

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.

Negotiated Rates

Negotiated Rates are available in the UPS Customer Integration Environment and are returned when the Negotiated Rate indicator is provided in the rate request. The Negotiated Rates returned *do not reflect the contractual rate and may vary*. (Generally they are 1% off the published rate.)

Also in the Customer Integration Environment the shipper eligibility for Negotiated Rates is not fully verified. For shipper eligibility requirements refer to Negotiated Rates section within UPS Rates & Service Selection.

For integration testing, you should direct your test Shipping software to:

<https://wwwcie.ups.com/webservices/Ship>.

Testing and Deploying Applications

UPS maintains a special web site to support testing and staging of applications that rely on the Shipping Web Services. This site lets developers test and debug their applications by simulating transactions with UPS. The staging site responds to Web Services requests just like the UPS production site; however, it does not initiate actual UPS business services.

For example, if you send a shipping request to the UPS production site, a UPS driver may show up at your location expecting to pick up a package (and expecting payment for the service.) Sending the shipping request to the staging site will avoid this problem.

The web site for testing and staging is the UPS Customer Integration Environment. You can access this test site by using the domain name of wwwcie.ups.com. If you are using development tools that automatically generate messages based on the WSDL files, you may need to edit the WSDL files so that they direct the request to the staging site or the production site, as appropriate.

System Availability

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

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/Ship>

This will be returned:

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

UPS Certification and Label Verification

Please note: For those customers wishing to use Returns Flexible Access (RFA) functionality, UPS Certification requires additional steps. See the RFA notes starting at step 6 below.

UPS requires that customers pass a Certification process prior to shipping actual (billable) packages. The Certification Process is as follows:

1. Ship five shipments in the Customer Integration Environment (CIE). These shipments must be valid shipments but may contain any combination of origins, destinations and services. At least one of these tests must produce a High Value Report by including a shipment with an InsuredValue greater than \$999.
2. Void any four of the UPS-defined “Void” test cases in CIE.
3. If you are producing GIF images, please e-mail the following 39 files along with your UPS User ID and Access key to uoltecs@ups.com:
 - The requests and responses of the forward and return shipments of your transactions from all five shipments (20 files).
 - The resulting GIF images of the label from all five shipments (5 files).

- The resulting GIF images of the High Value Report for at least one shipment (1 file).
 - The HTML pages containing the scaling information for the label from all five shipments (5 files).
 - The requests and responses of all the Void transactions (8 files).
4. If you are printing labels via a Thermal Printer, the labels must be sent to UPS. Please send an email with your pickup address to labelverify@ups.com and we will provide a label via email.
- Include a High Value Report for at least one shipment with the thermal labels. Email the following 28 files along with your UPS User ID and Access Key to uoltecs@ups.com:
 - The requests and responses of the forward and return shipments of your transactions from all five shipments (20 files).
 - The requests and responses of all the Void transactions (8 files).
5. UPS will contact you via email within 2 business days to inform you of your approval status. **Once granted, point your software** to the following Production URL:

<https://onlinetools.ups.com/webservices/Ship>

- 6. For RFA customers: Please create 10 RFA Shipments and submit the Labels to the Label Verification Group.**

Note: UPS reserves the right to revoke shipping privileges from any customers who fail to abide by the Certification Requirements outlined above.

Other Shipping Tools

Voiding Package Shipments

Test your Void application using the set of 1Zs listed below:

NUMBER(S)	EXPECTED RESULT
1ZISDE016691676846	A successful XML response will be returned for a shipment level void request.
1Z2220060290602143	A successful XML response will be returned for a shipment level void request.
1Z2220060294314162 and Tracking Number 1Z2220060291994175	A successful XML response will be returned for a package level void request. The request will void the package in the shipment.

1Z2220060292690189 and Tracking Number 1Z2220060292002190	A successful XML response will be returned for a package level void request. The request will void the package in the shipment.
1ZISDE016691609089 with Tracking Numbers 1ZISDE016694068891 and 1ZISDE016690889305	A successful XML response will be returned for a package level void request. The request will void all the packages.
1Z2220060290530202 with Tracking Number 1Z2220060293874210 and 1Z2220060292634221	A successful XML response will be returned with a partial void for a package level void request. The request will void package 1Z2220060293874210 but package 1Z2220060292634221 cannot be voided.

This will ensure that your application has the ability to process success and error responses correctly.

For integration testing, you should direct your test Void Package Shipment software to:

<https://wwwcie.ups.com/webservices/Void>

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<https://wwwcie.ups.com/webservices/Void>

The following will be returned:

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