

Rating Package Web Services Developers Guide

December 30, 2013



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1.1 Important Information

UPS Developer APIs

Your development of an application using the UPS Web Service APIs are 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 the UPS Web Service APIs. For more information on all requirements for the UPS Web Service APIs, please refer to the UPS Technology Agreement or the Customer Technology Agreement.

Key Legal Requirements for UPS Developer APIs

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.

Use

The application must not be designed to allow distribution of information received through the UPS Web Service 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).

Consent to Use of UPS Mark

- All screens or forms generated by your application including information received through the UPS Web Service 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.
- 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.

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).

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 Web Service APIs. Your application must present all data within each field received through the UPS Web Service APIs without amendment, deletion or modification of any type.

1.2 Welcome to the UPS API Developer's Guides

Welcome to the UPS API Developer's Guides. This guide provides the information you need to begin using UPS Developer APIs.

UPS Developer APIs offer a fast and convenient way to access UPS service information using the Internet. With these Developer APIs, UPS lets you easily incorporate UPS technology in your own applications or your own web site. Your users—running your applications or visiting your web site—can have up-to-the-minute access to UPS services.

1.2.1 Release Features

Jan 2014	<p><u>Rate Hold For Pick Up At UPS Access Point shipments (Small package shipments sent to an Alternate Delivery Address a.k.a. UPS Access Point)</u></p> <ul style="list-style-type: none"> • The UPS Rating API has been modified to rate Hold for Pick up at UPS Access Point shipments. The Hold for Pick up at UPS Access Point option is NOT a General Service Offering, a contract is required. • When an authorized user sends a valid Hold for Pick up at UPS Access Point shipment rate request with negotiated rates indication, published and ABR cost of the Hold for Pick up at UPS Access Point option will be returned in the total shipment and total service options cost of a rate response. • Rating will be performed on the combination of the ship from address and the alternate delivery address. <p>New Schema Enhancement for Rate Request:</p> <ul style="list-style-type: none"> • New containers in Shipment <ul style="list-style-type: none"> – /Shipment/ShipmentIndicationType – /Shipment/AlternateDeliveryAddress • New tags in ShipmentIndicationType <ul style="list-style-type: none"> – /Shipment/ShipmentIndicationType/Code – /Shipment/ShipmentIndicationType/Description • New tags/container in AlternateDeliveryAddress <ul style="list-style-type: none"> – /Shipment/AlternateDeliveryAddress/Name – /Shipment/AlternateDeliveryAddress/Address
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	<ul style="list-style-type: none"> • New tags in Address <ul style="list-style-type: none"> – /Shipment/AlternateDeliveryAddress/Address/AddressLine – /Shipment/AlternateDeliveryAddress/Address/City – /Shipment/AlternateDeliveryAddress/Address/StateProvinceCode – /Shipment/AlternateDeliveryAddress/Address/PostalCode – /Shipment/AlternateDeliveryAddress/Address/CountryCode – /Shipment/AlternateDeliveryAddress/Address/ResidentialAddressIndicator – /Shipment/AlternateDeliveryAddress/Address/POBoxIndicator <p><u>Approved customers can now rate State Department License (SDL) shipments</u></p> <ul style="list-style-type: none"> • The Rating API has been modified to return an ELV (Export License Verification) Accessorial on a shipment when a contracted shipper rates an SDL shipment. • Rating an SDL shipment will require that the associated account be SDL enabled - a contractual relationship between the customer and UPS. • The Rating API will return an ELV accessorial charge for an approved customer when the rate request includes an SDL indicator. <p>New Schema Enhancement for Rate Request:</p> <ul style="list-style-type: none"> • New tag in ShipmentServiceOptions <ul style="list-style-type: none"> – /Shipment/ShipmentServiceOptions/SDLShipmentIndicator <p><u>New to the UPS Luxembourg country page</u></p> <ul style="list-style-type: none"> • The following tools are now also available for download via the Luxembourg country page: <ul style="list-style-type: none"> – Address Validation – City, State, Zip – Locator – Global – Collection – Rating – Shipping – Time in Transit – Quantum View – Tracking – Tracking – UPS Signature Tracking – UPS TradeAbility
August 2013	<p><u>UPS Premium Care</u></p> <ul style="list-style-type: none"> • General Service Offering • Service for Canada to Canada delivery • A fee-based UPS service providing end-to-end control of highly sensitive packages including maintaining documentation of signatures of all people handling a package from shipper to ultimate consignee • New Error Codes <p>New Schema Enhancement for Rate Request:</p> <ul style="list-style-type: none"> • New Tag in PackageServiceOptions <ul style="list-style-type: none"> – /Shipment/Package/PackageServiceOptions/UPSPremiumCareIn

