



User Guide

UPS Developer Kit



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Welcome to the UPS Developer Kit User Guide. This guide provides information on how to access developer kits and servers to test and transact with UPS. It also provides detailed information on technical support for the APIs, including hours of operation and response times.

The UPS Developer Kit offers flexibility in integrating UPS functionality directly into your business systems and e-commerce websites. UPS offers 14 functionalities via APIs that allow you to improve business process efficiencies and enhance your customers' web experience.

UPS Developer Kit page at ups.com

To access this page, go to:

https://www.ups.com/upsdeveloperkit?loc=en_US&WT.svl=SubNav

The screenshot shows the UPS Developer Kit page. At the top, there's a dark header with the UPS logo, a "QUICK START" dropdown, and links for "Tracking", "Shipping", and "Services". Below the header, a breadcrumb trail shows "Home > Services > Integrating UPS Technology > UPS Developer Kit". The main content is organized into several sections:

- ANNOUNCEMENTS AND API UPDATES:** A box containing text about API updates and a "More" link.
- HOW TO GET STARTED:** A box with four steps:
 - Step 1: [Sign up](#) for a ups.com® profile or [Log in](#) now.
 - Step 2: Select an API.
 - Step 3: Download the API documentation.
 - Step 4: [Request an access key.](#)
- ACCESS AND ADMINISTRATION:** A box with links to "Manage Access Keys", "Administration", and "Customer Support for UPS Developer Kit".
- DEVELOPER APIs:** A large section listing various APIs with their descriptions:
 - Shipping/Rating**: Address Validation - City, State, ZIP
 - Visibility**: Quantum View®
 - Dangerous Goods**: Validate Air, Ground, and International Dangerous Goods (hazardous materials) shipments are acceptable to UPS.
 - Locator - Global**: Find a UPS location or The UPS Store nearest to you.
 - Collection**: Request a collection for you or for one of your customers.
 - Pre-Notification**: Notify UPS of Dangerous Goods shipments after shipment processing.
 - Rating**: Compare delivery services and shipping rates to determine the best option for your customers.
 - Shipping**: Validate addresses, compare rates, and print labels for your internal business processes.
 - Time in Transit**: Compare shipping transit times of UPS services.



Before you start

UPS Developer Kit

Technical considerations

Prior to downloading any APIs, you should be familiar with:

- Programming URL or socket connections
- Creating a secure socket implementation that supports Current Payment Card Industry (PCI) standards for secure connections
- Encoding and decoding XML documents
- Designing and implementing a strategy into your existing software for handling errors

Check the available versions (XML, Web Services or JSON).

Access requirements

Review whether the particular API provides Test and Production Access with initial access key request, or if additional Production Access requests are required. You will also need to review if your business models are approved for use with each API.

Notes:

- *Custom code, that adapts your application's business logic and data to the API, must be developed in order to integrate API functionality into your e-commerce and/or business system applications. Programming language that supports HTTP communication across Internet sockets and secure connections, such as Java, Visual Basic or C++, can be used.*
- *To help you effectively integrate APIs, this user guide provides instructions on how to download developer kits from ups.com, as well as request access to APIs. The developer kit includes an introduction to all APIs, as well as a developer guide (with technical FAQs).*



Implementation

UPS Developer Kit

Getting started

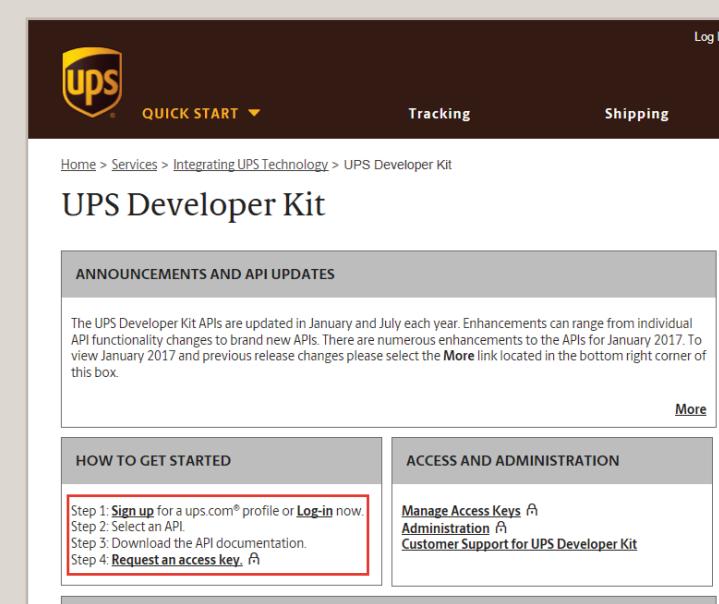
To access the UPS Developer Kit on ups.com, type the following text into **Search**, Developer Resources. Select the **Developer Resource Centre** link. Once at the Developer Resource Centre, scroll down to Step 3 and select **Access the UPS Developer Kit**. You will land on the application page that will allow you to download developer kits and request access to UPS APIs.

The image consists of two vertically stacked screenshots of the UPS website. Both screenshots show a woman in a warehouse setting, working on a laptop. The top screenshot shows the main navigation bar with links for 'QUICK START', 'Tracking', 'Shipping', 'Services', 'Developer Resources' (which is highlighted with a red box and a red arrow), and 'Customer Service'. The bottom screenshot shows a search results page for 'developer resources'. The first result, 'Developer Resource Center:UPS', is highlighted with a red box and a red arrow. Below the search results, there are links for 'View the UPS Developer Kit User Guide', 'View the Quick Reference Guide', 'View the Developer Kit FAQs', and 'Step 3: Developers: Download APIs'. The 'Access the UPS Developer Kit' link under 'Step 3' is also highlighted with a red box and a red arrow.

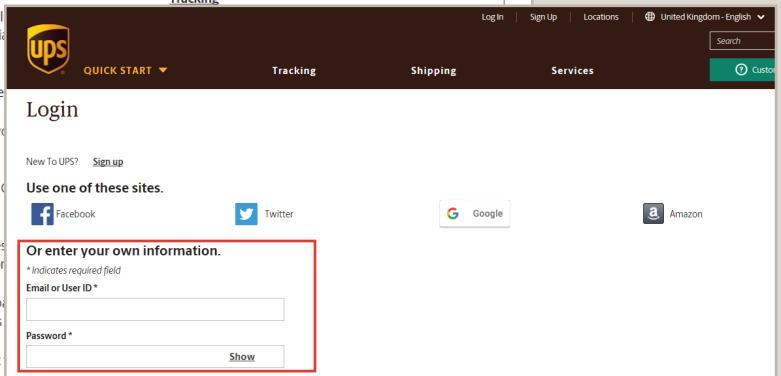
Getting started (cont.)

Step 1: Sign up for a ups.com profile.

If already signed up, skip to Step 3.



The screenshot shows the UPS Developer Kit homepage. At the top, there's a navigation bar with the UPS logo, 'QUICK START ▾', 'Tracking', 'Shipping', and a 'Log In' link. Below the navigation is a breadcrumb trail: Home > Services > Integrating UPS Technology > UPS Developer Kit. The main content area has a title 'UPS Developer Kit'. A box titled 'ANNOUNCEMENTS AND API UPDATES' contains text about API updates and a 'More' link. Another box titled 'HOW TO GET STARTED' lists four steps: 'Sign up' (highlighted with a red box), 'Log-in now', 'Select an API', and 'Download the API documentation'. A third box titled 'ACCESS AND ADMINISTRATION' links to 'Manage Access Keys', 'Administration', and 'Customer Support for UPS Developer Kit'. A fourth box titled 'DEVELOPER APIs' lists several services like 'Shipping/Rating', 'Address Validation - City, State, ZIP', 'Dangerous Goods', etc., each with a brief description.



The screenshot shows the UPS Developer Kit login page. It features the UPS logo and 'QUICK START ▾' at the top. Below the logo are links for 'Login', 'Sign Up', 'Locations', and a language selector ('United Kingdom - English'). There's a search bar and a 'Customize' button. The main area has sections for 'Login' (with 'New to UPS?' and 'Sign up' links), 'Use one of these sites.' (Facebook, Twitter, Google, Amazon), and a form for 'Or enter your own information.' which includes fields for 'Email or User ID *' and 'Password *' (also highlighted with a red box). The bottom of the page has a footer with links for 'UPS Developer Kit', 'UPS API Reference', 'UPS API Examples', 'UPS API Documentation', and 'UPS API Status'.

