

## Frequently Asked Questions: Shipping API - Package

API	Category	Question	Answer
Shipping	Account Based Rates (ABR) or Negotiated Rates	Do the Developer APIs support ABR also known as Negotiated Rates?	Yes. Shipping and Rating APIs both XML & Web Service
Shipping	CWT and Shipping API	Is there a solution using the ship API (or other solution) that would prompt UPS billing or PLD upload or other to aggregate single piece packages into hundredweight pricing (shipment) after the package has been processed?	No, there is no solution in place for the Ship API. In order to obtain the CWT price with the Ship API, the pkgs. would have to be processed as one shipment, the userid being used must be ABR enabled and you must include the <NegotiatedRatesIndicator> tags to receive the hundredweight rates.
Shipping	Account Based Rates (ABR) or Negotiated Rates	Is there a delay in activating a new or modified account in ABR for Rating or Shipping APIs?	<p><b>New Contracts or Plans:</b>  <i>A new account added to a contract or a change in a contract will take effect the following Sunday after the change is submitted. For example changes made on a Monday will not be reflected until the following Sunday</i></p> <p><b>Re-started Contracts</b>            ABR will reflect basic and performance tiered incentives within 24 hours after the contract is re-started.</p> <p><b>Change to rolling average (for example, from 52 weeks to 13 weeks):</b>            ABR will not reflect performance-tiered incentives until Monday of the second effective week of a new contract.</p> <p><b>Addition of New Services to Existing Contracts:</b>            The new services on a contract will follow the timeframe described above for new contracts.            Existing services on the contract will not be impacted and therefore ABR will</p>

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			<p>not be impacted.</p> <p>Addition of New Accounts to Existing Contracts: ABR will reflect all incentives from the newly attached contract the following Monday. Accounts that were already on the existing contract are not impacted by the addition of new accounts.</p> <p>For existing ABR customers, please inform them that new services added to an existing contract will have the same delays as described above for a new contract, but that existing services on the contract would continue rating with ABR uninterrupted.</p>
Shipping	Address Validation	How do I turn off validation of addresses with the Shipping API?	The value within the "ShipmentRequest/Request/RequestOption" tag of the request needs to be "nonvalidate".
Shipping	Address Validation	What validation is the Shipping API using to validate addresses for US and International addresses?	Shipping API does not do ANY address validation at the street level. Only regional validation; city, state, country (postal code optional).
Shipping	UPS Account	How do I add a UPS account to myUPS ID account summary? It is stating that I have to have an invoice # and control ID.	<p>As a means of securing customer information, when adding an account to their My UPS profile or enroll for electronic billing options or Quantum View, customers are currently prompted to authenticate their account by entering an invoice number, invoice amount, and the invoice date from one of their last three billing cycles along with the Control ID printed just below the shipper number on their invoice. This provides is an additional layer of security to protect our customer's information. The Control ID is currently included in the following U.S. and Canada Invoice Media types:</p> <ul style="list-style-type: none"> <li>• Online PDF Images</li> <li>• EDI Domestic and Import</li> <li>• Hard Copy Invoices</li> </ul>

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Shipping	Negotiated Rates	How do get access to negotiated Package rates?	Contact your Account Representative to obtain negotiated rates through the UPS Developer Kit - Developer APIs.
Shipping	HazMat - Dry Ice	Does the Shipping API for Package support the Dry Ice indicator?	No. The Shipping API does not support Hazardous Materials or Dry Ice at or above any hazmat level at this time.
Shipping	99 Account Number Limitation	How do I associate more than 99 account numbers for use with the Shipping APIs?	99 accounts is currently the maximum number available. If the user has more than 99 accounts they must be spread across multiple userids.
Shipping	Returns	Does the Shipping API support international returns and returns in international countries where the Shipping API is supported?	Yes. Please see the UPS Developer's Guide for the specific countries supported
Shipping	Print Return Labels	For the print return label option, if a Yahoo merchant needs to reprint the return label, how much time does he have? Is it 10 days after the initial request?	UPS does not provide a mechanism to "reprint" a Print Return Label (PRL) the vendor must save the label locally if they wish to reprint. Only the ERL (Electronic Return Label) option provides that capability.
Shipping	Delivery Intercept	Is UPS Delivery Intercept available through the Shipping API?	No, it is not currently supported.
Shipping	Shipper Release	Is Shipper Release available with the Shipping API?	Yes.
Shipping	Resi/Comm Indicator	Does the Shipping API classify addresses as residential or commercial?	The Shipping API will classify an address based on UPS' history for that address and the appropriate rate will be returned in the response
Shipping	Returns	Is there a URL ONLY capability for returns within the Shipping API?	No.

