If '04' is returned for above Type Code, this value can be 'R' - Commercial Invoice Removal Requested, or 'S' - Commercial Invoice Removal Success. If '06' is returned for above Type Code, this value is a USPS Package Identification number which is returned for UPS Returns Flexible Access Shipments. If '07' is returned for above Type Code, then this value is the specific product description. If '09' is returned for above Type Code, this value can be 'R' – Return Exchange Requested or 'S' - Exchange Completed.		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
AdditionalAttribute	/TrackResponse/Shipment/Package/PackageService Option/AdditionalAttribute	No	unbounded	Container	N/A	Reserved for future need		Yes	No	No
Code	/TrackResponse/Shipment/Package/PackageService Option/AdditionalAttribute/Code	Yes	1	String	N/A	Reserved for future need		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/Package/PackageService Option/AdditionalAttribute/Description	No	1	String	N/A	Reserved for future need		Yes	No	No
Value	/TrackResponse/Shipment/Package/PackageService Option/AdditionalAttribute/Value	No	1	String	N/A	Reserved for future need		Yes	No	No
Activity	/TrackResponse/Shipment/Package/Activity	No	unbounded	Container	N/A	Package activity container		Yes	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
AlternateTrackingInfo	/TrackResponse/Shipment/Package/Activity/AlternateTrackingInfo	Cond	unbounded	Container	N/A	Alternate tracking number. This is applicable only for Mail Innovations		No	No	Yes
Type	/TrackResponse/Shipment/Package/Activity/AlternateTrackingInfo/Type	Yes	1	String	1	Valid values for this are - 'P' - Package ID, 'M' -Mail Manifest ID (type of Sequence number), 'S'- MMS number(type of Sequence number), 'T'- Postal service Tracking ID , 'Q' - Intelligent Mail Package Barcode shipment (IMPB) number.		No	No	Yes
Description	/TrackResponse/Shipment/Package/Activity/AlternateTrackingInfo/Description	No	1	String	N/A	Future use		No	No	Yes
Value	/TrackResponse/Shipment/Package/Activity/AlternateTrackingInfo/Value	Yes	1	String	1..35	This contains value of the alternate tracking number.		No	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
ActivityLocation	/TrackResponse/Shipment/Package/Activity/ActivityLocation	No	1	Container	N/A	Activity location container		Yes	No	Yes
Address	/TrackResponse/Shipment/Package/Activity/ActivityLocation/Address	No	1	Container	N/A	Address of Activity location. For Mail Innovations this will be consignee location.		Yes	No	Yes
AddressLine	/TrackResponse/Shipment/Package/Activity/ActivityLocation/Address/AddressLine	No	3	String	1..30	Activity location's street address including name and number (when applicable) and/or building floor, room, suite, and PO Box number. Up to three AddressLine can be returned.		Yes	No	No
City	/TrackResponse/Shipment/Package/Activity/ActivityLocation/Address/City	No	1	String	1..30	City name. This is optional for Mail Innovations		Yes	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
StateProvinceCode	/TrackResponse/Shipment/Package/Activity/ActivityLocation/Address/StateProvinceCode	No	1	String	2..5	Activity location's state or province code. This is optional for Mail Innovations.		Yes	No	Yes
PostalCode	/TrackResponse/Shipment/Package/Activity/ActivityLocation/Address/PostalCode	No	1	String	5..16	Activity location's postal code		Yes	No	Yes
CountryCode	/TrackResponse/Shipment/Package/Activity/ActivityLocation/Address/CountryCode	No	1	String	2	Country Code		Yes	No	Yes
TransportFacility	/TrackResponse/Shipment/Package/Activity/ActivityLocation/TransportFacility	No	1	Container	N/A	This container is for storing the type and code of the transport facility associated with the Mail Innovations activity		No	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Type	/TrackResponse/Shipment/Package/Activity/ActivityLocation/TransportFacility/Type	Yes	1	String	2	Type of facility for Mail Innovations shipment. valid values are 'IC' for USPS and 'VT' for MI.		No	No	Yes
Code	/TrackResponse/Shipment/Package/Activity/ActivityLocation/TransportFacility/Code	No	1	String	5	This code is associated with the Mail Innovations facility		No	No	Yes
Code	/TrackResponse/Shipment/Package/Activity/ActivityLocation/Code	No	1	String	2	Activity location code.		Yes	No	No
Description	/TrackResponse/Shipment/Package/Activity/ActivityLocation/Description	No	1	String	1..35	Activity location Description.		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
SignedForByName	/TrackResponse/Shipment/Package/Activity/ActivityLocation/SignedForByName	No	1	String	1..50	Reserved for future need. Name of activity location.		Yes	No	No
Status	/TrackResponse/Shipment/Package/Activity/Status	No	1	Container	N/A	Container for activity status		Yes	No	Yes
Type	/TrackResponse/Shipment/Package/Activity/Status/Type	No	1	String	1..3	Type of activity status: activity I = In Transit D = Delivered X = Exception P = Pickup M = Manifest Pickup. For Mail Innovations only D, I, M, P and X are applicable.		Yes	No	Yes
Description	/TrackResponse/Shipment/Package/Activity/Status/Description	No	1	String	1..370	Description of status code of activity.X1' - First Attempt; 'X2' - Second Attempt; 'X3' - Third Attempt; 'X' - Exception; 'I' - InTransit; 'D' -Delivered; 'P' - Pickup; 'M' - Billing Information Received; 'MV' - Billing Information Voided; 'RS' - Returned to Shipper.		Yes	No	Yes
Code	/TrackResponse/Shipment/Package/Activity/Status/Code	No	1	String	2	Status code of activity. : 'X1' - First Attempt; 'X2' - Second Attempt; 'X3' - Third Attempt; 'X' - Exception; 'I' - InTransit; 'D' - Delivered; 'P' - Pickup; 'M' - Billing Information Received; 'MV' - Billing Information Voided; 'RS' - Returned to Shipper. This list does not include all possible status codes.		Yes	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Date	/TrackResponse/Shipment/Package/Activity/Date	No	1	String	8	Date of activity. Format is YYYYMMDD (military format)		Yes	No	Yes
Time	/TrackResponse/Shipment/Package/Activity/Time	No	1	String	4..6	Time of activity. Format is HHMMSS or HHMM (military format)		Yes	No	Yes
NextScheduleActivity	/TrackResponse/Shipment/Package/Activity/ NextScheduleActivity	No	1	Container	N/A	Container tag to describe when the next schedule activity will occur. Note: This container is return if SubVersion is 0114 and above		Yes	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Date	/TrackResponse/Shipment/Package/Activity/ NextScheduleActivity/Date	No	1	String	N/A	Date of activity. Format is YYYYMMDD (military format)		Yes	No	Yes
Time	/TrackResponse/Shipment/Package/Activity/ NextScheduleActivity/Time	No	1	String	N/A	Time of activity. Format is HHMMSS or HHMM (military format)		Yes	No	Yes
Document	/TrackResponse/Shipment/Package/Activity/Document	No	unbounded	Container	N/A	Documents at package activity level, such as PODLetter.		Yes	No	No
Type	/TrackResponse/Shipment/Package/Activity/Document/Type	Yes	1	Container	N/A	Type of Document.		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Code	/TrackResponse/Shipment/Package/Activity/Document/Type/Code	Yes	1	String	2	Code of Document Type: '04' – POD Letter. '05' - Electronic Delivery Letter. **Returned if customer has authorized release of the package with the signature.		Yes	No	No
Description	/TrackResponse/Shipment/Package/Activity/Document/Type/Description	No	1	String	1..35	Description of the above code. '04' – POD Letter. '05' - Electronic Delivery Notice. **Returned if customer has authorized release of the package with the signature.		Yes	No	No
Content	/TrackResponse/Shipment/Package/Activity/Document/Content	Yes	1	String	Variable	Base64 Encoded PODLetter in html format, or the customers name for Electronic Delivery Notice		Yes	No	No
Format	/TrackResponse/Shipment/Package/Activity/Document/Format	Yes	1	Container	N/A	Container for document format.		Yes	No	No
Code	/TrackResponse/Shipment/Package/Activity/Document/Format/Code	Yes	1	String	3	Format code of the content '03' - HTML. '04' - Plain text. **Returned if customer has authorized release of the package with the signature.		Yes	No	No

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NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Description	/TrackResponse/Shipment/Package/Activity/Document/Format/Description	No	1	String	1..35	Description of Format code as above. Plain text format will only apply if the code above is '04'.		Yes	No	No
AdditionalAttribute	/TrackResponse/Shipment/Package/Activity/AdditionalAttribute	No	unbounded	Container	N/A	Reserve for future need		Yes	No	No
Code	/TrackResponse/Shipment/Package/Activity/AdditionalAttribute/Code	Yes	1	String	N/A	Reserve for future need		Yes	No	No
Description	/TrackResponse/Shipment/Package/Activity/AdditionalAttribute/Description	No	1	String	N/A	Reserve for future need		Yes	No	No
Value	/TrackResponse/Shipment/Package/Activity/AdditionalAttribute/Value	No	1	String	N/A	Reserve for future need		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Message	/TrackResponse/Shipment/Package/Message	No	unbounded	Container	N/A	Container for additional delivery information.		Yes	No	Yes
Code	/TrackResponse/Shipment/Package/Message/Code	Yes	1	String	2	Code describing what type of message the customer can receive. Valid values: '01' – On Time; '02' – Rescheduled; '03' – Returned To Shipper. For Mail Innovations only '01' is applicable.		Yes	No	Yes
Description	/TrackResponse/Shipment/Package/Message/Description	No	1	String	1..50	Description for the above code, describing what type of message the customer can receive. Valid values: '01' – On Time; '02' – Rescheduled; '03' – Returned To Shipper. For Mail Innovations only '01' is applicable.		Yes	No	Yes
PackageWeight	/TrackResponse/Shipment/Package/PackageWeight	No	1	Container	N/A	Container for package weight		Yes	No	Yes
UnitOfMeasurement	/TrackResponse/Shipment/Package/PackageWeight/UnitOfMeasurement	No	1	Container	N/A	Container for package weight unit of measurement		Yes	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Code	/TrackResponse/Shipment/Package/PackageWeight/ UnitOfMeasurement/Code	Yes	1	String	3	Package weight unit of measurement code. Valid values are 'LBS' - Pounds; 'KGS' - Kilograms; 'OZS' - Ounces		Yes	No	Yes
Description	/TrackResponse/Shipment/Package/PackageWeight/ UnitOfMeasurement/Description	No	1	String	1..35	Description of the package weight measurement units. 'LBS' - Pounds; 'KGS' - Kilograms; 'OZS' - Ounces		Yes	No	Yes
Weight	/TrackResponse/Shipment/Package/PackageWeight/ Weight	Yes	1	String	7.2	Package's weight. Set to 0 for package type of letters.		Yes	No	Yes
ReferenceNumber	/TrackResponse/Shipment/Package/ReferenceNumber	No	unbounded	Container	N/A	Container for package reference number. Up to 20 reference numbers can be returned		Yes	No	Yes
Code	/TrackResponse/Shipment/Package/ReferenceNumber/Code	No	1	String	2	Package Reference number type code. The code specifies the Reference name. Refer to the Reference Number Code table		Yes	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Value	/TrackResponse/Shipment/Package/ReferenceNumber/Value	Yes	1	String	1..35	Customer supplied reference number		Yes	No	Yes
AlternateTrackingNumber	/TrackResponse/Shipment/Package/AlternateTrackingNumber	No	unbounded	String	1..21	Alternate tracking number returned for this package.		Yes	No	No
AlternateTrackingInfo	/TrackResponse/Shipment/Package/AlternateTrackingInfo	Cond	unbounded	Container	N/A	Alternate tracking number returned for this package. This is applicable only for Mail Innovations		No	No	Yes
Type	/TrackResponse/Shipment/Package/AlternateTrackingInfo/Type	Yes	1	String	1	Valid values for this are - 'P' - Package ID, 'M' -Mail Manifest ID (type of Sequence number), 'S'- MMS number(type of Sequence number), 'T'- Postal service Tracking ID		No	No	Yes
Description	/TrackResponse/Shipment/Package/AlternateTrackingInfo/Description	No	1	String	N/A	future use		No	No	Yes

