UPS Access Point Locator

Plugin Developer Guide

April 11, 2022

Important Information

UPS Developer Kit APIs

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

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

Key Legal Requirements for UPS Developer APIs

Permitted Territories

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

Use

The application must not be designed to allow distribution of information received through the UPS Developer Kit APIs to third parties, other than to persons having a bona fide interest in such information (e.g., the shipper, receiver, or the third party payer, or to your service providers authorized by UPS).

Consent to Use of UPS Mark

- All screens or forms generated by your application including information received through the UPS Developer Kit APIs must include (1) the UPS Mark positioned in reasonable proximity to the Information and of an appropriate size to readily identify the source of the Information as UPS and (2) the following language at the bottom of every screen that displays the UPS Mark: "UPS, the UPS brand mark, and the Color Brown are trademarks of United Parcel Service of America, Inc. All Rights Reserved." Except as set forth in the preceding sentence, you have no right to use the UPS Mark without the prior written approval of UPS.
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- The UPS Mark may not be combined with any other symbols, including words, logos, icons, graphics, photos, slogans, numbers, or other design elements. A minimum amount of empty space must surround the UPS Mark separating it from any other object, such as type, photography, borders, edges, etc. The required area of empty space around the UPS Mark must be 1/3x, where x equals the height of the UPS Mark.

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Notice

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Introduction

UPS provides various tools for a smoother and convenient business processes. One of our newer tools, UPS® Access Point Locator Plugin offers customers the ability to find UPS Access Point ™ locations for convenient parcel pickup. The Plugin simplifies the integration process and leaves your customer with a seamless intuitive user experience.

This document provides interface information to access and integrate the UPS® Access Point Locator Plugin tool. Your users running your applications or visiting your web site can have up-to-the-minute access to locate UPS Access Point locations.

1.1. What's New for UPS® Access Point Locator Plugin

January 2020

No Changes

July 2019

- This release incorporates the following changes:
- UPS Access Point Locator initial release to integrators.

1.2. UPS® Access Point Locator Plugin

- Searching for and selecting an UPS Access Point
- Displaying detailed information about an UPS Access Point
- Searching an UPS Access Point detail with an UAPID.

In detail:

- Request to display UAP Locations
- Find UAP locations on the map
- Edit address and search options
- Location details including operating hours, pickup times, services, and driving directions
- Return the selected location to the specified callback URL

1.3. How to Use this Guide

- An experienced developer can begin developing applications quickly after reviewing "Required Steps for Integrating."
- The UPS Developer Technologies section explains key technologies on which the Developer APIs rely. That section also includes hints for using technologies in various software development environments.
- More about the UPS® Access Point Locator Plugin by referring to the section on understanding the UPS® Access Point Locator Plugin.
- Additional material, including reference tables and lists can be found in the appendices.

1.4. Integrating Steps

- No stress testing should ever be performed by customers against any UPS systems.
- Review the UPS Technology Agreement available at www.ups.com. This agreement requires that you follow certain procedures and practices in using UPS® Access Point Locator Plugin.
- Develop applications that make use of standard HTTPS communications protocol. The plugin will not render in an IFRAME for security. Be sure to url encode any url parameter value as specified.Deploy your application for your customers.

1.5. Planning Your Applications for Access Point Locator Plugin

This guide describes the important activities of the UPS® Access Point Locator Plugin. It provides an overview of the steps required to develop applications, and it describes key factors and choices necessary to deploy those applications.

1.6. Licensing process for the UPS Application Integration

As part of the UPS Technology Agreement, users of the support document have certain obligations that are spelled out within the service agreement and its exhibits. Regardless of the manner in which the UPS® Access Point Locator Plugin is integrated into your specific e-commerce web site or enterprise application, you must adhere to appropriate usage requirements.

1.7. Branding Requirements

UPS should receive credit and branding in all applications (including websites and software applications) that use the Developer APIs. No End User, Third Party Developer or Access User should be permitted to use the Developer APIs without providing branded recognition to UPS. Your use of the UPS logo can in no way imply endorsement, sponsorship or certification of your ecommerce web site or enterprise application by UPS. You are not allowed to use or alter the information returned by the UPS Developer APIs in a way that misrepresents the information or the functionality of the service.

1.8. Developing Client Applications for Developer

When developing software that uses the UPS® Access Point Locator Plugin, a client application is built. Because the UPS® Access Point Locator Plugin relies on standard Internet based technology, you can develop those applications using a wide variety of software development platforms, including Microsoft's Visual Studio, the Java Standard Edition and Enterprise Edition distributions, and many open source projects.

2. Integration Overview

2.1 Overview

UPS® Access Point Locator Plugin provides search functionality to conveniently locate a UPS Access Point
Integrating Access Point Locator Plugin in the merchant’s e-commerce site consists of:

1. Obtaining an access token.
2. Configuring the plugin URL parameters defined in Section (4).
3. Referencing the UPS® Access Point Locator Plugin along with the URL parameters.
4. The user of the plugin is presented with a list of locations near the pickup address.
5. The user selects a location and the selected location information is passed back to the originating e-commerce site

2.2 Technical Introduction:

Use the URL to Obtain an access token, create the url pre-population query parameters, create the https url and post to the plugin application. The plugin requires a call back to your application.

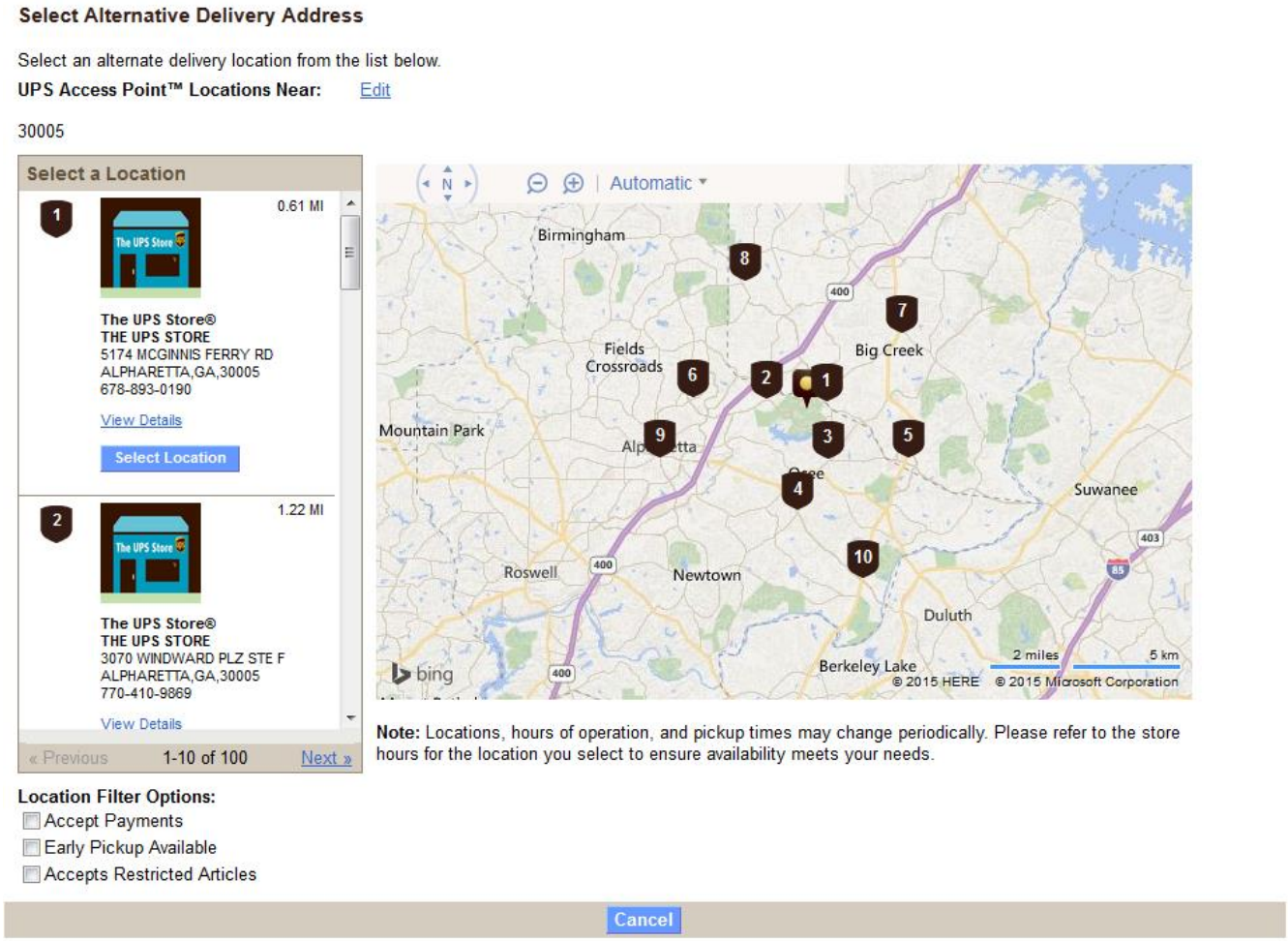
1. The integrator has already registered for the API tools and has the documentation.
2. Access Token: will be passed as part of the URL request parameters.
3. Request URL: The request URL has to be passed with parameters (refer to Access Point Locator Plugin invocation parameters in Section (4) for more details) that allow the applications to control certain functionality as per your need.
4. Callback URL: The Call back URL consist of fields in Section (5) that you will like to get back after a user selects a location.

2.3 Cartographic Selection of the UPS Access Point™

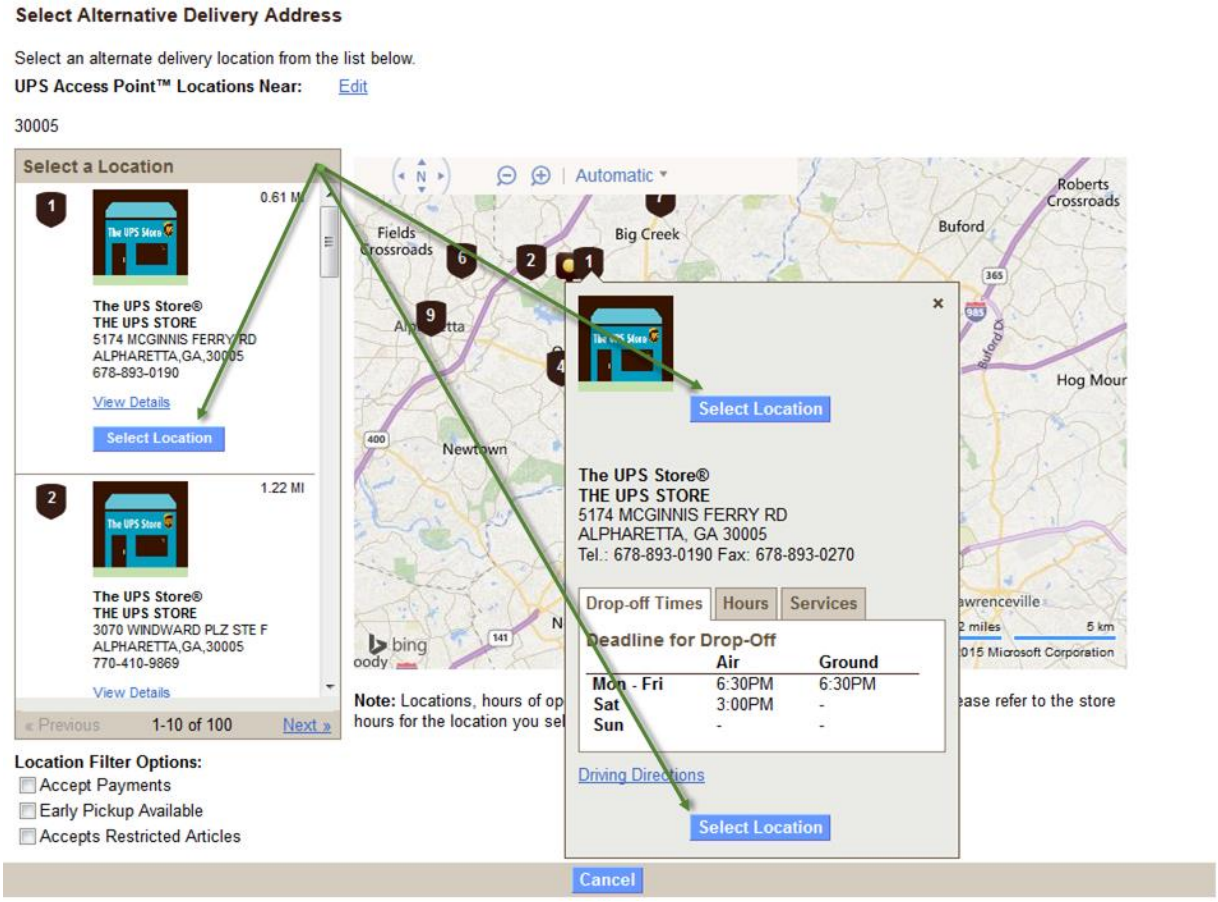
- The UPS Plugin allows the consumer to locate and view location details for all UPS Access Point locations based on the search criteria. A dynamic map is presented with pan and zoom capabilities. The left panel contains a list of locations which corresponds with the same locations on the map.
- Once a convenient location is determined, the customer can click on the Select button for confirmation. Details specific to the location will be sent to the merchant's e-commerce site via the provided callback URL.

