# Pickup - Ground Freight - LTL

## Web Service Developer Guide

July 09, 2018

# Important Information

## UPS Developer Kit APIs

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

Defined terms used but not defined in this document have the meaning set forth in the UPS Technology Agreement.

## Key Legal Requirements for UPS Developer APIs

### *Permitted Territories*

This document can only be used in the countries of the Permitted Territory as defined in the UPS Technology Agreement, as applicable.

### *Use*

The application must not be designed to allow distribution of information received through the UPS Developer Kit 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, or to your service providers authorized by UPS).

### *Consent to Use of UPS Mark*

- All screens or forms generated by your application including information received through the UPS Developer Kit 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.
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- 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.

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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 the Copyright section of this document).

### *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 Developer Kit APIs. Your application must present all data within each field received through the UPS Developer Kit APIs without amendment, deletion, or modification of any type.

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# Table of Contents


Chapter 1: Introduction ..... 5
Release Features ..... 6

Chapter 2: Understanding the Pickup Ground Freight API ..... 7
Business Rules ..... 7

Chapter 3: Customer Integration Environment (CIE) ..... 8
Integration Testing ..... 8
Production ..... 8
Server Availability Check ..... 8

Chapter 4: Pickup Ground Freight API Elements ..... 9
Accessing the Freight Pickup Web Service API ..... 9
Element Constraints ..... 9
FreightPickupRequest Top Level Containers ..... 10
FreightPickupRequest XPath Table ..... 11
FreightPickupResponse Top Level Containers ..... 20
FreightPickupResponse XPath Table ..... 20

Chapter 5: Cancel Pickup Ground Freight API Elements ..... 22
FreightCancelPickupRequest Top Level Containers ..... 22
FreightCancelPickupRequest XPath Table ..... 22
FreightCancelPickupResponse Top Level Containers ..... 23
FreightCancelPickupResponse XPath Table ..... 23

Chapter 6: Pickup Ground Freight API Examples ..... 25
FreightPickupRequest Example ..... 25
FreightPickupResponse Example ..... 26
FreightCancelPickupRequest Example ..... 28
FreightCancelPickupResponse Example ..... 28

Chapter 7: Pickup Ground Freight LTL API FAQs ..... 30

Appendices ..... 31
Error Codes (WS) ..... 32
Common Error Codes ..... 32
Pickup Ground Freight Error Codes ..... 33
Country or Territory Codes ..... 39
LTL Event Types ..... 39
Packaging Type Codes ..... 39
POM Number Type Values ..... 41
Service Codes ..... 41


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# Chapter 1: Introduction

In this document, you will find guidance and instructions for integrating the Pickup Ground Freight LTL Web Service into your application, service, or system.

### In this guide, you will find:

- New release features
- Pickup Ground Freight LTL Web Service API functionality and business rules
- Web service API request and response schema
- FAQs for the Pickup Ground Freight API
- Pickup Ground Freight error response code descriptions
- Service code references

### This guide applies to the following API:

- SOAP API for the Pickup Ground Freight LTL Web Service

### This guide does not apply to the following APIs:

- Pickup Package Web Service API

## Intended Audience

This guide is intended for developers who will be integrating the Pickup Ground Freight LTL Web Service API into their application, service, or system.

## Required Knowledge & Skills

This guide assumes you have a basic understanding of the following:

- Concepts and instructions in the *Introduction to the UPS Developer Kit* guide
- XML syntax and structure
- Web services
- Software development

## How to Use this Guide

- If this is your first time working with the UPS Developer Kit, begin with the *Introduction to the UPS Developer Kit* guide. This guide serves as the foundation for all API-specific developer guides.
- If you are experienced with the UPS Developer Ground Freights but have not yet worked with the Pickup Ground Freight API, continue with Chapter 2: Understanding the Pickup Ground Freight API. There you will find an overview of the Pickup Ground Freight functionality and business rules.
- Chapter 3: Customer Integration Environment contains information on UPS integration environments.
- Chapter 4: Pickup Ground Freight API Elements contains an overview of the top-level containers and elements that comprise the Pickup Ground Freight request and response.
- Request and response examples are located in Chapter 6: Pickup Ground Freight API Examples.
- Reference tables, services codes, and error codes are located in the Appendices.

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# Release Features

## July 2018

No change.

## January 2018

No change.

## July 2017

No change.

## January 2017

No change.

## July 2016

No change.

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# Chapter 2: Understanding the Pickup Ground Freight API

## Business Rules

### General

- UPS expects schema elements/tags as defined in the XPath and presented in the schema structure without spelling or structural deviations. Elements/tags that are not defined in the schema or do not conform to the schema structure will be ignored by UPS.
- Only users that plan to ship packages manifested, tendered, and delivered by UPS can use the API.
- Any customers/developers abusing or data mining the API will have their access revoked.
- To access API documentation the user must have or create a UPS profile.
- To access testing and production sites the user must have an Access Key. To get an Access Key you must have a UPS profile and an associated shipping account. For additional information, refer to the *UPS Developer Kit User Guide*.

### Pickup Package Rules

Package shipments require a pickup to be scheduled via the Pickup Package API.

### LTL Freight Country or Territory Origins

LTL Freight country or territory origins include US, CA & MX. The US territory means the contiguous 48 states of the US and Washington DC. While we service Hawaii, Alaska, Guam, Puerto Rico and the US Virgin Islands, those rates can only be obtained by calling UPS Freight Customer Service at (800) 333-7400.

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# Chapter 3: Customer Integration Environment (CIE)

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.

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

No stress testing should ever be performed by customers against any UPS systems.

To access testing and production sites the user must have an Access Key. You can request an Access Key after establishing a UPS profile and associating your shipping account.

### System Availability

The Customer Integration Environment is available 24 hours a day, 7 days a week. Note, the system is occasionally down for server maintenance.

### LTL Freight Country or Territory Origins

LTL Freight country or territory origins include US, CA & MX. The US territory means the contiguous 48 states of the US and Washington DC. While we service Hawaii, Alaska, Guam, Puerto Rico and the US Virgin Islands, those rates can only be obtained by calling UPS Freight Customer Service at (800) 333-7400.

## Integration Testing

All API URLs are case sensitive.

For integration testing, direct your Pickup Ground Freight LTL Web Service to:

https://wwwcie.ups.com/webservices/FreightPickup

## Production

All API URLs are case sensitive.

Once testing is complete, direct your Pickup Ground Freight LTL Web Service API to the production URL:

https://onlinetools.ups.com/webservices/FreightPickup

## Server Availability Check

All of the UPS services work using HTTPS POST. 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/FreightPickup

| | |
|---|---|
| **Server Name:** | FreightPickupWS |
| **Remote User:** | Null |
| **Server Port:** | 443 |
| **Server Name:** | wwwcie.ups.com |
| **Servlet Path:** | /FreightPickup |

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# Chapter 4: Pickup Ground Freight API Elements

## Accessing the Freight Pickup Web Service API

| | |
|---|---|
| Access the Service at: | http://onlinetools.ups.com/webservices/FreightPickup |
| Service Operation: | CreatePickup |
| Rate Operation: | Type: Request-Response (client sends a request to UPS and the UPS server replies with a response)<br>SOAPAction Header: http://onlinetools.ups.com/webservices/FreightPickupBinding |

## Element Constraints

The Request and Response XPath tables contain the full hierarchy of the API elements.