	Indicator
July 2013	<p><u>UPS Worldwide Express Freight</u></p> <ul style="list-style-type: none"> The Rating API will support a service level of UPS Worldwide Express Freight, with the following pickup and delivery options: <ul style="list-style-type: none"> Drop-off Hold at Location Drop-off and Hold at Location The Rating API will provide a rate quote for a UPS Worldwide Express Freight shipment using a single UPS Worldwide Express Freight service with the following pickup and delivery options: <ul style="list-style-type: none"> Drop-off Hold at Location Drop-off and Hold at Location The Rating API will provide detailed shipment published rates (transportation, accessorials and surcharges) for UPS Worldwide Express Freight forward and return shipments The Rate API will provide detailed incented rates (transportation, accessorials and surcharges) for UPS Worldwide Express Freight forward and return shipments. The Rating API will provide UPS Worldwide Express Freight International Returns and Import Control information The Rating API will provide Freight Saturday Delivery for a UPS Worldwide Express Freight forward shipment in all destinations (countries and/or postal codes) that support Saturday Delivery Note: Saturday Delivery is not valid for the delivery option Hold at Location. The Rating API will provide Freight Saturday Delivery for a UPS Worldwide Express Freight International Returns or Import Control shipment for US destinations only The Rate API will provide rates for Dry Ice for UPS Worldwide Express Freight forward and return shipments The Rating API will provide an indication for each pallet in a UPS Worldwide Express Freight forward, returns or Import Control shipment that contains Dry Ice When a Freight Dry Ice total weight of one or more pallets, exceeds the Dry Ice maximum allowable weight for a UPS Worldwide Express Freight shipment, the Rating API will disallow the shipment <p>New Schema Enhancement for Rate Request:</p> <ul style="list-style-type: none"> New Tags in Shipment /Shipment <ul style="list-style-type: none"> ItemizedChargesRequestedIndicator New Container in PackageServiceOptions /Shipment/Package/PackageServiceOptions

	<ul style="list-style-type: none"> – DryIce • New Tags/Container in DryIce /Shipment/Package/PackageServiceOptions/DryIce <ul style="list-style-type: none"> – RegulationSet – MedicalUseIndicator – AuditRequired – DryIceWeight • New Tags/Container in DryIceWeight /Shipment/Package/PackageServiceOptions/DryIce/DryIceWeight <ul style="list-style-type: none"> – Weight – UnitOfMeasurement • New Tags in UnitOfMeasurement /Shipment/Package/PackageServiceOptions/DryIce/ DryIceWeight/ UnitOfMeasurement <ul style="list-style-type: none"> – Code – Description • New Tags/Container in ShipmentServiceOptions /Shipment/ShipmentServiceOptions <ul style="list-style-type: none"> – ImportControl – ReturnService – CommercialInvoiceRemovalIndicator • New Tags in ImportControl /Shipment/ShipmentServiceOptions/ImportControl <ul style="list-style-type: none"> – Code – Description • New Tags in ReturnService /Shipment/ShipmentServiceOptions/ReturnService <ul style="list-style-type: none"> – Code – Description <p>New Schema Enhancement for Rate Response:</p> <ul style="list-style-type: none"> • New Container in RatedShipment /RatedShipment <ul style="list-style-type: none"> – AccessorialCharges – SurCharges • New Tags in AccessorialCharges /RatedShipment/AccessorialCharges <ul style="list-style-type: none"> – Code – Description – CurrencyCode – MonetaryValue
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	<ul style="list-style-type: none"> – SubType • New Tags in SurCharges /RatedShipment/SurCharges <ul style="list-style-type: none"> – Code – Description – CurrencyCode – MonetaryValue – SubType • New Container in NegotiatedRates /RatedShipment/NegotiatedRates <ul style="list-style-type: none"> – AccessorialCharges – SurCharges – TransportationCharges • New Tags in AccessorialCharges /RatedShipment/NegotiatedRates/AccessorialCharges <ul style="list-style-type: none"> – Code – Description – CurrencyCode – MonetaryValue – SubType • New Tags in SurCharges /RatedShipment/NegotiatedRates/SurCharges <ul style="list-style-type: none"> – Code – Description – CurrencyCode – MonetaryValue – SubType • New Tags in TransportationCharges /RatedShipment/NegotiatedRates/TransportationCharges <ul style="list-style-type: none"> – CurrencyCode – MonetaryValue • New Container in RatedPackage /RatedShipment/RatedPackage <ul style="list-style-type: none"> – Accessorial • New Tags in Accessorial /RatedShipment/RatedPackage/Accessorial <ul style="list-style-type: none"> – Code – Description <p><u>Croatia Accession to European Union (EU)</u></p> <ul style="list-style-type: none"> • UPS will identify and recognize Croatia as an EU country as of July, 2013 • UPS will allow Transborder Service Levels between Croatia and all other
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	<p>EU countries</p> <ul style="list-style-type: none"> • The following Service Levels will be provided for: <ul style="list-style-type: none"> ○ Croatia to all EU Countries: <ul style="list-style-type: none"> ▪ TB Express Plus ▪ TB Express ▪ TB Express Saver ▪ TB Standard ○ From all EU countries to Croatia: <ul style="list-style-type: none"> ▪ TB Express ▪ TB Express Saver ▪ TB Standard ○ From Croatia to all non-EU Countries: <ul style="list-style-type: none"> ▪ WW Express Plus ▪ WW Express ▪ WW Express Saver ▪ WW Standard ○ From all non-EU Countries to Croatia: <ul style="list-style-type: none"> ▪ WW Express ▪ WW Express Saver ▪ WW Standard • When the origin country is Croatia and the destination is any other EU country or the destination country is Croatia and the origin is any other EU country, UPS will allow shipments to specify the following container types: <ul style="list-style-type: none"> ○ UPS Tube ○ Letters ○ Express Boxes ○ Package with Documents ○ Package Non-Document ○ PAKS • When the origin country is Croatia and the destination is any other EU country or the destination country is Croatia and the origin is any other EU country, UPS will allow shippers to specify the following accessorials: <ul style="list-style-type: none"> ○ Declared Value ○ Delivery Confirmation – Adult Signature Required ○ Delivery Confirmation – Signature Required ○ <p>International Rate, Zone and Service</p>
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	<ul style="list-style-type: none"> • Introduce export & import services for Turkmenistan <ul style="list-style-type: none"> ○ The Rating API user will be able to request a rate for a shipment with a Turkmenistan destination • Bonaire, St. Eustatius, Saba” (grouped country) <ul style="list-style-type: none"> ○ The Rating API user will be able to request a rate for a shipment with a “Bonaire, St. Eustatius, Saba” origin or destination • St. Maarten and St. Martin” (grouped country) <ul style="list-style-type: none"> ○ The Rating API user will be able to request a rate for a shipment with a “St. Maarten and St. Martin” origin or destination ○ The Rating API user will be able to specify Curacao, as forward destinations
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1.2.2 How to Use this Guide