Getting started (cont.)

Step 3: Select an API

Under **Developer APIs**, you will find the requirements for each of the APIs that you require and can access downloadable files, as well as availability for specific countries. You may also consult the Product Overview section of this guide starting on page 21.

The screenshot shows the UPS Developer Kit homepage. At the top, there's a navigation bar with the UPS logo, a "QUICK START" dropdown menu, "Tracking", "Shipping", and a "Log In" link. Below the navigation, the URL "Home > Services > Integrating UPS Technology > UPS Developer Kit" is displayed. The main content area has a title "UPS Developer Kit". Underneath it, there's a section titled "ANNOUNCEMENTS AND API UPDATES" which contains a paragraph about API updates and a "More" link. Below this, there are two columns: "HOW TO GET STARTED" and "ACCESS AND ADMINISTRATION". The "HOW TO GET STARTED" column lists four steps: "Sign up for a ups.com® profile or Log-in now.", "Select an API.", "Download the API documentation.", and "Request an access key.". The "ACCESS AND ADMINISTRATION" column links to "Manage Access Keys", "Administration", and "Customer Support for UPS Developer Kit". The bottom section is titled "DEVELOPER APIs" and is enclosed in a red border. It lists several API categories: "Shipping/Rating", "Address Validation - City, State, ZIP", "Dangerous Goods", "Locator - Global", "Collection", "Pre-Notification", "Rating", "Shipping", and "Time in Transit". To the right of these, under "Visibility", are "Quantum View®", "Tracking", "International Trade", and "Paperless Documents". Below "Quantum View®" is a note about Stream Quantum View Data via XML over the Web and into internal applications. Below "Tracking" is a note about Provide accurate package status information to your customers. Below "International Trade" is a note about Automate Proof of Delivery for your shipments. Below "Paperless Documents" is a note about Upload document images and link to your international shipments.

Getting started (cont.)

Step 4: Download the API documentation

1. Download the zip file for the chosen **API**
2. When prompted, click on **Save**
3. Extract the file on your local computer

The downloaded file contains the Software Developer Kit. Carefully review the entire Developer Guide for the APIs that you will integrate. The Software Developer Kit also includes sample code and WSDLs.

The screenshot shows two windows side-by-side. On the left is the UPS Developer Kit website, specifically the 'Shipping' API page. It provides an overview of the Shipping API, including its purpose (allowing applications to access UPS shipping services), supported versions (XML, Web Service, JSON), and modes (Package, LTL or Freight). It also lists required knowledge (Programming URL or socket connections, Encoding and decoding XML documents, Designing and implementing a strategy into your existing software for handling errors) and includes links to developer guides, logos, and code samples. A red box highlights the 'Download the API' section, which contains a warning about production access and links to frequently asked questions and developer resources. On the right is a Windows 'Save As' dialog box. It shows the file path as 'Desktop\Shipping_Pkg_Gnd.zip' and the save type as 'WinZip File (*.zip)'. The 'Save' button is visible at the bottom right of the dialog.

Getting started (cont.)

UPS provides a testing environment that is accessible with an access key for all APIs. This will allow you to simulate request and response messaging to ensure that you have properly formatted your XML or Web Service requests.

Most APIs provide immediate access to both test and production environments. However, there may be certain APIs that require a second request to activate production access. Please reference the web page and email notification that display what APIs may require a second production access request.

Step 5: Request an access key

Once you have reviewed the Software Developer Kit, you should request access to the UPS test environment. You will be asked to:

1. Provide account information
2. Authenticate account information
3. Upon authentication, you will receive confirmation that your request has been received

The screenshot shows the UPS Developer Kit homepage. At the top is a dark header with the UPS logo, "QUICK START ▾", "Tracking", "Shipping", and a "Log In" link. Below the header is a breadcrumb trail: Home > Services > Integrating UPS Technology > UPS Developer Kit. The main content area is titled "UPS Developer Kit". It features several sections: "ANNOUNCEMENTS AND API UPDATES" (with a note about January 2017 API updates), "HOW TO GET STARTED" (listing steps 1-4 in a red-bordered box), "ACCESS AND ADMINISTRATION" (links to "Manage Access Keys", "Administration", and "Customer Support"), and "DEVELOPER APIs" (listing various UPS services like Shipping/Rating, Visibility, Dangerous Goods, etc., each with a brief description). A "More" link is located at the bottom right of the announcements section.

Getting started (cont.)

Step 5: Request an access key (cont.)

Submit account information.

Request Access Key

Please enter your contact and account information and select **Request Access Key** to continue. Required fields are indicated with *****.

PRIMARY CONTACT INFORMATION: [Edit](#)

Editing your information updates your default profile information.
UPS Customer 1
John Doe
123 Main Street
Customer Service
Alpharetta, GA 30005
USA
5555555555
[email@example.com](#)

SECONDARY CONTACT INFORMATION

Please enter contact information for an additional contact within the company for which you are integrating the UPS APIs.

Company or Name:

Telephone:

E-mail:

ADDITIONAL REGISTRATION INFORMATION:

UPS Account: * [→ Add a UPS Account](#)

Request Access Key

[Back to UPS Developer Kit](#)

Add an existing account.

Add an existing account to your profile.

We need to verify your information to make sure that no one fraudulently uses your payment account.

* Indicates a required field

Payment Account Type

Documents and Packages
 Air Freight

Account Number*

Nickname*

Country*

Postcode for Collection Address*

Make this my default payment method.

Cancel **Next**

Getting started (cont.)

Step 5: Request an access key (cont.)

1. Provide account authentication
2. Once authentication is complete, you will be brought back to the **Request Access Key** page
3. Click on the **Request Access Key** button at the bottom

Note: Account Invoice Authentication (AIA) is required for you to see your negotiated rates via the Shipping and Rating APIs. Ensure that you have a copy of one of your three most recent invoices to AIA authenticate.

The screenshot shows a modal dialog box titled "Confirm your account information." It contains fields for Account Number (XXXXXX), Country (United States), Invoice Number * (XXXXXXXXXXXXXX), Invoice Date * (06/17/2017), Amount Due * (328.90), and Control ID * (XXXX). Each field has a green checkmark icon to its right, indicating it is a required field. At the bottom are "Cancel" and "Save" buttons.

Confirm your account information.

Use a delivery invoice from the last 90 days—or an international shipping invoice from the last 45 days—to find this information and continue.