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Shipping	Returns	Can a Return be voided? If yes, what is the cutoff timing to void a return?	<p>A customer can void an RS label up to 2am/3am Eastern Time the following night (e.g. Monday request, Tuesday 2am/3am void cutoff). This is based on when our batch process starts sending RS1/RS3 labels to the centers. After the cutoff, the customer will not be able to void, and the UPS agent is also not able to void. If the void is completed by the cutoff time then the customer will not be charged.</p> <p>For ERL and PRL, the labels can be voided up to 30 days after generation. Please note that the Label generation fee, if applied is not voidable and that unused labels will not be billed transportation charges.</p>
Shipping	Rural & Super Rural	Does the Shipping API - Package return Rural and Super Rural charges?	Yes the Shipping API will return rural and super rural charges. These charges will automatically be applied to the transportation charge portion of the rate
Shipping	128 Reference Number Barcode	Can the Shipping API - Package generate a 128 Reference number barcode below the 1Z? Can it generate a PDF417 Reference number barcode below the 1Z?	Yes. A 128 Reference number barcode can be generated below the 1z number, as the Shipping API can print a barcode in reference field 1. The Shipping API - Package does not create a PDF417 as they are not required. The purpose of the PDF417 was as a backup in case the PLD did not transmit from a shipping system. That is not possible with the Shipping API - Package because a label is only returned after the receipt of PLD.
Shipping	Currency Conversion	Does the Shipping API - Package support conversion of Japanese Yen to US Dollars?	No. The Shipping API - Package does not support currency conversions.
Shipping	Address Validation	Will the Shipping API provide validation for Japanese addresses with City and Country and no zip code?	No, the postal code must be included for validation.
Shipping	From Suite/Apt# on Label	How does a customer include the Suite/Apt# within "From" address on the label returned for the Shipping API - Package?	The customer needs to include the suite/apt # in delivery address lines 2 or 3 within the request.

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Shipping	High Value Report	How does the Shipping API - Package work with High Values? Does the paperwork comeback as a GIF image and get printed on a thermal printer? Or, does the customer need to produce these themselves?	The High Value Report is returned in the response in one of the supported formats specified by the developer. In each case it will be a Base64 encoded file that must be decoded and printed. 2 copies should be printed, both will be signed by the driver and the driver will leave one copy as a receipt. The file, once decoded is a simple HTML file that can be printed locally
Shipping	Pickup request	Can a Pickup be requested through the Shipping API - Package?	<p>No. All pickup requests must be made through the Pickup web service. Details are available at the Developer resource center on ups.com at: <a href="https://www.ups.com/upsdeveloperkit">https://www.ups.com/upsdeveloperkit</a>.</p> <p>For customers who implemented the Shipping API - Package prior to January 2010 can continue to request a pickup through the Shipping API as part of their shipping request. Please note the billing of pickups changed in January 2010 and the customer will be charged for each request regardless of the service type shipped. Please review the Rate &amp; Service Guide for more details about pickup charges and services.</p>
Shipping	Label/Receipt	Does the Shipping API - Package provide a label and receipt but does not email a receipt for the user nor provide a confirmation number?	The output of the Shipping API is a label. There is no receipt provided. In addition, Ship API only provides the ability to have the label emailed with the ERL (Electronic Return Label) service and not for forward shipments
Shipping	Reprinting Labels	Can a customer using the Shipping API reprint a label?	No, at this time the Shipping API does not provide the ability to reprint labels.
Shipping	Oracle	Are there any known issues with implementing Oracle with the Shipping API - Package?	UPS is not aware of any issues customers have implementing the Shipping API - Package using Oracle at this time. The UPS Developer APIs are designed so that they can be implemented in almost any environment as long as the customer application can open a secure connection of SSL and perform an HTTP Post.