If you are an experienced developer, you can begin developing applications quickly after reviewing "Required Steps for Integrating."

If you would like a more step-by-step guide to developing and deploying the Developer APIs, "Planning Your Applications" provides advice and describes options for developing and deploying applications and web sites that use UPS Developer APIs.

The "UPS Developer API Technologies" section explains key technologies on which the Developer APIs rely. That section also includes hints for using those technologies in various software development environments.

If you would like to learn more about what the UPS API covered in this guide can do for your applications, refer to the section on understanding the UPS API Services in this guide.

A complete technical reference to the Developer API covered in this guide is found in the API Reference section with details for the programming interfaces.

Additional material, including reference tables and lists, may be found in the appendices.

1.3 Business Processes and Rules

- UPS restricts the usage of the Rating API only by users who plan to ship packages manifested, tendered, and delivered by UPS.
- Any customers/developers abusing the Rating API or data mining the API will have their access revoked.
- The user can utilize the Rating API by first registering on UPS.com with a User ID and Password. Once they have registered they would need to obtain an Access Key from UPS.com that provides access to the Rating API. To obtain an Access Key an account number needs to be added or created in their UPS.com profile.

- Users who want to obtain their Negotiated Rates or want to see their Account Based Rating (ABR) information via the Rating API first need to have their account numbers set up for ABR by their UPS Account Executive and then authenticate their account.
- **Authentication** - Account numbers can only be added to UPS.com profiles by providing the following additional information for authentication:
 - Account Number
 - Account Country Code
 - Invoice Level Control ID
 - Plan Level Control ID
 - Amount Due on Invoice
 - Date of Invoice
- Users are provided with both **testing** and **production** access to the Rating API when the Access Key is requested.
- The Rating API provides both Published Rates as well as Negotiated Rates.
- Users who want to obtain their Negotiated Rates or want to see their Account Based Rating (ABR) information via the Rating API first need to have their account numbers set up for ABR by their UPS Account Executive, have them added to RS.com.
- The following table shows what Rates Charts will be returned by the Rating API based on the combination of CustomerClassification code, Pickup Type code and Account Number:

Customer Classification	Pickup type	Account Number	Rate Returned
00	Valid/Missing/Invalid	Valid	Rate associated with account number
00	Valid/Missing/Invalid	Missing/Invalid	Retail Rates
01	Valid/Missing/Invalid	Valid/Missing/Invalid	Daily Rates
04	Valid/Missing/Invalid	Valid/Missing/Invalid	Retail Rates
53	Valid/Missing/Invalid	Valid/Missing/Invalid	Standard List Rates
Missing/Invalid	01	Valid/Missing/Invalid	Daily Rates
Missing/Invalid	03/06/07/19/20	Valid/Missing/Invalid	Retail Rates
Missing/Invalid	Missing/Invalid	Valid	Rate associated with account number
Missing/Invalid	Missing/Invalid	Container provided but account number Invalid/Missing	Retail Rates
Missing/Invalid	Missing/Invalid	Not Provided	Daily Rates

1.4 Required Steps for Integrating WebServices

The required steps for integrating the UPS APIs are listed here for UPS XML Services.