* Indicates required field

Account Number
XXXXXX

Country
United States

Invoice Number *

XXXXXXXXXXXXXX

Invoice Date *

06/17/2017

Amount Due *

328.90

Control ID *

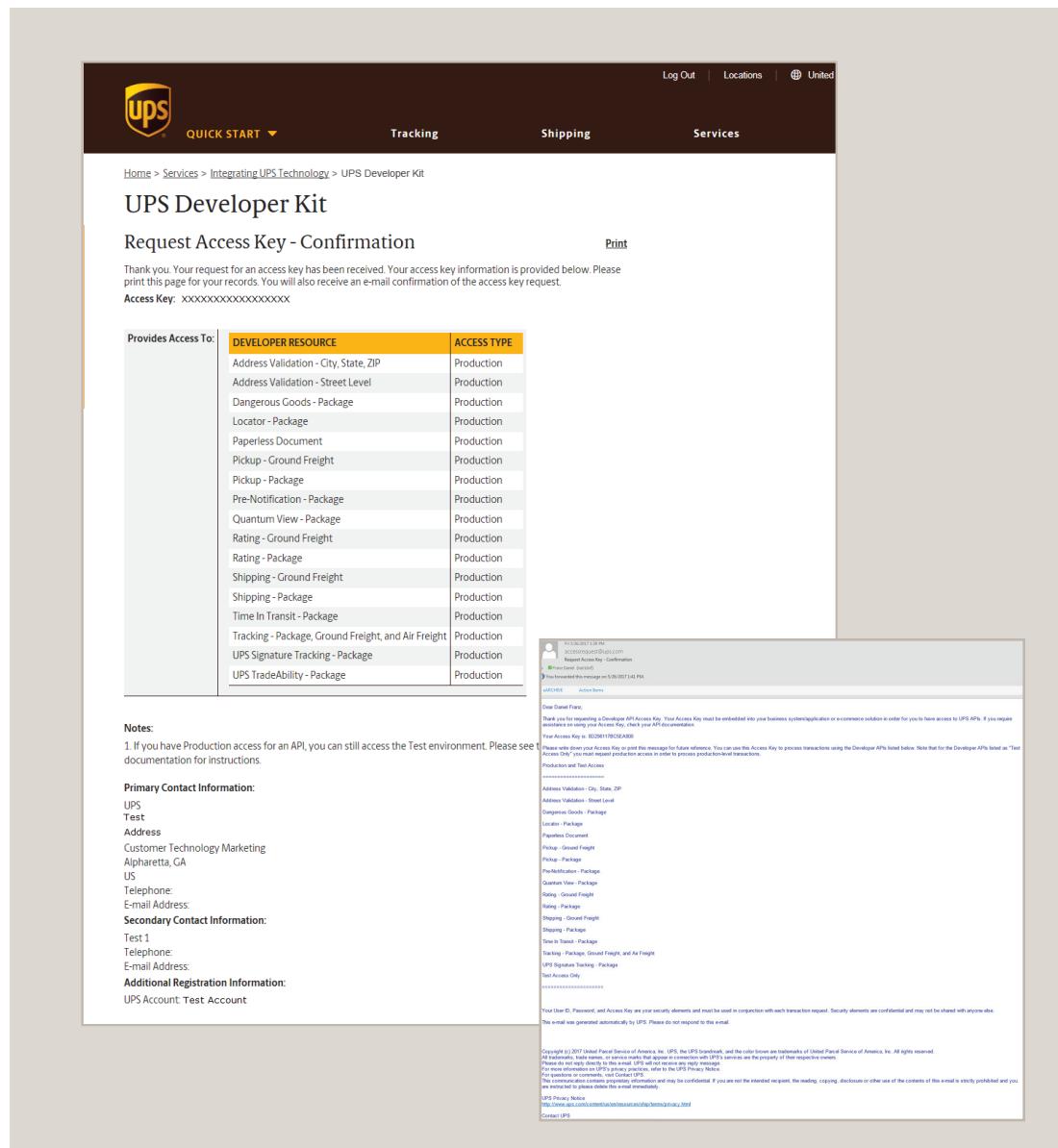
XXXX

Cancel Save

Getting started (cont.)

Step 5: Request an access key (cont.)

View confirmation that your request was received and receive a confirmation email.



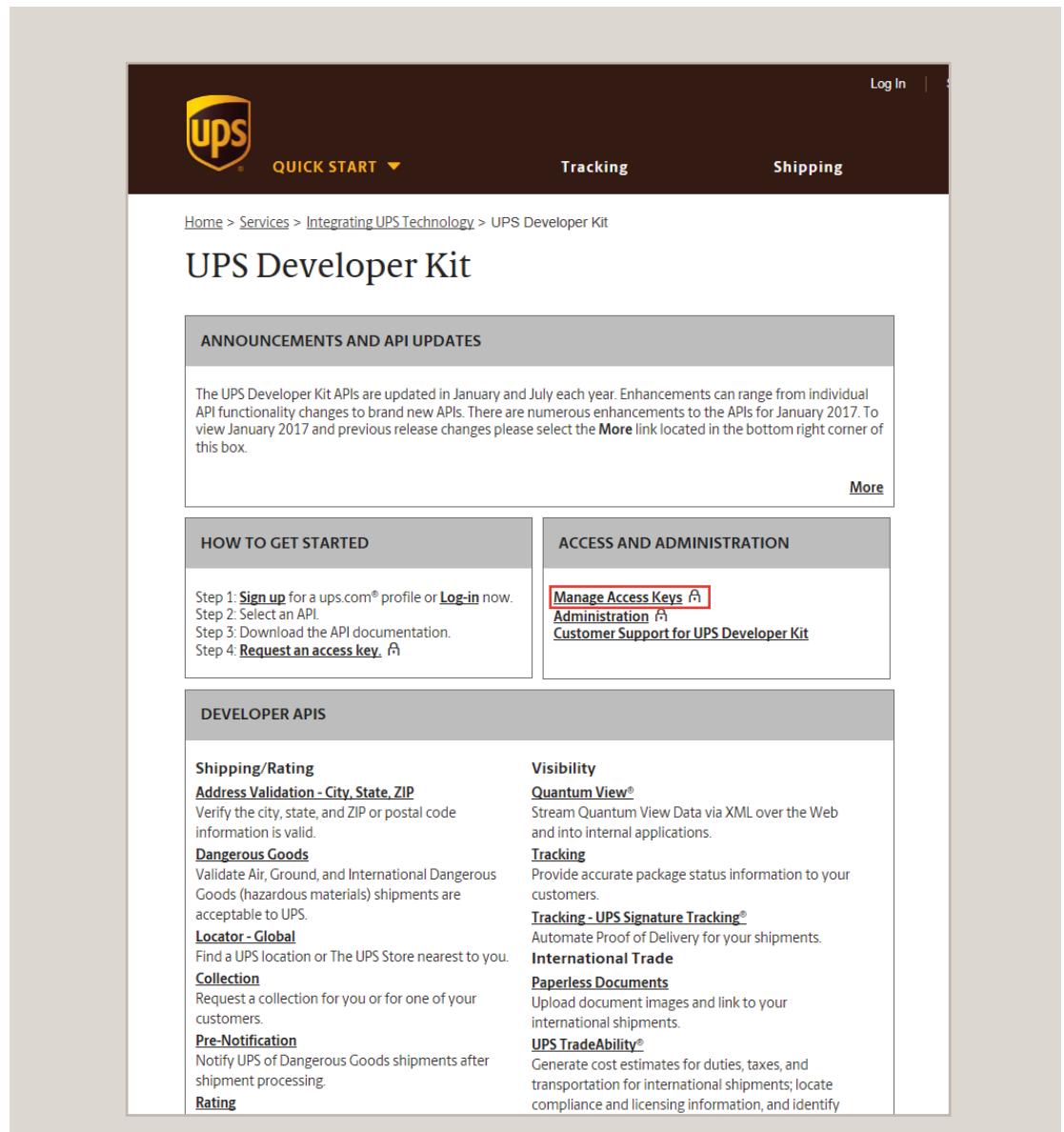
The screenshot shows the UPS Developer Kit interface. At the top, there's a navigation bar with links for Log Out, Locations, and United. Below that is a secondary navigation bar with links for QUICK START, Tracking, Shipping, and Services. The main content area has a breadcrumb trail: Home > Services > Integrating UPS Technology > UPS Developer Kit. The page title is "UPS Developer Kit" and the sub-section title is "Request Access Key - Confirmation". A "Print" link is also present. Below the title, a message says: "Thank you. Your request for an access key has been received. Your access key information is provided below. Please print this page for your records. You will also receive an e-mail confirmation of the access key request." An "Access Key" field contains a series of asterisks (XXXXXXXXXXXXXXXXXX). A table titled "Provides Access To:" lists various UPS services and their access types. The table has three columns: "Provides Access To:", "DEVELOPER RESOURCE", and "ACCESS TYPE". The resources listed include Address Validation - City, State, ZIP, Address Validation - Street Level, Dangerous Goods - Package, Locator - Package, Paperless Document, Pickup - Ground Freight, Pickup - Package, Pre-Notification - Package, Quantum View - Package, Rating - Ground Freight, Rating - Package, Shipping - Ground Freight, Shipping - Package, Time In Transit - Package, Tracking - Package, Ground Freight, and Air Freight, UPS Signature Tracking - Package, and UPS TradeAbility - Package. All entries under "ACCESS TYPE" are "Production". At the bottom of the page, there are sections for "Notes:", "Primary Contact Information:", "Secondary Contact Information:", "Additional Registration Information:", and a "Test Access Only" section. The "Notes:" section contains a note about production access. The "Primary Contact Information:" section lists an UPS Test address in Alpharetta, GA. The "Secondary Contact Information:" section lists a Test 1 contact. The "Additional Registration Information:" section lists an UPS Account: Test Account. The "Test Access Only" section contains a note about test access. The footer of the page includes copyright information for UPS and a disclaimer about the security of the access key.