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Value	/TrackResponse/Shipment/Package/AlternateTrackingInfo/Value	Yes	1	String	1..34	This contains value of the alternate tracking number.		No	No	Yes
Document	/TrackResponse/Shipment/Package/Document	No	unbounded	Container	N/A	Reserved for future need		Yes	No	No
Type	/TrackResponse/Shipment/Package/Document/Type	Yes	1	Container	N/A	Reserved for future need		Yes	No	No
Code	/TrackResponse/Shipment/Package/Document/Type/Code	Yes	1	String	N/A	Reserved for future need		Yes	No	No
Description	/TrackResponse/Shipment/Package/Document/Type/Description	No	1	String	N/A	Reserved for future need		Yes	No	No
Content	/TrackResponse/Shipment/Package/Document/Content	Yes	1	String	N/A	Reserved for future need		Yes	No	No

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Format	/TrackResponse/Shipment/Package/Document/Format	Yes	1	Container	N/A	Reserved for future need		Yes	No	No
Code	/TrackResponse/Shipment/Package/Document/Format/Code	Yes	1	String	N/A	Reserved for future need		Yes	No	No
Description	/TrackResponse/Shipment/Package/Document/Format/Description	No	1	String	N/A	Reserved for future need		Yes	No	No
AdditionalAttribute	/TrackResponse/Shipment/Package/AdditionalAttribute	No	unbounded	Container	N/A	This container is reserved for future use				
Code	/TrackResponse/Shipment/Package/AdditionalAttribute/Code	Yes	1	String						
Description	/TrackResponse/Shipment/Package/AdditionalAttribute/Description	No	1	String						

NAME	XPATH	REQUIRED	MAXALLOWED	TYPE	LENGTH	DESCRIPTION	VALIDATION RULES	SMALL PACKAGE	FREIGHT	MAIL INNOVATIONS
Value	/TrackResponse/Shipment/Package/AdditionalAttribute/Value	No	1	String						
AdditionalAttribute	/TrackResponse/Shipment/AdditionalAttribute	No	unbounded	Container	N/A	Reserved for future need				
Code	/TrackResponse/Shipment/AdditionalAttribute/Code	Yes	1	String						
Description	/TrackResponse/Shipment/AdditionalAttribute/Description	No	1	String						
Value	/TrackResponse/Shipment/AdditionalAttribute/Value	No	1	String						
Disclaimer	/TrackResponse/Disclaimer	No	unbounded	String	1..300	Any necessary or special notice		Yes	Yes	Yes

1.9 Customer Integration Environment

The Customer Integration Environment allows customers to test their application prior to launch. This environment is intended for integration testing of customer applications with the UPS servers. No stress testing should ever be performed by customers against any UPS systems.

Once your application has been thoroughly tested, you should redirect the application to the UPS Production Environment.

Please note that while the Customer Integration Environment maintains system availability 24 hours, 7 days each week, there are occasional system down times to allow for server maintenance.

For integration testing, you should direct your Package and Freight Tracking test software to:
https://wwwcie.ups.com/webservices/Track.

Once you have completed your testing and certification, you should direct your software to:
https://onlinetools.ups.com/webservices/Track

1.9.1 System Availability

The Customer Integration Environment is available 24 hours a day, 7 days a week.

1.9.2 Server Availability Check

All of the UPS services work using HTTPS POST. Using the same URL as you point your application to, perform an HTTPS GET. If the server is available, it will reply with the service name, remote user, server port, server name, and servlet path. To see this in action, type the following URL in your web browser:
https://wwwcie.ups.com/webservices/Track This will be returned:

Service Name: TrackWS
Remote User: null
Server Port: 443
Server Name: wwwcie.ups.com
Servlet Path: /Track

1.9.3 Tracking Usage Guidelines

The following guidelines are included so all UPS customers can use
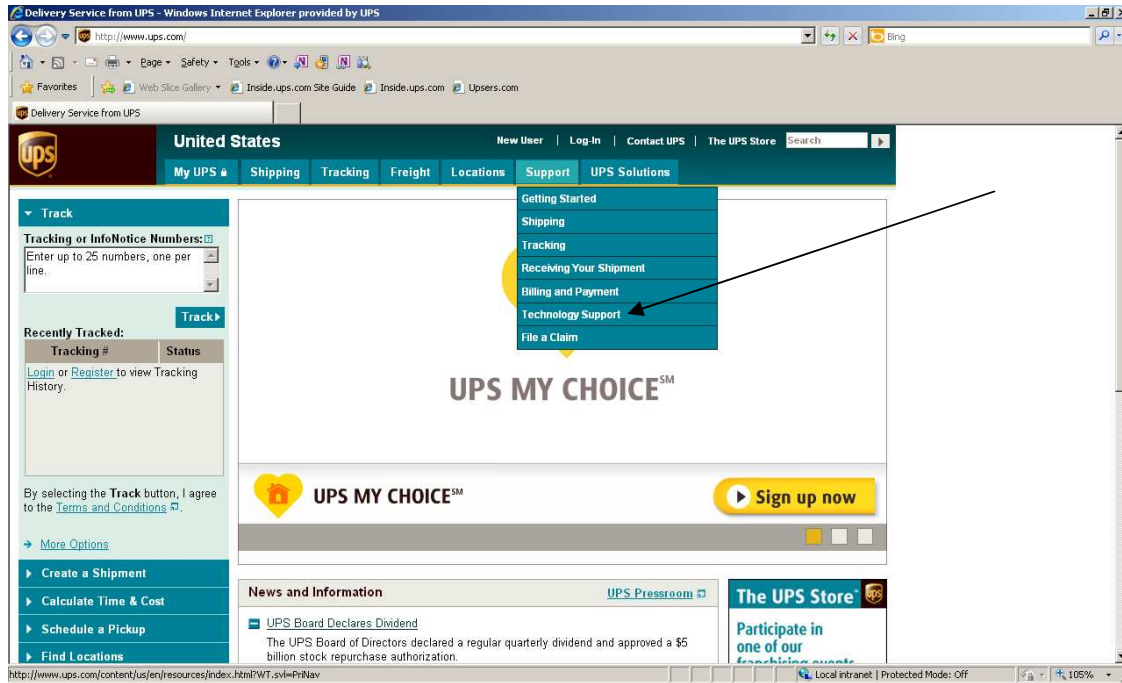UPS Tracking without delays:
- Insure that tracking requests are valid; if error messages like tracking number not found, no information available, invalid tracking number, etc. are received, research the cause of the error before continuing to track the same number
- When the results of a tracking request indicate a "delivered" status do not continue to track the package.

- Track packages during "off hours" whenever possible, "off hours" are from 5:00 pm till 8:00 am East Coast time.
- Use your UPS service level (Early AM, Next Day Air, etc.) to determine the best time of day to track and receive up to the minute tracking information.
- Allow for at least two seconds between individual tracking requests.
- Avoid automatic access from 10:00 am through 3:00 pm EST. However, you may track critical packages during this time.
- Evenly distribute you information requests over the remaining 19 hour window.
- Make every attempt to limit requests for information to no more than 2000 per hour (evenly distributed throughout the hour).
- Do not track the same numbers continually throughout the day. Any less than 50% unique numbers in a given 24 hour period can result in termination. For example, if a service level indicates a
  guaranteed delivery time of 10:30 AM for your delivery address and the tracking information guarantee is for 30 minutes after delivery, you should track that shipment after 11:00 AM.
- If daily/weekly tracking requests exceed daily shipping volume by a large margin, UPS will reserve the right to suspend tracking for hat account until the situation is rectified. If a resolution can not be found and implemented, tracking for that account may be terminated.

Appendix A - Accessing Tech Support (US Site Example)

Go to ups.com and log in to myUPS with your ID and PW.

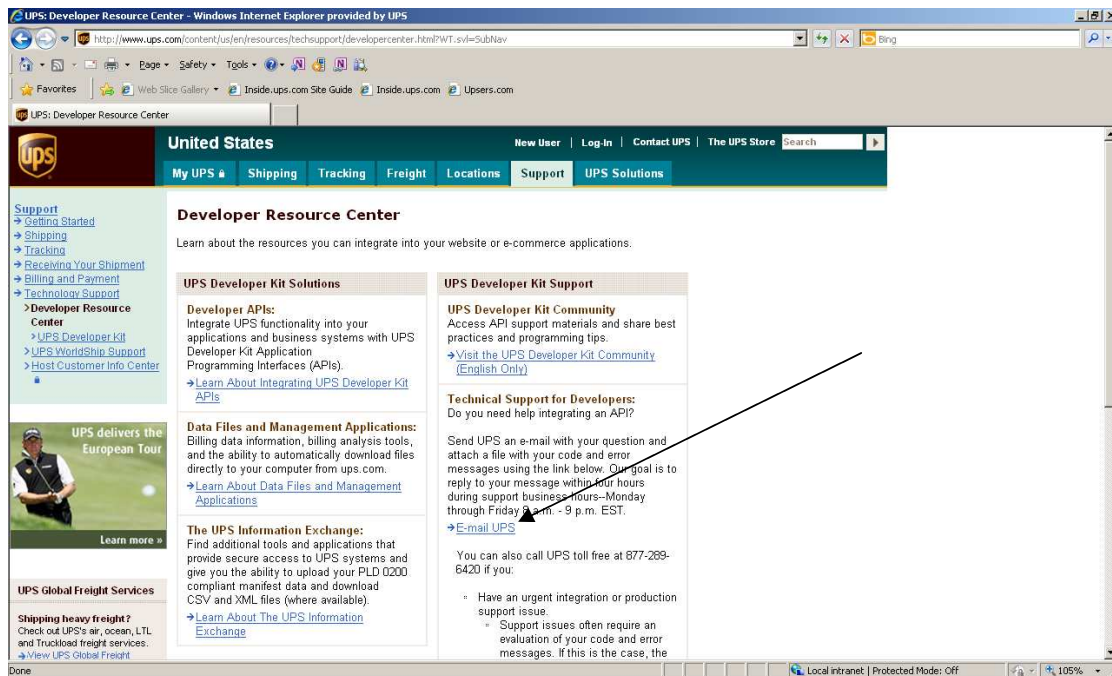Hover over the "Support" tab, and select "Technology Support" from the drop-down.

From the Technology Support page select the Developer Resource Center link from the left navigation.

From the Developer Resource Center page select the "Email UPS" link in right hand column.

Complete Name, email address, Support Category must be "Technical Support", and Support Topic must be "Developer Resource". Select the "Next" button.

Scroll down the page and complete the remainder of the email form including "Your Telephone", "Stage of Development", "Developer Resource" which is which API you are integrating, "Attach File" where you attach your XML Request/Response Pair, and any pertinent description of the issues in the "What is your question or comment?" field. Select "Send Email" button.

The screen below will appear. Please see "Technical Support (US)" within this document for tech support hours of operation and response times.

Appendix B – Tracking WebServices Error Codes

If you get TrackResponse in a SOAP Envelope's Body part, it means the request is processed successfully. Otherwise, a SOAP Fault will be returned in a SOAP Envelope's Body part. To discover errors, check the ResponseStatusCode element. A "1" normally indicates a successful response, whereas a "0" indicates an error, either Transient or Hard. When an error occurs there will also be an error code, and an error description.

Success – Successful responses may or may not include **Warnings**.

- (without warnings) Request is processed as anticipated by the client.
- (with warnings) *Warning* messages indicate that UPS was able to process the request; however (potentially) unanticipated results have also occurred. The warning contains information in the response that should be passed to the end user.

Errors – will return two different levels of severity.