UPS expects schema elements/tags as defined in the XPath and presented in the schema structure i.e., no spelling or structural deviations. Elements/tags that are not defined in the schema or do not conform to the schema structure will be ignored by UPS.

Element constraints are defined as follows:

### Required

- Yes - indicates the element must be present in the request or response.
- Yes* - indicates the element must be present in the request if the parent container is present in the request.
- No - indicates the element is optional and may be used if it applies to the request.
- Cond – indicates the element is required under certain conditions.

### Type

- Container - holds a group of related elements.
- String - consists of alphanumeric characters, spaces, and decimals.

### Length

- The maximum number of characters that can be present in a String. Length is not applicable (N/A) to Containers.

### Max Allowed

- The maximum number of elements or containers that can be present in the parent container.

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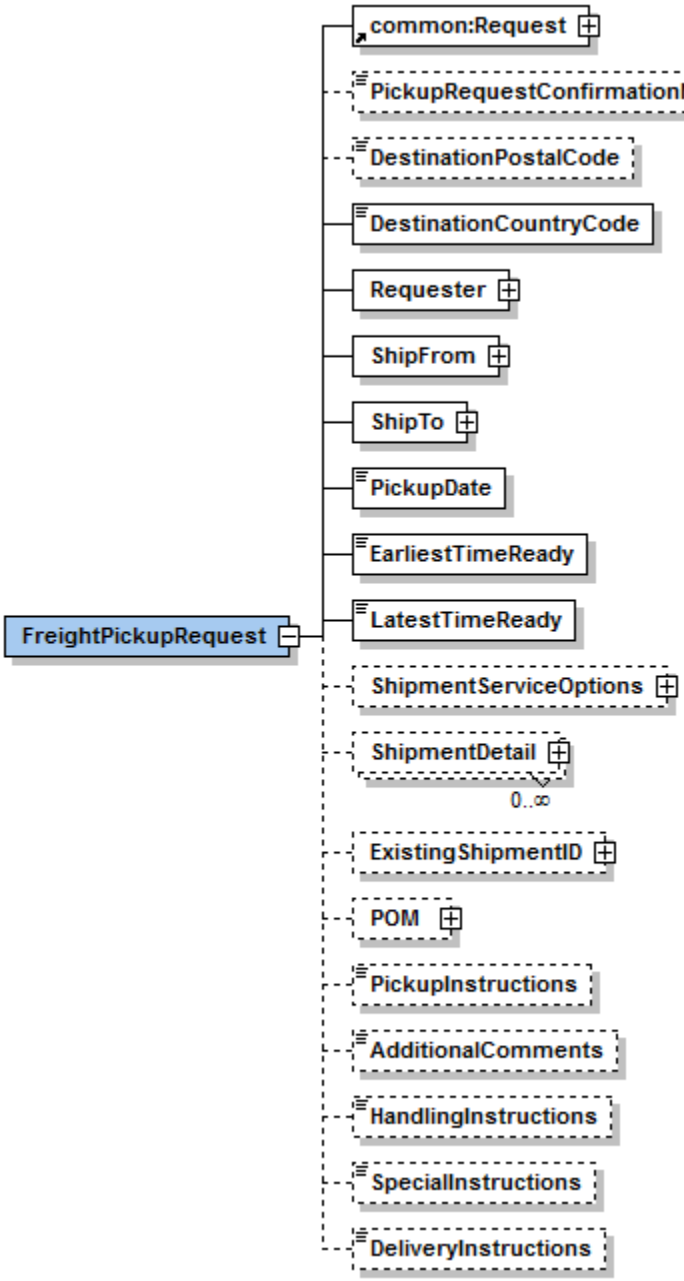
## FreightPickupRequest Top Level Containers

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# FreightPickupRequest XPath Table

| Name | Constraint | Description |
|---|---|---|
| /FreightPickupRequest | | |
| FreightPickupRequest | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Freight Pickup Request container. |
| /FreightPickupRequest/Request | | |
| Request | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Request container. |
| /FreightPickupRequest/Request/RequestOption | | |
| RequestOption | Required: No<br>Type: String<br>Max Allowed: UNB<br>Length: 1..15 | Type of shipping.<br>Valid value: 1 - Ground |
| /FreightPickupRequest/Request/TransactionReference | | |
| TransactionReference | Required: No<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | TransactionReference identifies transactions between client and server. |
| /FreightPickupRequest/Request/TransactionReference/CustomerContext | | |
| CustomerContext | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 1..512 | The client uses CustomerContext to synchronize request/response pairs. The client establishes CustomerContext, which can contain any information you want, as long as it is valid XML; it is echoed back by the server. |
| /FreightPickupRequest/PickupRequestConfirmationNumber | | |
| PickupRequestConfirmationNumber | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 35 | Confirmation number of pickup ground freight shipment to modify. Only use if requesting a pickup modification.<br>If this element is populated, it must contain a valid confirmation number and all previously supplied populated elements in the original request must be present. |
| /FreightPickupRequest/DestinationPostalCode | | |
| DestinationPostalCode | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 10 | Destinations postal code. |
| /FreightPickupRequest/DestinationCountryCode | | |
| DestinationCountryCode | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 2 | Destinations country or territory code. |
| /FreightPickupRequest/Requester | | |
| Requester | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Requester container. Also referred to as caller. |

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| Name | Constraint | Description |
|---|---|---|
| /FreightPickupRequest/Requester/ThirdPartyIndicator | | |
| ThirdPartyIndicator | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 0 | Indicates whether the requester is Consignee, Third Party, Shipper, other. |
| /FreightPickupRequest/Requester/AttentionName | | |
| AttentionName | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 35 | Requesters name. |
| /FreightPickupRequest/Requester/EMailAddress | | |
| EMailAddress | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 50 | Requesters email address. |
| /FreightPickupRequest/Requester/Name | | |
| Name | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 35 | Requesters company name. |
| /FreightPickupRequest/Requester/Phone | | |
| Phone | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Phone container |
| /FreightPickupRequest/Requester/Phone/Number | | |
| Number | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 15 | Requesters phone number |
| /FreightPickupRequest/Requester/Phone/Extension | | |
| Extension | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 4 | Requesters phone extension. |
| /FreightPickupRequest/ShipFrom | | |
| ShipFrom | Required: Yes<br><br>Max Allowed: 1<br>Length: N/A | ShipFrom container. |
| /FreightPickupRequest/ShipFrom/AttentionName | | |
| AttentionName | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 35 | Contact name at the ship from location. |