Provides Access To:	DEVELOPER RESOURCE	ACCESS TYPE
	Address Validation - City, State, ZIP	Production
	Address Validation - Street Level	Production
	Dangerous Goods - Package	Production
	Locator - Package	Production
	Paperless Document	Production
	Pickup - Ground Freight	Production
	Pickup - Package	Production
	Pre-Notification - Package	Production
	Quantum View - Package	Production
	Rating - Ground Freight	Production
	Rating - Package	Production
	Shipping - Ground Freight	Production
	Shipping - Package	Production
	Time In Transit - Package	Production
	Tracking - Package, Ground Freight, and Air Freight	Production
	UPS Signature Tracking - Package	Production
	UPS TradeAbility - Package	Production

Access and administration

View/update access keys

To manage and update access keys, go to the **UPS Developer Kit** page and select **Manage Access Keys** in the **Access and Administration** section.



The screenshot shows the UPS Developer Kit homepage. At the top, there is a navigation bar with the UPS logo, a "QUICK START" dropdown menu, "Tracking", and "Shipping" links. Below the navigation bar, the URL "Home > Services > Integrating UPS Technology > UPS Developer Kit" is displayed. The main content area has a title "UPS Developer Kit". There are three main sections: "ANNOUNCEMENTS AND API UPDATES", "HOW TO GET STARTED", and "DEVELOPER APIs". The "HOW TO GET STARTED" section contains steps for signing up and logging in. The "DEVELOPER APIs" section lists various services like Shipping/Rating, Visibility, and International Trade, each with a brief description and a link. The "Manage Access Keys" link under "How to Get Started" is highlighted with a red box.

Access and administration (cont.)

View/update access keys (cont.)

- Enter your Access Key in the **View/Update Access Key** section.

- The next screen will display a list of APIs with the status (Test or Production) for the key you have entered.

Note: From that page, you can also request production access or a new access key.

The screenshot shows the 'Manage Access Keys' page of the UPS Developer Kit. At the top, there's a breadcrumb navigation: Home > Services > Integrating UPS Technology > UPS Developer Kit. Below the breadcrumb is the title 'UPS Developer Kit' and the section 'Manage Access Keys'. A note says: 'If you need to update a certain access key, request production access, or request a new access key select the appropriate action below. Required fields are indicated with *.' There are three main sections: 'VIEW/UPDATE ACCESS KEY' (with a red box around it), 'REQUEST PRODUCTION ACCESS', and 'REQUEST NEW ACCESS KEY'. The 'VIEW/UPDATE ACCESS KEY' section contains a text input field for 'Access Key' and a green button labeled 'View/Update Access Key'. The 'REQUEST PRODUCTION ACCESS' section has a text input field for 'Access Key' and a green button labeled 'Request Production Access'. The 'REQUEST NEW ACCESS KEY' section has a link '→ Request New Access Key'. To the right, there's a table titled 'VIEW/UPDATE ACCESS KEY' listing various APIs and their access types. At the bottom, there's a 'Notes' section with a note about production access and a 'Need to update another Access Key?' section with its own input field and green button.

Provide Access To:	DEVELOPER RESOURCE	ACCESS TYPE
	Address Validation - City, State, ZIP	Production
	Address Validation - Street Level	Production
	Dangerous Goods - Package	Production
	Locator - Package	Production
	Paperless Document	Production
	Collection - Ground Freight	Production
	Collection - Package	Production
	Pre-Notification - Package	Production
	Quantum View - Package	Production
	Rating - Ground Freight	Production
	Rating - Package	Production
	Shipping - Ground Freight	Production
	Shipping - Package	Production
	Time In Transit - Package	Production
	Tracking - Package, Ground Freight, and Air Freight	Production
	UPS Signature Tracking - Package	Production
	UPS TradeAbility - Package	Production

Notes:
1. If you have Production access for an API, you can still access the Test environment. Please see the API documentation for instructions.

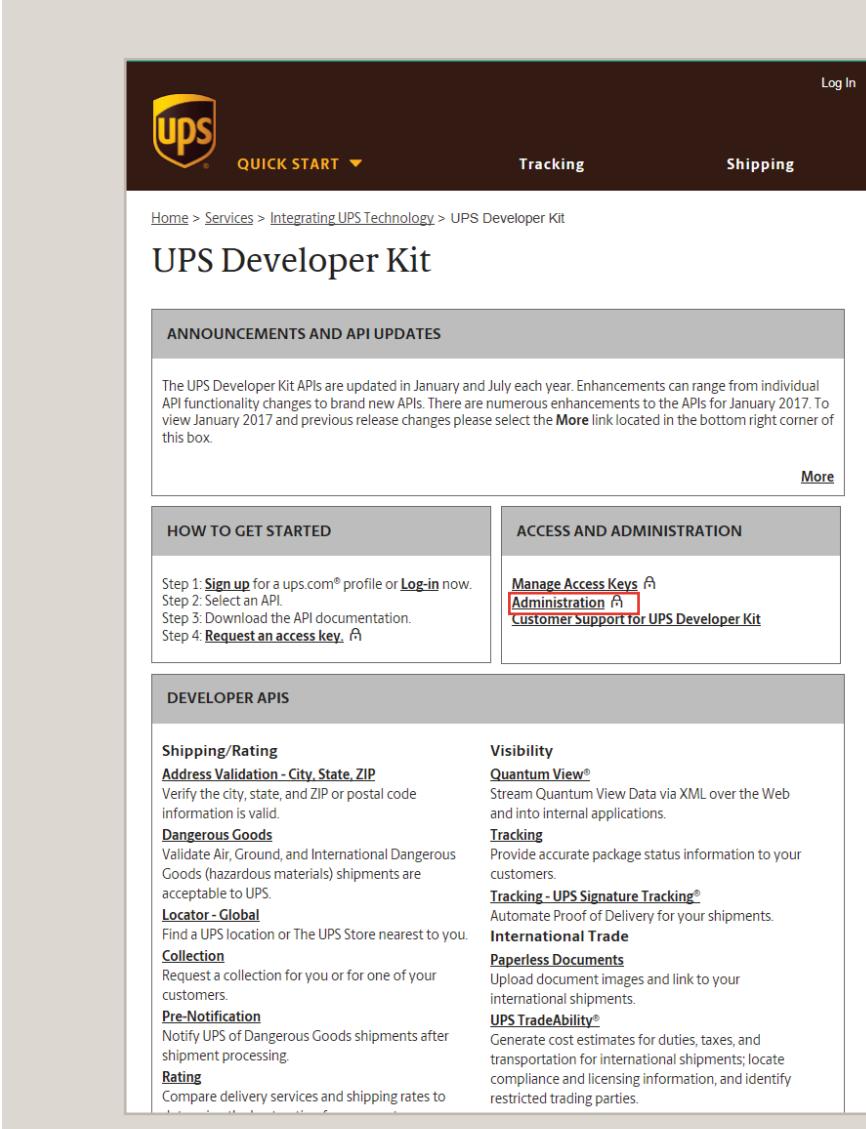
Need to update another Access Key?

Access Key: * View/Update Access Key

Access and administration (cont.)

Edit account/contact information

To update primary and secondary contact information, as well as account information, go the **UPS Developer Kit** page and select **Administration** in the **Access and Administration** section.



The screenshot shows the UPS Developer Kit homepage. At the top, there is a navigation bar with the UPS logo, a "QUICK START" dropdown menu, "Tracking", "Shipping", and "Log In" links. Below the navigation bar, the URL "Home > Services > Integrating UPS Technology > UPS Developer Kit" is displayed. The main content area has a title "UPS Developer Kit". There are three main sections: "ANNOUNCEMENTS AND API UPDATES", "HOW TO GET STARTED", and "DEVELOPER APIs". The "HOW TO GET STARTED" section contains steps for signing up and selecting an API. The "DEVELOPER APIs" section lists various services like Shipping/Rating, Address Validation - City, State, ZIP, Dangerous Goods, Locator - Global, Collection, Pre-Notification, Rating, Visibility, Quantum View, Tracking, International Trade, and Paperless Documents. The "Administration" link under "Manage Access Keys" is highlighted with a red box.

Access and administration (cont.)

Edit account/contact information (cont.)

Contact information will be displayed. Select **Edit** to make changes.

Note: It is very important for specific email notifications regarding changes to UPS certificates and other major changes that the contact information is current. Also, if you have used an integrator, it is important that the contact information is changed to your company IT contact so they can receive the important notifications.

A new screen will appear for you to make changes. Click **Save Changes** once finished.