- *Transient* errors are temporary errors, due to temporary high server loads or scheduled maintenance, for example. The application may re-issue the request at a later time.
- *Hard* errors indicate that an error existed in the request that UPS could not resolve. These errors are critical and prevent requests from processing.

Applications should not re-issue requests with Hard errors without first correcting the error.
The following table lists the errors that UPS may return in response to a request.

Error Code	Severity	Description
10001	Hard	The XML document is not well formed
10002	Hard	The XML document is well formed but the document is not valid
10003	Hard	The XML document is either empty or null
10006	Hard	Although the document is well formed and valid, the element content contains values which do not conform to the rules and constraints contained in this specification
10013	Hard	The message is too large to be processed by the Application
20001	Transient	General process failure
20002	Hard	The specified service name, {0}, and version number, {1}, combination is invalid
20003	Hard	Please check the server environment for the proper J2EE ws apis
20006	Hard	Invalid request action
20012	Hard	The Client Information exceeds its Maximum Limit of {0}
250000	Hard	No XML declaration in the XML document
250001	Hard	Invalid Access License for the tool. Please re-license.
250002	Hard	Invalid UserId/Password
250003	Hard	Invalid Access License number
250004	Hard	Incorrect UserId or Password
250005	Hard	No Access and Authentication Credentials provided
250006	Hard	The maximum number of user access attempts was exceeded
250007	Hard	The UserId is currently locked out, please try again in 24 hours.
250009	Hard	License Number not found in the UPS database

Error Code	Severity	Description
250050	Transient	License system not available
150000	Transient	Tracking service unavailable
150020	Hard	Invalid pickup date range
150021	Hard	Invalid shipment identification number
150022	Hard	Invalid tracking number
150023	Hard	Invalid reference number value length
150024	Hard	Invalid destination postal code length
150025	Hard	Invalid destination country code length
150026	Hard	Invalid begin date length
150027	Hard	Invalid end date length
150028	Hard	Invalid shipper number length
150030	Hard	Invalid Request/ RequestOption
151018	Hard	Invalid tracking number
151019	Hard	No activity records found for tracking number
150029	Hard	Duplicate Tracking Numbers found in Package Detail
150099	Transient	Delivery Change Request System Unavailable
151036	Hard	Either tracking number or reference number required
151038	Hard	Shipment number required with reference number
151040	Hard	Both tracking number and reference number invalid
151044	Hard	No tracking information available
151045	Hard	No information found
151050	Hard	Too many records to display
151051	Hard	Some Records are not returned
151062	Hard	No tracking information available
151068	Hard	Invalid Shipper Number
151085	Hard	Multiple shipper numbers found
151086	Hard	Maximum candidate exceeded for Reference number search. Use the tracking number search
151091	Hard	Multiple reference numbers found, it may be possible to narrow the search with additional data.
151602	Hard	Destination Country Code must be entered
152012	Hard	Number of records selected exceeds limit of 175
152100	Hard	Enter shipper number - additional shippers used the reference
152110	Hard	No information found for reference number
152315	Hard	Multiple reference numbers found, it is not possible to qualify further.
154010	Hard	Invalid inquiry number
154030	Hard	No information for this tracking number
154040	Hard	Invalid tracking type
154050	Hard	Non-unique BCD number - Candidate List returned
154070	Hard	Signature Tracking Options not available without successful login
154080	Warning	Could not verify Signature rights

Error Code	Severity	Description
154081	warning	Your search returned multiple Shipments. Please select from the provided results.
154082	Hard	The supplied Candidate Bookmark fails validation
154083	HARD	Specific Tracking data could not be found. It may be possible to narrow the search with additional data.
150084	Hard	Invalid origin postal code length
150085	Hard	Invalid origin country code length
154086	Hard	Missing origin country code when origin postal code is supplied
20011	Hard	The Integration indicator is no longer supported
9150001	Hard	Invalid access license number for tracking request option
9150002	Hard	Invalid or missing inquiry number - TrackingNumber, ShipmentIdentificationNumber, or ReferenceNumber
9150003	Hard	Invalid Candidate Bookmark
9150004	Hard	Shipment Type should be specified when tracking by Reference Number
9150006	Hard	CountryCode should be specified when ShipperAccountInfo container is present.
9150007	Hard	Missing Recipient Email Address
9150007	Hard	Missing Failure Email Address
9150007	Hard	Missing Language information.
9154099	Hard	Either ExceptionNotificationIndicator or DeliveryNotificationIndicator has to be supplied with Quantum View Notification request.
9151000	Hard	Invalid Tracking Request Document
155001	Transient	Mail Innovations Tracking Service Unavailable.
155002	Hard	Mail Innovations Tracking Information not found.
155003	Hard	Invalid request option for Mail Innovations.
155004	Warning	Max size of the candidate list is exceeded.
155005	Hard	Invalid country code for Mail Innovations.
155006	Hard	Invalid postal code for Mail Innovations.
150040	Hard	Invalid data found or the combination of data elements is invalid

Appendix C - Country Codes

UPS country code abbreviations generally follow the recommendations of the International Standards Organization, which publishes a list of currency abbreviations in ISO Standard 3166. The following table lists the ISO country codes that ISO had defined when this document was published. The latest information is available from the ISO web site.

Please note that not all UPS services are available in every country. For more information on UPS services, refer to the latest *UPS*

Rate and Service Guide available at http://www.ups.com.

Country Code	Country Name	Forward Origin	Return Origin
AF	Afghanistan		
AX	Åland Islands		
AL	Albania		Yes
DZ	Algeria		
AS	American Samoa		
AD	Andorra		Yes
AO	Angola		
AI	Anguilla		Yes
AQ	Antarctica		
AG	Antigua and Barbados		Yes
AR	Argentina	Yes	Yes
AM	Armenia		
AW	Aruba		
AU	Australia	Yes	Yes
AT	Austria	Yes	Yes
AZ	Azerbaijan		
BS	Bahamas	Yes	
BH	Bahrain		Yes
BD	Bangladesh		
BB	Barbados		
BY	Belarus		
BE	Belgium	Yes	Yes
BZ	Belize		
BJ	Benin		
BM	Bermuda	Yes	Yes
BT	Bhutan		
BO	Bolivia	Yes	
BA	Bosnia and Herzegovina		
BW	Botswana		
BV	Bouvet Island		
BR	Brazil	Yes	Yes
IO	British Indian Ocean Territory		

Country Code	Country Name	Forward Origin	Return Origin
BN	Brunei Darussalam		
BG	Bulgaria		Yes
BF	Burkina Faso		
BI	Burundi		
KH	Cambodia		
CM	Cameroon		
CA	Canada	Yes	Yes
CV	Cape Verde		
KY	Cayman Islands	Yes	
CF	Central African Republic		
TD	Chad		
CL	Chile	Yes	Yes
CN	China	Yes	Yes
CX	Christmas Island		
CC	Cocos (Keeling) Islands		
CO	Colombia	Yes	Yes
KM	Comoros		
CG	Congo		
CD	Congo, The Democratic Republic of		
CK	Cook Islands		
CR	Costa Rica	Yes	Yes
CI	Côte Divoire		
HR	Croatia		Yes
CU	Cuba		
CY	Cyprus		Yes
CZ	Czech Republic	Yes	Yes
DK	Denmark	Yes	Yes
DJ	Djibouti		
DM	Dominica		
DO	Dominican Republic	Yes	Yes
EC	Ecuador	Yes	Yes
EG	Egypt		Yes
SV	El Salvador	Yes	Yes
GQ	Equatorial Guinea		
ER	Eritrea		
EE	Estonia		Yes
ET	Ethiopia		
FK	Falkland Islands (Malvinas)		
FO	Faroe Islands		
FJ	Fiji		
FI	Finland	Yes	Yes
FR	France	Yes	Yes
GF	French Guiana		

Country Code	Country Name	Forward Origin	Return Origin
PF	French Polynesia		
TF	French Southern Territories		
GA	Gabon		
GM	Gambia		
GE	Georgia		
DE	Germany	Yes	Yes
GH	Ghana		
GI	Gibraltar		
GR	Greece	Yes	Yes
GL	Greenland		
GD	Grenada		Yes
GP	Guadeloupe		
GU	Guam		
GT	Guatemala	Yes	Yes
GG	Guernsey	Yes	Yes
GN	Guinea		
GW	Guinea-Bissau		
GY	Guyana		
HT	Haiti		Yes
HM	Heard Island and McDonald Islands		
VA	Holy See (Vatican City State)		
HN	Honduras	Yes	Yes
HK	Hong Kong	Yes	Yes
HU	Hungary	Yes	Yes
IS	Iceland		Yes
IN	India	Yes	Yes
ID	Indonesia	Yes	Yes
IR	Iran, Islamic Republic of		
IQ	Iraq		
IE	Ireland	Yes	Yes
IM	Isle of Man		
IL	Israel	Yes	Yes
IT	Italy	Yes	Yes
JM	Jamaica		Yes
JP	Japan	Yes	Yes
JE	Jersey	Yes	Yes
JO	Jordan		
KZ	Kazakhstan		
KE	Kenya		
KI	Kiribati		
KP	Korea, Democratic Peoples Republic of		

Country Code	Country Name	Forward Origin	Return Origin
KR	Korea, Republic of	Yes	Yes
KW	Kuwait		Yes
KG	Kyrgyzstan		
LA	Lao Peoples Democratic Republic		
LV	Latvia		Yes
LB	Lebanon		Yes
LS	Lesotho		
LR	Liberia		
LY	Libyan Arab Jamahiriya		
LI	Liechtenstein		Yes
LT	Lithuania		Yes
LU	Luxembourg		Yes
MO	Macao	Yes	Yes
MK	Macedonia, The Former Yugoslav Republic of		
MG	Madagascar		
MW	Malawi		
MY	Malaysia	Yes	Yes
MV	Maldives		
ML	Mali		
MT	Malta		Yes
MH	Marshall Islands		
MQ	Martinique		Yes
MR	Mauritania		
MU	Mauritius		
YT	Mayotte		
MX	Mexico	Yes	Yes
FM	Micronesia, Federated States of		
MD	Moldova, Republic of		
MC	Monaco		Yes
MN	Mongolia		
ME	Montenegro		Yes
MS	Montserrat		Yes
MA	Morocco		
MZ	Mozambique		
MM	Myanmar		
NA	Namibia		
NR	Nauru		
NP	Nepal		
NL	Netherlands	Yes	Yes
AN	Netherlands Antilles		
NC	New Caledonia		

Country Code	Country Name	Forward Origin	Return Origin
NZ	New Zealand	Yes	Yes
NI	Nicaragua	Yes	Yes
NE	Niger		
NG	Nigeria		Yes
NG	Nigeria		
NU	Niue		
NF	Norfolk Island		
MP	Northern Mariana Islands		
NO	Norway	Yes	Yes
OM	Oman		Yes
PK	Pakistan		Yes
PW	Palau		Yes
PS	Palestinian Territory, Occupied		
PA	Panama	Yes	Yes
PG	Papua New Guinea		
PY	Paraguay	Yes	Yes
PE	Peru	Yes	Yes
PH	Philippines	Yes	Yes
PN	Pitcairn		
PL	Poland	Yes	Yes
PT	Portugal	Yes	Yes
PR	Puerto Rico	Yes	Yes
QA	Qatar		Yes
RE	Réunion		
RO	Romania	Yes	Yes
RU	Russian Federation	Yes	Yes
RW	Rwanda		
SH	Saint Helena		
KN	Saint Kitts and Nevis		Yes
LC	Saint Lucia		Yes
PM	Saint Pierre and Miquelon		
VC	Saint Vincent and The Grenadines		Yes
WS	Samoa		
SM	San Marino		Yes
ST	Sao Tome and Principe		
SA	Saudi Arabia		Yes
SN	Senegal		
RS	Serbia		Yes
SC	Seychelles		
SL	Sierra Leone		
SG	Singapore	Yes	Yes
SK	Slovakia		Yes