2.4 UPS® Access Point Locator Plugin UI

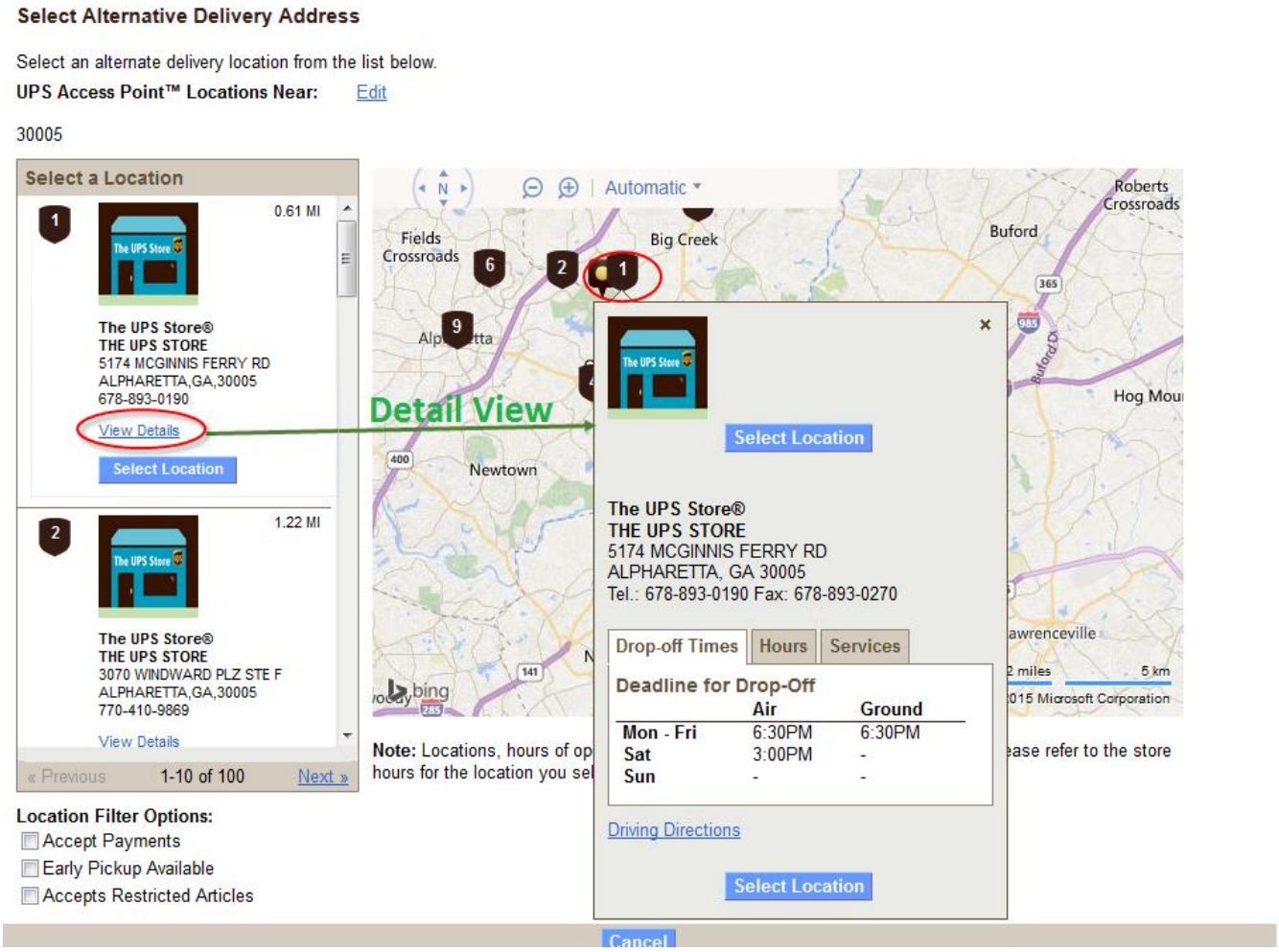
Successfully rendered Page

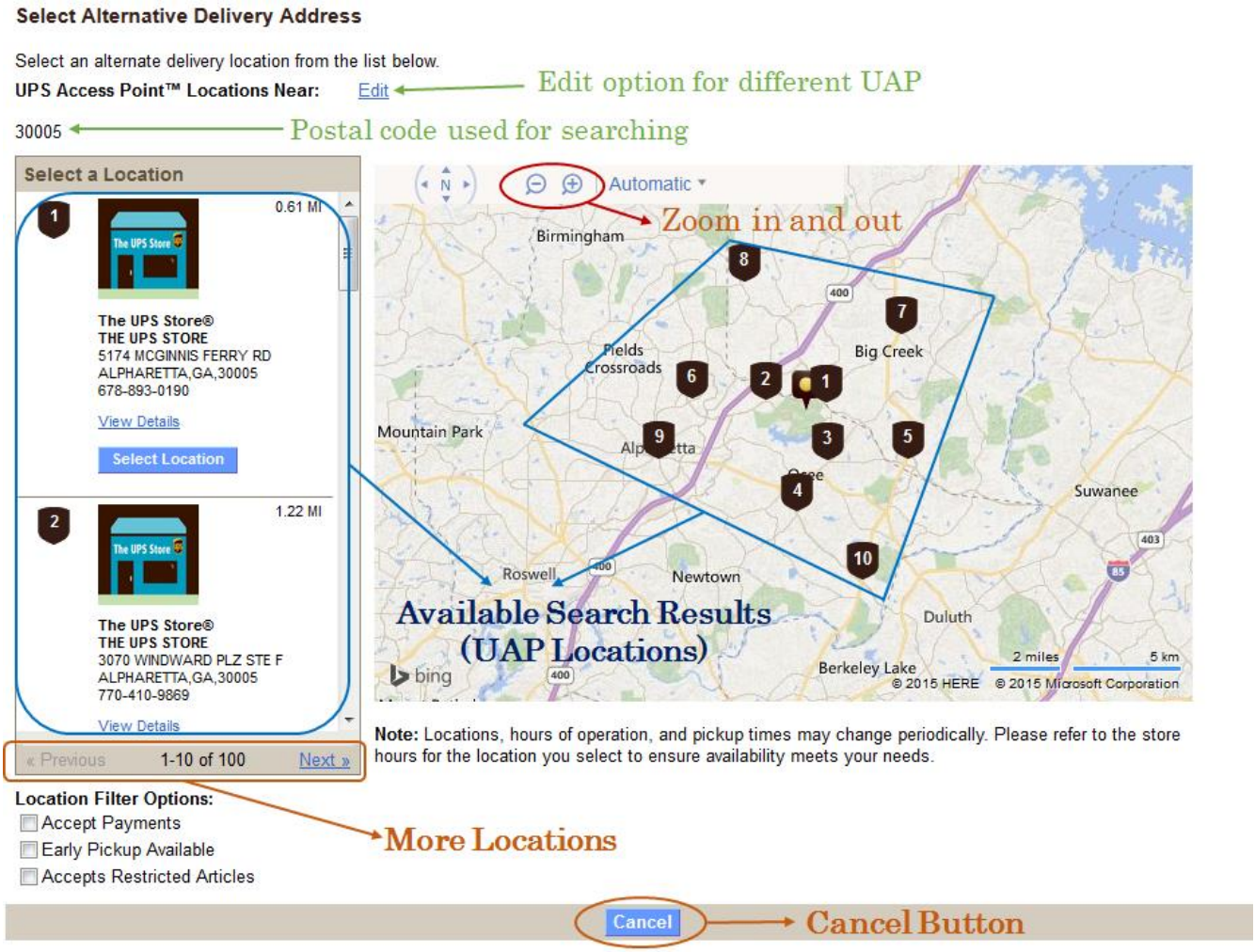


Selecting a location

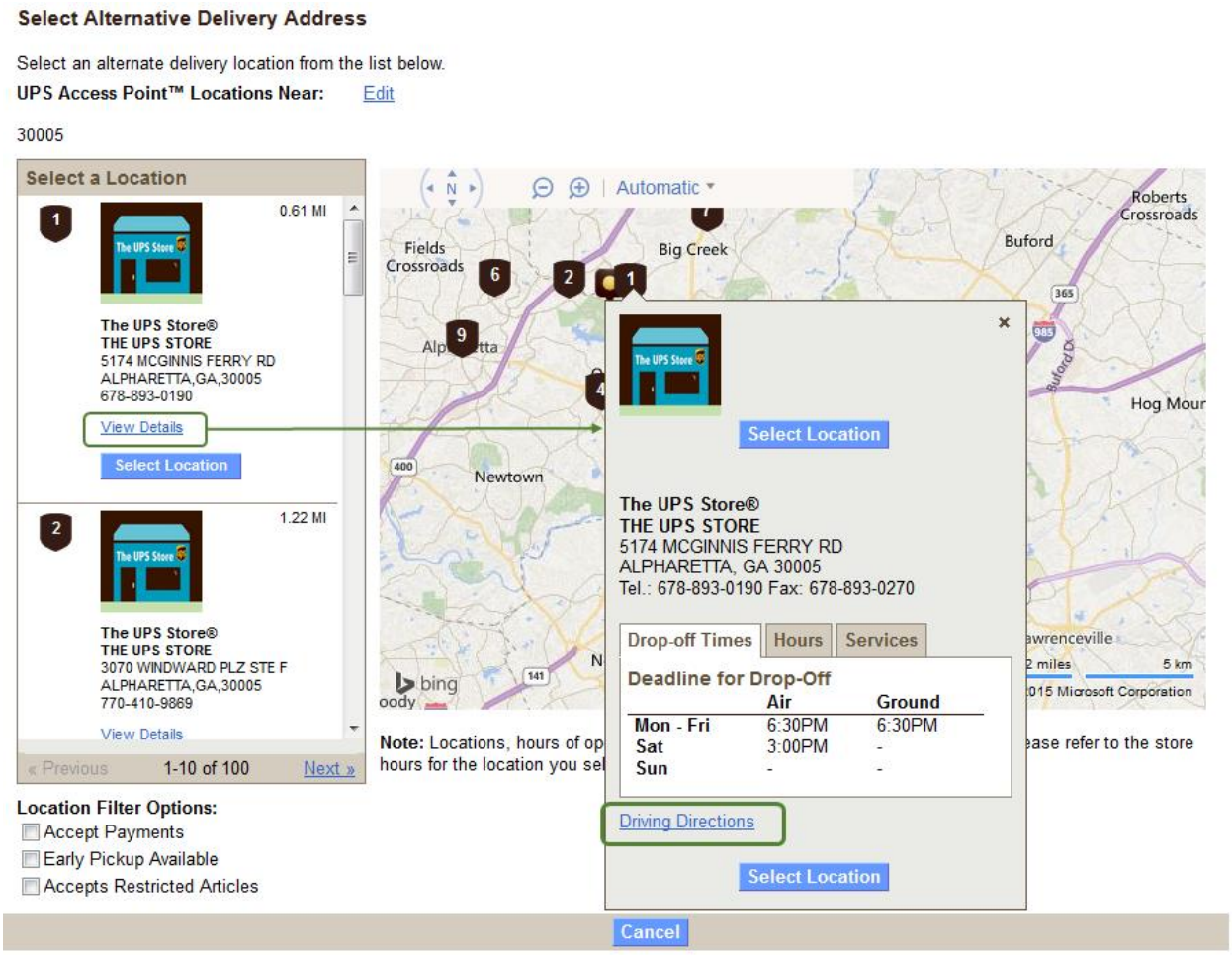


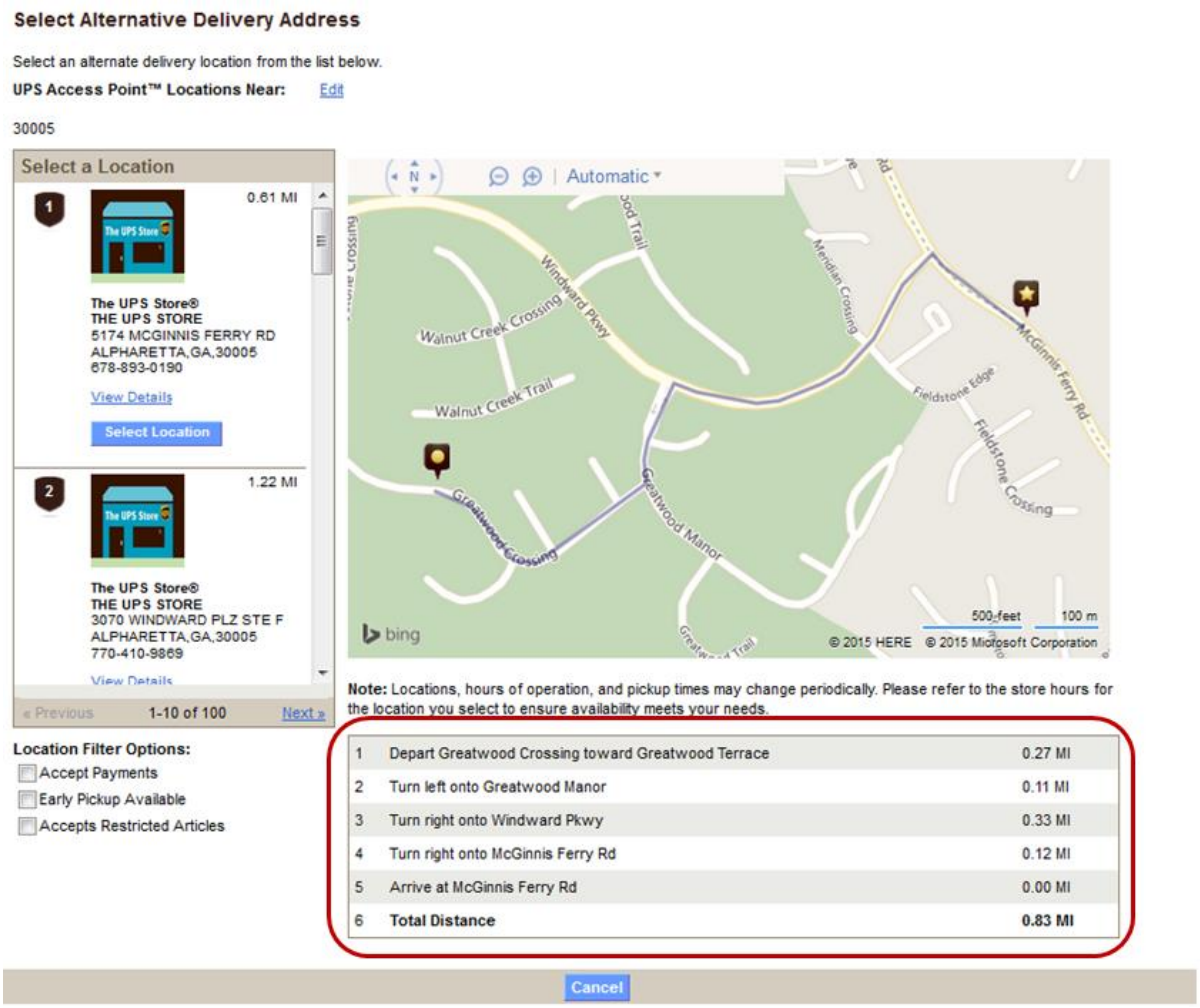
Detail View


Select Alternative Delivery Address
Select an alternate delivery location from the list below.
UPS Access Point™ Locations Near:
Edit
30005
Select a Location
0.61 MI
The UPS Store®
THE UPS STORE
5174 MCGINNIS FERRY RD
ALPHARETTA,GA,30005
678-893-0190
View Details
Select Location
1.22 MI
The UPS Store®
THE UPS STORE
3070 WINDWARD PLZ STE F
ALPHARETTA,GA,30005
770-410-9869
View Details
« Previous
1-10 of 100
Next »
Location Filter Options:
Accept Payments
Early Pickup Available
Accepts Restricted Articles
Detail View
Automatic
Fields Crossroads
Big Creek
Buford
Roberts Crossroads
Newtown
Hog Mou
The UPS Store®
THE UPS STORE
5174 MCGINNIS FERRY RD
ALPHARETTA, GA 30005
Tel.: 678-893-0190 Fax: 678-893-0270
Drop-off Times
Hours
Services
Deadline for Drop-Off
Air
Ground
Mon - Fri
6:30PM
6:30PM
Sat
3:00PM
-
Sun
-
-
Driving Directions
Select Location
Cancel