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| Name | Constraint | Description |
|---|---|---|
| /FreightPickupRequest/ShipFrom/Name | | |
| Name | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 35 | The ship from locations name or company name. |
| /FreightPickupRequest/ShipFrom/Address | | |
| Address | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Address container. |
| /FreightPickupRequest/ShipFrom/Address/AddressLine | | |
| AddressLine | Required: Yes<br>Type: String<br>Max Allowed: 3<br>Length: 35 | The Ship from street address. |
| /FreightPickupRequest/ShipFrom/Address/City | | |
| City | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 30 | The Ship from city. |
| /FreightPickupRequest/ShipFrom/Address/StateProvinceCode | | |
| StateProvinceCode | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 5 | The Ship from locations state or province code.<br>Required for certain countries or territories. |
| /FreightPickupRequest/ShipFrom/Address/PostalCode | | |
| PostalCode | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 10 | The ship from locations postal code. |
| /FreightPickupRequest/ShipFrom/Address/CountryCode | | |
| CountryCode | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 2 | The ship from locations country or territory code. |
| /FreightPickupRequest/ShipFrom/Phone | | |
| Phone | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Phone container. |
| /FreightPickupRequest/ShipFrom/Phone/Number | | |
| Number | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 15 | The ship from locations phone number. |

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| Name | Constraint | Description |
|---|---|---|
| /FreightPickupRequest/ShipFrom/Phone/Extension | | |
| Extension | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 4 | The ship from locations phone extension. |
| /FreightPickupRequest/ShipFrom/EMailAddress | | |
| EMailAddress | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 50 | Ship from email address. |
| /FreightPickupRequest/ShipTo | | |
| ShipTo | Required: Cond<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | ShipTo container. Must be populated if request is a Pickup Notifications for LTL request and BOLID does not exist in the request. |
| /FreightPickupRequest/ShipTo/AttentionName | | |
| AttentionName | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 25 | Contact name at the ship to location. |
| /FreightPickupRequest/ShipTo/Address | | |
| Address | Required: Cond<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Address container. |
| /FreightPickupRequest/ShipTo/Address/AddressLine | | |
| AddressLine | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 35 | The Ship to street address. |
| /FreightPickupRequest/ShipTo/Address/City | | |
| City | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 30 | The Ship to city. |
| /FreightPickupRequest/ShipTo/Address/StateProvinceCode | | |
| StateProvinceCode | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 5 | The Ship to location’s state or province code. |
| /FreightPickupRequest/ShipTo/Address/PostalCode | | |
| PostalCode | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 10 | The ship to location’s postal code. |

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| Name | Constraint | Description |
|---|---|---|
| /FreightPickupRequest/ShipTo/Address/CountryCode | | |
| CountryCode | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 2 | The ship to location's country or territory code. |
| /FreightPickupRequest/ShipTo/Phone | | |
| Phone | Required: Cond<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Phone container. |
| /FreightPickupRequest/ShipTo/Phone/Number | | |
| Number | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 15 | The ship to location's phone number.<br>Format: (###)###-### |
| /FreightPickupRequest/ShipTo/Phone/Extension | | |
| Extension | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 4 | The ship to location's phone extension. |
| /FreightPickupRequest/ShipTo/EMailAddress | | |
| EmailAddress | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 50 | Ship to email address. |
| /FreightPickupRequest/PickupDate | | |
| PickupDate | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 8 | Date of the Pickup.<br>Format:YYYYMMDD |
| /FreightPickupRequest/EarliestTimeReady | | |
| EarliestTimeReady | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 4 | The earliest time a shipment is ready to be picked up.<br>The time is on a 24 hour clock.<br>Format: HHMM<br>HH = Hour values 00 to 23<br>MM = Minute values 00 to 59 |
| /FreightPickupRequest/LatestTimeReady | | |
| LatestTimeReady | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 4 | The latest time a shipment can be picked up. Can be also referred as the Closing Time for a pickup time window.<br>The time is on a 24 hour clock.<br>Format: HHMM<br>HH = Hour values 00 to 23<br>MM = Minute values 00 to 59 |
| /FreightPickupRequest/ShipmentServiceOptions | | |
| ShipmentServiceOptions | Required: No<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | ShipmentServiceOptions container. |

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| Name | Constraint | Description |
|---|---|---|
| /FreightPickupRequest/ShipmentServiceOptions/FreezableProtectionIndicator | | |
| FreezableProtectionIndicator | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 0 | FreezableProtectionIndicator container. |
| /FreightPickupRequest/ShipmentServiceOptions/LimitedAccessPickupIndicator | | |
| LimitedAccessPickupIndicator | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 0 | Indicates there is limited access for pickups. |
| /FreightPickupRequest/ShipmentServiceOptions/LimitedAccessDeliveryIndicator | | |
| LimitedAccessDeliveryIndicator | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 0 | Indicates there is limited access for deliveries. |
| /FreightPickupRequest/ShipmentServiceOptions/ExtremeLengthIndicator | | |
| ExtremeLengthIndicator | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 0 | ExtremeLengthIndicator container (greater than 15ft) |
| /FreightPickupRequest/ShipmentDetail | | |
| ShipmentDetail | Required: Cond<br>Type: Container<br>Max Allowed: UNB<br>Length: N/A | ShipmentDetail container.<br>Request will contain either ShipmentDetail or ExistingShipmentID container. Not both. |
| /FreightPickupRequest/ShipmentDetail/HazmatIndicator | | |
| HazmatIndicator | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 0 | The presence of the tag HazmatIndicator indicates that the commodity is of type dangerous goods.<br>Required if one or more commodities within the shipment is hazardous. |
| /FreightPickupRequest/ShipmentDetail/PackagingType | | |
| PackagingType | Required: Yes*<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | PackagingType container. |
| /FreightPickupRequest/ShipmentDetail/PackagingType/Code | | |
| Code | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 3 | The code for the UPS packaging type associated with the shipment.<br>For valid values, see Packaging Type Codes in the Appendix. |
| /FreightPickupRequest/ShipmentDetail/PackagingType/Description | | |
| Description | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 35 | A text description of the code for the UPS packaging type associated with the shipment. |

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| Name | Constraint | Description |
|---|---|---|
| /FreightPickupRequest/ShipmentDetail/NumberOfPieces | | |
| NumberOfPieces | Required: Yes*<br>Type: String<br>Max Allowed: 1<br>Length: 6 | Number of pieces. |
| /FreightPickupRequest/ShipmentDetail/DescriptionOfCommodity | | |
| DescriptionOfCommodity | Required: Yes*<br>Type: String<br>Max Allowed: 1<br>Length: 35 | Description of the line item. |
| /FreightPickupRequest/ShipmentDetail/Weight | | |
| Weight | Required: Yes*<br>Type: Container<br>Max Allowed: 1 | Weight container. |
| /FreightPickupRequest/ShipmentDetail/Weight/UnitOfMeasurement | | |
| UnitOfMeasurement | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Weight UnitOfMeasurement container. |
| /FreightPickupRequest/ShipmentDetail/Weight/UnitOfMeasurement/Code | | |
| Code | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 3 | The code associated with the unit of measure for the weight.<br>Valid value: LBS - Pounds |
| /FreightPickupRequest/ShipmentDetail/Weight/UnitOfMeasurement/Description | | |
| Description | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 35 | A text description of the code for the unit of measure associated with the weight. |
| /FreightPickupRequest/ShipmentDetail/Weight/Value | | |
| Value | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 16 | The value for the weight associated with the shipment.<br>Valid characters: 0-9 and "." (Decimal).<br>Maximum of 2 digits after the decimal. |
| /FreightPickupRequest/ExistingShipmentID | | |
| ExistingShipmentID | Required: Cond<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | ExistingShipmentID container.<br>Request will contain either ShipmentDetail or ExistingShipmentID container. Not both. |
| /FreightPickupRequest/ExistingShipmentID/ShipmentNumber | | |
| ShipmentNumber | Required: Yes*<br>Type: String<br>Max Allowed: 1<br>Length: 9 | The PRO Number assigned to the shipment. |
| /FreightPickupRequest/ExistingShipmentID/BOLID | | |
| BOLID | Required: Yes*<br>Type: String<br>Max Allowed: 1<br>Length: 35 | The retrieval key for the stored BOL. |