Country Code	Country Name	Forward Origin	Return Origin
SI	Slovenia		Yes
SB	Solomon Islands		
SO	Somalia		
ZA	South Africa		Yes
GS	South Georgia and The South Sandwich Islands		
ES	Spain	Yes	Yes
LK	Sri Lanka		Yes
SD	Sudan		
SR	Suriname		Yes
SJ	Svalbard and Jan Mayen		
SZ	Swaziland		
SE	Sweden	Yes	Yes
CH	Switzerland	Yes	Yes
SY	Syrian Arab Republic		
TW	Taiwan, Province of China	Yes	Yes
TJ	Tajikistan		
TZ	Tanzania, United Republic of		
TH	Thailand	Yes	Yes
TL	Timor-Leste		
TG	Togo		
TK	Tokelau		
TO	Tonga		
TT	Trinidad and Tobago		
TN	Tunisia		Yes
TR	Turkey	Yes	Yes
TM	Turkmenistan		
TC	Turks and Caicos Islands		Yes
TV	Tuvalu		
UG	Uganda		
UA	Ukraine		Yes
AE	United Arab Emirates		Yes
GB	United Kingdom	Yes	Yes
US	United States	Yes	Yes
UM	United States Minor Outlying Islands		
UY	Uruguay	Yes	Yes
UZ	Uzbekistan		
VU	Vanuatu		
VE	Venezuela	Yes	Yes
VN	Viet Nam	Yes	
VG	Virgin Islands, British		
VI	Virgin Islands, U.S.	Yes	Yes

Country Code	Country Name	Forward Origin	Return Origin
WF	Wallis and Futuna		
EH	Western Sahara		
YE	Yemen		
ZM	Zambia		
ZW	Zimbabwe		

Appendix D - Currency Codes

UPS currency code abbreviations generally follow the recommendations of the International Standards Organization, which publishes a list of currency abbreviations in ISO Standard 4217, for which the latest information is available from the ISO website. Exceptions are noted in bold in the table below.
Note that countries sometimes change their official currency. UPS may require some time after the introduction of a new currency before it can fully support that currency. In addition, UPS may continue to support the older currency for an interim period in order to provide backwards compatibility. UPS may also require the use of currencies other than the official currency for some countries. For the latest information, please contact your UPS Developer API representative.

Country/Region	Currency Name	Currency Code
Afghanistan	Afghani	AFN
Albania	Lek	ALL
Algeria	Algerian Dinar	DZD
American Samoa	US Dollar	USD
Andorra	Euro	EUR
Angola	Kwanza	AOA
Anguilla	East Caribbean Dollar	XCD
Antigua And Barbuda	East Caribbean Dollar	XCD
Argentina	Argentine Peso	ARS
Armenia	Armenian Dram	AMD
Aruba	Aruban Guilder	AWG
Australia	Australian Dollar	AUD
Austria	Euro	EUR
Azerbaijan	Azerbaijanian Manat	AZN
Bahamas	Bahamian Dollar	BSD
Bahrain	Bahraini Dinar	BHD
Bangladesh	Taka	BDT
Barbados	Barbados Dollar	BBD
Belarus	Belarussian Ruble	BYR
Belgium	Euro	EUR
Belize	Belize Dollar	BZD
Benin	CFA Franc BCEAO	XOF
Bermuda	Bermudian Dollar (customarily known as Bermuda Dollar)	BMD
Bhutan	Indian Rupee	INR
Bhutan	Ngultrum	BTN
Bolivia	Boliviano	BOB
Bolivia	Mvdol	BOV
Bosnia and Herzegovina	Convertible Marks	BAM
Botswana	Pula	BWP
Bouvet Island	Norwegian Krone	NOK
Brazil	Brazilian Real	BRL

Country/Region	Currency Name	Currency Code
British Indian Ocean Territory	US Dollar	USD
Brunei Darussalam	Brunei Dollar	BND
Bulgaria	Bulgarian Lev	BGN
Burkina Faso	CFA Franc BCEAO	XOF
Burundi	Burundi Franc	BIF
Cambodia	Riel	KHR
Cameroon	CFA Franc BEAC	XAF
Canada	Canadian Dollar	CAD
Cape Verde	Cape Verde Escudo	CVE
Cayman Islands	Cayman Islands Dollar	KYD
Central African Republic	CFA Franc BEAC	XAF
Chad	CFA Franc BEAC	XAF
Chile	Chilean Peso	CLP
Chile	Unidades de formento	CLF
China	Yuan Renminbi	RMB
Christmas Island	Australian Dollar	AUD
Cocos (Keeling) Islands	Australian Dollar	AUD
Colombia	Colombian Peso	COP
Colombia	Unidad de Valor Real	COU
Comoros	Comoro Franc	KMF
Congo	CFA Franc BEAC	XAF
Congo, The Democratic Republic of	Franc Congolais	CDF
Cook Islands	New Zealand Dollar	NZD
Costa Rica	Costa Rican Colon	CRC
Côte Divoire	CFA Franc BCEAO	XOF
Croatia	Croatian Kuna	HRK
Cuba	Cuban Peso	CUP
Cyprus	Euro	EUR
Czech Republic	Czech Koruna	CZK
Denmark	Danish Krone	DKK
Djibouti	Djibouti Franc	DJF
Dominica	East Caribbean Dollar	XCD
Dominican Republic	Dominican Peso	DOP
Ecuador	US Dollar	USD
Egypt	Egyptian Pound	EGP
El Salvador	El Salvador Colon	SVC
El Salvador	US Dollar	USD
Equatorial Guinea	CFA Franc BEAC	XAF
Eritrea	Nakfa	ERN
Estonia	Kroon	EEK
Ethiopia	Ethiopian Birr	ETB
Falkland Islands (Malvinas)	Falkland Islands Pound	FKP
Faroe Islands	Danish Krone	DKK
Fiji	Fiji Dollar	FJD

Countrry/Region	Currency Name	Currency Code
Finland	Euro	EUR
France	Euro	EUR
French Guiana	Euro	EUR
French Polynesia	CFP Franc	XPF
French Southern Territories	Euro	EUR
Gabon	CFA Franc BEAC	XAF
Gambia	Dalasi	GMD
Georgia	Lari	GEL
Germany	Euro	EUR
Ghana	Cedi	GHC
Gibraltar	Gibraltar Pound	GIP
Greece	Euro	EUR
Greenland	Danish Krone	DKK
Grenada	East Caribbean Dollar	XCD
Guadeloupe	Euro	EUR
Guam	US Dollar	USD
Guatemala	Quetzal	GTQ
Guernsey	Pound Sterling	GBP
Guinea	Guinea Franc	GNF
Guinea-Bissau	Guinea-Bissau Peso	GWP
Guinea-Bissau	CFA Franc BCEAO	XOF
Guyana	Guyana Dollar	GYD
Haiti	Gourde	HTG
Haiti	US Dollar	USD
Heard Island ond Mcdonald Islands	Australian Dollar	AUD
Holy See (Vatican City State)	Euro	EUR
Honduras	Lempira	HNL
Hong Kong	Hong Kong Dollar	HKD
Hungary	Forint	HUF
Iceland	Iceland Krona	ISK
India	Indian Rupee	INR
Indonesia	Rupiah	IDR
Iran (Islamic Republic of)	Iranian Rial	IRR
Iraq	Iraqi Dinar	IQD
Ireland	Euro	EUR
Israel	New Israeli Sheqel	ILS
Italy	Euro	EUR
Jamaica	Jamaican Dollar	JMD
Japan	Yen	JPY
Jersey	Pound Sterling	GBP
Jordan	Jordanian Dinar	JOD
Kazakhstan	Tenge	KZT
Kenya	Kenyan Shilling	KES

Country/Region	Currency Name	Currency Code
Kiribati	Australian Dollar	AUD
Korea, Democratic Peoples Republic of	North Korean Won	KPW
Korea, Republic of	Won	KRW
Kuwait	Kuwaiti Dinar	KWD
Kyrgyzstan	Som	KGS
Lao Peoples Democratic Republic	Kip	LAK
Latvia	Latvian Lats	LVL
Lebanon	Lebanese Pound	LBP
Lesotho	Rand	ZAR
Lesotho	Loti	LSL
Liberia	Liberian Dollar	LRD
Libyan Arab Jamahiriya	Libyan Dinar	LYD
Liechtenstein	Swiss Franc	CHF
Lithuania	Lithuanian Litas	LTL
Luxembourg	Euro	EUR
Macao	Pataca	MOP
Macedonia, The Former Yugoslav Republic of	Denar	MKD
Madagascar	Malagascy Ariary	MGA
Malawi	Kwacha	MWK
Malaysia	Malaysian Ringgit	MYR
Maldives	Rufiyaa	MVR
Mali	CFA Franc BCEAO	XOF
Malta	Euro	EUR
Marshall Islands	US Dollar	USD
Martinique	Euro	EUR
Mauritania	Ouguiya	MRO
Mauritius	Mauritius Rupee	MUR
Mayotte	Euro	EUR
Mexico	Mexican Peso	MXN
Mexico	Mexican Unidad de Inversion (UID)	MXV
Micronesia (Federated States of)	US Dollar	USD
Moldova, Republic of	Moldovan Leu	MDL
Monaco	Euro	EUR
Mongolia	Tugrik	MNT
Montenegro	Euro	EUR
Montserrat	East Caribbean Dollar	XCD
Morocco	Moroccan Dirham	MAD
Mozambique	Metical	MZN
Myanmar	Kyat	MMK
Namibia	Rand	ZAR

Country/Region	Currency Name	Currency Code
Namibia	Namibian Dollar	NAD
Nauru	Australian Dollar	AUD
Nepal	Nepalese Rupee	NPR
Netherlands	Euro	EUR
Netherlands Antilles	Netherlands Antillian Guilder	ANG
New Caledonia	CFP Franc	XPF
New Zealand	New Zealand Dollar	NZD
Nicaragua	Cordoba Oro	NIO
Niger	CFA Franc BCEAO	XOF
Nigeria	Naira	NGN
Niue	New Zealand Dollar	NZD
Norfolk Island	Australian Dollar	AUD
Northern Mariana Islands	US Dollar	USD
Norway	Norwegian Krone	NOK
Oman	Rial Omani	OMR
Pakistan	Pakistan Rupee	PKR
Palau	US Dollar	USD
Panama	Balboa	PAB
Panama	US Dollar	USD
Papua New Guinea	Kina	PGK
Paraguay	Guarani	PYG
Peru	Nuevo Sol	PEN
Philippines	Philippine Peso	PHP
Pitcairn	New Zealand Dollar	NZD
Poland	Zloty	PLN
Portugal	Euro	EUR
Puerto Rico	US Dollar	USD
Qatar	Qatari Rial	QAR
Réunion	Euro	EUR
Romania	New Leu	RON
Russian Federation	Russian Ruble	RUB
Rwanda	Rwanda Franc	RWF
Saint Helena	Saint Helena Pound	SHP
Saint Kitts and Nevis	East Caribbean Dollar	XCD
Saint Lucia	East Caribbean Dollar	XCD
Saint Pierre and Miquelon	Euro	EUR
Saint Vincent and The Grenadines	East Caribbean Dollar	XCD
Samoa	Tala	WST
San Marino	Euro	EUR
São Tome and Principe	Dobra	STD
Saudi Arabia	Saudi Riyal	SAR
Senegal	CFA Franc BCEAO	XOF
Serbia	Serbian Dinar	RSD

