FedEx Web Services Label Certification Guide

December 2020

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Foreword

This document describes how to certify FedEx Web Services labels.

Audience

This document is intended for developers who have created, and tested FedEx Web Services enabled applications and who need FedEx certification before moving applications to production.

Note: The certification procedures described in this document do not apply to commercial developers (software providers or parties that resell and/or distribute a FedEx integrated solution). Commercial developers must be accepted to FedEx® Compatible and comply with its terms. See fedex.com/en-us/compatible for more information.

Scope

This document describes the step-by-step process required to certify FedEx Web Services labels and how to move your application to production.

Prerequisites

You must be familiar with FedEx Web Services and be able to successfully develop and test applications in the FedEx Web Services testing environment.

Related Documents

The following contain information related to this certification guide:

- FedEx Service Guide at fedex.com/en-us/service-guide.html
- FedEx Web Services Developer Guide at fedex.com/en-us/developer.html
- Web Services Online Help at fedex.com/en-us/developer/get-support.html

Support

Contact FedEx support in the appropriate region for your FedEx account.

United States
Technical Support hotline phone: 1.877.339.2774 (When prompted, please say "API")
Pre-Production Assistance: FedEx Web Integrated Solutions Consultation Team
If you are in the pre-production stages of implementing a FedEx Web Integrated Solution and would like to speak with a FedEx team member, who can assist you in understanding FedEx Web Services, contact your aligned FedEx account executive or the technical support number: 1.877.339.2774 (Monday–Friday 7 a.m.–9 p.m., Saturday 9 a.m.–3 p.m. CST).

Canada
Technical Support hotline phone: 1.877.339.2774

Latin America and the Caribbean (LAC)
Brazil: ct-brazil@corp.ds.fedex.com
Other LAC countries: click here for your country's dedicated support number.

Europe (EU)
Technical Support: emeawebservices@fedex.com

Middle East, India, and South Africa (MEISA)
Technical Support: meisawebservices@fedex.com

Asia-Pacific (APAC)
Technical Support: apacwebservices@fedex.com

Certification

Shipping using FedEx Web Services applications must be certified before being moved into production.

Certification is the process of determining if your implementation meets a number of requirements to achieve the safe, secure and effective operation of your solution in the FedEx production environment.

The basic application development process includes design, development, testing, production and certification. This document provides detailed procedures for the label certification process.

Note: The certification procedures described in this document do not apply to commercial developers (software providers or parties that resell and/or distribute a FedEx integrated solution). Commercial developers must be accepted to FedEx® Compatible and comply with its terms. See fedex.com/en-us/compatible.html for more information.

Certifying Applications for Shipping Using Advanced FedEx Web Services

Advanced FedEx Web Services enabled applications with shipping labels include the following:

- Create Shipments
- Manage Open Shipping
- Upload Electronic Trade Documents & Images
- DGDS – Upload Dangerous Goods Commodities Data
- DGLD – Retrieve Dangerous Goods Shipment

Log in to the FedEx Developer Resource Center at fedex.com/en-us/developer/ and go to the FedEx Web Services page fedex.com/en-us/developer/web-services/ for an up-to-date list of advanced web services.

Developers must complete the following steps to certify advanced FedEx Web Services applications with shipping labels.

Step 1. Register for test credentials

Register for FedEx test credentials (test account number, test meter number, test key and test password) at the Developer Resource Center. Your password is sent via a separate email communication. Check your SPAM/Junk folder if you do not receive the email within a few minutes. Record your credentials, as they cannot be recovered. If you lose them, you will be required to re-register.

Step 2. Develop and test FedEx Web Services enabled application

Develop your application. Configure your application with the test URL and test credentials that were provided in step 1. Use this time to test the planned shipping services and resolve any errors.

Step 3. Register for Move to Production

Start the certification process by registering for FedEx production credentials (production meter number, production authentication key and production password) at the FedEx Developer Resource Center. Your password is sent via a separate email communication. Check your SPAM/Junk folder if you do not receive the email within a few minutes. Record your credentials as they cannot be recovered. If you lose them, you will be required to re-register.

Important Note: Due to the sensitivity of this information, the production authentication key is only displayed on the FedEx Developer Resource Center and not provided in the confirmation email. Please retain this information for your records.

Step 4. Fill out the Label Cover Sheet

Completely fill out the Label Cover Sheet with appropriate contact information as well as what services you plan to implement. Include your account number and production key.

Step 5. Generate and submit test labels to the Label Analysis Group

Generate test labels within the FedEx test environment associated with the application and then submit the test labels to the FedEx label evaluation team(s) for approval.

Note: The Bar Code Analysis group requires a three-business-day turnaround time for label evaluation.