The screenshot shows the UPS Developer Kit Administration interface. At the top, there's a navigation bar with the UPS logo, 'QUICK START ▾', 'Tracking', and 'Shipping'. Below the navigation is the title 'UPS Developer Kit' and 'Administration'. A sub-header says 'Please enter contact information below.' There are three main sections: 'PRIMARY CONTACT INFORMATION', 'SECONDARY CONTACT INFORMATION', and 'ADDITIONAL REGISTRATION INFORMATION'. The 'Edit' button for the first contact (UPS Customer 1) is highlighted with a red box. The 'Save Changes' button at the bottom of the 'ADDITIONAL REGISTRATION INFORMATION' section is also highlighted with a red box. The contact information for UPS Customer 1 includes Company Name: 'UPS Customer 1', City: 'Alpharetta', Contact Name: 'John Doe', State: 'Georgia', Country: 'United States', ZIP Code: '30005', Address Line 1: '123 Main Street', Telephone: '5555555555', and E-mail: 'email@example.com'. The contact information for Test 1 includes Company Name: 'Test 1', Telephone: '5555555555', E-mail: 'email@example.com', and UPS Account: 'XXX000 - XXXX Test'. Both contacts have an 'Edit' button next to their respective contact details.



Product overview

UPS Developer Kit

Shipping and rating business processes

Address Validation API

Whether integrated into a web page or a non-web order system, the *Address Validation API* allows merchants to compare town/city-county-postcode combinations provided by buyers with those maintained on UPS's central computers (servers). If the combination is not valid, UPS returns a list of possible town/city-county-postcode combinations to the merchant's application. UPS provides up to ten alternative addresses.

Approved business models

- Validation of addresses for shipments tendered to UPS for delivery

Unapproved business models/usages

- 'Scrubbing' address databases
- Validation of addresses for any uses other than UPS shipping

Available countries:	U.S. and Puerto Rico for all modes of transport
Available version(s):	XML and JSON
Available mode(s):	All modes
Access requirements:	One request for Test & Production access

API limitations

- Only validates U.S. and Puerto Rico addresses
- No latitude longitude coordinates provided in the API response
- Only validates the town/city-county-postcode combination – not street address
- Only validates one town/city, county, postcode combination per request
- The UPS address database is updated monthly with information provided by the USPS
- NOT a CASS-certified validation engine
- Does not replace the requirement for CASS AV software

Shipping and rating business processes (cont.)

Address Validation Street Level API

Whether integrated into a web page or a non-web order system, the *Address Validation Street Level (AVSL) API* allows merchants to compare street-town/city-country/region-postcode combinations provided by buyers with those maintained on UPS's central computers (servers). If the combination is not valid, UPS returns a list of possible street-town/city-county-postcode combinations to the merchant's application. UPS returns up to ten alternative addresses.

Additionally, the *AVSL API* classifies addresses as commercial/residential for a number of countries. Please check the developer guide for a current listing (classification is UPS internal operations classification, not based upon USPS information).

Approved business models

- Validation of addresses for shipments tendered to and delivered by UPS

Unapproved business models/usages

- 'Scrubbing' address databases
- Validation of addresses for any use other than UPS shipping

Available countries:	U.S. and Puerto Rico for all modes of transport
Available version(s):	XML, Web Service and JSON
Available mode(s):	All modes
Access requirements:	One request for Test & Production access

API limitations

- Only validates U.S. and Puerto Rico addresses
- Only classifies (commercial/residential) U.S. and Canadian addresses
- Only validates one street, town/city, county, postcode combination per request
- Only validates a flat number if a flat number is provided within the API Request or if the flat number is in the UPS database
- No latitude longitude coordinates provided in the API response
- The UPS address database is updated monthly with information provided by the USPS
- NOT a CASS-certified application
- Does not replace the requirement for CASS AV software

Shipping and rating business processes (cont.)

Dangerous Goods API

The Dangerous Goods API allows applications to validate dangerous goods shipments prior to shipping. The Dangerous Goods API verifies that dangerous goods shipments meet regulation set requirements as well as ensuring that they are valid for carriage within the UPS transportation network.

Dangerous Goods validation and shipping require a UPS Contract, so please check with your UPS Sales Person for available Dangerous Goods services prior to downloading the developer kit.

Functionality includes:

- Acceptance Audit Pre-check validates that a Dangerous Goods shipment is acceptable to UPS. Validations include origin/destination country and postcode, UPS service, regulation set, transportation mode and chemical record details (quantity, packing group, packing instruction, etc.).
- Chemical Reference Data Look-up retrieves Dangerous Goods chemical record details (i.e. allowable packing groups, packing instructions, etc.) based upon the UN number or Proper Shipping Name. This functionality complements the Acceptance Audit Pre-check.

Regulation sets supported include:

- European Agreement Concerning the International Carriage of Dangerous Goods by Road (ADR)
- International Air Transport Association (IATA)

Available in 31 countries for Small Package only

Available version(s): Web Service and JSON

Available mode(s): Package

Access requirements: One request for Test & Production access

– United States – Code of Federal Regulations, Title 49 (49CFR)

This API works in conjunction with the Rating and Shipping API or other manifesting systems.

Approved business models

Validating UPS Fully Regulated Dangerous Goods shipments (validates origin/destination and chemical details)

Validating UPS Dry Ice, International Special Commodities – Biological Substances Category B and/or Lightly Regulated Lithium Batteries shipments (origin/destination validation only)

- Use with manifesting systems that currently do not have hazmat validation. Can be used in conjunction with Shipping and Rating APIs to process UPS Small Package shipments.

Unapproved business models/usages

- Validating shipments not intended for transport by UPS. (Please note, the Dangerous Goods API is to be used for UPS shipments only.)

API limitations

- Geographic validation is updated monthly
- Dangerous Goods chemical validation is updated quarterly

Available Countries

- See available countries at ups.com Approved Countries List (<https://www.ups.com/assets/resources/media/dangerous-goods-service-areas.pdf>)

Shipping and rating business processes (cont.)

Locator API

The *Locator API* enables users to find local UPS service locations using an address or phone number. The *Locator API* provides UPS full-service and self-service locations, hours of operation and collection times. The *Locator API* can be customised to present information in different configurations that include locations, additional services, programme types, type codes and if a location is a retail location. In addition, the *Locator* provides an interactive map that displays up to ten UPS locations and turn-by-turn driving directions (where available).

Find locations such as:

- UPS Access Point®
- The UPS Store®
- Mail Boxes Etc.®
- UPS Drop Boxes
- UPS Customer Centres
- UPS Express®
- Retail Chains
- UPS Authorised Shipping Outlet (ASO)
- UPS Authorised Service Providers

Available in 28 countries for Small Package only

Available version(s): XML and JSON

Available mode(s): Package

Access requirements: One request for Test & Production access

Approved business models

- Use on merchant websites and non-web, back-end systems

Unapproved business models/usages

- Use by third-party logistics providers

API limitations

- Latitude longitude coordinates are not provided
- Maps are not provided

Shipping and rating business processes (cont.)

Collection API

The *Collection API* enables users to schedule a UPS collection from their home or office. Users may also schedule the collection of a previously processed package, freight shipment or new shipment. Additionally, UPS's environmentally friendly collection options are available with the small package *Collection API*.

Available in 39 countries for Package and LTL Freight
(Gemini for Air Freight)

Available version(s): XML, Web Service and JSON

Available mode(s): Package and LTL Freight
(Gemini for Air Freight)

Access requirements: One request for Collection API Small Package for Test & Production access, two separate requests for Collection API Ground Freight for Test & Production access

Approved business models

- Use on merchant websites and non-web, back-end systems

Unapproved business models/usages

- Third-party hosting of collection requests
- Use by third-party logistics providers

API limitations

- None

Shipping and rating business processes (cont.)

Pre-Notification API

The Pre-Notification API allows customer applications to inform UPS operations of dangerous goods shipments that have been processed and will enter the UPS transportation network prior to an upload of manifest information at the end of the day. This will assist in improved handling and fewer delays for dangerous goods shipments. The Pre-Notification API can be used in conjunction with other APIs after a dangerous goods shipment has been processed.

Finally, the use of this API will be required for customers who have a dangerous goods contract and are shipping cargo quantities of dangerous goods or are shipping dangerous goods via road transport in Europe (European Agreement Concerning the International Carriage of Dangerous Goods by Road or ADR).

Functionality includes:

- Notify UPS of dangerous goods shipments once the shipment has been processed.
- Notify UPS of voided dangerous goods shipments.