Country/Region	Currency Name	Currency Code
Seychelles	Seychelles Rupee	SCR
Sierra Leone	Leone	SLL
Singapore	Singapore Dollar	SGD
Slovakia	Euro	EUR
Slovenia	Euro	EUR
Solomon Islands	Solomon Islands Dollar	SBD
Somalia	Somali Shilling	SOS
South Africa	Rand	ZAR
Spain	Euro	EUR
Sri Lanka	Sri Lanka Rupee	LKR
Sudan	Sudanese Dinar	SDD
Suriname	Surinam Dollar	SRD
Svalbard and Jan Mayen	Norwegian Krone	NOK
Swaziland	Lilangeni	SZL
Sweden	Swedish Krona	SEK
Switzerland	Swiss Franc	CHF
Switzerland	WIR Franc	CHW
Switzerland	WIR Euro	CHE
Syrian Arab Republic	Syrian Pound	SYP
Taiwan, Province of China	New Taiwan Dollar	TWD
Tajikistan	Somoni	TJS
Tanzania, United Republic of	Tanzanian Shilling	TZS
Thailand	Baht	THB
Timor-Leste	US Dollar	USD
Togo	CFA Franc BCEAO	XOF
Tokelau	New Zealand Dollar	NZD
Tonga	Paanga	TOP
Trinidad And Tobago	Trinidad and Tobago Dollar	TTD
Tunisia	Tunisian Dinar	TND
Turkey	New Turkish Lira	TRY
Turkmenistan	Manat	TMM
Turks And Caicos Islands	US Dollar	USD
Tuvalu	Australian Dollar	AUD
Uganda	Uganda Shilling	UGX
Ukraine	Hryvnia	UAH
United Arab Emirates	UAE Dirham	AED
United Kingdom	Pound Sterling	GBP
United States	US Dollar	USD
United States Minor Outlying Islands	US Dollar	USD
Uruguay	Peso Uruguayo	UYU
Uruguay	Uruguay Peso en Unidades Indexadas	UYI

Country/Region	Currency Name	Currency Code
Uzbekistan	Uzbekistan Sum	UZS
Vanuatu	Vatu	VUV
Venezuela	Bolivar	VEB
Viet Nam	Dong	VND
Virgin Islands (British)	US Dollar	USD
Virgin Islands (US)	US Dollar	USD
Wallis And Futuna	CFP Franc	XPF
Western Sahara	Moroccan Dirham	MAD
Yemen	Yemeni Rial	YER
Zambia	Kwacha	ZMK
Zimbabwe	Zimbabwe Dollar	ZWD

Appendix E - Service Codes

UPS offers a wide variety of package delivery services. The following tables list the service code values for these services; they are ordered by the origin of the shipment. The final table lists service codes for freight shipments. For more information on UPS services, refer to the latest *UPS Rate and Service Guide* available at http://www.ups.com.

Service Code	Description
000	UNASSIGNED
000	CONSIGNEE BILLING
000	BAG TRACKING
000	SMALL BAGS
000	TEMPORARY VEHICLES
001	NEXT DAY AIR
001	NEXT DAY AIR DELIVERY CONFIRMATION
001	NEXT DAY AIR RETURN SERVICE
001	EXPRESS
001	NEXT DAY AIR A.R.S
001	NEXT DAY AIR SATURDAY DELIVERY
001	NEXT DAY AIR DELV CONF SAT. DEL
001	NEXT DAY AIR
001	EXPRESS SATURDAY DELIVERY
001	NEXT DAY AIR
001	WORLDWIDE SERVICES
001	EXPRESS COD
001	EXPRESS COD SATURDAY DELIVERY
001	EXPRESS DELIVERY CONFIRMATION
001	NEXT DAY AIR SHIPPER RELEASE
001	NEXT DAY SHIP RELEASE DELV CONFIRM
001	NEXT DAY SHIPPER RELEASE SAT DELV
001	NEXT DAY SHIP RLSE SAT DELV CONFIRM
001	NEXT DAY AIR RETURN SVC PROACTIVE
001	NEXT DAY AIR LOCATION ASSURED
001	1DA LOCATION ASSURED DELIVERY CONF
001	1DA LOCATION ASSURED SIG REQUIRED
001	1DA LOCATION ASSURED ADULT SIG REQ
001	1DA LOCATION ASSURED SATURDAY DEL
001	1DA LOC ASSURED DEL CONF SAT DEL
001	1DA LOC ASSURED SIG REQ SAT DEL
001	1DA LOC ASRD ADULT SIG REQ SAT DEL
001	1DA LOCATION ASSURED COD
001	1DA LOC ASSURED COD ADULT SIG REQ
001	1DA LOCATION ASSURED COD SAT DEL
001	1DA LOC ASRD COD SAT DEL ADULT SIG
001	1DA LOCATION ASSURED SHIPPER REL
001	1DA LOC ASRD SHIPPER REL DEL CONF

Service Code	Description
001	1DA LOC ASRD SHIPPER REL SAT DEL
001	1DA LOC ASRD SHIP REL DEL CONF SAT
001	NEXT DAY AIR SATURDAY RETURN SVC
001	UPS 1DA 1 PICKUP ATTEMPT
001	UPS 1DA 1 PICKUP ATTEMPT SAT DELIV
001	UPS 1DA 3 PICKUP ATTEMPTS
001	UPS 1DA 3 PICKUP ATTEMPTS SAT DELIV
001	UPS EXPRESS (NA1) ADULT SIGNATURE
001	UPS EXPRESS (NA1) SATURDAY DELIVERY
001	UPS NEXT DAY AIR
001	UPS NEXT DAY AIR SATURDAY DELIVERY
001	UPS NEXT DAY AIR ADULT SIGNATURE
001	UPS NEXT DAY AIR SAT DEL ADULT SIG
001	UPS NEXT DAY AIR SHIPPER RELEASE
001	UPS NEXT DAY AIR SAT DEL SHR RELEAS
002	2ND DAY AIR
002	2ND DAY AIR DELIVERY CONFIRMATION
002	EXPEDITED
002	2ND DAY AIR A.R.S.
002	2ND DAY AIR RETURN SERVICE
002	EXPEDITED COD
002	EXPEDITED DELIVERY CONFIRMATION
002	SECOND DAY AIR SHIPPER RELEASE
002	SECOND DAY SHIP RELEASE DEL CONFIRM
002	2ND DAY AIR SAT DEL
002	2ND DAY AIR SAT DEL - DC-NO SIG
002	2ND DAY AIR SAT DEL - SIG REG.
002	2ND DAY AIR SAT DEL - ADULT SIG REG
002	2ND DAY AIR SAT DEL - COD
002	2ND DAY AIR SAT DEL - SHIPPER RELEA
002	2ND DAY AIR SAT DEL - DC-NO SIG./SH
002	2ND DAY AIR SATURDAY RETURN SVC
002	UPS 2ND DAY AIR
002	UPS 2ND DAY AIR SATURDAY DELIVERY
002	UPS 2ND DAY AIR ADULT SIGNATURE
002	UPS 2ND DAY AIR SAT DEL ADULT SIG
002	UPS 2ND DAY AIR SHIPPER RELEASE
002	UPS 2ND DAY AIR SAT DEL SHR RELEASE
002	UPS 2DA 1 PICKUP ATTEMPT
002	UPS 2DA 1 PICKUP ATTEMPT SAT DELIV
002	UPS 2DA 3 PICKUP ATTEMPTS
002	UPS 2DA 3 PICKUP ATTEMPTS SAT DELIV
004	STANDARD
004	GROUND
004	DELIVERY TRACII

Service Code	Description
004	GROUND A.R.S.
004	ECONOMY
004	GROUND RETURN SERVICE
004	GROUND DELIVERY CONFIRMATION
004	GROUND CALL TAG
004	CANADA SURFACE ISPS
004	STANDARD ARS
004	STANDARD RETURN SERVICE
004	STANDARD SAMMEL
004	STANDARD COD
004	STANDARD DELIVERY CONFIRMATION
004	GROUND SHIPPER RELEASE
004	GROUND SHIPPER RELEASE DELV CONFIRM
004	GROUND LOCATION ASSURED
004	GND LOCATION ASSURED DELIVERY CONF
004	GND LOCATION ASSURED SIG REQUIRED
004	GND LOCATION ASSURED ADULT SIG REQ
004	GROUND LOCATION ASSURED COD
004	GND LOC ASSURED COD ADULT SIG REQ
004	GND LOCATION ASSURED SHIPPER REL
004	GND LOC ASRD SHIPPER REL DEL CONF
004	UPS GROUND 1 PICKUP ATTEMPT
004	UPS GROUND 3 PICKUP ATTEMPTS
004	UPS GROUND
004	UPS GROUND ADULT SIGNATURE
004	UPS GROUND SHIPPER RELEASE
007	WORLDWIDE EXPRESS SVC
007	WORLDWIDE EXPRESS SVC SAT DELIVERY
007	EXPRESS
007	EXPRESS ARS
007	EXPRESS REURN SERVICE
007	EXPRESS EXCHANGE COLLECT
007	EXPRESS EXCHANGE COLLECT SAT. DEL.
007	EXPRESS EXCHANGE COLLECT DELV CONF
007	EXPRESS COD
007	EXPRESS COD DELIVERY CONFIRM
007	EXPRESS COD SAT/DEL DELIV CONFIRM
007	EXPRESS COD SATURDAY DELIVERY
007	EXPRESS RETURN SERVICE PROACTIVE
007	EXPRESS SATURDAY RETURN SERVICE
007	EXPRESS SAT RETURN SVC PROACTIVE
007	UPS EXPRESS
007	UPS EXPRESS SATURDAY DELIVERY
007	UPS EXPRESS ADULT SIGNATURE
007	UPS EXPRESS SAT DEL ADULT SIGNATURE

Service Code	Description
007	UPS EXPRESS SHIPPER RELEASE
007	UPS EXPRESS SAT DEL SHIPPER RELEASE
007	UPS EXPRESS 1 PICKUP ATTEMPT
007	UPS EXPRESS 1 PICKUP ATTMPT SAT DEL
007	UPS EXPRESS 3 PICKUP ATTEMPTS
007	UPS EXPRESS 3 PICKUP ATTMPT SAT DEL
007	UPS EXPRESS (NA1)
008	WORLDWIDE EXPEDITED SVC
008	WORLDWIDE EXPEDITED
008	WORLDWIDE EXPEDITED
008	EXPEDITED ARS
008	EXPEDITED RETURN SERVICE
008	EXPEDITED EXCHANGE COLLECT
008	EXPEDITED EXCHANGE COLLECT DEL CONF
008	EXPEDITED COD
008	EXPEDITED COD DELIVERY CONFIRMATION
008	UPS EXPEDITED 1 PICKUP ATTEMPT
008	UPS EXPEDITED 3 PICKUP ATTEMPTS
008	UPS EXPEDITED
008	UPS EXPEDITED ADULT SIGNATURE
011	WORLDWIDE SERVICES-STANDARD
011	STANDARD EXCHANGE COLLECT
011	STANDARD EXCHANGE COLLECT DEL CONF
011	INTERNATIONAL STANDARD COD
011	INTERNATIONL STANDARD COD DEL CONFM
011	UPS STANDARD
011	UPS STANDARD ADULT SIGNATURE
011	UPS STANDARD SHIPPER RELEASE
011	UPS STANDARD 1 PICKUP ATTEMPT
011	UPS STANDARD 3 PICKUP ATTEMPTS
012	3 DAY SELECT
012	3 DAY SELECT DELIVERY CONFIRMATION
012	3 DAY SELECT A.R.S.
012	3 DAY SELECT RETURN SERVICE
012	3 DAY SELECT EXCHANGE COLLECT
012	3 DAY EXCHANGE COLLECT DEL CONFIRM
012	THREE DAY SELECT COD
012	3 DAY SELECT COD DELIVERY CONFIRM
012	THREE DAY SELECT SHIPPER RELEASE
012	THREE DAY SHIP RELEASE DELV CONFIRM
012	UPS 3 DAY SELECT
012	UPS 3 DAY SELECT ADULT SIGNATURE
012	UPS 3 DAY SELECT 1 PICKUP ATTEMPT
012	UPS 3 DAY SELECT 3 PICKUP ATTEMPTS
013	NEXT DAY AIR SAVER