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| Name | Constraint | Description |
|---|---|---|
| /FreightPickupRequest/POM | | |
| POM | Required: No<br><br>Max Allowed: 1<br>Length: N/A | An identifier associated to the pickup request when the user elects to include Pickup Notifications for LTL. |
| /FreightPickupRequest/POM/POMNumber | | |
| POMNumber | Required: Cond<br>Type: String<br>Max Allowed: 1<br>Length: 16 | Identifies the kind of number used to identify the Pickup Notifications for LTL shipment.<br>Must provide a POMNumber if the POMNumberType field is populated. |
| /FreightPickupRequest/POM/POMNumberType | | |
| POMNumberType | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 23 | Identifies the type used to identify the Pickup Notifications for LTL shipments. Must provide if POMNumber is populated.<br>For valid values, see POM Number Type Values in the Appendix. The values must match a type defined, case sensitive. |
| /FreightPickupRequest/POM/PickupNotifications | | |
| PickupNotifications | Required: No<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Container for pre-pickup notifications events |
| /FreightPickupRequest/POM/PickupNotifications/CompanyName | | |
| CompanyName | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 35 | Name of company |
| /FreightPickupRequest/POM/PickupNotifications/EMailNotification | | |
| EMailNotification | Required: No<br>Type: Container<br>Max Allowed: 5<br>Length: N/A | Container for email notifications |
| /FreightPickupRequest/POM/PickupNotifications/EMailNotification/EMailAddress | | |
| EMailAddress | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 50 | Email address which should receive pre-pickup notification |
| /FreightPickupRequest/POM/PickupNotifications/EMailNotification/EventType | | |
| EventType | Required: No<br>Type: String<br>Max Allowed: 4<br>Length: 2 | Type of event for Pickup Notifications for LTL. Allows up to four events.<br>For valid values, see LTL Event Types in the Appendix. The values must match a type defined, case sensitive. |
| /FreightPickupRequest/POM/PickupNotifications/FailedEMail | | |
| FailedEMail | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 50 | Alternate email address to receive notifications regarding a failed email. |

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| Name | Constraint | Description |
|---|---|---|
| /FreightPickupRequest/PickupInstructions | | |
| PickupInstructions | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 500 | Pickup Instructions. |
| /FreightPickupRequest/AdditionalComments | | |
| AdditionalComments | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 500 | The location of the freight.<br>Example: Loading Dock A |
| /FreightPickupRequest/HandlingInstructions | | |
| HandlingInstructions | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 500 | Handling Instructions text |
| /FreightPickupRequest/SpecialInstructions | | |
| SpecialInstructions | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 150 | Special Instructions text |
| /FreightPickupRequest/DeliveryInstructions | | |
| DeliveryInstructions | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 500 | Delivery Instructions text |

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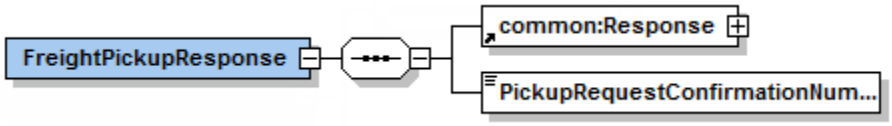
## FreightPickupResponse Top Level Containers




## FreightPickupResponse XPath Table

| Name | Constraint | Description |
|---|---|---|
| /FreightPickupResponse | | |
| FreightPickupResponse | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Freight Pickup Response container. |
| /FreightPickupResponse/Response | | |
| Response | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Response container. |
| /FreightPickupResponse/Response/ResponseStatus | | |
| ResponseStatus | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Response Status container. |
| /FreightPickupResponse/Response/ResponseStatus/Code | | |
| Code | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 1 | Identifies the success or failure of the transaction.1 = Successful |
| /FreightPickupResponse/Response/ResponseStatus/Description | | |
| Description | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 1..35 | Describes Response Status Code. Returns text of Success. |
| /FreightPickupResponse/Response/Alert | | |
| Alert | Required: No<br>Type: Container<br>Max Allowed: UNB<br>Length: N/A | Alert container. There can be zero to many alert containers with code and description |
| /FreightPickupResponse/Response/Alert/Code | | |
| Code | Required: Yes*<br>Type: String<br>Max Allowed: 1<br>Length: 1..10 | Warning code returned by the system. |
| /FreightPickupResponse/Response/Alert/Description | | |
| Description | Required: Yes*<br>Type: String<br>Max Allowed: 1<br>Length: 1..150 | Warning messages returned by the system. |

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| Name | Constraint | Description |
|---|---|---|
| /FreightPickupResponse/Response/TransactionReference | | |
| TransactionReference | Required: No<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Transaction Reference container. |
| /FreightPickupResponse/Response/TransactionReference/CustomerContext | | |
| CustomerContext | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 1..512 | The CustomerContext Information which will be echoed during response. |
| /FreightPickupResponse/Response/TransactionReference/TransactionIdentifier | | |
| TransactionIdentifier | Required: No<br>Type: String<br>Max Allowed:1<br>Length: 35 | The Unique TransactionIdentifier Information for that transaction. This will be present only if requested in the request. |
| /FreightPickupResponse/PickupRequestConfirmationNumber | | |
| PickupRequestConfirmationNumber | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 35 | Shipment pickup number. |

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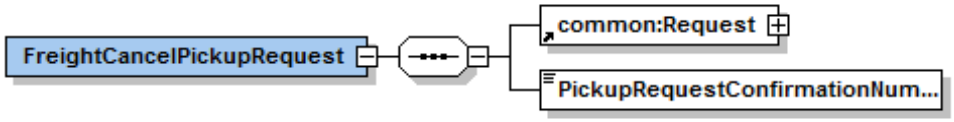
# Chapter 5: Cancel Pickup Ground Freight API Elements

## FreightCancelPickupRequest Top Level Containers




## FreightCancelPickupRequest XPath Table

| Name | Constraint | Description |
|---|---|---|
| /FreightCancelPickupRequest | | |
| FreightCancelPickupRequest | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | FreightCancelPickupRequest container. |
| /FreightCancelPickupRequest/Request | | |
| Request | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Request container. |
| /FreightCancelPickupRequest/Request/TransactionReference | | |
| TransactionReference | Required: No<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | TransactionReference identifies transactions between client and server. |
| /FreightCancelPickupRequest/Request/TransactionReference/CustomerContext | | |
| CustomerContext | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 1..52 | The client uses CustomerContext to synchronize request/response pairs. The client establishes CustomerContext, which can contain any information you want, as long as it is valid XML; it is echoed back by the server. |
| /FreightCancelPickupRequest/Request/TransactionReference/TransactionIdentifier | | |
| TransactionIdentifier | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 0 | The Unique TransactionIdentifier for a given transaction. |
| /FreightCancelPickupRequest/PickupRequestConfirmationNumber | | |
| PickupRequestConfirmationNumber | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: 35 | Confirmation number of the pickup ground freight shipment to cancel. |