In addition, a custom code that adapts your application's business logic and data to the API must be developed in order to integrate this API's functionality into your business systems.

Available in 31 countries for Small Package
Available version(s): Web Service and JSON

Available mode(s): Package

Access requirements: One request for Test & Production access

Approved business models

- Use with manifesting systems to notify UPS of processed Fully Regulated Dangerous Goods shipments

Unapproved business models/usages

- None

API limitations

- None

Shipping and rating business processes (cont.)

Rating API

The *Rating API* provides rates (daily collection, on-demand or retail) for available UPS small package and UPS® Freight LTL service levels to any destination served by UPS. The *Rating API* can be configured to present all rates available ('Shop' option) or rates for specific service levels ('Rate' option). Published rates are provided by default; account-specific negotiated rates can be enabled by **Account Invoice Authentication** in the **Account Summary** or **Account Maintenance** pages on [ups.com](#). Please see page 11 of this guide for further details. The *Rating API* provides delivery date and time for all services except Ground (the *Time-in-Transit API* must be used for this information).

Approved business models

- Use on merchant websites and non-web, back-end systems

Unapproved business models/usages

- Display of UPS rates side-by-side with competitor rates
- Rating API supports hazmat rating.

Available in 103 countries for Small Package, 4 countries for LTL Freight and 36 countries for Air Freight (Gemini APIs)

Available version(s): XML, Web Service and JSON (see notes)

Available mode(s): Package, LTL Freight⁽¹⁾, Air Freight⁽²⁾

Access requirements: Two separate requests for Test & Production access for LTL Freight and manual request for Air Freight via the Gemini APIs request form (see links at UPS Developer Kit at [ups.com](#))

Notes:

(1) Web Service only for LTL Freight

(2) Air Freight through Gemini APIs XML only

API limitations

- Rating for *Air Freight* requires use of the *Gemini APIs*. Please see the UPS Developer Kit home page as well as the Announcements and API Updates section for a link to the *Gemini APIs* request form and developer guide. Please read the request form thoroughly for gaining access to this API.

Shipping and rating business processes (cont.)

Shipping API

The *Shipping API* supports the integration of UPS's shipping functionality across enterprise systems and websites. Integration allows for use of data from the shipper's applications without requiring key-entry by the user while supporting internal processes with convenient and controlled access to shipping. The *Shipping API* also supports the entire small package UPS Returns® portfolio, including international returns. UPS residential/commercial address classification and town/city, county and postcode validation are also provided. Integration of the *UPS Shipping API* requires significant programming time and expertise.

How the Shipping API works

The process consists of two phases: the **Ship Confirm** phase followed by the **Ship Accept** phase. An XML request/response pair is exchanged between the client and server in each phase. Please note that cancelling or voiding a shipment requires its own procedure and message types.

Approved business models

- Use on merchant (UPS Ready® Provider) websites and non-web, back-end systems
- When integrated on a website with controls for access
- Use by third-party application vendors is strictly controlled through the UPS Ready programme

Available in 103 countries for Small Package, 4 countries for LTL Freight and 36 countries for Air Freight (Gemini APIs)

Available version(s): XML and Web Services (see notes)

Available mode(s): Package, LTL Freight ⁽¹⁾, Air Freight ⁽²⁾

Access requirements: Two separate requests for Test & Production access for LTL Freight and manual request for Air Freight via the Gemini APIs request form (see links at UPS Developer Kit at ups.com)

Notes:

(1) Web Service and JSON for LTL Freight

(2) Air Freight through Gemini APIs XML only

Shipping API supports hazmat shipping.

Shipping and rating business processes (cont.)

Shipping API (cont.)

Unapproved business models/usages

- Display of UPS rates side-by-side with competitor rates
- No side-by-side comparisons with competitors on external or web-based implementations
- No hosting of the *Shipping API* on any website

API limitations

- Not supported: *World Ease®* functions, Batch Processing and *UPS Hundredweight Service®* aggregation

Shipping API supports hazmat shipping.

Shipping and rating business processes (cont.)

Time-in-Transit API

The *Time-in-Transit API* lets users compare the speed of delivery of different services so they can select the service that is most appropriate for a shipment. This API provides access to all available UPS shipping services for anywhere UPS delivers around the world. The information includes the scheduled delivery date and time as well as the number of days in transit. Provides the date and time of delivery for ground packages which take into account UPS holidays and weekends.

Available in 103 countries for Small Package only	
Available version(s):	XML, Web Service and JSON
Available mode(s):	Package
Access requirements:	One request for Test & Production access for UPS-approved business models

Approved business models

- Use on merchant websites and non-web, back-end systems

Unapproved business models/usages

- Use by third-party information logistics providers who are not a party to the transaction
- For creating Time-in-Transit tables from UPS proprietary information

API limitations

- None

Visibility business processes

Quantum View® API

Quantum View® Data provides comprehensive tracking information that can be seamlessly integrated into in-house applications, from spreadsheets and simple databases to ERP systems.

Shipment status updates can be automatically downloaded to internal system, as frequently as every hour if needed, in a number of common data file formats (CSV, XML, TXT or EDI ANSI or EDI EDIFACT).

- Outbound
- Inbound
- Third-party – Current information on shipments billed to a UPS account via Freight Collect, third-party or Consignee Billing.

Understanding XML Quantum View services

Quantum View information is presented as 'events'. With this API, your application can automatically retrieve Quantum View events and integrate the information into your systems' processes.

Available in 31 countries for Small Package only

Available version(s): XML and JSON

Available mode(s): Package

Access requirements: One request for Test & Production access

Subscriptions

This feature gives you a way to indicate which types of Quantum View events you wish to retrieve. You can set up subscriptions for outbound shipments, inbound shipments and shipments using alternative billing. These subscriptions can include manifest, origin, delivery and exception activity. Quantum View subscriptions are created by you through [ups.com](#). Managing the type of information you receive and the type of subscription is all completed at [ups.com](#). To activate your subscription you must contact your sales representative.

Bookmarks

For users with high volume of activity and to ease the burden on network resources, the *Quantum View API* may limit the amount of information returned for any single request. This limit is approximately 150 KB for multiple combined files or 500 KB for a single file. For files exceeding the limit, UPS returns part of the information and appends a special bookmark element to the response. To retrieve the additional information, re-issue the original request with the bookmark element added.

Visibility business processes (cont.)

Quantum View API (cont.)

Information format

When your application requests Quantum View events, the API returns only events that have not been viewed before. File name and date/time requests are the only exceptions to this rule.

Approved business models

- Use on merchant websites and non-web, back-end systems

Unapproved business models/usages

- Use by third-party logistics providers

API limitations

- Updates are batch and limited to every 30 minutes with updates
- Files must be appended to existing data, in that only what has changed is included in the hourly file updates
- Only Manifest, Exception and Delivery scans are provided within the files. No intermediate scans (in transit scans)

Visibility business processes (cont.)

Tracking API

The *Tracking API* provides transparency in allowing customers to track their shipments from an e-commerce site using a reference or order number. Customers can find specific details about their shipment's status, including the time and location of each scan as the package moves towards its final destination. Additionally, tracking information can blend seamlessly with the look of your site.

Approved business models

- Use on merchant websites and non-web, back-end systems

Unapproved business models/usages

- Use by third-party information logistics providers who are not a party to the transaction
- Use by 'robots' that track every outbound package until a specified event

Available in 103 countries for all transport modes

Available version(s): XML, Web Service and JSON

Available mode(s): All modes

Access requirements: One request for Test & Production access

API limitations

- Limit of 64 KB per response regardless of the size of a shipment
- Shipments with 50 packages may only return the first 15 packages dependent upon how much tracking information is available on the packages
- Transactional, not batch, and not batch upload of tracking numbers
- The API only tracks a single tracking or reference number with each tracking request
- Package scans and weight information is available for 6 months
- Reference number tracking is available for 4 months
- Delivery scan information is available for 18 months

Visibility business processes (cont.)

UPS Signature Tracking® API

The *UPS Signature Tracking API* provides the same information as the *Tracking API* plus:

- Receiver's name and address
- C.O.D. collected amount
- Proof of Delivery (POD) signature image

Merchants can integrate a POD letter image into their systems to automatically email, post or fax a POD letter to buyers proactively or in response to non-payment or requests for POD. Since the POD letter includes the receiver's signature (when collected), this solution can meet the demands of buyers not satisfied with the 'clarified' (typed by the UPS driver service provider) signature information provided by the standard *Tracking API*.