Service Code	Description
013	NEXT DAY AIR SAVER DELIVERY CONF.
013	UPS SAVER COD SATURDAY DELIVERY
013	UPS SAVER COD SATURDAY DELIVERY
013	UPS SAVER COD SATURDAY DELIVERY
013	UPS SAVER COD SATURDAY DELIVERY
013	UPS SAVER COD
013	UPS SAVER - COD DELV CONF SIGN REQ
013	UPS SAVER - COD D/C ADULT SIGN REQ
013	UPS SAVER DELIVERY CONFIRMATION
013	UPS SAVER DELIVERY CONFIRMATION
013	UPS SAVER DELIVERY CONFIRMATION
013	UPS SAVER DELIVERY CONFIRMATION
013	UPS SAVER DELIVERY CONFIRMATION
013	UPS SAVER DELIVERY CONFIRMATION
013	NEXT DAY AIR SAVER SHIPPER RELEASE
013	NEXT DAY SAVER SHIP RELEAS DEL CONF
013	UPS NEXT DAY AIR SAVER
013	UPS NEXT DAY AIR SAVER ADULT SIG
014	NEXT DAY AIR EARLY AM
014	NEXT DAY AIR EARLY AM/EXPRESS EAM
014	1DA EAM / EXPRESS EAM
014	NEXT DAY AIR EARLY AM SATURDAY DEL
014	EXPRESS PLUS
014	EXPRESS PLUS COD
014	EXPRESS PLUS COD SATURDAY DELIVERY
014	EXPRESS PLUS DELIVERY CONFIRMATION
014	NEXT DAY EARLY AM SHIPPER RELEASE
014	NEXT DAY AM SHIP RELEASE SAT DELV
014	NEXT DAY EARLY AM RETURN SERVICE
014	UPS EARLY AM RETURN SRVC PROACTIVE
014	NEXT DAY EARLY AM SAT RETURN SVC
014	UPS EARLY AM
014	UPS EARLY AM ADULT SIGNATURE
014	UPS EARLY AM SATURDAY DELIVERY
014	UPS EARLY AM SAT DELIVERY ADULT SIG
014	UPS EARLY A.M. 1 PICKUP ATTEMPT
014	UPS EARLY A.M. 1 PICKUP ATT SAT DEL
014	UPS EARLY A.M. 3 PICKUP ATTEMPTS
014	UPS EARLY A.M. 3 PICKUP ATT SAT DEL
015	UPS SONIC AIR
016	UNISTAR
021	ECONOMY COD
031	BASIC
054	EXPRESS PLUS
054	EXPRESS PLUS RETURN SERVICE

Service Code	Description
054	EXPRESS PLUS DELIVERY CONFIRMATION
054	EXPRESS PLUS COD
054	EXPRESS PLUS COD SATURDAY DELIVERY
054	EXPRESS PLUS SATURDAY DELIVERY
054	EXPRESS PLUS COD DELIVERY CONFIRM
054	EXPRESS PLUS COD SAT/DEL DEL CONFRM
054	EXPRESS PLUS RETURN SVC PROACTIVE
054	UPS EXPRESS PLUS
054	UPS EXPRESS PLUS SATURDAY DELIVERY
054	UPS EXPRESS PLUS ADULT SIGNATURE
054	UPS EXPRESS PLUS SAT DEL ADULT SIG
054	UPS EXPRESS PLUS 1 PICKUP ATTEMPT
054	UPS EXPRESS PLUS 3 PICKUP ATTEMPTS
059	2ND DAY AIR A.M.
059	2ND DAY AIR A.M. DELIVERY CONFIRM.
059	SECOND DAY AIR AM SHIPPER RELEASE
059	SECOND DAY AM SHIP RELSE DELV CONFM
059	UPS 2ND DAY AIR A.M.
059	UPS 2ND DAY AIR AM ADULT SIGNATURE
064	EXPRESS
064	EXPRESS DELIVERY CONFIRMATION
064	EXPRESS SATURDAY DELIVERY
064	EARLY PICKUP EXPRESS RETURN SERVICE
064	EARLY PICKUP EXPRESS RET SVC PROACT
064	EARLY PICKUP EXPRESS SAT RETURN SVC
064	EARLY PICKUP EXPRESS SAT RET PROACT
064	UPS EXP (NA1) SAT DEL ADULT SIG REQ
065	UPS SAVER
065	UPS SAVER - COD
065	UPS SAVER ARS
065	UPS SAVER RETURN SERVICE
065	UPS SAVER - COD DELV CONF SIGN REQ
065	UPS SAVER - COD D/C ADULT SIGN REQ
065	UPS SAVER RETURN SERVICE PROACTIVE
065	UPS SAVER
065	UPS SAVER ADULT SIGNATURE
065	UPS SAVER 1 PICKUP ATTEMPT
065	UPS SAVER 3 PICKUP ATTEMPTS
082	UPS TODAY STANDARD
082	UPS TODAY STANDARD - COD
083	UPS TODAY DEDICATED COURIER
083	UPS TODAY DEDICATED COURIER - COD
084	UPS TODAY INTERCITY
085	UPS TODAY EXPRESS
085	UPS TODAY EXPRESS - COD

Service Code	Description
086	UPS TODAY EXPRESS SAVER
086	UPS TODAY EXPRESS SAVER - COD
092	STANDARD PARCEL, UPS DELIVERY
092	STANDARD PARCEL, USPS DEL, REQ SUB-
093	PARCEL SELECT, UPS DELIVERY
094	BOUND PRINTED MATTER, UPS DELIVERY
095	MEDIA MAIL, UPS DELIVERY
096	UPS Worldwide Express Freight
334	UPS Freight LTL Guaranteed A.M
631	UPS CrossBorder Connect
64	UNASSIGNED
A&	CONSIGNEE BILLING
J&	BAG TRACKING
K&	SMALL BAGS
M&	TEMPORARY VEHICLES
W&	WORLDWIDE SERVICES
74	UNASSIGNED
10	UNASSIGNED
45	UNASSIGNED
46	UNASSIGNED
48	UNASSIGNED
49	UNASSIGNED
53	UNASSIGNED
61	UNASSIGNED
63	UNASSIGNED
Y&	WORLDWIDE SERVICES
1	NEXT DAY AIR
24	NEXT DAY AIR
25	1 DAY DELIV. CONFIRM.
28	NEXT DAY AIR
14	EXPRESS
27	NEXT DAY AIR A.R.S.
55	EXPRESS
44	1 DAY SATURDAY DELIVERY
47	1 DAY DELV CONF SAT DEL
58	1 DAY DELV CONF SAT DEL
22	NEXT DAY AIR
59	NEXT DAY AIR
60	1 DAY SATURDAY DELIVERY
75	EXPRESS
76	EXPRESS SATURDAY DELIV
C&	EXPRESS
9	1 DAY RETURN SERVICE
84	1 DAY RETURN SERVICE
A2	NEXT DAY AIR

Service Code	Description
A3	NEXT DAY AIR
A9	NEXT DAY AIR EARLY AM
AC	NEXT DAY AIR
AD	NEXT DAY AIR
D&	WORLDWIDE SERVICES
C5	EXPRESS COD
C6	EXPRESS COD
C7	EXPRESS COD
C8	EXPRESS COD SAT DEL
C9	EXPRESS COD SAT DEL
CA	EXPRESS COD SAT DEL
D2	EXPRESS DELIVERY CONF.
D3	EXPRESS DELIVERY CONF.
D4	EXPRESS DELIVERY CONF.
D5	EXPRESS DELIVERY CONF.
D6	EXPRESS DELIVERY CONF.
D7	EXPRESS DELIVERY CONF.
H5	EXPRESS
NT	NEXT DAY SHIPPER RELEASE
P4	NEXT DAY SHIP/RLS DLV CN
PG	NEXT DAY SHIP REL SAT/DL
PN	NEXT DAY SHIP RLS SAT/DL
V3	NEXT DAY AIR RET SVC PRO
VY	NEXT DAY AIR LOCATN ASRD
W0	1 DAY LOCT ASRD DLV CNFM
W1	1 DAY LOCT ASRD DLV CNFM
W2	1 DAY LOCT ASRD DLV CNFM
W3	1 DAY LOCT ASRD SAT DELV
W4	1 DAY LOCT ASRD SAT DELV
W5	1 DAY LOCT ASRD SAT DELV
W6	1 DAY LOCT ASRD SAT DELV
W7	NEXT DAY LOCT ASRD COD
W8	1 DAY LOCT ASRD COD DELV
W9	1 DAY LOCT ASRD COD SAT
WA	1 DAY LOCT ASRD COD SAT
WG	1 DAY LOCT ASRD SHIP REL
WH	1 DAY LOCT ASRD SHIP REL
WN	1 DAY LOCT ASRD SHIP SAT
WP	1 DAY LOCT ASRD SHIP SAT
Y0	NEXT DAY SAT RETURN SVC
Y1	NEXT DAY SAT RETURN SVC
Y2	NEXT DAY SAT RETURN SVC
3Y	UPS 1DA 1 PICKUP ATTEMPT
4G	UPS 1DA 1 PU ATT SAT DEL
4A	UPS 1DA 3 PICKUP ATTEMPT

Service Code	Description
4H	UPS 1DA 3 PU ATT SAT DEL
T4	EXPRESS (NA1) ADULT SIG
T5	UPS EXPRESS NA1 SAT DEL
7N	UPS NEXT DAY AIR
7P	UPS NEXT DAY AIR SAT DEL
7T	UPS NEXT DAY AIR ADT SIG
7W	NDA AIR SAT DEL ADT SIG
7Y	UPS NEXT DAY AIR SHR REL
8A	UPS NDA SAT DEL SHR REL
2	2ND DAY AIR
35	2 DAY DELIVERY CONFIRM
36	2 DAY DELIVERY CONFIRM
17	EXPEDITED
38	2ND DAY AIR A.R.S.
52	2ND DAY AIR
37	2ND DAY AIR
70	2ND DAY AIR
11	2 DAY RETURN SERVICE
87	2 DAY RETURN SERVICE
A6	2ND DAY AIR
AG	2ND DAY AIR
CK	EXPEDITED COD
CL	EXPEDITED COD
CM	EXPEDITED COD
DF	EXPEDITED DELIVERY CONF.
DG	EXPEDITED DELIVERY CONF.
DH	EXPEDITED DELIVERY CONF.
NY	SECOND DAY SHIP RELEASE
P6	SECOND DAY SHIP RELEASE
PW	2ND DAY AIR SAT DEL
PY	2ND DAY AIR SAT DEL - DC
T0	2ND DAY AIR SAT DEL - SI
T1	2ND DAY AIR SAT DEL - AD
T2	2ND DAY AIR SAT DEL - CO
T3	2ND DAY AIR SAT DEL - SH
T6	2ND DAY AIR SAT DEL - AD
T7	2ND DAY AIR SAT DEL - DC
Y3	2ND DAY AIR SAT RETURN
Y4	2ND DAY AIR SAT RETURN
Y5	2ND DAY AIR SAT RETURN
8T	UPS 2ND DAY AIR
8W	UPS 2ND DAY AIR SAT DEL
8Y	UPS 2ND DAY AIR ADT SIG
9A	UPS 2DA SAT DEL ADT SIG
9G	UPS 2ND DAY AIR SHR REL