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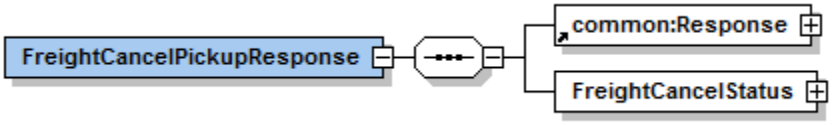
## FreightCancelPickupResponse Top Level Containers




## FreightCancelPickupResponse XPath Table

| Name | Constraint | Description |
|---|---|---|
| /FreightCancelPickupResponse | | |
| FreightCancelPickupResponse | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Freight Cancel response container. |
| /FreightCancelPickupResponse/Response | | |
| Response | Required: Yes<br>Type: Containder<br>Max Allowed: 1<br>Length: N/A | Response container. |
| /FreightCancelPickupResponse/Response/ResponseStatus | | |
| ResponseStatus | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: N/A | Response Status container. |
| /FreightCancelPickupResponse/Response/ResponseStatus/Code | | |
| Code | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 1 | Identifies the success or failure of the transaction.1 = Successful |
| /FreightCancelPickupResponse/Response/ResponseStatus/Description | | |
| Description | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 1 | Warning messages returned by the system. |
| /FreightCancelPickupResponse/Response/Alert | | |
| Alert | Required: Yes<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Alert container. There can be zero to many alert containers with code and description |
| /FreightCancelPickupResponse/Response/Alert/Code | | |
| Code | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 1 | Warning code returned by the system. |
| /FreightCancelPickupResponse/Response/Alert/Description | | |
| Description | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 1..35 | Warning messages returned by the system. |

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| Name | Constraint | Description |
|---|---|---|
| /FreightCancelPickupResponse/Response/TransactionReference | | |
| TransactionReference | Required: No<br>Type: Container<br>Max Allowed: 1<br>Length: N/A | Transaction Reference container. |
| /FreightCancelPickupResponse/Response/TransactionReference/CustomerContext | | |
| CustomerContext | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 1..512 | The CustomerContext Information that will be echoed during response. |
| /FreightCancelPickupResponse/Response/TransactionReference/TransactionIdentifier | | |
| TransactionIdentifier | Required: No<br>Type: String<br>Max Allowed: 1<br>Length: 35 | The unique TransactionIdentifier information for that transaction. This will be present only if requested in the request. |
| /FreightCancelPickupResponse/FreightCancelStatus | | |
| FreightCancelStatus | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: N/A | Container which stores the response status |
| /FreightCancelPickupResponse/FreightCancelStatus/Code | | |
| Code | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 1..10 | Identifies the success or failure of the transaction. 1 = Successful |
| /FreightCancelPickupResponse/FreightCancelStatus/Description | | |
| Description | Required: Yes<br>Type: String<br>Max Allowed: 1<br>Length: 1..35 | Describes the Response Status Code above. |

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# Chapter 6: Pickup Ground Freight API Examples

## FreightPickupRequest Example

```
<envr:Envelope xmlns:auth="http://www.ups.com/schema/xpci/1.0/auth"
xmlns:wsse="http://schemas.xmlsoap.org/ws/2002/04/secext"
xmlns:envr="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:upsa="http://www.ups.com/XMLSchema/XOLTWS/upssa/v1.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:common="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0"
xmlns:wsf="http://www.ups.com/schema/wsf">
    <envr:Header>
        <wsse:Security>
            <wsse:UsernameToken>
                <wsse:Username>Username</wsse:Username>
                <wsse:Password>Password</wsse:Password>
            </wsse:UsernameToken>
            <upsa:UPSServiceAccessToken>
                <upsa:AccessLicenseNumber>AccessLicenseNumber</upsa:AccessLicenseNumber>
            </upsa:UPSServiceAccessToken>
        </wsse:Security>
    </envr:Header>
    <envr:Body>
        <FreightPickupRequest
        xmlns="http://www.ups.com/XMLSchema/XOLTWS/FreightPickup/v1.0"
        xmlns:common="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0"
        xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
        xsi:schemaLocation="http://www.ups.com/XMLSchema/XOLTWS/FreightPickup/v1.0
        D:\Projects\XOLT_WebServices\schemas\FreightPickup.xsd">
            <common:Request>
                <common:TransactionReference>
                    <common:CustomerContext/>
                </common:TransactionReference>
            </common:Request>
            <AdditionalComments>AdditionalComments</AdditionalComments>
            <DestinationPostalCode>DestinationPostalCode</DestinationPostalCode>
            <DestinationCountryCode>DestinationCountryCode</DestinationCountryCode>
            <Requester>
                <AttentionName>AttentionName</AttentionName>
                <EMailAddress>EMailAddress</EMailAddress>
                <Name>Name</Name>
                <Phone>
                    <Number>Number</Number>
                </Phone>
            </Requester>
            <ShipFrom>
                <AttentionName>AttentionName</AttentionName>
                <Name>Name</Name>
                <Address>
                    <AddressLine>AddressLine</AddressLine>
                    <City>City</City>
```

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```
                    <StateProvinceCode>StateProvinceCode</StateProvinceCode>
                    <PostalCode>PostalCode</PostalCode>
                    <CountryCode>CountryCode</CountryCode>
                </Address>
                <Phone>
                    <Number>Number</Number>
                </Phone>
            </ShipFrom>
            <ShipmentDetail>
                <HazMatIndicator>
                </HazMatIndicator>
                <PackagingType>
                    <Code>Code</Code>
                    <Description>Description</Description>
                </PackagingType>
                <NumberOfPieces>NumberOfPieces</NumberOfPieces>
                <DescriptionOfCommodity>Description</DescriptionOfCommodity>
                <Weight>
                    <UnitOfMeasurement>
                        <Code>LBS</Code>
                        <Description>Pounds</Description>
                    </UnitOfMeasurement>
                    <Value>Value</Value>
                </Weight>
            </ShipmentDetail>
            <PickupDate>PickupDate</PickupDate>
            <EarliestTimeReady>EarliestTimeReady</EarliestTimeReady>
            <LatestTimeReady>LatestTimeReady</LatestTimeReady>
        </FreightPickupRequest>
    </envr:Body>
</envr:Envelope>
```

## FreightPickupResponse Example

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
    <soapenv:Header/>
    <soapenv:Body>
        <freightPickup:FreightPickupResponse
        xmlns:freightPickup="http://www.ups.com/XMLSchema/XOLTWS/FreightPickup/v1.0">
            <common:Response
            xmlns:common="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0">
                <common:ResponseStatus>
                    <common:Code>Code</common:Code>
                    <common:Description>Description</common:Description>
                </common:ResponseStatus>
                <common:TransactionReference>
                    <common:CustomerContext/>
                </common:TransactionReference>
            </common:Response>
            <freightPickup:PickupRequestConfirmationNumber>PickupRequestConfirmationNumber</
            freightPickup:PickupRequestConfirmationNumber>
```