Note: Locations, hours of op
hours for the location you se
ease refer to the store
2 miles
5 km
015 Microsoft Corporation

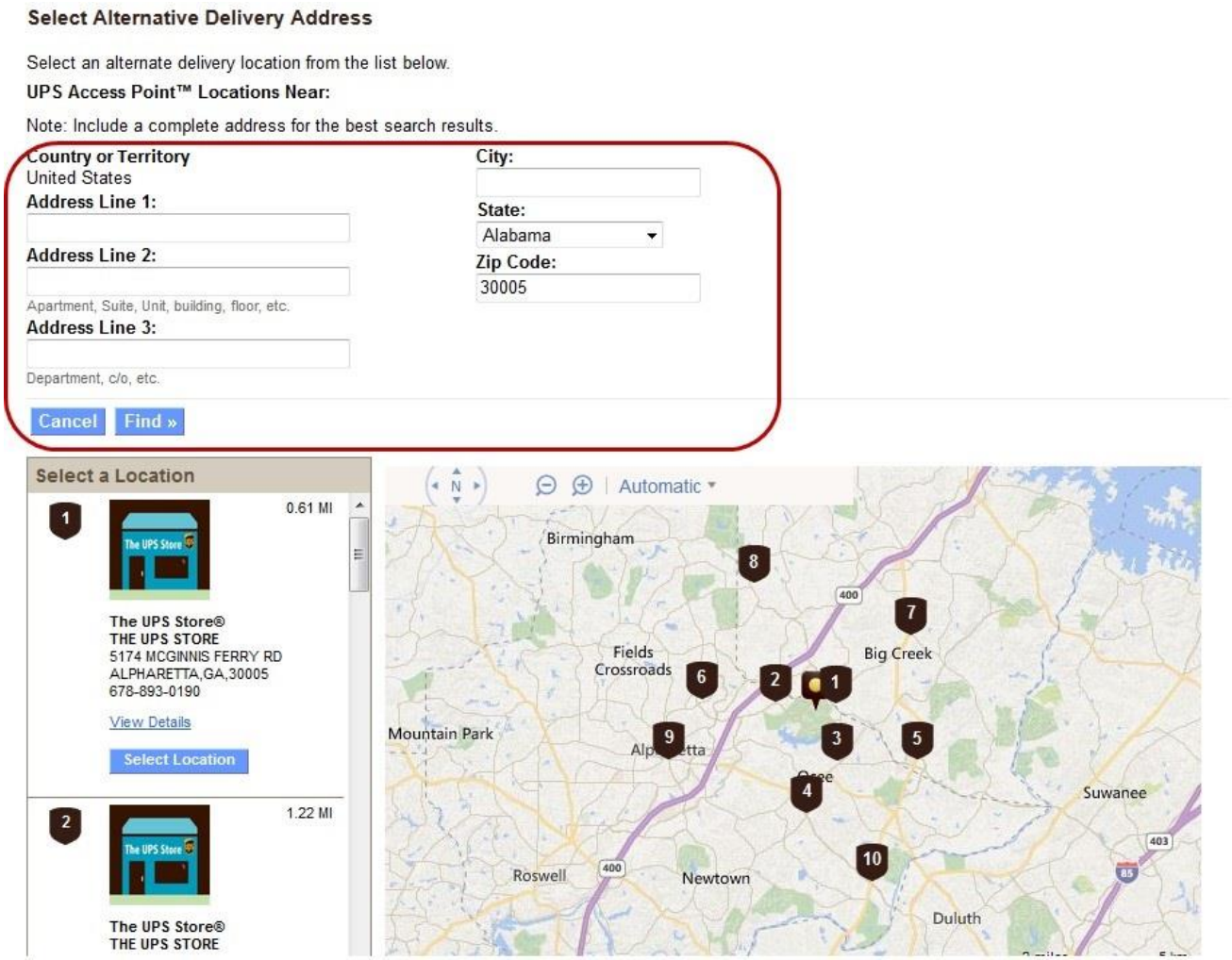

Select Alternative Delivery Address
Select an alternate delivery location from the list below.
UPS Access Point™ Locations Near:
Edit
Edit option for different UAP
30005
Postal code used for searching
Select a Location
0.61 MI
The UPS Store®
THE UPS STORE
5174 MCGINNIS FERRY RD
ALPHARETTA,GA,30005
678-893-0190
View Details
Select Location
1.22 MI
The UPS Store®
THE UPS STORE
3070 WINDWARD PLZ STE F
ALPHARETTA,GA,30005
770-410-9869
View Details
« Previous
1-10 of 100
Next »
Automatic
Zoom in and out
Birmingham
Fields Crossroads
Big Creek
Mountain Park
Roswell
Newtown
Suwanee
Duluth
Berkeley Lake
Available Search Results
(UAP Locations)
bing
© 2015 HERE
© 2015 Microsoft Corporation
Note: Locations, hours of operation, and pickup times may change periodically. Please refer to the store hours for the location you select to ensure availability meets your needs.
Location Filter Options:
Accept Payments
Early Pickup Available
Accepts Restricted Articles
More Locations
Cancel
Cancel Button