Service Code	Description
9H	UPS 2DA SAT DEL SHR REL
4N	UPS 2DA 1 PICKUP ATTEMPT
4T	UPS 2DA 1 PU ATT SAT DEL
4P	UPS 2DA 3 PICKUP ATTEMPT
4W	UPS 2DA 3 PU ATT SAT DEL
56	STANDARD
20	STANDARD
3	GROUND
5	GROUND
6	GROUND A.R.S
8	ECONOMY
26	GROUND
42	GROUND DELIVERY CONFIRM
43	GROUND DELIVERY CONFIRM
51	GROUND
72	GROUND
79	STANDARD
B&	CANADA DOMESTIC SERVICE
Z&	CANADA SURFACE
78	GROUND RETURN SERVICE
83	STANDARD A.R.S.
90	GROUND
91	STANDARD
95	STANDARD
99	STANDARD
A8	GROUND
AJ	GROUND
G&	STANDARD SAMMEL
AN	GROUND
AP	GROUND
AR	GROUND
CN	STANDARD COD
CP	STANDARD COD
CR	STANDARD COD
DJ	STANDARD DELIVERY CON
DK	STANDARD DELIVERY CON
DL	STANDARD DELIVERY CON
P2	GROUND SHIPPER RELEASE
P9	GROUND SHIP REL DELV CON
V9	GROUND LOCATION ASSURED
VA	GROUND LOCT ASRD DLV CON
VG	GROUND LOCT ASRD DLV CON
VH	GROUND LOCT ASRD DLV CON
VN	GROUND LOCATION ASRD COD
VP	GROUND LOCT ASRD COD DLV

Service Code	Description
VT	GROUND LOCT ASRD SHIP RL
VW	GROUND LOCT ASRD SHIP RL
5G	UPS GROUND 1 PICKUP ATT
5H	UPS GROUND 3 PICKUP ATT
9T	UPS GROUND
9W	UPS GROUND ADULT SIG
9Y	UPS GROUND SHIPPER REL
66	WORLDWIDE EXPRESS SVC
69	WW EXP SVC SAT DELIVERY
Q&	EXPRESS
80	EXPRESS A.R.S.
85	EXPRESS RETURN SERVICE
92	EXPRESS RETURN SERVICE
96	EXPRESS RETURN SERVICE
DM	EXPRESS EXCHANGE COLL.
DN	EXPR EXCHG COLLECT SAT
GN	EXPR EXCHG COLL DEL CONF
GP	EXPR EXCHG COLLECT SAT
H0	EXPRESS EXCHANGE COLL.
H1	EXPR EXCHG COLLECT SAT
HT	EXPRESS COD
HW	EXPRESS COD DELV CONFIRM
HY	EXPRESS COD DELV CONFIRM
N0	EXPRESS COD SAT/DELV
N1	EXPRESS COD SAT/DELV
N2	EXPRESS COD SAT/DELV
V4	EXPRESS RET SVC PROACTIV
Y6	EXPRESS SATURDAY RETURN
Y7	EXPRESS SATURDAY RETURN
Y8	EXPRESS SATURDAY RETURN
Y9	EXPRESS SAT RETRN PROACT
AS	UPS EXPRESS
AZ	UPS EXPRESS SATURDAY DEL
CQ	UPS EXPRESS ADULT SIG
CS	UPS EXP SAT DEL ADLT SIG
CZ	UPS EXPRESS SHIPPER REL
DQ	UPS EXP SAT DEL SHR REL
5T	UPS EXPRESS 1 PICKUP ATT
5Y	UPS EXP 1 PU ATT SAT DEL
5W	UPS EXPRESS 3 PICKUP ATT
6A	UPS EXP 3 PU ATT SAT DEL
PH	UPS EXPRESS (NA1)
67	WORLDWIDE EXPEDITED SVC
X&	WORLDWIDE EXPEDITED
0	EXPEDITED

Service Code	Description
82	EXPEDITED A.R.S.
88	EXPEDITED RETURN SERVICE
94	EXPEDITED
98	EXPEDITED
DP	EXPEDITED EXCHG COLLECT
GT	EXPED EXCHG COLLECT DELV
H2	EXPED EXCHG COLLECT DELV
NG	EXPEDITED COD
NH	EXPEDITED COD DELV CONFM
NN	EXPEDITED COD DELV CONFM
6N	UPS EXPEDTD 1 PICKUP ATT
6P	UPS EXPEDTD 3 PICKUP ATT
DW	UPS EXPEDITED
DX	UPS EXPEDITED ADULT SIG
68	WORLDWIDE STANDARD SVC
DR	STANDARD EXCHG COLLECT
GW	STANDARD EXCHG COLL DELV
H3	STANDARD EXCHG COLL DELV
N8	INTERNTIONL STANDARD COD
N9	INTERNTIONL STANDARD COD
NA	INTERNTIONL STANDARD COD
DY	UPS STANDARD
DZ	UPS STANDARD ADULT SIG
E0	UPS STANDARD SHIPPER REL
6T	UPS STANDARD 1 PICKP ATT
6W	UPS STANDARD 3 PICKP ATT
12	3 DAY SELECT
39	3 DAY DELIVERY CONFIRM
40	3 DAY SELECT
57	3 DAY SELECT A.R.S.
50	3 DAY SELECT
71	3 DAY SELECT
16	3 DAY SELECT RETURN SVC
89	3 DAY SELECT RETURN SVC
A7	3 DAY SELECT
AH	3 DAY SELECT
DT	3 DAY SELECT EXCHG COLL
G0	3 DAY DELIVERY CONFIRM
GY	3 DAY EXCHG COLL DELV
H4	3 DAY EXCHG COLL DELV
H6	THREE DAY SELECT COD
H7	3 DAY SELECT COD DEL CON
P1	THREE DAY SHIPPR RELEASE
P8	3 DAY SHIP RELS DELV CON
PV	3 DAY SELECT COD DEL CON

Service Code	Description
9N	UPS 3 DAY SELECT
9P	UPS 3 DAY SELECT ADT SIG
4Y	UPS 3DS 1 PICKUP ATTEMPT
5A	UPS 3DS 3 PICKUP ATTEMPT
13	NEXT DAY AIR SAVER
29	1 DAY SAVER DEL CONFIRM
30	1 DAY SAVER DEL CONFIRM
23	NEXT DAY AIR SAVER
62	NEXT DAY AIR SAVER
A4	NEXT DAY AIR SAVER

Appendix F – State Province Codes

UPS State/Province codes (for the US and Canada).

State Province Name	Code
Alaska	AK
Alabama	AL
Arkansas	AR
Arizona	AZ
California	CA
Colorado	CO
Connecticut	CT
District of Columbia	DC
Delaware	DE
Florida	FL
Georgia	GA
Hawaii	HI
Iowa	IA
Idaho	ID
Illinois	IL
Indiana	IN
Kansas	KS
Kentucky	KY
Louisiana	LA
Massachusetts	MA
Maryland	MD
Maine	ME
Michigan	MI
Minnesota	MN
Missouri	MO
Mississippi	MS
Montana	MT
North Carolina	NC
North Dakota	ND
Nebraska	NE
New Hampshire	NH
New Jersey	NJ
New Mexico	NM
Nevada	NV
New York	NY
Ohio	OH
Oklahoma	OK
Oregon	OR
Pennsylvania	PA
Rhode Island	RI
South Carolina	SC

State Province Name	Code
South Dakota	SD
Tennessee	TN
Texas	TX
Utah	UT
Virginia	VA
Vermont	VT
Washington	WA
Wisconsin	WI
West Virginia	WV
Wyoming	WY
Alberta	AB
British Columbia	BC
Manitoba	MB
New Brunswick	NB
Newfoundland and Labrador	NL
Nova Scotia	NS
Northwest Territories	NT
Nunavut	NU
Ontario	ON
Prince Edward Island	PE
Quebec	QC
Saskatchewan	SK
Yukon Territory	YT

Appendix G – Tracking Request Options

When requesting tracking information, applications may use the RequestOption field to indicate the specific types of information they wish to receive. The table below lists the possible values for the RequestOption and the types of tracking information each value represents.

Request Option	Proof of Delivery	COD Info	Receiver Address	All Activity	Last Activity
0					X
1				X	
2	X		X		X
3	X		X	X	
4	X	X			X
5	X	X		X	
6	X	X	X		X
7	X	X	X	X	
'activity'				X	
'none'					X
blank or empty					X

Appendix H- Shipping and Tracking Numbers for Testing

UPS has set aside several shipping and tracking numbers to help developers test their applications. These special numbers are only valid with the Customer Integration Environment at wwwcie.ups.com. The following tables lists those special numbers and describes the results that developers should expect when attempting a TrackRequest.

When using the Customer Integration Environment with tracking numbers other than those designated for testing, the numbers will be evaluated as production tracking numbers.

Table 1 – Numbers to be used for Tools

Type	Value	Option	Service	Response
Tracking	1Z12345E0291980793	Activity (All)	2nd Day Air	Delivered
Tracking	1Z12345E6692804405	None (Last)	World Wide Express	Delivered
Shipping	1Z12345E0390515214 (Second Package: 1Z12345E0393657226)	None (Last)	Ground	Delivered
Tracking	1Z12345E1392654435	None (Last)	Next Day Air Saver	ORIGIN SCAN
Tracking	1Z12345E6892410845	Activity (All)	Next Day Air Saver	2nd Delivery attempt
Tracking	1Z12345E029198079	None (Last)		Invalid Tracking Number
Tracking	1Z12345E1591910450	None (Last)		No Tracking Information Available
Tracking	990728071	Activity (All)	UPS Freight LTL	In Transit
Tracking	3251026119	Activity (All)		Delivered Origin CFS
MI Tracking Number	9102084383041101186729	None (Last)		
MI Reference Number	cgish000116630	None (Last)		
Tracking	1Z4861WWE194914215	Activity	UPS Worldwide Express Freight	Response with Lift Gate Service for Pick Up and Hold For Pick Up

Table 2 – Numbers to be used for Web services

Type	Value	Option	Service	Response
Tracking	1Z12345E0205271688 (Signature Availability)	Activity (All)	2nd Day Air	Delivered
Tracking	1Z12345E6605272234	None (Last)	World Wide Express	Delivered
Shipping	1Z12345E0305271640 (Second Package: 1Z12345E0393657226)	None (Last)	Ground	Delivered
Tracking	1Z12345E1305277940	None (Last)	Next Day Air Saver	ORIGIN SCAN
Tracking	1Z12345E6205277936	Activity (All)	Next Day Air Saver	2nd Delivery attempt
Tracking	1Z12345E020527079	None (Last)		Invalid Tracking Number
Tracking	1Z12345E1505270452	None (Last)		No Tracking Information Available
Tracking	990728071	Activity (All)	UPS Freight LTL	In Transit
Tracking	3251026119	Activity (All)		Delivered Origin CFS
MI Tracking Number	9102084383041101186729	None (Last)		
MI Reference Number	cgish000116630	None (Last)		
Tracking	1Z648616E192760718	Activity	UPS Worldwide Express Freight	Order Processed by UPS

Appendix I - Frequently Asked Questions: Tracking

API	Category	Question	Answer
Tracking	Scan Types	Does a scan type display when a driver scans a Pickup Summary Barcode (PSB) in the Tracking API?	UPS receives PSB scans at the shipment level (when available), but we don't display the information within our tracking systems.
Tracking	Scheduled Delivery Date (SDD) and Rescheduled Delivery Date (RSD)	Does the Tracking API provide a Scheduled Delivery Date?	Yes. ScheduledDeliveryDate container described within the Developer Guide. If the SDD changes then a date is returned within the RescheduledDeliveryDate container.
Tracking	Tracking	What is the UPS Tracking API and Signature Tracking API?	UPS Tracking API is an Internet-based application that adds a new level of customer service throughout your company and functionality to your e-commerce Web site or enterprise application. With UPS Tracking API, your customers can track products they have purchased online more efficiently than ever before. The APIs are: UPS Tracking API: Provide up-to-the-minute shipment status - from origin to delivery - to your online customers. UPS Signature Tracking API: Obtain proof of delivery containing a digitized signature and delivery address.
Tracking	Tracking	How much does the UPS Tracking API cost?	UPS Tracking API is free to license. There are no hidden fees or charges, though you may require IT resources or 3rd party developers depending on how complex your integration application is.
Tracking	Tracking	What is the difference between Tracking API and Signature Tracking API?	Basically the Tracking and Signature Tracking API is the same, with the exception for authorization to see full Delivery address, 'delivered to' name, and Signature image.
Tracking	Tracking	Can I track freight shipments with UPS Tracking API?	Yes. Consult the developers guide for the appropriate XML request.
Tracking	Tracking	Is Pre Pickup Visibility available when tracking freight shipments with UPS Tracking API	No. UPS Freight must bill the shipment before information is passed to UPS.com or QVM. UPS has a rule that header information must be established before the shipment can be displayed. Header information is established at the billing point, and that usually occurs the night of the shipment.
Tracking	Tracking	Can I use Tracking information in a Frame on my own site?	UPS strongly discourage the use of Framed information. See the UPS.Com Terms and Conditions accepted by all registered users.
Tracking	Tracking	Why can't I see my freight reference number in the XML response?	The Tracking API supports 2 reference numbers per freight shipment. However, freight shipments may contain many more reference numbers, the API is limited to 2.