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```
        </freightPickup:FreightPickupResponse>
    </soapenv:Body>
</soapenv:Envelope>
```

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## FreightCancelPickupRequest Example

```
<envr:Envelope xmlns:auth="http://www.ups.com/schema/xpci/1.0/auth"
xmlns:wsse="http://schemas.xmlsoap.org/ws/2002/04/secext"
xmlns:envr="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:upsa="http://www.ups.com/XMLSchema/XOLTWS/upssa/v1.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:common="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0"
xmlns:wsf="http://www.ups.com/schema/wsf">
    <envr:Header>
        <wsse:Security>
            <wsse:UsernameToken>
                <wsse:Username>Username</wsse:Username>
                <wsse:Password>Password</wsse:Password>
            </wsse:UsernameToken>
            <upsa:UPSServiceAccessToken>
                <upsa:AccessLicenseNumber>AccessLicenseNumber</upsa:AccessLicenseNumber>
            </upsa:UPSServiceAccessToken>
        </wsse:Security>
            <wsf:LumberJack wsf:pwd="lJkjN06" wsf:level="8"/>
        <wsf:pNg911jan06/>
    </envr:Header>
    <envr:Body>
        <FreightCancelPickupRequest
        xmlns="http://www.ups.com/XMLSchema/XOLTWS/FreightPickup/v1.0"
        xmlns:common="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0"
        xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
        xsi:schemaLocation="http://www.ups.com/XMLSchema/XOLTWS/FreightPickup/v1.0
        D:\Projects\XOLT_WebServices\schemas\FreightPickup.xsd">
            <common:Request>
                <common:RequestOption/>
                <common:TransactionReference>
                    <common:CustomerContext/>
                </common:TransactionReference>
            </common:Request>
            <PickupRequestConfirmationNumber>PickupRequestConfirmationNumber</PickupReques
            tConfirmationNumber>
        </FreightCancelPickupRequest>
    </envr:Body>
</envr:Envelope>
```

## FreightCancelPickupResponse Example

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
    <soapenv:Header/>
    </envr:Body>
</envr:Envelope>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
    <soapenv:Header/>
    <soapenv:Body>
        <freightPickup:FreightCancelPickupResponse
        xmlns:freightPickup="http://www.ups.com/XMLSchema/XOLTWS/FreightPickup/v1.0">
```