Note: Processing requests requires that the account number is included. Tracking numbers generated by other accounts will not work unless those accounts are added to the My UPS ID Account Summary for the My UPS ID used in the XML Request.

Available in 45 countries for Small Package only	
Available version(s):	XML, Web Service and JSON
Available mode(s):	Package only
Access requirements:	One request for Test & Production access for UPS-approved business models

Approved business models

- Use on merchant websites and non-web, back-end systems

Unapproved business models/usages

- Use by third-party information logistics providers who are not a party to the transaction
- Use by 'robots' that track every outbound package until a specified event

API limitations

- Same as *Tracking API*
- Additional limitation of storage of signatures for 18 months

International trade business processes

Paperless Document API

Paperless Document API provides you with the ability to upload your document images in conjunction with your shipments. This eliminates the need to attach paper shipping documents to the package and the associated issues of processing delays. This API is used in conjunction with other manifesting systems as well as the *Shipping API*. This capability essentially eliminates the hassle of lost or damaged paperwork and allows for seamless and automated linking of shipments and the document images required for processing.

Note: You must have a valid six-digit account number and be enabled by your UPS Account Manager for your account within the UPS back-end systems to use the **Upload My Forms** at ups.com or the **Paperless Document API**. If the shipper number is not enabled within back-end systems for the Upload Forms, the Paperless Document API will throw a hard error.

Available in 68 countries for Small Package

Available version(s): Web Service and JSON

Available mode(s): Small Package

Access requirements: Single request for Test & Production access for UPS-approved business models

Understanding Paperless Document API processing

- The *Paperless Document API* Web Service consists of three operations:
 1. Upload documents to Forms History (See API Limitations on page 34).
 2. Delete uploaded documents (one document ID per delete request).
 3. Push uploaded documents to Image Repository.

Note: You will need to build input screens that collect the information needed by the application to initiate upload, delete and push requests for document images created.

International trade business processes (cont.)

Paperless Document API (cont.)

There are two options when you use the *Paperless Document API* with the *Shipping API* or other manifesting systems.

Option 1:

Step 1: Go to *Paperless Document API* and complete an Upload Request. Upload your documents to Forms History and receive a Document ID.

Step 2: Go to *Shipping API* and submit a request to create a domestic or international shipment with the Document ID from Step 1. *Shipping API* will internally push the documents to a Forms Repository and return Forms Group ID in response back.

Option 2:

Step 1: Go to *Paperless Document API* and complete an Upload Request. Upload your documents to Forms History and receive a Document ID.

Step 2: Go to *Shipping API* and submit a request to create a domestic or international shipment. You will receive a Shipment Identification number and Tracking Number(s).

Step 3: Go to *Paperless Document API* and provide the Document ID from Step 1 along with the Shipment Identification number and Tracking Number(s) from Step 2. Complete a Push To Image Repository Request, which will push the documents to Forms Repository which will return a Forms Group ID back to you.

Approved business models

- Use with shipments that require documentation within internal business processes or other back-end systems. This is not for hosting on the web.

Unapproved business models/usages

- Use by third-party logistics providers

API limitations

- The API is capable of handling multiple files and multiple documents in each file.
 - The maximum allowable size for each file is 1 MB with a total maximum allowable size limit for all files of 5 MB.
 - A maximum of 13 files are allowed per request with no more than 13 documents in each file or in total per shipment
- There are two steps to each document image.
 - Step 1:** Upload the image.
 - Step 2:** Submit the image either through the *Shipping API* or the *Paperless Document API*.

International trade business processes (cont.)

UPS TradeAbility® API

The UPS TradeAbility suite of information-based services enables the effective management of the movement of goods across international borders. The UPS TradeAbility APIs can help improve regulatory compliance, reduce operating expenses and streamline global supply chains and international trade processes.

- **Landed Cost API**

Estimates the cost of international shipments: including duties, customs fees and taxes. Preferential duty rates may be included in Landed Cost estimates by default. For these rates to be applied when shipping, the shipper must submit the proper documentation along with the shipment. Allows transactions containing up to 99 products per shipment from one origin country to one destination country. To provide the most accurate estimate of landed cost, the service may refine its estimate through a series of interactive queries and responses using the **QueryRequest** element. The user re-issues the request and includes answers using **EstimateRequest** elements. Once UPS has received all the information needed, a landed cost estimate will be provided.

Available in 34 countries for Small Package	
Available version(s):	Web Service and JSON
Available mode(s):	Package
Access requirements:	Single request for Test & Production access for UPS-approved business models

- **Denied Party Screener API**

From one source, determines who is on the U.S. government watch lists, ensuring current and accurate compliance with government regulations. Allows single transactions and the selection of different match settings to allow broader searches and checks a single source for named parties and destination countries, plus it provides specific reasons for denial and list sources.

- **Import Compliance API**

Helps to reduce border delays by maximising compliance with country-specific trade relations, procedures and restrictions before importing. Import Compliance transaction details will be stored and can be accessed for 90 days. Allows transactions containing up to 99 products per shipment from one origin country to one destination country.

- **Export Licence Detector API**

Accesses the latest U.S. export licence requirements based on destination country or commodity information such as Export Classification Number, to help reduce the risk of fines and sanctions.

International trade business processes (cont.)

UPS TradeAbility APIs (cont.)

Approved business models

- Approved for End Users and UPS Ready® Providers

Unapproved business models/usages

- No hosting of *UPS TradeAbility APIs* by unapproved third parties

API limitations

- No Harmonised Code look-up functionality



UPS Developer Resource Centre

UPS Developer Kit

Accessing resources and technical support

You can access the Developer Resource Centre by following these steps:

Step 1: Type in a search engine or on ups.com search **UPS Developer Resource Centre**.

Step 2: Select the **UPS Developer Resource Centre** or **Developer Resource Centre** link.

The screenshot shows the UPS Developer Resource Centre page. At the top, there's a navigation bar with links for Log In, Sign Up, Locations, United States - English, My Profile, Search, and Customer Service. Below the navigation is a breadcrumb trail: Home > Help Center > Technology Support > Developer Resource Center. A red box highlights the "Developer Resource Centre" link. To the right of the breadcrumb trail is a sidebar with options: Create a New Account, Add an Existing Account to Your Profile, and Authenticating an Account. The main content area is divided into three sections: Step 1: Integration/Planning, Step 2: Getting Started/Instructions, and Step 3: Developers: Download APIs. Each section contains several links. The "Step 1" section includes "Learn About Integrating UPS Developer Kit APIs", "Plan Your Integration", and "Read the Instructions for Developers". The "Step 2" section includes "View a List of Available APIs" and "View the UPS Developer Kit User Guide". The "Step 3" section includes "View the Quick Reference Guide", "View the Developer Kit FAQs", and "Obtain and manage your API credentials and download developer kits". There's also a "Access the UPS Developer Kit" link. On the right side of the main content, there's a "Ship with a click." section with a photo of a person using a tablet, a "Create a Shipment" button, and a "Technical Troubles?" section with a link to contact UPS. At the bottom right, it says "We're Here to Help".

Resources

Follow the three key steps (and associated links) as well as links to access technical support and the UPS Developer Kit Community through the UPS Developer Resource Centre.

Step 1: Integration/Planning

[Learn About Integrating UPS Developer Kit APIs](#)

[Plan Your Integration](#)

[Read the Instructions for Developers](#)

[View a List of Available APIs](#)

Step 2: Getting Started/Instructions

Learn how to access the UPS Developer Kit and servers to test and transact with UPS.

[View the UPS Developer Kit User Guide](#)

[View the Quick Reference Guide](#)

[View the Developer Kit FAQs](#)

Step 3: Developers: Download APIs

Obtain and manage your API credentials and download developer kits.