Driving Directions

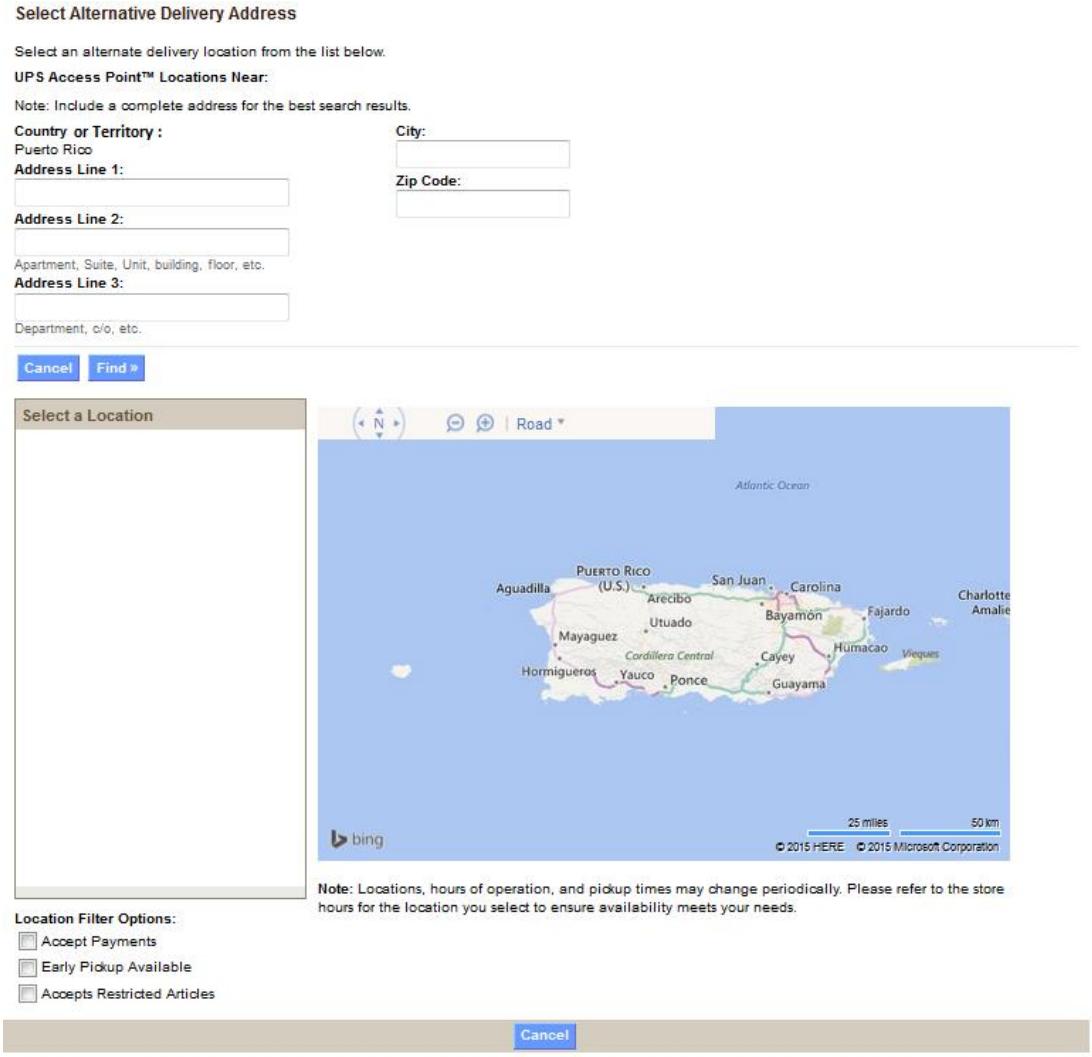



Select Alternative Delivery Address
Select an alternate delivery location from the list below.
UPS Access Point™ Locations Near: Edit
30005
Select a Location
0.61 MI
The UPS Store®
THE UPS STORE
5174 MCGINNIS FERRY RD
ALPHARETTA,GA,30005
678-893-0190
View Details
Select Location
1.22 MI
The UPS Store®
THE UPS STORE
3070 WINDWARD PLZ STE F
ALPHARETTA,GA,30005
770-410-9869
View Details
« Previous
1-10 of 100
Next »
Location Filter Options:
Accept Payments
Early Pickup Available
Accepts Restricted Articles
Automatic
Walnut Creek Crossing
Windward Pkwy
Walnut Creek Trail
Greatwood Crossing
Greatwood Manor
Meridian Crossing
Fieldstone Edge
Fieldstone Crossing
McGinnis Ferry Rd
500 feet
100 m
bing
© 2015 HERE © 2015 Microsoft Corporation
Note: Locations, hours of operation, and pickup times may change periodically. Please refer to the store hours for the location you select to ensure availability meets your needs.
1 Depart Greatwood Crossing toward Greatwood Terrace 0.27 MI
2 Turn left onto Greatwood Manor 0.11 MI
3 Turn right onto Windward Pkwy 0.33 MI
4 Turn right onto McGinnis Ferry Rd 0.12 MI
5 Arrive at McGinnis Ferry Rd 0.00 MI
6 Total Distance 0.83 MI
Cancel

Modify Search (On clicking Edit Link)

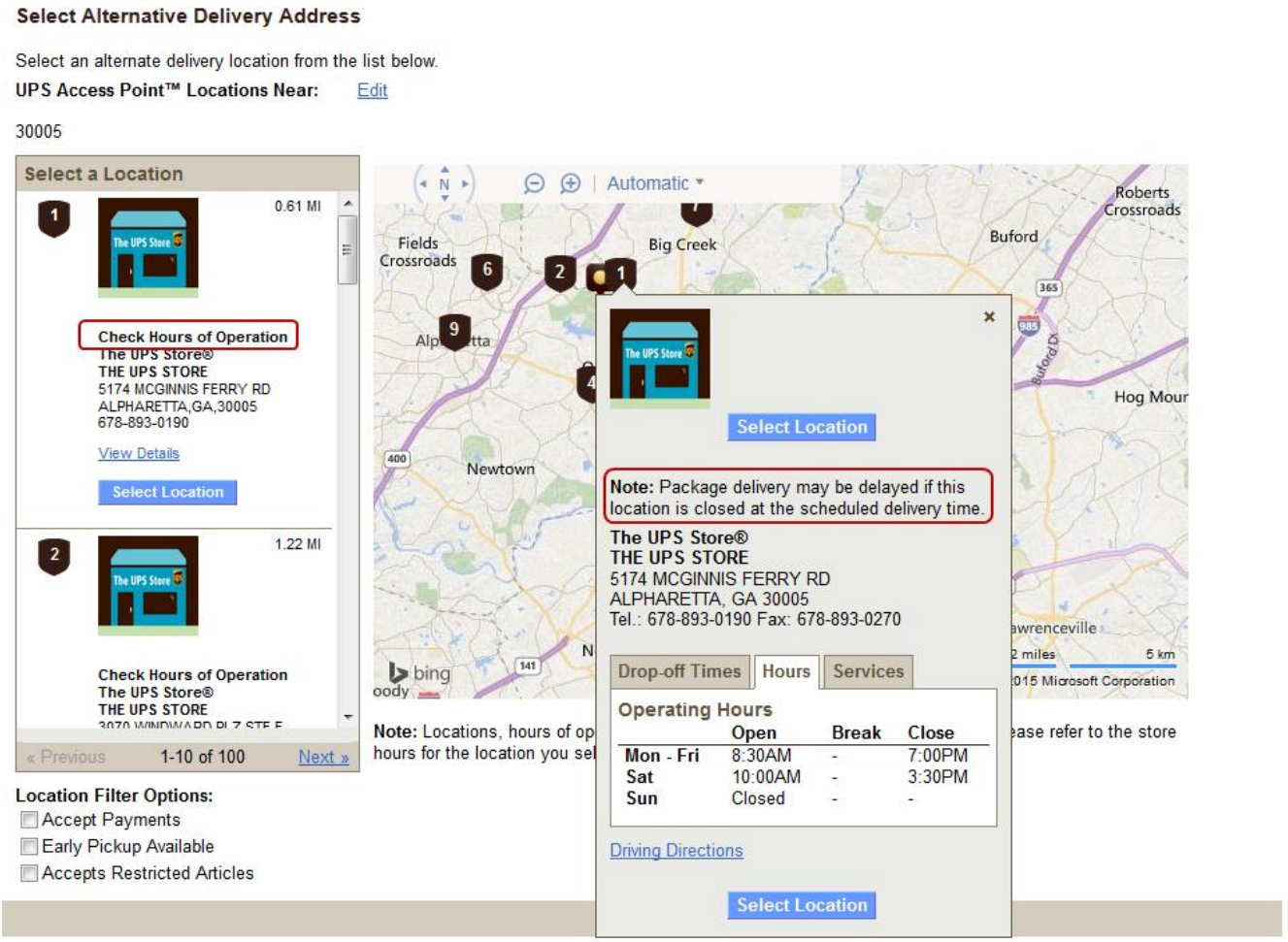


Search Providing Ship to Country or Territory alone

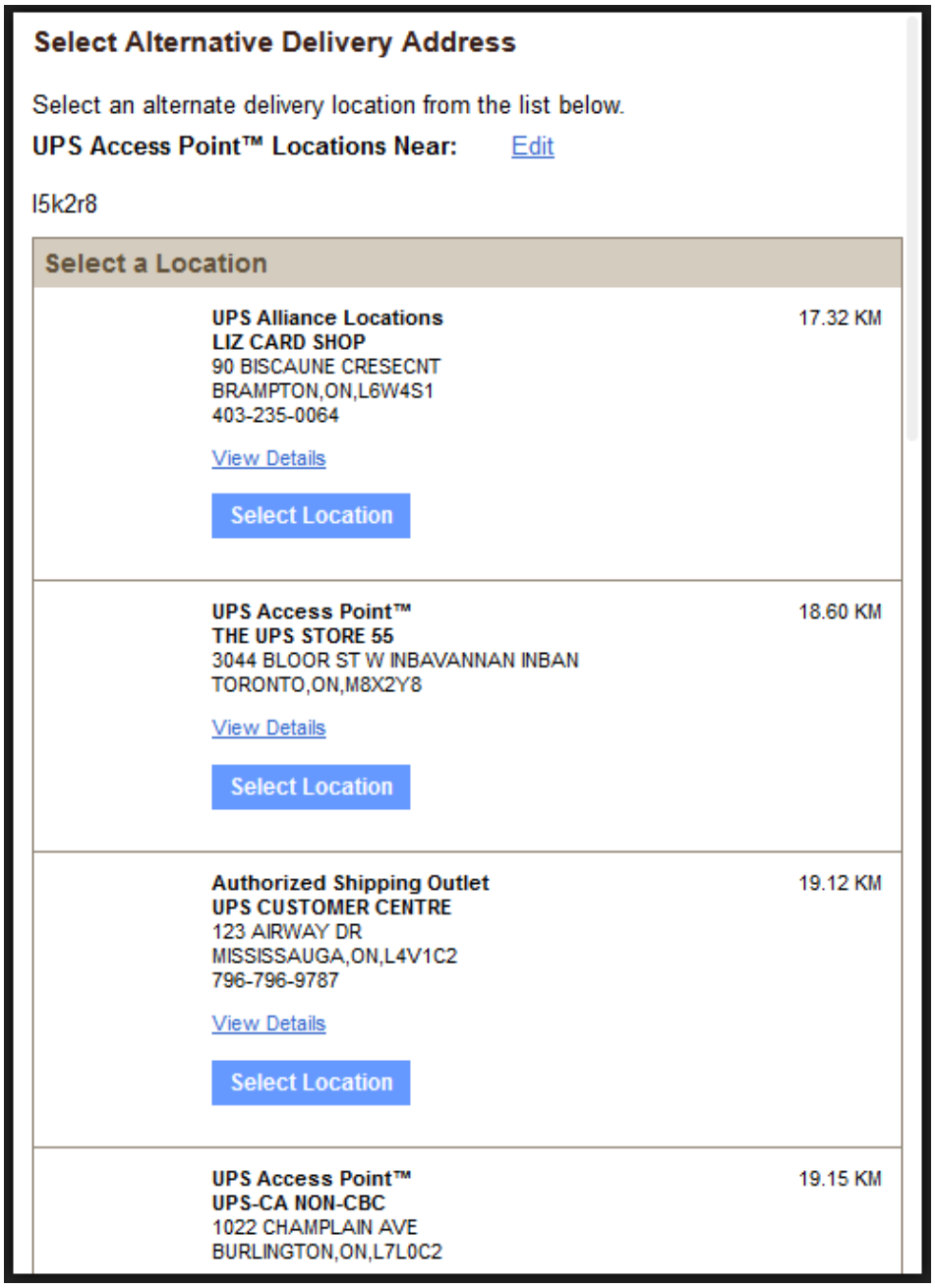


Search with Commit Time

When commit time is provided, the following message will be displayed for the Access Points which are not following inside operating hours window of the current day.