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Shipping	Paperless Invoice	Does the Shipping API - Package support Paperless Invoice?	Yes. The developer guide for the Shipping API - Package lists the valid countries for paperless invoice. See the AdditionalDocumentIndicator Element within the Interface Spec within the developer guide. Once the shipment is processed an EDI (paperless invoice) or EDI PULL (paperless invoice and additional export document indicator) will appear on the bottom right corner of the label image returned in the ShipAcceptResponse label digest. This indicates that Paperless Invoicing has been requested.
Shipping	Paperless Invoice	Can a Paperless Invoice shipment be voided through the Shipping API - Package? If yes, what happens to the invoice information?	Yes a Paperless Invoice shipment can be voided via the Shipping API - Package. If a shipment is voided and consequently the package is never tendered to UPS, then the paperless invoice data that was uploaded with the shipment is not used to create an invoice image and it is eventually purged.
Shipping	Ref Number 1 - Text Values on Label	Can a customer implementing the Shipping API - Package "rename" reference value one through the API	No, The reference field descriptions cannot be modified at this time. You must use one of the values provided in the Developer's Guide.
Shipping	Resi/Comm Indicator	How does a customer flag the rate to Ship TO a residential destination?	Use the ResidentialAddress element outlined within the Shipping API - Package developer guide.
Shipping	Voids	How are voids processed?	For forward and return movements send a VoidShipmentRequest element and UPS will return a VoidShipmentResponse. Forward movements must be voided within 28 days of shipping.
Shipping	Tracking Numbers	Can a customer create their own tracking numbers using the Shipping API - Package?	No...a customer cannot create their own tracking numbers using the Shipping API - Package. The tracking numbers will be automatically created and returned in the response
Shipping	WorldEase	Does the Shipping API - Package support WorldEase?	No...the Shipping API - Package does not support WorldEase at this time.
Shipping	Returns	Does the Shipping API - Package support Returns capabilities?	Yes.

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Shipping	International Forms	Does the Shipping API - Package support international forms?	Yes.
Shipping	Label	Does the Web Services version of the Shipping API - Package behave differently in rendering a label than the XML version of the Shipping API - Package?	The Web Services Shipping API - Package behaves similarly as the XML Shipping API - Package in that the label elements returned in the Shipment Accept response consist of two parts, both of which are base64 encoded data which must be decoded. Part one consists of the label image and part two contains the HTML which is used to properly size the label image in a browser for display and printing. When the two parts are combined they form a unit which will satisfy the requirements for printing a proper label to apply to a package. This ensures the label will meet the standards necessary for UPS to scan and process the label within the shipping system.
Shipping	Electronic Return Label Days Available	Does the customer have to utilize the label recovery capability within the Ship API to reprint an electronic return label? Either way, how many days is the label available to reprint?	Yes, effective with the July 2010 Release, the time limit for retrieving an Electronic Return Label has been extended to 30 days. The prior limit was 10 days. This is noted in the latest Shipping Developers Guide. An Electronic Return Label is specified by using Shipment/ReturnService/Code "8" in the Shipment Confirm Request. The ERL email will contain a link to the label so the recipient can print the label to attach to a package.
Shipping	Maximum Packages within a shipment	Is there a difference between the Shipping API - Package Web Service versus XML versions in the number of packages that can be included within a forward movement?	There is no difference between the Shipping XML Tool and Web Service Tool regarding the maximum number of packages allowed for forward movements. The Web Service Developer Guide indicates 200 is the maximum.
Shipping	Returns	Are the Returns capabilities the same within the Web Service versus XML versions of the Shipping API - Package?	Yes. The Returns capabilities are the same.