To avoid processing delays, follow the below best practices:

- Labels must be printed on the model printer that will be used in production. These labels must be scanned at a minimum resolution of 600 DPI to ensure clear images are available for the certification process. DO NOT SEND WEB SERVICES GENERATED FILES.
- For thermal printers, the label image type must be requested in accordance with the printer model. Example: ZPLII for Zebra printers
- Use the sender shipper/recipient address information when creating sample labels for evaluation. Only create sample labels for the specific services that are being applied for.
- FedEx®Collect on Delivery (C.O.D.) label must also include the corresponding C.O.D. Return label.
- FedEx International Express®shipments must also include the auxiliary/secondary Air Waybill (AWB) label.
- Multi-piece shipments (MPS) must include one label for each package in the shipment.
- Certain customized FedEx SmartPost® labels require up to 72 hours for evaluation.
- FedEx Freight® labels do not require evaluation.
- Email the PDF and Label Cover sheet to: label@fedex.com
- Physical labels may be sent to:
                    FedEx Services
            WTC – Business Solutions Testing
                  10 FedEx Parkway
                  2nd Floor Horizontal
                 Collierville, TN 38017

Note: If the scanned labels are without visible defects (such as lines going through the barcode, spots in the ink, or physical damage), then they may pass inspection and approval will be granted. However, if there are defects, physical copies will be requested.
If sending physical labels, pay attention to print quality and accidental enlargement/shrinkage of labels (i.e. scaling). These are the top two reasons why labels do not pass the label evaluation process.

Step 6. Label Evaluation

The Bar Code Analysis group will evaluate the submitted test labels and approve or reject the labels. The Bar Code Analysis group will contact you regarding the approval or rejection of the submitted labels. If the labels are approved, continue to the next step. If the labels are rejected, correct the labels as instructed and resubmit them for approval.

Step 7. Enable the Application

Once the test labels are approved for production status by the Bar Code Analysis Group,

they will authorize your production credentials to transmit the identified shipping label transaction and notify you via email of successful certification.

Note: Your approval is on a per key basis, meaning if you generate additional FedEx Web Services production keys, you'll need to inform your regional support team in order to resolve any authentication errors.

Step 8. Replace URL and Credentials

Replace the test URL and test credentials with the production URL and production credentials. For detailed instructions see Updating Production Credentials.

This completes the certification process and moves your application to production.

Note: It is recommended that you immediately test the production version of the application using sample data.

For information about technical support at your location, see Support.

Updating Production Credentials

This section describes how to change the WSDL endpoint to point to the FedEx production environment from the FedEx test environment:

1. Open the <service name> WSDL and scroll down to the end of the WSDL.
2. Remove the word "beta" from the attribute value of the "address location" element.
3. Replace your test credentials (test account number, test meter number, test key and test password) with your production credentials.
4. [Sign up](#) for Web Services Alerts and Outage Notifications.

Examples

TEST LEVEL

```
<service name="TrackService">
<port name="TrackServicePort" binding="ns:TrackServiceSoapBinding">
<s1:address location="https://wsbeta.fedex.com:443/web-services/track"/>
</port>
</service>
```

PRODUCTION LEVEL

```
<service name="TrackService">
<port name="TrackServicePort" binding="ns:TrackServiceSoapBinding">
<s1:address location="https://ws.fedex.com:443/web-services/track"/>
</port>
</service>
```

Web Integration Solutions Label Evaluation Cover Sheet

Section 1 – CUSTOMER INSTRUCTIONS

This label evaluation cover sheet must be used when submitting your WIS labels for review by our Bar Code Analysis Group. Upon receipt of your labels, you will receive the evaluation results within 3 business days. Once your labels are approved, you will receive an email notifying you that you are now a production user and how to point your application to our production environment.

NOTE: In order to avoid SIGNIFICANT processing delays in your evaluation efforts, it is imperative that this cover sheet accompany each packet of labels that you submit for review.
Make sure your labels have been printed out and scanned if sending via email. Make sure they donot have blurred images, and that the barcodes are crisp with no lines through them.

Section 2 – CUSTOMER & PRINTER INFORMATION
It is CRITICAL that EVERY FIELD in this section be populated

FedEx 9-Digit Account Number:	
FedEx Production Authentication Key:	
FedEx Production Meter Number:	
FedEx Test Meter Number:	
FedEx Emp # (optional)	
Company Name:	
Company Contact Name:	
Email Address:	
Printer Model(s) to be Utilized:	
How Many of Each Printer Model:	
Label Image Type:	☐ ZPL ☐ DPL ☐ PDF ☐ PNG
Services Requested:	☐ Express ☐ Ground ☐ Smart Post

Section 3 – LABEL SUBMISSION ADDRESS label@fedex.com or:

FedEx Services
WTC-Business Solutions Testing
10 FedEx Parkway
2nd Floor Horizontal
Collierville, TN 38017