Viewport Responsive View

- 

3 Technical Integration

3.1 Access Token/ API Elements and Details

The Header, URL, Request and Response tables contain the full hierarchy of the API elements.
UPS expects JSON elements as defined in the JSON Path and presented in the structure i.e., no spelling or structural deviations. Elements that are not defined in the schema or do not conform to the schema structure will be ignored by UPS. Element constraints are defined as follows:

Name

The element or container name.

Constraints

Required

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

Type

- Container - holds a group of related elements.
- String - consists of alphanumeric characters, spaces, and decimals.
- Array - collection of values that allows to provide a list of values. A JSON array begins with [(left bracket) and ends with] (right bracket). Its values are separated by , (comma).
- Header – header parameter
- Path – URL path parameter
- Query – URL query parameter

Length

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

Max Allowed

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

Description

A description of the element or container. Also any validation rules associated with the element/co

Header

Name	Constraint	Description
transId	Required: Yes Type: Header	An identifier unique to the request.
AccessLicenseNumber	Required: Yes Type: Header Length: 16	Access license number is obtained through on-boarding process. Contact your UPS representative for additional information.
TargetAppIds	Required: Yes Type: Header Length: At most 50 AppIds with each AppId having maximum 12 characters.	TargetAppIds is a list of appIds with delimiter comma. • Format is: AppId1,AppId2,AppId3 • At lease one AppId should be included • AppId is case-sensitive Valid values are: • ULP
Accept	Required: Yes Type: Header	Valid value is: • application/json

URL
https://onlinetools.ups.com/accessgateway/v1

Method
GET

Response

Name	Constraint	Description
{“Response”: {}}		
Response	Required: Yes Type: Container Max Allowed: 1 Length: N/A	
{“Response”: {“TokenInfo”: {}}}		
TokenInfo	Required: optional Type: Container Max Allowed:50 Length: N/A	TokenInfo Container which may be an array is the last element in the 3.2 - Use of Search URL section.
{“Response”: {“TokenInfo”: {“AppId”: {}}}}		
AppId	Required: Yes Type: String Max Allowed: 1 Length: 25	AppId for the UPS protected application.
{“Response”: {“ TokenInfo”: {“AccessToken”: {}}}}		
AccessToken	Required: Yes Type: String Max Allowed: 1 Length: 2000	Access token.

3.2 Use of Search URL

- Configuring UPS® Access Point Locator Plugin is fairly simple, it's just a matter of calling the application URL from your site with parameters. We will explain the necessary parameters in detail in this document. It's important to specify the parameters in Section (4), therefore, please take time to read the developers guide carefully
- The Search result of UPS Access Point locations are provided, based on the City, State and Postal Code of the shipping address.
- The https request includes https://www.ups.com/aplp/invoke combined with the parameters from Section (4). Then a selected UPS Access Point will be returned via the callback URL with a set of parameters specified in Section (5).

Before we go into details on the details, it's important to know that **all URL parameters values should be URL encoded!**

3.3 Using parameters with Search URL

- One can use the parameters in URL by using below syntax

```
https://www.ups.com/aplp/invoke?<Key1>=<Value1>&<Key2 >=<Value2>&<Key3>=<Value3> …
```

- Snippet URL example

https://www.ups.com/aplp/invoke?cburl=https%3A%2F%2Fwwwapps.ups.com%2Fctc%2Frequest%3F&oId=123456&postal=30005&searchCountry=US&displayLanguage=en&countrySite=US&viewPortResponsive=true&accessToken=MDAwMDAxUW40MEFRQUNBQUE9ZWpvQk0yWGRJaWtaTU5MTzRrRW1MTU5SSUdnY3JBd08xeTNld001ME5VRkFLTzAwRDgvMG80YUltbWh3QXhtSEtCSUkvUlRuZ1BZRGRGU0JDZkE1djlPQkEzbTV2TFVJd1lUbDdURWk1cVpqMWxzck9mWHhtWmNNYW9UWXJlVVpsdlgyU05wamM5UlFTYkMwbWtOeWRIb0RsSW9PWmF3MVdMMkNwVmowSWp6WjA2WVV5SnZUQ1lWaCtudkFaeHFkVWMxMnRpcWxCakZ5cW9QZDNqb0I0dHlQSXpWeG1zYUhiMkRYN2tTSkh5SFJGUDJRT0Y5d3hEcFRiM3pWUk1xSUFHdFZXcGVUNk9tcFp3a3QzVmtMd2c5OWI5dTFnT05icjFvNFVRWWVMVjkwMG1DVHdianJvYVpNTTVkb09UVERWVWN4aDMyd1R5RWVLSGgwcVB0RnM4VEQ3NFE3UDVDeklzUWR3WlUzN0xtZ1F1Um5VTjlkSzRicGNGZmhUYjJnZXA1SFhGMXZFcVdOa3JRMENSNUNEbm9IdEJ1K1NkU0Q4Z2ZjUWhkeVcycnFVWFRlMG9sN01EU1RmZ3JVS2VmZEZtUzV5YUJHUXh1VitrcU5ZRUJoU3BNU0kyRDZMV0R1WjFRbFNIdmNvbUVET2g2N0pzdVltMlFENkpvQkN2bXJjejJKaXhLR0xtU1cvd28vakh2RHB2bzViY2lyb0VLcldXQUZlNnFaVDVjUmh0TndWcGltbnZzNDlHNE54SnpmRE1JTjlNTGxJVTNQRE04U0dhQjJXblpoR1FJbnpaUUZ2ZTlyRmFENFFUaG15dWdLTjRJbFRrRm5TUEFIc0s2VFZvYVl3R1RNUU9kYm1kMkg5N0pIajAzdEQrcFZDK09paFBMdVh6M0xLQ1dXcklsalpoaC91ZGRhRGQ1V1RxZlA3Q0x6NVhvdWM5TXZXNVZ2NEppVG1OeGcwT2xMS2lRb0xEWG4wSUhYVzNtazdCcnFQUzlrTExKZ28wMDNvR1BLZWdXeVFoSHJranF2aEZZU2s3bTNzRjFpUXJEWEtNUDhQOGJDK1R0K2RVajBUTVhiT0NVNGRRSm1JYUJwWU8zTFNCWXJOVEhUU1Y4WEFtcTlha0Z0SGJPWFRIaTRMcFo3

Note:

a. Text contained in "< … >" indicates input from user.
b. The maximum URL size/length is approximately 2000 characters, it is recommended that URL length be below this limit to avoid any problem in invocation of Plugin.
c. All parameter values must be URL encoded.
d. Client can't specify the exclude criteria alone in the request without specifying any include criteria.

- IE version should be IE 11 and above.
- HTML5.
- Https communication protocol.
- For Mobile responsive view :
  - Integrators will need to include a new parameter to the URL request string, "viewPortResponsive=true". If this parameter is passed and set to true then the viewPortResponsive.css will be included in the application page load and the CSS will invoke if the width the APLP application is presented in 960px or less.
  - Breakpoint is 960px.
  - HTML5 Transitional recommended.
  - Take care when using your own custom (optional) CSS file to test your custom CSS both below and above the 960px breakpoint.

3.4 Valid Parameter Values

These are the valid values for search URL parameters.

Parameter Name	Valid Values (case insensitive)
target	_blank, _self, _parent, _top
map	true, false
alignMap	Left, Right
edit	True, False
thumb	True, False
brand	True, False

maxRes	1 … 99
maxDist	1 … 100 For Miles and 1 … 150 for Kilometers
uom	MI: Miles & KM: Kilometers
isupId	True, False
status	'01'= Active\Available '07'= Active\Unavailable (*End user can not able to select any location from result list*)
xTypes	Valid values are (001,002,003,004,005, …,039) Please pass the value. 001 : BAKERY, 002 : BOOKSTORE, 003 : CHEMIST'S, 004 : CLOTHES_SHOES, 005 : CONVENIENCE_SHOP, 006 : DRY_CLEANING, 007 : DRUGSTORE, 008 : ELECTRONICS_SHOP, 009 : FLOWER_SHOP, 010 : FRUIT_STAND, 011 : FOOD_SHOP, 012 : GAS_STATION, 013 : GROCERY_STORE, 014 : GIFT_SHOP, 015 : HARDWARE_STORE, 016 : HOME_FURNISHING, 017 : HOTEL_RESTAURANT, 018 : NIGHT_SHOP, 019 : LIQUOR_STORE, 020 : NEWSSTAND, 021 : OTHER, 022 : PET_SHOP, 023 : PHOTO_SHOP, 024 : RECORD_SHOP, 025 : SUPERMARKET, 026 : SHOE_STORE, 027 : SWEET_SHOP, 028 : TOBACCO_SHOP, 029 : TELECOM_STORE, 030 : VIDEO_STORE, 031 : VEGETABLE_STORE, 032 : OFFICE SUPPLIES, 033 : PACK AND SHIP, 034 : BEAUTY SUPPLY, 035 : GENERAL GOODS, 036 : TOY STORE, 037 : COBBLER/SHOE REPAIR, 038 : ALTERATIONS, 039 : UPS Parcel Locker
xDist	1 … 99
dcrDcoAval	True, False
shipAvaIndi	True, False True = Only these AP, which are available for shipping to will be returned False = All (also temporary closed) AP will be returned No parameter will return ALL AP
shipPrepDelay	Valid values are (0,1,2,3,4,5)
accPayIndi	True, False
accDirDelIndi	True, False
allowEarDelIndi	True, False
pudoIndi	True, False
cAndCSortIndi	True, False
cAndCSortDistance	Default value 0, Takes any numerical value
endPntSerList	End Point Service Offering Codes and Description Comma separated end point service offering codes to find access point locations which offers services as mentioned. Refer *Appedix-C* for more details on each filter code. 001 Direct To Retail 003 Click and Collect 004 Retail to Retail 007 PUDO 008 Early Pickup Delivery Time 009 Accept prepaid drop offs 011 Accepts Payments (COD – Cash on Delivery) 013 Accepts Restricted Articles
commitTime	The value should be numeric and it should be 4 digit.

	The valid values should be 24 hrs time format (0000 - 2359)
locationType	The valid value is 018 (Default value is 018 when no location type parameter is not specified in the request) 018 - All the UPS Access Points will be displayed
AddnlSrvc	033 - Only the staffed Locations will be displayed in the candidate List
searchCountry	Two character country code. It should be an uppercase. Refer to Appendix A – Countries/Territories Codes
displayLanguage	Two character language code. It should be a lowercase. Refer to Appendix B – Supported Language Codes
countrySite	Two character country code. It should be an uppercase. Refer to Appendix A – Countries/Territories Codes. "alpha-2 code"
accessToken	The accessToken is ~700-1000 bytes. Be sure to URL encode the token data. Note tokens expire ~30 minutes from time of creation.

4. Access Point Locator Plugin Invocation Parameters

All parameters name and values are case insensitive. The valid parameter values are given in separate section 3.4 "Valid Parameter Values"

4.1 Minimum Parameters

These are the minimum parameters required for searching UPS Access Point locations.