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Shipping	Reference Number Rules	What does the Shipping API - Package support in terms of Reference Numbers?	<p>Supports Two Shipment Level Reference Numbers or two package level reference numbers You cannot use the Shipment Level and Package Level Reference numbers at the same time within a SHIP API shipment.</p> <p>Shipment Level Reference Numbers are only allowed for shipments that are not US to US (origin\destination) or PR to PR (origin\destination)</p> <p>Package Level Reference Numbers are only allowed for shipments that are US to US (origin\destination) or PR to PR (origin\destination).</p> <p>Reference Number Propagation</p> <p>1. In a Ship API Shipment, if there is no Package Level. Ref# on the 1st package of the shipment, the Shipment Level. Reference number(s) will be propagated to all packages.</p> <p>Reference Number Propagation</p> <p>In a Ship API Shipment, if there is no Shipment level reference number and there is Package Level. Reference number on the 1st package, the 1st package's reference number will be propagated up to the Shipment Level.</p>
Shipping	Paperless Invoice Shipment	How does Paperless Invoice work in terms of the documentation being forwarded?	Those customers setup for paperless invoicing shipping internationally to a paperless supported country with the necessary data for paperless will have the invoice automatically sent to brokerage.
Shipping	Labeling	Does the Shipping API support ASC BIO labels like WorldShip does?	The Ship API does not support ASC BIO on the label it is a contract service that is not supported by the Shipping
Shipping	Label Reference Number	Can any of the reference fields be blocked from printing on the label through a Shipping API?	At this time we are unaware of a facility which suppresses reference number printing on the label when they are included in the shipment data. However, please note that reference numbers are not required and may be omitted if there is no need for them.
Shipping	Certification	What is required to certify for the Shipping API - Package?	Please review section 1.12 of the UPS Developer's Guide for certification requirements. Essentially UPS needs to see the source XML and copies of your labels to certify you.



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Shipping	Signature Required	Does the Shipping API - Package support Signature Required service?	Yes.
Shipping	Future Date Shipping	Is there a future date shipping capability within the Shipping API - Package?	No. We do not support future date shipping. All packages are considered tendered on the date of their transaction.
Shipping	Paperless Invoice Conditions	What are the pre-conditions required for a customer to be set up on Paperless Invoice?	<p>The following information regarding paperless invoicing using the OnLine Tools which are listed below:</p> <ol style="list-style-type: none"> <li>1. The Sold To country must be the same as the Ship To country.</li> <li>2. The customer must have a paperless invoice contract and be set up in UPS back end systems. (The UPS Account Manager should set this up.)</li> <li>3. The shipment is a non-document package forward shipment requiring a commercial invoice.</li> <li>4. The destination country is a valid paperless invoice destination. (A list of those destinations is available in the Developer's Guide.)</li> <li>5. If additional export documents are required for the movement, the customer must specify an &lt;AdditionalDocumentIndicator/&gt; in the XML request.</li> </ol> <p>If the above conditions have been met an EDI (paperless invoice) or EDI PULL (paperless invoice and additional export document indicator) will appear on the bottom right corner of the label which is returned in the ShipAcceptResponse XML. This indicates that Paperless Invoicing has been requested.</p> <p>To implement paperless invoicing an &lt;InternationalForms&gt; container must be present in the XML to provide the information necessary to replace a paper invoice with a paperless (electronic) invoice. There is a section devoted to International Forms in the Developer's Guide which provides the XML structure for Certificate of Origin (CO), Invoice, North American Free Trade Agreement Certificate of Origin (NAFTA CO), or Shipper's Export Declaration (SED) as appropriate. The shipper needs to add the container along with the necessary international forms information for the shipment.</p>
All	General - security	Does UPS support chained or unchained digital certificates?	Yes, we support chained digital certificates.
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 Resource center located at:

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			<a href="https://www.ups.com/upsdeveloperkit">https://www.ups.com/upsdeveloperkit</a>
All	Mail Innovations	Is Mail Innovations available within any of the Developer APIs?	No, Mail Innovations is not available within a Developer 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: <a href="https://www.upsbrandexchange.com/brandHome.awsp">https://www.upsbrandexchange.com/brandHome.awsp</a> 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. it is not required.
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 (link noted): <a href="http://www.ups.com/content/us/en/resources/techsupport/developercenter.html">http://www.ups.com/content/us/en/resources/techsupport/developercenter.html</a>
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 Shipping APIs
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	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.  Most likely you may be posting to an incorrect URL. The error message returned from the API should have contained a line similar to the following:

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			<ErrorLocationElementName>XPATH TO FIRST ELEMENT WHERE XML DOESN'T MATCH EXPECTED FORMAT</ErrorLocationElementName>
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 for basic API questions. This includes integration questions and production questions. However, customer's questions that cannot be answered verbally will be directed to the email support form at ups.com. Phone Support Hours: M-F 730am- 9pm EST Sa-Su 9am - 6pm EST 877.289.6420
All	Examples of API Implementations	Are there any examples of implementations that we can review to understand how best to utilize the APIs?	No, we do not provide implementation examples.
All	Code languages supported	Do the APIs support PHP or Perl with code sample within the Developer Guides or the developer kit zip files?	No. We do not currently support PHP or Perl with sample code.