API	Category	Question	Answer
Tracking	Tracking	Why is the Tracking Online Tools now called UPS Tracking API?	Online Tools described many different APIs. UPS Tracking API describes the Tracking API and registering for it is now simple and easier to use.
Tracking	Tracking	Could my Tracking API license be revoked?	UPS retains the right to revoke an access key or block access from any user that abuse the tracking system.
Tracking	Tracking	Why am I not receiving a response on my tracking number that I just created? Information unavailable.	If a shipment was created with the UPS Shipping API, UIS or UIFS, do not attempt to track it immediately because it will not be available until the UPS database has been populated with the manifest details, usually 5 to 10 minutes. If a shipper used a shipping system like WorldShip and fails to upload manifest details by completing EOD, UPS will not have the manifest information, and Tracking will not be able to return a response until a subsequent event, example: origin scan.
Tracking	Tracking	How do I add shipper accounts for authorization to Signature Tracking API?	To add shipper account for Signature tracking the user can access myUPS on UPS.Com by logging in with the user ID and password associated with the access key, and adding the account to the account summary. A recent invoice will be needed to provide the latest invoice date, amount, and control number (if applicable)
Tracking	Transport Modes	What transport modes are available within the Tracking API?	All modes of transport are available within the Tracking API for; package, LTL Freight, Air Freight, and Ocean Freight.
Tracking	Basic tracking	Does the Tracking API support Basic service?	Yes, we display tracking info for BASIC on ups.com and in XOLT just like for any other small package service. However it is important to remember that the Delivery is made by the post office and a delivery scan may be delayed or not available at all. SDD/RDD is NOT displayed with Basic services tracking statuses. As for an In Transit status, the status is triggered by a movement scan, just like for our other small package offerings. An origin, pickup, arrival or departure scan will display In Transit status. Here is an example 1Z in production if you want to check: 1Z2W99W3PP20791577
Tracking	Reference Number Tracking	If a customer processes 7 packages in one shipment will reference number tracking in the Tracking API play-back all seven packages or just the lead package or any one of the packages in some type of order?	You can track a shipment through reference 1 or reference 2 only. When tracking a multiple-piece shipment if you use the lead number it will show you the information for all the packages within that shipment however, if you track with other than the lead number it will only show the tracking information for that individual package.

API	Category	Question	Answer
All	API availability	Within what countries are the Developer APIs available?	The Developer APIs are available in the countries listed at ups.com by API and by country under the UPS Developer Kit - Developer APIs. Click on any particular API to go to the API page and scroll to the bottom of the page to get the country listing for that particular API.
All	UPS Logos High Resolution	How do I get access to higher resolution logos than what are available within the downloads for the UPS Developer Kit - Developer APIs?	Customers are not routinely provided these UPS shield graphics without having a design/layout submitted to UPS Brand Management for approval. The customer needs to visit: https://www.upsbrandexchange.com/brandHome.awsp This site will take them through the process for downloading a limited set of sample images for layout, and how to secure an approval for customer use, as well as the high-resolution graphics.
All	Technical Support email form	Is XPCI a required field within the email support form?	No.
All	Technical Support email form	From where is XPCI version number obtained and what does it mean?	XPCI stands for XML Package Carrier Interface (XPCI) and defines a vocabulary and structure for describing packages, shipments, and the activity details for package carriers and their customers. XPCI is a set of DTDs that defines the terminology, transaction enveloping, and XML message definitions. For a client to be XPCI-compliant, the client must generate a well-formed XML message that validates against the XPCI DTDs. Several DTDs, organized into three categories, define XPCI: Vocabulary — This DTD defines the basic business vocabulary of XPCI. All tags used in a message are defined in this DTD. Interchange — This DTD defines the transaction-enveloping scheme. Every message includes transaction information. Message — Each message has an associated DTD that defines the vocabulary of the message. The version and date would have been related to versioning however the APIs were not versioned so they currently do not carry significance. They remain as part of the APIs so that in the event they are versioned, we have these elements "just in case".
All	Technical Support	How do I get technical support for the APIs at ups.com?	Go to the Developer Resource Center and select email support under the UPS Developer Kit Support Column.

API	Category	Question	Answer
All	Characters	Can Japanese Kanji character be recognized by UPS Developer APIs?	No.
All	Basic	Do any of the Developer APIs support Basic service?	No. Basic is not supported within the Rating or Shipping APIs but is supported within the Tracking API available within the UPS Developer Kit - Developer APIs.
All	System Down-Times	Are there any designated system down times for the Developer APIs?	Yes. The overall reserved downtime for the CGI servers is Saturday 10:00 PM ET through Sunday 12:00 PM ET. However, often the window is shortened to two 15 minute intervals with one starting at 11:00 PM and the other occurring sometime between 01:00 AM and 03:00 AM ET Sunday morning for most weekends.

The back end goes through numerous updates typically beginning at 11:00 PM Saturday through 4:00 AM Sunday. Typically traffic is handled in such a way that there is very little impact to customers, and any impact which does occur does so in the small 15 minute intervals mentioned previously. Having said this as this entire time is reserved for maintenance we inform customers of the possibility of experiencing issues throughout this time period so that if there are any issues which occur during maintenance we have a time window to troubleshoot and perform measures to resolve. On Sunday, the maintenance is really relegated to just ABR and freight. |
| All | ASMX | Are the Web Services versions of the APIs ASMX based? | No. All Web Services are XML based. This is described in the section 'UPS OnLine Tools Technologies' of every developer's guide |
| All | Web Services - Empty folders within the documentation zip file. | The ship_dev_guide and Ship_Reference_guide folders have some sub folders that look like they should contain some code examples / samples but they are all empty? XML_Samples Visual_Basic Code_samples All empty? | Unfortunately code samples are not provided with the Shipping API - Web Services version. The reason being is that a WSDL is included which provides all of the necessary information needed to successfully implement the API. These folders are typically utilized in the XML version of the APIs as there is no WSDL present. If the customer wishes to view the samples contained in the Shipping API they can download the documentation by logging into UPS.com, navigating to the UPS Developer Kit, and then clicking on the Shipping API link. |

API	Category	Question	Answer
All	Pointing to the wrong URL for API	I keep getting, "XML document is well formed but the document is not valid." error message. What am I doing wrong?	The "XML document is well formed but the document is not valid" error message is generally returned when an element in the XML request does not adhere to the formatting defined within the Xpath section of that API's developer guide. When the API returns this error it indicates the field which is not valid in the ErrorLocationElementName element in the XML response. When we test the XML provided by you earlier in this email chain we are able to receive a successful response. This would indicate that you may be posting to an incorrect URL. The error message returned from the API should have contained a line similar to the following: \<ErrorLocationElementName>XPATH TO FIRST ELEMENT WHERE XML DOESN'T MATCH EXPECTED FORMAT\</ErrorLocationElementName> As previously stated, this element is included in the XML error response to point you to the element of the posted request which is not valid for the Tool. When further clarification is needed you can look up the element in question in the Xpath section of the Developer Guide for the particular API. If this element lists another API's request such as "TrackRequest" it would indicate that you are posting to that API's URL and need to adjust the URL you are sending your XML to.
All	Phone Support	Is phone support provided for the UPS Developer Kit - Developer APIs? If so, what is the number and what are the hours of operation?	Yes. Phone support is provided at 1st Level only and for basic API questions. This includes integration questions and production questions. However, customer questions that cannot be answered verbally will be directed to the email support form at ups.com to escalate to 3rd level via email. Phone Support Hours: MON-FRI 07:30 AM – 09:00 PM EST SAT-SUN 09:00 AM – 06:00 PM EST 800.247.9035
All	Examples of API Implementations	Are there any examples of implementations that we can review to understand how best to utilize the APIs?	We do not share customer implementations of our tools amongst customers. On occasion we do post case studies on ups.com and articles in customer-facing newsletters, but that is only after gaining permission from the customer and working with Legal, Customer Communications, etc. Please understand that the XML tool is only data, which is transparent to the end user. How the developer implements the tool and presents results back to the end user can vary from web site to web site. These web sites may not highlight the full functionality of the tool. We need to be able to describe the value proposition of the tool without depending on another customer's usage.

API	Category	Question	Answer
Tracking	Scan Info	Is the "Billing Information Received" scan the same as the "Order Processed: Ready for UPS" scan on the web?	Yes
Tracking	Scan Info	Why isn't there a Scheduled Day of Delivery (SDD) returned with the Billing Information Received scan?	Since these are packages that can be injected into the UPS Operations from any channel UPS waits until we are certain we have taken possession of the package prior to including an SDD.
Tracking	Scan Info	I see the Tracking API returning a scan called "UPS Internal Activity". What is this and why don't I see this when I track a package on the web at ups.com?	UPS Internal Activity scan is a generic description for one of several internal operations scans which are filtered by the web tracking application at ups.com. These scans are not used externally. You may consider dropping these records in your process.
Tracking	Delivery Receipts	Can I obtain UPGF delivery receipts?	Yes, there is linkage at UPS Freight where it is determined if the User ID is associated with either the shipper, the consignee or the third party, that ID is allowed to see specific document types and to see additional information contained in the tracking response. Each shipper, consignee and third party customer have an account number. If any of those accounts match any of the accounts associated with the User ID, then they have additional privileges. See your account executive for additional details.
Tracking	POD	How long can I store the POD?	UPS Technology Agreement allows you to store a POD letter (which may or may not contain digital signature) for a maximum of 18 months.
Tracking	MYUPSID for freight	How can I link the MYUPSID to freight?	You need to use UPS Internet Freight Shipping (UIFS) on UPS.com, process a Ground Freight (LTL) shipment, when the rate response displays, there will be a blue link on the bottom left of the page that says "Enroll Now". Click on the link, complete the registration page and submit.

API	Category	Question	Answer
Tracking	High Frequency tracking guidelines	What are guidelines for high frequency tracking?	• Insure that tracking requests are valid; if error messages like tracking number not found, no information available, invalid tracking number, etc. are received, research the cause of the error before continuing to track the same number.

• When the results of a tracking request indicate a "delivered" status do not continue to track the package.

• Track packages during "off hours" whenever possible, "off hours" are from 5:00 pm till 8:00 am East Coast time.

• Use your UPS service level (Early AM, Next Day Air, etc.) to determine the best time of day to track and receive up to the minute tracking information.

• Allow for at least two seconds between individual tracking requests.

• Avoid automatic access from 10:00 am through 3:00 pm EST. However, you may track critical packages during this time.

• Evenly distribute your information requests over the remaining 19 hour window.

• Make every attempt to limit requests for information to no more than 2,000 tracking requests per hour (evenly distributed throughout the hour).

• Do not track the same numbers continually throughout the day. Any less than 50% unique numbers in a given 24 hour period can result in termination.

 • For example, if a service level indicates a guaranteed delivery time of 10:30 AM for your delivery address and the tracking information guarantee is for 30 minutes after delivery, you should track that shipment after 11:00 AM.

• If daily/weekly tracking requests exceed daily shipping volume by a large margin, UPS will reserve the right to suspend tracking for that account until the situation is rectified. If a resolution cannot be found and implemented, tracking for that account may be terminated. |