All the URL Parameters are String

Parameter Description	Parameter Name	Max Length	Required	Parameter Description
UPS Account Number	uac	NA	Opt	If present all the “click and collect locations” based on the location id will be displayed in addition to other locations. Click and collect locations might not be present for account numbers.
CallBack URL	cburl	NA	Yes	Used to revert back to caller with selected access point information. It must be in URL encoded format.
Order Id	oId	35	Yes	Used by merchant to identify for which callback URL is called. In other words it works like transaction id which can be used to uniquely identify for which order it is returned.
Postal/Zip Code OR City & State both	postal	8	Cond	Used for searching UPS Access Point locations. Mandatory if City & State is not provided
	city	50	Cond	Used for searching UPS Access Point locations. Mandatory if Postal/Zip Code is not provided

	state	50	Cond	Used for searching UPS Access Point locations. Mandatory if Postal/Zip Code is not provided
	The APLP page will be shown even request contains only Country/Territory code. But no Access points will be displayed in the UI. Instead Edit form will be expanded by default, so that user can enter the valid address fields and continue their search.			
If to display the location details in UI or just to return in call back URL	reqType		Cond	Valid values are a. UAPNoUI b. UAPWithUI Default is “UAPWithUI” is the parameter is not present the UPS Access Point Locator UI will be present -If reqType= UAPNoUI then no exclude or include criteria will apply, if passed they will not be taken in consideration.
Search By UPS Access Point ID	isupId	5	Cond	If the request is to display the locations or get results based on UAP ID. This is an indicator to search by location. Valid values are -TRUE -FALSE Default is FALSE. i.e. if is request is to display the result based on location id/s then the value has to be TRUE.
UAP location id’s to requested for	uappuId		Cond	If “isupId=TRUE” then the UAP ID has to be provided. Multiple uappuid can be sent by separating using "," comma. It is a list of UPS IDs. Maximum 50 IDs can be passed. ➔ Only the requested locations will be displayed. If (reqType= UAPNoUI then only one UAP ID can be passed as the callback URL will only pass one. If reqType= UAPWithUI is present and multiple location are sent the requested access points details will be displayed in the UI.

Search Country	searchCountry	2	Yes	This parameter is used to indicate the destination of shipment (ie, "To" country). The client should enter the valid country code. APLP application will load the list of Acces points details based on the searchCountry.
Language	displayLanguage	2	Yes	This parameter is used to indicate the desired display language.
Country Site	countrySite	2	Yes	This parameter is used to indicate the source of the shipment (ie, "From" country). The client should enter the valid country code. Two character country code. It should be an uppercase. Refer to Appendix A – Countries/Territories codes. "alpha-2 code"
Access Token	accessToken	NA	Yes	A valid and unexpired access token is required to use the Access Point Locator Plugin. Note a token expires in ~30 minutes from time of creation via the Access Gateway RESTful service.

Format of Call back URL (cburl) parameter while invoking APLP:

cburl can be http or https, but dependent on where the user navigated back to.

It is required that the "cburl" parameter value should end with either "?" or "&" (The cburl parameter should be encoded completely including the "?" or "&"). If there are no parameters in callback URL then it should end with “?” and if there are parameters in callback URL then it should end with “&”.

ULP will just append the Access Point details to the cburl parameter value given by the customer while invoking APLP.

Example:

1. Cburl without parameter:
   If cburl is http://www.mystore.com/orderpage.php?

   Then the sample request will be
   https://www.ups.com/aplp/invoke?&uac=0002WW&appuId=4184&oId=asdf12432423432423&cburl=
   http%3A%2F%2Fwww%2Emystore%2Ecom/orderpage%2Ephp%3F&postal=L4V1X5&searchCountry=CA&displayLanguage=en&countrySite=CA&accessToken=MDAwMDAx….

2. cburl with parameter:
   If cburl is http://www.mystore.com/orderpage.php?action=new&

   Then the sample request will be

https://www.ups.com/aplp/invoke?&uac=0002WW&appuId=4184&oId=asdf12432423432423&cburl=**http%3A%2F%2Fwww%2Emystore%2Ecom/orderpage%2Ephp%3Faction%3Dnew%26**&postal=L4V1X5&searchCountry=CA&displayLanguage=en&countrySite=CA&accessToken=MDAwMDAx...

4.2 Address Parameters

The parameters noted below will be used as a starting point in finding UPS Access Point Locations.

Name For	Parameter	Max	Required	Default	Parameter Description
Address Line 1	add1	64	No	NA	Can be used for House Number and Name
Address Line 2	add2	64	No	NA	Can be used for Street number or street name
Address Line 3	add3	64	No	NA	Can be used for locality area
City	city	50	No	NA	Can be used for entering city
State	state	50	No	NA	Can be used for entering State
Postal/Zip Code	postal	8	Yes	NA	Can be used for entering Postal code
Country/Territory	country	2	Yes	NA	Country/Territory

When the ship to address contains only country/territory parameter, the APLP page will be opened but no Access Point will be displayed and the edit address fields be expanded by default and country/territory level map will be displayed in the map area.

No error message will be thrown when only Country/Territory code is provided as address parameter.

Sample URL: https://www.ups.com/aplp/invoke?&cburl=http%3A%2F%2Fwww%2Eups%2Ecom%3F&oId=1234&searchCountry=CA&displayLanguage=en&countrySite=CA

4.3 Include Criteria Parameters

The parameters noted in this table are used in the selection/qualifying process of UPS Access Point locations results list returned by the UPS® Access Point Locator Plugin.

- Please only use this criteria if the request is to filter the locations results.
- All the include criteria works with the AND logic i.e. if you have A = True, the results will be displayed that meets A
- If A and B are the include criteria the UNION of A and B or the results will be all the locations that has common features between A and B will be displayed.

Description	Parameter	Max	Default	Parameter Description
Maximum Results	maxRes	2	N/A	This parameter is used to limit the search result. Eg., if maxRes=10, Access Point Locator Plugin will show only maximum 10

				access points in result list or else it will retrieve the entire matched access points list.
Maximum Distance	maxDist	3	25 MI or 30 KM	UPS Access Point having distance equal or below this value from the origin address are applicable for selection in result list.
Unit of Measurement	uom	2	MI	Unit for maximum distance
Presence of this is to determine either to only include the locations of different status	status	2	01,07	Valid Values -01 - Active Available -07 – Active Unavailable Unavailable or inactive locations are not selectable though they are displayed.
Locations that is eligible for Change Delivery Options (DCO / DCR)	dcrDcoAval		FALSE	If location is unavailable and you want to show unavailability reason then pass dcrDcoAval = TRUE then the DCRO unavailability reason will be displayed in the UI if any and user will not be allowed to select that AP.
Shipper Preparation Delay could be provided to Display all the locations that might be available to perform the task up to certain days.	shipPrepDelay	1	0	The UPS Access Point Locator Plug in automatically blocks UPS Access Point locations from selection if a vacation or closure (four or more consecutive days from the current day) has been planned. This is default functionality if there are no other parameters in determining the location availability within the UPS Access Point network. However, if a shipper needs additional days to prepare a shipment before entering the UPS system. The ShipPrepDelay parameter can be used to ensure packages are not sent to locations that are closed that would otherwise be available. ShipPrepDelay will increase the number of days (in addition to the four days already tabulated) in determining UPS Access Point availability. For example, if the ShipPrepDelay value of four is used as it takes four days for the shipper to process the order and prepare the shipment. The UPS® Access Point Locator Plugin will not allow the selection of a location if not available eight days from the current day. Otherwise, the location would have been available as it would have been available four days from the current day. Values will be 0 – 5. Optional filter to find locations with shipper preparation delay as criteria 0 – represents today 1 – next day Number represents number of days from today.
To display the locations that has UPS shipping service options.	shipAvaIndi		FALSE	If location is unavailable and you want to show unavailability reason then pass shipAvaIndi = TRUE then the shipping unavailability reason will be displayed in the UI if any and user will not be allowed to select that AP.

Display the locations that accepts payment	accPayIndi		FALSE	If accPayIndi = TRUE then the result will be filtered for those locations that has UPS service and accepts payment. Populates the result that meets this Criteria FALSE represents not to take this criteria under consideration.
Display the locations that accepts D2R (Direct 2 Retail) or R2R (Redirect to Retail) packages	accDirDelIndi		FALSE	If accDirDelIndi = TRUE then the result will be filtered for those locations that accepts D2R or R2R packages. Populates the result that meets this Criteria FALSE represents not to take this criteria under consideration.
Display the locations that has early pickup/deliveries services for the shipments.	allowEarDelIndi		FALSE	If allowEarDelIndi = TRUE then the result will be filtered for those locations that accepts early pick pickup/deliveries for the shipments. Populates the result that meets this Criteria FALSE represents not to take this criteria under consideration.
Display the locations that provides pickup as well as dropoff services for the shipments.	pudoIndi		FALSE	If pudoIndi = TRUE then the result will be filtered for those locations that provides pickup as well as dropoff services for the shipments. Populates the result that meets this Criteria FALSE represents not to take this criteria under consideration.
Populate the result in a sorted order based on Click and Collect locations above the UAP location in the proximity order	cAndCSortIndi		FALSE	UPS account number has to be passed to populate this result. If cAndCSortIndi = TRUE then the result will be sorted order based on Click and Collect locations and presented above the UAP location in the proximity order. FALSE represents not to take this criteria under consideration.
Populate the result in a sorted order based on Click and Collect distance	cAndCSortDistance		0	If cAndCSortIndi = TRUE , then the cAndCSortDistance should also be passed in the request. This distance would be used to sort the C&C location above the regular locations within this distance band.
End point service offering code list	endPntSerList	52	NA	Comma separated end point service offering codes to find access point locations which offers services as mentioned. Refer *Appedix-C* for more details on each filter code. End Point Service List code and description: 001 Direct To Retail 003 Click and Collect 004 Retail to Retail 007 PUDO 008 Early Pickup Delivery Time 009 Accept prepaid drop offs 011 Accepts Payments (COD – Cash on Delivery) 013 Accepts Restricted Articles
To display whether the Access Point is open for the	commitTime	4	NA	24 hours time format (0000 to 2359) If the commit Time does not fall inside the operating hours of the AP, then the message

provided time				"Package delivery may be delayed if this location is closed at the scheduled delivery time" will be displayed in the infobox and "Check Hours of operation" message will be displayed in AP list. (Section 2.4 for ScreenShot) The warning message will not be returned in the callback URL.

4.4 Exclude Criteria Parameters

Parameters present in this table are used in filtering UPS Access Point locations from the result list which will be shown on user interface.

Parameter For	Key	Type	Max	Default	Parameter Description
Public UPS Access Point has retail type of X	xTypes	String	500	NA	UPS Access Point locations having retail type present in this list is excluded from result. Comma "," separated values can be sent. Maximum 50 Business classification codes can be passed.
Public UPS Access Point Name	xName	String	15	NA	UPS Access Point locations containing given name string in its name is not shown in result.
Public UPS Access Point is within specified postal code(s)	xPCodes	String	1500	NA	List of postal codes separated by "," comma. UPS Access point locations, based from the specified postal code, will not be shown in result list.
Is within x distance of a private network location that is included in the candidate list	xDist	Integer	3	NA	If private network access point is present in result list then any location which fall in given distance from private network access point will be excluded from the result list.

**A private network is a retailer interested in displaying their own locations within a certain distance from the starting point. xDist allows other UPS Access Point locations to show outside of the parameter selected.

4.5 User Interface configuration Parameters

Parameters present in this table are used for configuring user interface (UI).

Parameter For	Key	Length	Default	Parameter Description
Target Window	target	7	_top	Used to set target for callback URL at the time of calling it. More information can be found at http://www.w3schools.com/tags/att_link_target.asp
Map	map	5	True	If value of Map is “true” then display map on UI
Alignment of Map	alignMap	5	right	if value of alignMap is right then map will be displayed on right side of results o.w. on left side
Enable search for end User	edit	5	true	Enabling or disabling edit option for “True” indicates provide search option
CSS URL	css	NA	CSS URL	You can override the UPS theme of the search page by specifying the URL of your custom **Cascading Style Sheet**. The basic page layout will remain the same (i.e. parameters like header, thumbnails, map and align still apply) but you can change the fonts, the colors, etc... *Make sure the parameter is URL encoded! For More details please check the section below this table*
Request for Thumbnails	thumb	5	TRUE	If value is true then display thumbnails. Thumbnail will be displayed only if it present.
View Port Responsive	viewPortResponsive	NA	NA	Optional parameter. If the value is true then the application will load including the view port meta tag and viewPortResponsive.css. Note: If this parameter is not used then standard view is the default. If the value is set then the width of the window presenting the app must also be 960px or less in width for the css to invoke. View Port Meta Tag: <meta name="viewport" content="width=device-width, initial-scale=1”>

Using CSS parameter in the invoking URL

Invoking URL format with CSS parameter.

https://www.ups.com/aplp/invoke?&uac=0002WW&appuId=4184&oId=asdf12432423432423&cburl=http%3A%2F%2Fwww%2Emystore%2Ecom/orderpage%2Ephp%3F&postal=L4V1X5&searchCountry=CA&displayLanguage=en&countrySite=CA&css=**https%3A%2F%2Fhowtoprogramwithjava%2Ecom%2Fcss%2Ecss**

Providing the External css the basic page layout will remain the same (i.e. the page header, Access Point Thumbnails, elements in the map area and align still apply). But the customer can change the fonts, colors, size and alignments for the elements (Text, buttons and form fields).