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```
            <common:Response
            xmlns:common="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0">
                <common:ResponseStatus>
                    <common:Code>Code</common:Code>
                    <common:Description>Description</common:Description>
                </common:ResponseStatus>
                <common:TransactionReference>
                    <common:CustomerContext/>
                </common:TransactionReference>
            </common:Response>
            <freightPickup:FreightCancelStatus>
                <freightPickup:Code>Code</freightPickup:Code>
                <freightPickup:Description>Description</freightPickup:Description>
            </freightPickup:FreightCancelStatus>
        </freightPickup:FreightCancelPickupResponse>
    </soapenv:Body>
</soapenv:Envelope>
```

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# Chapter 7: Pickup Ground Freight LTL API FAQs

NOTE: Common FAQS are available in the *Introduction to the UPS Developer Kit* guide located in the Dev Kit.

| Question | Answer |
|---|---|
| What are the supported LTL Freight countries or territories? | LTL Freight country or territory origins include US, CA & MX. The US territory means the contiguous 48 states of the US and Washington DC.<br><br>While we service Hawaii, Alaska, Guam, Puerto Rico and the US Virgin Islands, those rates can only be obtained by calling UPS Freight Customer Service at (800) 333-7400. |

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# Appendices

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# Error Codes (WS)

When the UPS system is unable to respond to a request, be it from a malformed request, an illegal or invalid value, or other issues, the API generates an error response. For examples and additional information on error responses, refer to *Chapter 3: Error Responses*, in the *Introduction to the UPS Developer Kit* guide.

- Successful responses may or may not include warnings.
  - Without warnings - Indicates the request has been processed as anticipated.
  - With warnings - Indicates the request has been processed with potentially unanticipated results. The warning contains information in the response that should be passed to the end user.
- The severity of an error may be transient or hard.
  - Transient error - Indicates an error that is temporary in nature. Such errors may be caused by response timeouts due to high server loads or scheduled maintenance in progress. The request may be issued successfully at a later time.
  - Hard error - Indicates the request has a problem that the system is not able to resolve. These errors are critical and prevent requests from processing.

Do not resubmit requests with Hard Errors until the problems causing the error have been resolved.

## Common Error Codes

The following error codes can apply to all Webservice and other APIs.

| 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. |
| 20007 | Hard | Missing Required field, {0}. |
| 20008 | Hard | The field, {0}, contains invalid data, {1}. |
| 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 30 minutes. |

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| Code | Severity | Description |
|---|---|---|
| 250009 | Hard | License Number not found in the UPS database. |
| 250019 | Hard | Invalid Field value. |
| 250050 | Transient | License system not available. |

## Pickup Ground Freight Error Codes

### 9360577 – 9510185

| Code | Severity | Description |
|---|---|---|
| 9360577 | Hard | POM not available for this origin. |
| 9510028 | Hard | It is too late to trigger a GWN pickup for today. |
| 9510029 | Hard | GWN Pickup is not available on this account. |
| 9510090 | Transient | Pickup service is unavailable due to unknown error |
| 9510091 | Transient | Pickup service is unavailable |
| 9510100 | Transient | Pickup Service Days webservice is unavailable |
| 9510101 | Transient | Pickup Creation  webservice is unavailable |
| 9510102 | Transient | Pickup Trigger GWN webservice is unavailable |
| 9510103 | Transient | Pickup Rate webservice is unavailable |
| 9510104 | Transient | Pickup Cancel webservice is unavailable |
| 9510105 | Transient | Pickup Pending Status webservice is unavailable |
| 9510106 | Transient | Pickup Get Service Center webservice is unavailable |
| 9510110 | Hard | Closing time is less than the minimum window after present time |
| 9510111 | Hard | Closing time is less than the minimum window after ready time |
| 9510112 | Hard | Closing time and ready time are not on the same day |
| 9510113 | Hard | Received data containing a ready time later than the latest allowable ready time for the location |
| 9510114 | Hard | Closing time must be later than or equal to the earliest allowable close time |
| 9510115 | Hard | No Pickup days available for this location |
| 9510116 | Hard | Non-serviceable area. Location does not have pickup service available |
| 9510117 | Hard | The service(s) can not be picked up based on your ready time due to invalid data |
| 9510118 | Hard | The service(s) is not available for pickup on the selected day. |
| 9510119 | Hard | Invalid service designation |
| 9510120 | Hard | Order contains invalid pickup item quantities |
| 9510121 | Hard | Sorry, we are unable to service your pickup request on the day you have selected |
| 9510122 | Hard | Only future date pickup is available for pickup request with only Germany to Germany UPS Standard shipments |

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| Code | Severity | Description |
|---|---|---|
| 9510123 | Hard | The billing account information provided was invalid. |
| 9510124 | Hard | The tracking numbers must be return or forward movement. Please remove those that are not return or forward movement, and re-submit order. |
| 9510125 | Hard | Tracking number does not start with 1Z |
| 9510126 | Hard | No more than 30 Tracking Numbers can be accepted |
| 9510127 | Hard | Tracking number does not accept pickup charge, please select other payment method. |
| 9510128 | Hard | Tracking number failed check digit validation |
| 9510129 | Hard | Return service labels do not accept pickup charge anymore, please select other payment method |
| 9510130 | Hard | Invalid data has been received, please check your request again |
| 9510131 | Hard | Order has already been canceled |
| 9510132 | Hard | Cannot cancel an order that has already been completed |
| 9510133 | Hard | Cannot cancel an order that has an invalid state |
| 9510134 | Hard | Unknown order number (PRN). Order number not found in data source |
| 9510135 | Hard | The provided pickup date is not the Green When Needed eligible date |
| 9510136 | Hard | It is too early to trigger a GWN pickup for the Next eligible day |
| 9510139 | Hard | GWN pickup is not available for the provided country code |
| 9510140 | Hard | It is too late to cancel the pickup request |
| 9510141 | Hard | No Pickup days available for this location |
| 9510142 | Hard | The address information passed in were not enough to guarantee a unique location for non-postal country. |
| 9510143 | Hard | Tracking number length error. |
| 9510144 | Hard | Tracking number contains invalid service indicator |
| 9510145 | Hard | Data integrity and or dependency is violated among some fields |
| 9510146 | Hard | Order Number must be 11 characters long |
| 9510148 | Hard | Populate the returnTrackingNumber element or the trackingData element, not both. |
| 9510150 | Hard | The postal code is invalid for state and country name |
| 9510151 | Hard | The state is not a valid state abbreviation for the country |
| 9510152 | Hard | Please verify that country code is correct and in upper case |
| 9510153 | Hard | The pickup window start time must be before the end time |
| 9510154 | Hard | The account number provided does not belong to the user |
| 9510155 | Hard | The account number provided is not able to pay for the pickup |
| 9510156 | Hard | The Origin postal code is invalid for the selected location |
| 9510160 | Hard | Pickup ready time can not be later than close time |
| 9510161 | Hard | Partial Data Returned. GWN pending not available |

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| Code | Severity | Description |
|---|---|---|
| 9510162 | Hard | Partial Data Returned. On call pending not available |
| 9510163 | Hard | Order cannot be canceled with this PRN |
| 9510164 | Hard | Pickup Address not found for the Account Number. Please set up Pickup Address before you trigger Smart Pickup |
| 9510165 | Hard | This account is not set up for Smart Pickup service |
| 9510166 | Hard | Missing or Invalid ChargeCard |
| 9510167 | Hard | Missing or invalid ChargeCard Type |
| 9510168 | Hard | Missing or invalid ChargeCard expiration date |
| 9510169 | Hard | Missing or invalid ChargeCard security code |
| 9510170 | Hard | Missing or invalid ChargeCard number |
| 9510171 | Hard | Credit card has expired |
| 9510172 | Hard | Missing ChargeCard Address |
| 9510178 | Hard | Credit card declined, contact your financial institution |
| 9510179 | Hard | This credit card has been locked due to multiple unsuccessful attempts. Please use another credit card to continue or try again after 12 hours. |
| 9510180 | Hard | Invalid CardHolderName |
| 9510181 | Hard | Invalid ChargeCard AddressLine |
| 9510182 | Hard | Invalid ChargeCard City |
| 9510183 | Hard | Invalid ChargeCard StateProvince |
| 9510184 | Hard | Invalid ChargeCard PostalCode |
| 9510185 | Hard | Missing or Invalid ChargeCard country code |

## 9500100 – 9500770

| Error Code | Severity | Description |
|---|---|---|