[Access the UPS Developer Kit](#)

[Access Gemini Downloads and Tool Kit](#)

The screenshot shows the UPS Developer Resource Centre homepage. At the top, there's a navigation bar with links for Login, Sign Up, Locations, QUICK START (with a dropdown menu), Tracking, Shipping, and Services. Below the navigation is a breadcrumb trail: Home > Help Centre > Technology Support > Developer Resource Centre. The main title is "Developer Resource Centre". A large image in the center shows a person working at a desk with a laptop displaying code and a notebook. Below the image, a subtitle reads "Learn about the resources you can integrate into your website or e-commerce applications." A red box highlights the first step: "Step 1: Integration/Planning" which includes links to "Learn About Integrating UPS Developer Kit APIs", "Plan Your Integration", "Read the Instructions for Developers", and "View a List of Available APIs". To the right, there's a sidebar with sections like "Additional Resources", "Create a UPS Account", "Add an Application", "Your Profile", and "Authentication". The second step, "Step 2: Getting Started/Instructions", is also highlighted with a red box and includes links to "View the UPS Developer Kit User Guide", "View the Quick Reference Guide", and "View the Developer Kit FAQs". The third step, "Step 3: Developers: Download APIs", is highlighted with a red box and includes a link to "Obtain and manage your API credentials and download developer kits". On the far right, there are sections for "Be Careful", "Technically Speaking", and "Send us an email".

Technical support

There are four channels for obtaining support for the UPS Developer Kit APIs, all of which may be accessed through the UPS Developer Resource Centre. Instructions on getting access to the UPS Developer Resource Centre can be found on page 40.

UPS Developer Kit support

1. UPS Developer Kit Community

This is a community forum for developers to answer one another's questions and share information, therefore response time may vary. There is also a 'System Status Page' that allows registered customers to subscribe to email notifications when changes are posted to this web page.

2. Email technical support (*preferred channel*)

This is the support channel for technical support and questions regarding API integration. It is accessed by logging in and attaching your XML Request/Response files and any other pertinent information about your integration. UPS Email Technical Support can only support the XML Request/Response pair. Technical support cannot advise customers and developers on how to integrate the XML into their internal or purchased software.

The screenshot shows the 'Email Us' support form on the UPS Developer Resource Centre website. The top navigation bar includes links for Log Out, Locations, United States - English, John Doe, Search, and Customer Service. The main content area has a header 'Support' and a sub-header 'Email UPS'. It contains fields for 'Your Name' (John Doe), 'Your E-mail Address' (sample@email.com), 'Support Category' (Technical Support), 'Support Topic' (Developer Resource), and 'Are you the...'. Below these, there are fields for 'Your Telephone' (5555555555), 'Stage of Development' (Select One), 'Developer Resource' (Select One), and an 'Attach File' input field with a 'Browse...' button. A note states: 'If you need to attach multiple files, please combine them into a single archive file (e.g. a zip file, not self-extracting EXE) and attach the archive file. Please include XML Request and Response files whenever possible. The file must not exceed 2.9 MB.' At the bottom, there is a large text area for 'What is your question or comment?' with a note '(Maximum 1000 characters)' and two buttons: 'Cancel' and 'Send E-mail'.

Technical support (cont.)

UPS Developer Kit support (cont.)

3. General questions phone support (limited to ups.com navigation support)

Phone support is the least comprehensive support mechanism for developers. This channel of support addresses questions about the user interface at **ups.com** and how to gain access to the APIs and navigate the Access Key request process. It does not provide technical support for XML Request/Response issues and questions. *Those types of questions must go through UPS Email Technical Support.*

4. UPS Developer Kit FAQs

This is a self-service support PDF document that can be opened or downloaded. It contains over 240 frequently asked questions about every mode and service supported by the UPS Developer Kit APIs. It's also available in an online version at the UPS Developer Kit Community.

The screenshot shows the UPS Developer Resource Centre page. At the top, there's a navigation bar with links for Log In, Sign Up, Locations, United Kingdom - English, My Profile, Search, and Customer Service. Below the navigation is a banner featuring a person working at a desk with a laptop and a notepad, with the text "UPS Developer Kit". The main content area is titled "Developer Resource Centre" and includes sections for "Step 1: Integration/Planning", "Step 2: Getting Started/Instructions", and "Step 3: Developers: Download APIs". Each section has associated links like "Learn About Integrating UPS Developer Kit APIs", "Plan Your Integration", "Read the Instructions for Developers", "View a List of Available APIs", "View the UPS Developer Kit User Guide", "View the Quick Reference Guide", "View the Developer Kit FAQs", and "Access the UPS Developer Kit". On the right side, there's a sidebar with "Additional Information" links for creating a new account, adding an existing account, and authenticating an account. Below that is a "Be calculating." section with a calculator tool and a link to "Get a Shipping Rate". At the bottom, there's a "Technical Troubles? We're Here to Help." section with links to email and contact UPS, and a link to visit the UPS Developer Kit Community.

Technical support (cont.)

Getting email technical support

Step 1: From the **Developer Resource Centre** page select the **Email UPS** link in the right-hand column.

Step 2: Complete the name and email address fields. Support Category must be **Technical Support**, Support Topic must be **Developer Resources**, click **Next**.

The screenshot shows the UPS Support 'Email UPS' page. At the top, there's a navigation bar with links for Log In, Sign Up, Locations, United Kingdom - English, and My Profile. Below the navigation is a search bar and a 'Customer Service' button. The main content area has a title 'Support' and a sub-section 'E-mail UPS'. A note says 'Do you have a question or comment? Email us and we will respond within one business day. Required fields are indicated with *.' There are fields for 'Your Name' (containing 'John Doe') and 'Your E-mail Address' (containing 'email@example.com'). Below these are dropdown menus for 'Support Category' (set to 'Technical Support') and 'Support Topic' (set to 'Developer Resource'). A section titled 'Are you the ...' follows. A note below the form says 'Based on the information you have provided so far, the following support topics may answer your questions.' It lists four items with plus signs: 'How can APIs help my business?', 'Will I have to accept a long-term licensing agreement to get an API?', 'What is the knowledge base within the Developer Resource Center?', and 'What UPS APIs are Available?'. At the bottom are 'Cancel' and 'Next' buttons, with 'Next' being highlighted with a red box.

Technical support (cont.)

Getting email technical support (cont.)

Step 3: Scroll down the page and complete the remainder of the form, including:

- Your Telephone
- Stage of Development
- Developer Resource which is the API you are integrating
- Attach your XML Request/Response Pair file. (You must be logged in to attach files.)
- Include any pertinent description of the issues in the **What is your question or comment?** field
- Select **Send Email** button

The screenshot shows the UPS "Email Us" support page. At the top, there's a navigation bar with links for Log Out, Locations, United States - English, John Doe, a search bar, and a Customer Service link. Below the navigation is a breadcrumb trail: Home > Email Us. The main title is "Support". Under "Email UPS", there are fields for "Your Name" (John Doe) and "Your E-mail Address" (sample@email.com). Below these are dropdown menus for "Support Category" (Technical Support) and "Support Topic" (Developer Resource). A note says: "Please enter the following information to help us provide a better answer to your e-mail question. Select Send E-mail to continue, and UPS will respond as quickly as possible. Required fields are indicated with *." There are fields for "Your Telephone" (5555555555), "Stage of Development" (Select One), and "Developer Resource" (Select One). A "Browse..." button is available for attaching files. A note at the bottom says: "If you need to attach multiple files, please combine them into a single archive file (e.g. a zip file, not self-extracting EXE) and attach the archive file. Please include XML Request and Response files whenever possible. The file must not exceed 2.9 MB." At the bottom, there are "Cancel" and "Send E-mail" buttons, with "Send E-mail" being highlighted by a red box.

Technical support (cont.)

Technical support hours and response times

First-level email technical support

- Hours of operation are 8:00 a.m. to 8:00 p.m. EST Monday to Friday
- Email response time is planned to be within four business hours of the initial request
- Business hours are defined as hours of operation of the Tech Support desks when service technicians are working (UPS holidays excluded)

Note: If you submit an email request after business hours, the four-hour response time frame will not begin until the following morning at 8:00 a.m. EST Monday to Friday.

Escalation support

- Hours of operation are 8:00 a.m. to 8:00 p.m. EST Monday to Friday
- Response time is planned to be within 24 hours during normal hours of operation
- Closed weekends and on UPS holidays

Note: If you are sent an email from first-level Email Tech Support stating your case log number has been escalated, the 24-hour planned response clock starts from the time when you receive the email from first-level Email Tech Support (provided that the Escalation Support desk is open). If not, then the clock will begin when the Escalation Support desk opens. This means that if your case log is escalated at 8:30 p.m. on Friday, you may not receive an email response from the Escalation Support desk until Monday at 8:00 p.m. at the latest (Saturdays, Sundays and holidays are excluded). Response times are from the time when the case log was escalated, plus 24 hours, which does not include weekends or UPS holidays.