The Locations pins in the map area cannot be changed as it is handled by JavaScript whereas customer will be able to change the Location pin in the result set.

4.6 Selection of UPS Access Point

When the customer selects a UPS Access Point by clicking on the “Select Location” button, the web shop that initiated the loading of the UPS Access is called back on a URL (Call back URL parameter from section 5) that you specify.

To this URL we'll append a set of parameters that contain detailed information on the selected UPS Access Point. Say your callback URL is

http://www.mystore.com/orderpage.php? Then the parameters will be appended like

orderid=
&appuid=
&addline1=
&addline2=
&addline3=
&city=
&state=
&postal=&telephone=..

When the customer clicks on the button "Select Location" this URL will be called and we'll append a range of parameters to that URL. Parameters can be found in Section 5

4.7 Error Message on retrieving multiple access point for a single search Id

When searching with UAP ID, if multiple UPS Access Point locations exist then an error message parameter “errorMsg” will be appended to the callback URL.

Such as, the callback URL is

http://www.mystore.com/orderpage.php?

Then the parameters will be appended like

&errorMsg=Search Id returned multiple UPS Access Point locations

4.8 Searching for an Pay-At-Store location with reqType=UAPNoUI

When the user searches for an Pay-At-Store location (endPntSerList=012) with reqType=UAPNoUI, then the AP requested will not be returned with the call back URL instead an message saying that “If shipping, no pay at store location can be returned” will be appended to the callback URL to notify the user that the pay at store locations are only for reference and not for shipping.

Such as, the callback URL is
http://www.mystore.com/orderpage.php?
Then the parameters will be appended like
&errorMsg=If shipping, no pay at store location can be returned

5. Callback URL parameters

All parameters have first character as small case and next following character in the string as upper case (just like in java variable names).

Parameter For	Parameter	Max	Required	Comment
Order Id provided in invocation URL	orderId	35	Yes	Transaction identifier
UPS Access Point public unique Id of selected Access Point	appuId	15	Yes	Selected Access Point’s UPS Access Point Public Unique Id
UPS Access Point Name	name	50	Yes	Name of the selected UPS Access Point.
UPS Access Point address data	addLine1	64	No	Address Line Number one
	addLine2	64	No	Address Line Number two if available
	addLine3	64	No	Address Line Number three if available
	city	50	Yes	Town or city name
	state	50	Yes	State Name
	postal	8	No	Postal/zip code
	searchCountry	2	Yes	Country/Territory code of the access point
	telephone	50	No	Telephone number of the access point if available.
	fax	50	No	Fax number of the access point if available.
	last50Feets	750	No	If Available, Display of last fifty feet driving directions.
UPS Access Point public location details	hours	200	Yes	Time is as per 24 hours. Sample Format is Only days which are open will be sent. Example: &hours=Sun.0000.2355-Mon.0000.2355-Tue.0000.2355-Wed.0000.2355-Thu.0000.2355-

				Fri.0000.2355-Sat.0000.2355 For Access point with break hours specified will have four values for each day Example: &hours=Sun.0800.1300.1400.2000-Mon.0800.1300.1400.2000
URL of access point image	imageURL	N/A	No	Optional URL to the Access Point image. Only given when an Access Point image exists. Example : &imageURL=http%3A%2F%2Fwww.ups.com%2Frms%2Fimage%3Fid%3D55C3684F-C78F-4D66-91DB-3C6CA1623BC8
UPS Access Point GPS coordinates	lat	11,6	Yes	Latitude of GPS coordinate. Example : &lat=43.658988
	long	11,6	Yes	Longitude of GPS coordinate &long=-79.698226
Availability	avaInfo	20	No	Information regarding the availability of the access point Either “ACTIVE” or “”ACTIVE-UNAVAILABLE Example : &avaInfo=ACTIVE
Promotion Text	promoText	100	No	Promotion Text will be returned
Unavailability Reason	unAvaReasDcro	100	No	**DCR/DCO Unavailability:** If the requested access point is not available a reason will be sent. Provided the “reqType=UAPNoUI” (Since in UI mode the access point will not available for Selecting) and “dcrDcoAval=True” Example: &unAvaReasDcro=Temporarily%20Unavailable
	unAvaReasShip	100	NO	**Shipping Unavailability:** If the requested access point is not available a reason will be sent. Provided the “reqType=UAPNoUI” (Since in UI mode the access point will not available for Selecting) and “shipAvaIndi=True” Example: &unAvaReasShip=Temporarily%20Unavailable
Supported Services	services	N/A	NO	The Services supported by the Access point will be sent as comma separate value in this parameter . In this parameter the services supported by the access point like “Duplication Services, Mail Box Rentals, Faxing, UPS Returns®, Find a dropoff location, Pay for a UPS shipping label, Staffed Locations, Express, Standard, International” will be sent

				Example: &services=Duplication%20Services,%20Mail%20Box%20Rentals
Access payment Indicator	accPayInd	1	No	Access payment Indicator flag, value will be Y/N.(If the access point accepts Cash On Delivery then the value will be 'Y' else 'N') Example: &accPayInd=Y

The few parameters like services, hours, unavailability reason, and error messages returned in the call back URL in Non UI mode will be HTML encoded.

5.1 Sample Request and Response URL

a. Sample of Request URL
Consider your Callback URL is http://www.mystore.com/orderpage.php? and the request will be (URL as below)

https://www.ups.com/aplp/invoke?
&uac=0002WW
&appuId=4184
&oId=asdf
&cburl=http%3A%2F%2Fwww%2Emystore%2Ecom/orderpage%2Ephp%3F
&postal=L4V1X5
&searchCountry=CA
&displayLanguage=en
&countrySite=CA
&addLine1=AIRPORT+INDUST%27L+PARK3375+KOAPAKA+ST
&city=HONOLULU…..

b. Successful Response URL:
Contains the response key value pair for the selected or requested location.

http://www.mystore.com/orderpage.php?action=select
&orderId=asdf
&appuId=U85456311
&name=OPSV%20OCCASIONAL%20AIR%20CUST
&addLine1=7111%20KENNEDY%20RD
&city=MISSISSAUGA
&state=ON
&country=CA
&postal=L5S0A4
&telephone=201-828-7423
&lat=43.658988&long=-79.698226

c. Response URL on clicking Cancel button
http://www.mystore.com/orderpage.php?action=cancel&orderId=1234

6. Error

6.1 API Error Response Codes

HTTP Status Codes

Code	Message	Description
200	OK	Success: Everything is working
400	Bad Request	The request was invalid or cannot be served. The exact error should be explained in the error payload. E.g. The JSON is not valid“
401	Unauthorized	The request requires authentication
404	Not found	URL does not exist or resource not found
405	Method not allowed	Method not allowed
500	An internal server error occurred	An internal server error occurred; API developers should avoid this error. If an error occurs in the global catch blog, the stracktrace should be logged and not returned as response.
503	Internal Server Error	The service/resource is not available. There are external component DOWN issues that the client will not be able to resolve

Common Error Codes

	HTTP Status Code	Error Type	Message
20001	500	Transient	General process failure.
250001	401	Hard	Invalid Access License for the tool. Please re-license.
250003	401	Hard	Invalid Access License number.
250009	401	Hard	License Number not found in the UPS database.
250019	400	Hard	Invalid Field value.
250050	500	Transient	License system not available.
990001	400		Missing or Invalid AppIds.
990003	500		Internal service error.

6.2 Errors for invocation URL parameters

If errors occur, then it will be shown on user interface and only cancel button will be presented and no result will be shown except validation errors occurred on edit/ search option area. Errors occurred while editing search address will be shown on same page along with Pre-populating data entered by end user.

URL Parameter	Error Condition	Error Message
uac	Not Present	Please Provide Merchants "UPS Account Number"
Cburl	Not Present	Please Provide "Callback URL"
oid	Not Present	Please Provide "Order Number"
add1, add2 & add3	If string length is less than three and greater than zero	Minimum three characters required in Address Line
	If string length is greater than 64	Maximum 64 characters are allowed in Address Line
searchCountry	if string length is not 2	Invalid or not supported "Country or Territory" parameter
	If string is not present in valid country/territory list	Invalid or not supported "Country or Territory" parameter
displayLanguage		
displayLanguage	if string length is not 2	Invalid value for "displayLanguage" parameter
	If string is not present in valid displayLanguage list	Invalid value for "displayLanguage" parameter
countrySite	if string length is not 2	Invalid length or missing "countrySite" parameter
	If string is not present in valid countrySite list	Invalid length or missing "countrySite" parameter
target	If string is not present in valid target list	Invalid value for "TARGET" parameter
map	If string is other than "true" or "false" case insensitive	Invalid value for "MAP" parameter

alignMap	If string is other than "left" or "right" case insensitive	Invalid value for "ALIGNMAP" parameter
search	If string is other than "true" or "false" case insensitive	Invalid value for "SEARCH" parameter
thumb	If string is other than "true" or "false" case insensitive	Invalid value for "THUMB" parameter
brand	If string is other than "true" or "false" case insensitive	Invalid value for "BRAND" parameter
maxRes	If integer value is greater than or less than zero	Invalid value for "MAXRES" parameter
maxDist	If integer value is greater than 100 for Miles and greater than 150 for Kilometers or less than zero	Invalid value for "MAXDIST" parameter
uom	If string value is other than "MI" or "KM" case insensitive	Invalid value for "UOM" parameter
isupId	If string is other than "true" or "false" case insensitive	Invalid value for "ISUPID" parameter
pudoIndi	If string is other than "true" or "false" case insensitive	Invalid value for "PUDO" parameter
status	If string value is other than "00", "01", "02"	Invalid value for "STATUS" parameter
xTypes	If string value is other than valid values list	Invalid value for "TYPES" parameter
xName	If string length is more than 15	Invalid value for "NAME" parameter
xDist	If integer value is greater than 100 or less than or equal to zero	Invalid value for "DIST" parameter
clientId	If client Id is not valid client Id	Invalid value for "CLIENTID" parameter
dcrDcoAval	If DCRO Availability Indicator is other than true or false	Invalid value for "DCROAVAINDI " parameter
shipAvaIndi	If Shipping Availability Indicator is other than true or false	Invalid value for "SHIPAVAINDI" parameter
shipPrepDelay	If Shipper Preparation delay value should be 0-5	Invalid value for "SHIPPREPDELAY" parameter

accPayIndi	If Accept Payment Indicator is other than true or false	Invalid value for "ACCPAYINDI " parameter
accDirDelIndi	If Accept Direct Delivery Indicator is other than true or false	Invalid value for "ACCDIRDELINDI " parameter
allowEarDelIndi	If Allow Early Delievery Indicator is other than true or false	Invalid value for "ALLOWEARDELINDI" parameter
pudoIndi	If PUDO(PickUp – DropOff Availability Indicator is other than true or false	Invalid value for "PUDOINDI" parameter
cAndCSortIndi	If C&CSortIndicator Indicator is other than true or false	Invalid value for "CANDCSORTINDI " parameter
endPntSerList	End point service offering code list value should be 001- 012	Invalid value for "ENDPNTSERLIST" parameter
uappuId	If multiple access points are returned for an ID search in NON UI mode then error message to be displayed by APLP	Search Id returned multiple UPS Access Point locations
commitTime	If the commit time provided is not a valid 24 hours' time value(0000 - 2359)	Invalid value for "COMMITTIME" Parameter
LocationType	If the length is not equal to 3 or if it holds values other than 018 or 019	Invalid value for "LocationType" Parameter
AddnlSrvc	If the length is not equal to 3 or if it holds value other than 033	Invalid value for "AddnlSrvc" parameter

6.3 Other Errors

Condition or Scenario	Error Message
UPS Account Number is not active	Invalid Access To
APLP is not able to connect to UPS system for results	Unable To Show
UPS system return any error message as response	Unable To Show
In result all locations are with status "active/unavailable"	Search Completed Successfully With Zero Matches
UPS system return "No Location Found" message with status as success	Unable to find locations based on the address provided. Please include more address information or verify the address information provided
If in search URL "status" parameter has value equal to "01"	Search Completed Successfully With Zero Matches

7. APPENDIX

7.1 Appendix A – Countries/Territories Codes

List of countries/territories codes with their ISO 3166-1-alpha-2 codes referenced at the link.
http://www.iso.org/iso/country_names_and_code_elements

* Code to be used for countrySite value.