| 9500100 | Hard | Invalid Request Document for Pickup Services |
| 9500500 | Hard | Missing or invalid PickupType |
| 9500501 | Hard | Missing or invalid DaysCountType |
| 9500502 | Hard | Missing or invalid NumberOfDays |
| 9500503 | Hard | Missing or invalid PickupAddress |
| 9500504 | Hard | Missing or invalid City |
| 9500505 | Hard | Missing or invalid StateProvince |
| 9500506 | Hard | Missing or invalid PostalCode |
| 9500507 | Hard | Missing or invalid CountryCode |
| 9500508 | Hard | Missing or invalid PickupPiece |

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| Error Code | Severity | Description |
|---|---|---|
| 9500509 | Hard | Missing or invalid ServiceCode |
| 9500510 | Hard | Missing or invalid Quantity |
| 9500511 | Hard | Missing or invalid DestinationCountryCode |
| 9500512 | Hard | Missing or invalid ContainerCode |
| 9500520 | Hard | Missing or Invalid RatePickupIndicator |
| 9500522 | Hard | Missing Account when payment method is shipper account |
| 9500523 | Hard | Missing or invalid AccountNumber |
| 9500524 | Hard | Missing or invalid AccountCountryCode |
| 9500525 | Hard | Missing or invalid PickupDateInfo |
| 9500526 | Hard | Missing or invalid CloseTime |
| 9500527 | Hard | Missing or invalid ReadyTime |
| 9500528 | Hard | Missing or invalid PickupDate |
| 9500529 | Hard | Missing or invalid CompanyName |
| 9500530 | Hard | Missing or invalid ContactName |
| 9500531 | Hard | Missing or invalid AddressLine |
| 9500532 | Hard | Invalid Room |
| 9500533 | Hard | Invalid Floor |
| 9500534 | Hard | Invalid Urbanization |
| 9500535 | Hard | Invalid PickupPoint |
| 9500536 | Hard | Missing Phone |
| 9500537 | Hard | Missing or invalid Phone number |
| 9500538 | Hard | Invalid Phone extension |
| 9500539 | Hard | Invalid StreetNumber |
| 9500540 | Hard | Invalid StreetPrefix |
| 9500541 | Hard | Invalid StreetName |
| 9500542 | Hard | Invalid StreetType |
| 9500543 | Hard | Invalid StreetSuffix |
| 9500545 | Hard | Invalid UnparsedStreetAddress |
| 9500546 | Hard | Invalid StreetAddressArtifactSource |
| 9500547 | Hard | Invalid StreetAddressMatchCode |
| 9500548 | Hard | Missing or Invalid AlternateAddressIndicator |
| 9500549 | Hard | Missing or invalid number of PickupPiece |
| 9500550 | Hard | Missing or invalid Weight |
| 9500551 | Hard | Missing or invalid UnitOfMeasurement |

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| Error Code | Severity | Description |
|---|---|---|
| 9500552 | Hard | Missing or invalid OverweightIndicator |
| 9500553 | Hard | Invalid TrackingNumber |
| 9500554 | Hard | Missing or invalid PaymentMethod |
| 9500555 | Hard | Invalid SpecialInstruction |
| 9500556 | Hard | Invalid ReferenceNumber |
| 9500557 | Hard | Invalid ConfirmationEmailAddress |
| 9500558 | Hard | Invalid UndeliverableEmailAddress |
| 9500559 | Hard | Invalid ProfileId |
| 9500560 | Hard | Invalid ProfileCountryCode |
| 9500561 | Hard | Missing or Invalid ResidentialIndicator |
| 9500590 | Hard | Missing or invalid ServiceDateOption |
| 9500600 | Hard | Invalid AddressLine |
| 9500603 | Hard | Missing PickupDateInfo When ServiceDateOption is 03 |
| 9500650 | Hard | Missing or Invalid CancelBy |
| 9500651 | Hard | Missing or invalid AccountNumber when CancelBy is 01 |
| 9500652 | Hard | Missing or invalid ServiceDate when CancelBy is 01 |
| 9500653 | Hard | Missing or invalid GMTOffset when CancelBy is 01 |
| 9500654 | Hard | Missing or invalid PRN when CancelBy is 02 |
| 9500655 | Hard | Missing or invalid TrackingData /TrackingNumber |
| 9500656 | Hard | Missing or Invalid FreightOptions |
| 9500657 | Hard | No more than 1 PickupPiece is allowed for WW Express Freight shipments |
| 9500658 | Hard | Missing or Invalid Origin Service CountryCode |
| 9500659 | Hard | Missing or Invalid Origin ServiceCode |
| 9500660 | Hard | Missing or Invalid ShipmentDetail |
| 9500661 | Hard | Lift Gate for Pick Up accessorial is not allowed with Drop Off At UPS Facility accessorial. |
| 9500662 | Hard | Missing or Invalid DestinationAddress - City |
| 9500663 | Hard | Missing or Invalid DestinationAddress - StateProvince |
| 9500664 | Hard | Missing or Invalid DestinationAddress - PostalCode |
| 9500665 | Hard | Missing or Invalid DestinationAddress - CountryCode |
| 9500666 | Hard | Missing or Invalid Dimensions - UnitofMeasurement |
| 9500667 | Hard | Missing or Invalid Dimensions - Length |
| 9500668 | Hard | Missing or Invalid Dimensions - Width |
| 9500669 | Hard | Missing or Invalid Dimensions - Height |
| 9500670 | Hard | Missing or Invalid OriginAddress - City |

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| Error Code | Severity | Description |
|---|---|---|
| 9500671 | Hard | Missing or Invalid OriginAddress - StateProvince |
| 9500672 | Hard | Missing or Invalid OriginAddress - PostalCode |
| 9500673 | Hard | Missing or Invalid OriginAddress - CountryCode |
| 9500674 | Hard | A pickup cannot have a KGS/IN or LBS/CM as its unit of measurements |
| 9500678 | Hard | Invalid ContainerCode |
| 9500679 | Hard | Invalid ServiceCode |
| 9500680 | Hard | Invalid Service Center Search Request |
| 9500684 | Hard | No Drop-Off UPS Facilities available for this location |
| 9500685 | Hard | No Hold for Pickup UPS Facility available for this location |
| 9500686 | Hard | Drop-off time must be with in Facility's hours of operations |
| 9500687 | Hard | Smart Pickup cannot be mixed with WW Express Freight shipment |
| 9500689 | Warning | Please contact customer service center for capacity authorization. |
| 9500690 | Hard | Shipment total weight has exceeded the maximum shipment weight limit of 99,999.9 kgs or 99,999.9 pounds. |
| 9500693 | Hard | The maximum per pallet weight for the selected service from the selected origin is %maxWeightOrig% pounds. |
| 9500694 | Hard | The maximum per pallet weight for the selected service from the selected origin is %maxWeightOrig% kg. |
| 9500695 | Hard | The maximum per pallet weight for the selected service to the selected destination is %maxWeightDest% pounds. |
| 9500696 | Hard | The maximum per pallet weight for the selected service to the selected destination is %maxWeightDest% kg. |
| 9500697 | Hard | The maximum dimensions for a pallet are ({0}) cm (length) by ({1}) cm (width) by ({2}) cm (height) for the selected origin. |
| 9500698 | Hard | The maximum dimensions for a pallet are ({0}) in (length) by ({1}) in (width) by ({2}) in (height) for the selected origin. |
| 9500699 | Hard | The maximum dimensions for a pallet are ({0}) cm (length) by ({1}) cm (width) by ({2}) cm (height) for the selected destination. |
| 9500700 | Hard | The maximum dimensions for a pallet are ({0}) in (length) by ({1}) in (width) by ({2}) in (height) for the selected destination. |
| 9500701 | Hard | Invalid pallet dimensions, the length must be longer than the width. |
| 9500702 | Hard | Missing or Invalid Unit Of Measure of Distance |
| 9500703 | Hard | Missing or Invalid Locale |
| 9500704 | Hard | Missing or Invalid Street Address |
| 9500708 | Hard | Invalid Search Radius |
| 9500709 | Hard | Invalid Maximum Location |
| 9500710 | Hard | Missing Origin Search Criteria Container |
| 9500770 | Warning | The pickup is chargeable and the charges will be billed to the shipper account. |

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# Country or Territory Codes

## Pickup Ground Freight API Supported Countries or Territories

UPS country or territory code abbreviations generally follow the recommendations of the International Standards Organization (ISO), which publishes a list of country or territory abbreviations in ISO Standard 3166.

**NOTE**: Not all UPS services are available in every country or territory. Refer to the UPS Rate and Service Guide at UPS.com for more information on UPS services.

## LTL Freight Country or Territory Origins

LTL Freight country origins include US, CA & MX. The US territory means the contiguous 48 states of the US and Washington DC. While we service Hawaii, Alaska, Guam, Puerto Rico and the US Virgin Islands, those rates can only be obtained by calling UPS Freight Customer Service at (800) 333-7400.

| Country or Territory Name | Country or Territory Code |
|---|---|
| Canada | CA |
| Mexico | MX |
| Puerto Rico | PR |
| US | US |

# LTL Event Types

| Code | Description |
|---|---|
| EN | DRIVER_EN_ROUTE |
| PS | PICKUP_SECURED |
| PX | PICKUP_EXCEPTION |
| RR | PICKUP_REQUEST_CONFIRM |

# Packaging Type Codes

Ground Freight Packaging Types for Rating, Shipping, and Packaging

| Code | Description |
|---|---|
| BAG | Bag |
| BAL | Bale |
| BAR | Barrel |
| BDL | Bundle |
| BIN | Bin |
| BOX | Box |
| BSK | Basket |
| BUN | Bunch |
| CAB | Cabinet |
| CAN | Can |

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| Code | Description |
|---|---|
| CAR | Carrier |
| CAS | Case |
| CBY | Carboy |
| CON | Container |
| CRT | Crate |
| CSK | Cask |
| CTN | Carton |
| CYL | Cylinder |
| DRM | Drum |
| LOO | Loose |
| OTH | Other |
| PAL | Pail |
| PCS | Pieces |
| PKG | Package |
| PLN | Pipe Line |
| PLT | Pallet |
| RCK | Rack |
| REL | Reel |
| ROL | Roll |
| SKD | Skid |
| SPL | Spool |
| TBE | Tube |
| TNK | Tank |
| UNT | Unit |
| VPK | Van Pack |
| WRP | Wrapped |

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## POM Number Type Values

**Freight Class:**

- BOL number
- Load number
- Other
- P&M
- Pickup number
- Pickup Reference number
- PO number
- PRO number
- Project
- Quote number
- RA number
- Release number
- SID number
- Task
- VPRC

## Service Codes

| Code | Charge |
|---|---|
| 308 | UPS Freight LTL |
| 309 | UPS Freight LTL - Guaranteed |

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