7.2. Current Supported Search Country/Territory Codes

A. When searching for UPS Access Points in the following countries/territories, UPS Access Point Locator Users will be able to obtain the public data for each UPS Access Point in any of the supported UPS.com languages of the search country/territory:

* Code to be used for searchCountry value.

Country Name	Country Code
Austria	AT
Belgium	BE
Canada	CA
Denmark	DK
Finland	FI
France	FR
Germany	DE
Italy	IT
Luxembourg	LU
Mexico	MX
Netherlands	NL
Norway	NO
Poland	PL
Puerto Rico	PR
Spain	ES
Sweden	SE
Switzerland	CH
United Kingdom	GB
United States	US
Czech Republic	CZ
Hungary	HU
Portugal	PR

B. When UPS makes UPS Access Point public data available for the purposes of selecting a UPS Access Point for shipping or location look-up, the data will be made available using real language characters for the following languages:

* Canadian French (Canada)

* Castilian Spanish (Spain)
* Canadian English (Canada)
* Danish (Denmark)
* Dutch (Belgium, Netherlands)
* Finnish (Finland)
* French (Belgium, France, Luxembourg, Switzerland)
* German (Germany, Austria, Switzerland)
* Italian (Italy)
* Mexican Spanish (Mexico)
* Norwegian (Norway)
* Polish (Poland)
* Puerto Rican Spanish (Puerto Rico)
* Swedish (Sweden)
* UK English (Austria, Denmark, Finland, Norway, Sweden, Switzerland,Czech, PortugalHungary)
* US English
*Czech (Czech Republic)
*Hungarian (Hungary)
* Portuguese (Portugal)
* Russia (Russia)
* Hebrew (Isreal)
* Turkish (Turkey)
* Bulgarian(Bulgaria)
* Greek(Greece)
* Latin American Spanish(Argentina)
* Neutral Spanish (US)
* Estonian(Estonia)
* Hungarian(Hungary)
* Japanese (Japan)
* Korean (Korea, South)
* Lithuanian (Lithuania)
* Latvian (Latvia)
* Brazilian Portuguese (Brazil)
* Romanian (Romania)
* Slovakian (Slovakia)
* Slovenian (Slovenia)
* Vietnamese (VIetnam)
* Simplified Chinese (China Mainland, People's Republic of)
* Cantonese (Hong Kong SAR, China)
* Mandarin (Taiwan, China)

7.3 Appendix B – Supported Language Codes

The Language and Codes for displayLanguage parameters are available in below table, there are currently 39 supported languages:

Language/Dialect	Valid value for "displayLanguage" Parameter
Bulgarian	bg
Czech	cs

Danish	da
German	de
Greek	el
Canadian English	en
Queen's English	en
Latin American Spanish	es
Castilian Spanish	es
Mexican Spanish	es
Neutral Spanish (US)	es
Puerto Rican Spanish	es
Estonian	et
Finnish	fi
Canadian French	fr
French	fr
Hebrew	he
Hungarian	hu
Italian	it
Japanese	jp
Korean	kr
Lithuanian	lt

Latvian	lv
Dutch	nl
Norwegian	no
Polish	pl
Brazilian Portuguese	pt
Portuguese	pt
Romanian	ro
Russian	ru
Slovakian	sk
Slovenian	sl
Swedish	sv
Turkish	tr
Ukrainian	ua
Vietnamese	vi
Simplified Chinese	zh
Cantonese (Hong Kong SAR, China)	zh
Mandarin (Taiwan , China)	zh

Note that one country/ territory *can use multiple languages and one language can be used in multiple countries.*

List of ISO 639.2 language codes can be found at http://www.loc.gov/standards/iso639-2/php/code_list.php

7.4 Appendix C - End Point service Filter Codes and Descriptions

Filter Codes	Filter Code Name	Filter Description
001	Direct to Retail	Locations can accept packages shipped directly from Shipper (e.g. Retailer)
003	Click and Collect	Private Network locations that may only accept their own shipments
004	Retail on Retail	Locations can accept packages shipped directly from Shipper
007	PUDO	Locations that support technician model, pickup and drop off of parts / equipment for repair
008	Early Pickup Delivery Time	Locations are open early for premium delivery acceptance
009	Accept prepaid drop offs	Customers can drop off packages and returns at these locations
011	Accepts Payments	Locations are set up to accept funds on behalf of UPS (duties and taxes) or the Shipper (value of goods)
013	Accepts restricted articles	Locations that have agreed to accept commodities that may be restricted from other locations

7.5 System Availability

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

8. Contacting UPS for Technical Support

8.1 Technical Support (U.S.)

Below are channels for obtaining support for the UPS Developer Kit (UDK) all of which are accessed through the **UPS Developer Resource Center** at the following link:

http://www.ups.com/content/us/en/resources/techsupport/developercenter.html?WT.svl=SubNav

8.2 Alternative Options:

a. Go to www.UPS.com.
b. Mouse over the Support tab and select Technology Support
c. In the left navigation panel of the page select the link "Developer Resource Center".

- Email Technical Support – available in the right hand column on the **UPS Developer Resource Center** web page. This is ***the*** support channel for technical support and questions regarding API integration. It is accessed by logging in to My UPS and attaching your Request/Response URL and screen shots and any other pertinent information about your integration UPS Email Technical Support can only support the complete request and response URL used for calling the Plugin.

- General Question Phone Support (U.S. only) – available in the right hand column of the **UPS Developer Resource Center** web page. Phone support is the ***least comprehensive*** support mechanism for the developer. This channel of support addresses questions about the user interface at ups.com and how to gain access to the APIs. Those types of questions must go through Email Technical Support.

1st Level Email and Phone Technical Support Business Hours and Response Times:

- Hours of operation for 1st Level Email Tech Support: 7:30am to 8pm EST Monday through Friday. Hours of operation for 1st Level Phone Support: 7:30 am to 9pm EST Monday through Friday and 9am to 6pm EST Saturday and Sunday. The desk is closed on UPS Holidays.
- 1st Level Email Tech Support email response time is planned to be within 4 business hours of the initial request. Business hours are defined as hours of operation of the tech support desks when service technicians are working.

This means if you submit an email tech support request after business hours the 4 hour response clock will not begin until the following morning at 7:30am EST M-F and 9am EST Saturday and Sunday (UPS Holidays excluded).

PLEASE NOTE:

If you are sent an email from 1st Level Email Tech Support stating your case log # has been escalated, the 24 hour planned response clock starts from the time you receive the email from 1st Level Email Tech Support (provided the Escalation Support desk is open). If not, then the clock will begin when the Escalation Support desk opens.

8.3 Escalation Support Business Hours and Response Times

- Hours of operation: 8am to 8pm EST Monday through Friday. The desk is closed weekends and on UPS Holidays.
- Escalation Support desk response time is planned to be within 24 hours during normal hours of operation.

This means if your case log is escalated at 8:30pm on Friday, you will not receive an email response from the Escalation Support desk at the latest until Monday at 8:00 PM (Saturdays, Sundays, and Holidays are excluded). Response times are from the time the case log was escalated plus 24 hours which do NOT include the weekends or UPS holidays.

There may be some scenarios when the tech support team is meeting planned response times but it appears as if it's taking too long. Below is a brief example where the planned response time is met but nothing happened over the weekend.

Example –

Customer submits tech support email at 7am on Friday. The clock for 4 hour response will not begin until 7:30am EST for the 1st level tech support team. They respond within 4 hours at 11:30am EST that same Friday stating the case log has been escalated and providing the case log #.

The escalation desk receives the case log at 11:30am EST. They begin work on evaluating the problem and have planned to either update the customer within 24 hours or solve the problem within 24 hours. Either way, the customer will hear from the escalation desk within 24 hours with some type of disposition on their case log. The escalation desk clock begins when they receive a case log from 1st level tech support during business hours, M-F 8am to 8pm EST. In this case, the clock begins at 11:30am EST if the escalation desk does not have an answer by 8pm EST on Friday the desk has until 11:30am EST the following Monday to either provide a resolution or a status update to the customer on the case log. The Escalation Desk continues work on the case log on Monday beginning at 8am EST. They receive resolution at 1030am EST Monday and send

9. Legal Specifications

The UPS Applications integration is governed by the UPS Technology Agreement or UPS Customer Technology Agreement you entered into with UPS. The following are key legal requirements from these agreements for interface and integration to UPS Application. For more information on all requirements for the UPS® Access Point Locator Plugin, please refer to the UPS Technology Agreement or the Customer Technology Agreement.

9.1 Key Legal Requirements

-Permitted Territories

This document can only be used in the countries listed in Exhibit C of the UPS Technology Agreement or UPS Customer Technology Agreement.

-Limitation for Use

The application must not be designed to allow distribution of information received through the UPS Plugin to third parties, other than to persons having a bona fide interest in such information (e.g., the shipper, receiver or the third party payer).

9.2 Consent to Use of UPS Mark

- All screens or forms generated by your application including information received through the UPS Plugin must include
  - *The UPS Mark positioned in reasonable proximity to the Information and of an appropriate size to readily identify the source of the Information as UPS.*
  - *The following language at the every screen that displays the UPS Mark: "UPS, the UPS brand mark, and the Color Brown are trademarks of United Parcel Service of America, Inc. All Rights Reserved". Except as set forth in the preceding sentence, you have no right to use the UPS Mark without the prior written approval of UPS.*
- You shall not use the UPS Mark in association with any third party trademarks in a manner that might suggest co-branding or otherwise create potential confusion as to source or sponsorship of the application, or ownership of the UPS Mark.
- The UPS Mark shall be used only as provided by UPS electronically or in hard copy form. The UPS Mark may not be altered in any manner, including proportions, colors, elements, etc., or animated, morphed or otherwise distorted in perspective or dimensional appearance.
- The UPS Mark may not be combined with any other symbols, including words, logos, icons, graphics, photos, slogans, numbers or other design elements. A minimum amount of empty space must surround the UPS Mark separating it from any other object, such as type, photography, borders, edges, etc. The required area of empty space around the UPS Mark must be 1/3x, where x equals the height of the UPS Mark.

9.3 Copyright and Proprietary Notice

In your application and any POD Letters you prepare you must include a prominent reproduction of UPS's copyright and proprietary notices in a form and format specified by UPS (See Copyright Section of this document).

9.4 Display of Information

The application must not display information concerning any other provider of shipping services or such other shipping services on any page, whether comprising one or more frames, displaying information your application receives from the UPS® Access Point Locator Plugin. Your application must present all data within each field received through the UPS® Access Point Locator Plugin without amendment, deletion or modification of any type.