UPS Web Services

Details for accessing UPS Developer API Web Services are defined within WebServices Definition Language (WSDL) files that are part of the UPS Developer Kit. Most modern development environments include support for automatically importing WSDL files and generating skeleton code to access the services. Although the specific details depend on the particular development environment, the general procedure is as follows.

1. Review the UPS Technology Agreement available at www.ups.com. This agreement requires that you follow certain procedures and practices in using UPS Developer API Web Services.
2. Import the WSDL files into the development APIs of choice. Depending on the specific API, this step will result in skeleton code (such as Java or C# classes) for accessing the Web Services
3. Add your functionality specific to your application and/or web site to the skeleton code.
4. Test your application and/or web site using the designated UPS staging environment.
5. If you are a UPS Ready developer, review your application with UPS.
6. Deploy your application for your customers.
7. Ensure the UPS Shipper Account number is added to the user's profile. This can be done at myups.com.

1.5 Planning Your Applications for WebServices

Planning is a key part of any successful development activity, and UPS WebServices applications are no exception. This section helps that planning by describing the important activities of any UPS WebServices application project. It provides an overview of the steps required to develop applications, and it describes key factors and choices necessary to deploy those applications.

1.5.1 Web Service Applications

Many different types of applications can take advantage of WebServices. Those application types include dedicated desktop applications, databases, web applications, and documents. The following figures illustrate some of the possibilities for applications using UPS Developer APIs. The only essential requirement for all of these applications is that they must have access to the Internet.

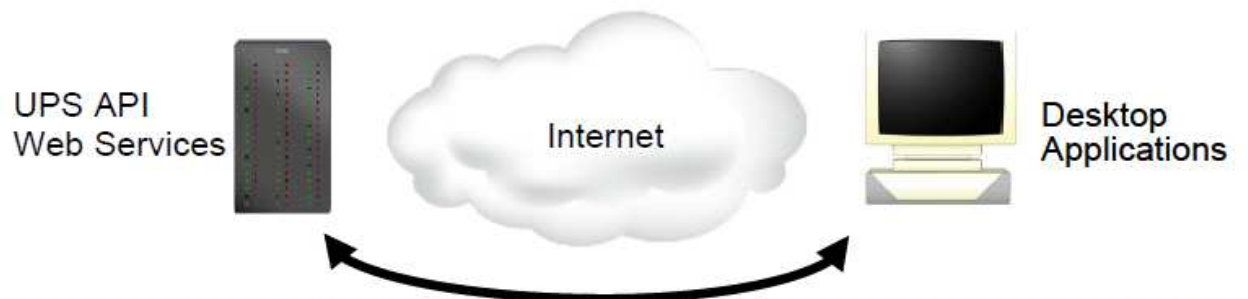


Figure 1: Dedicated applications that users run on their desktops can access UPS Web Services.

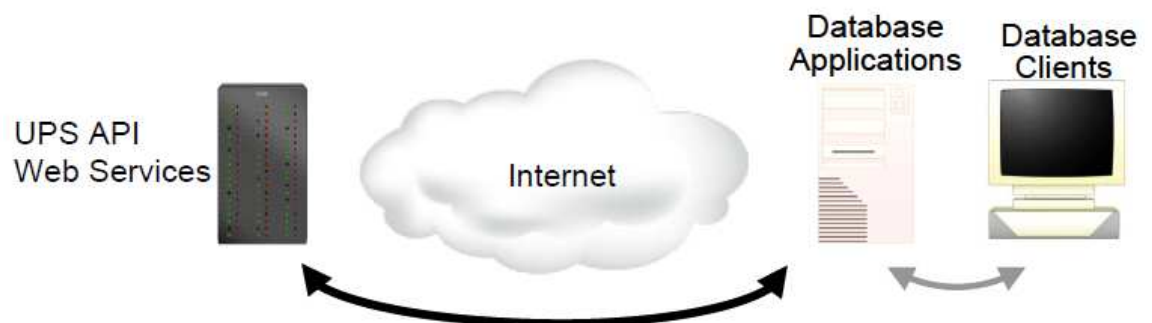


Figure 2: Database applications can access UPS Web Services and return information to their clients.

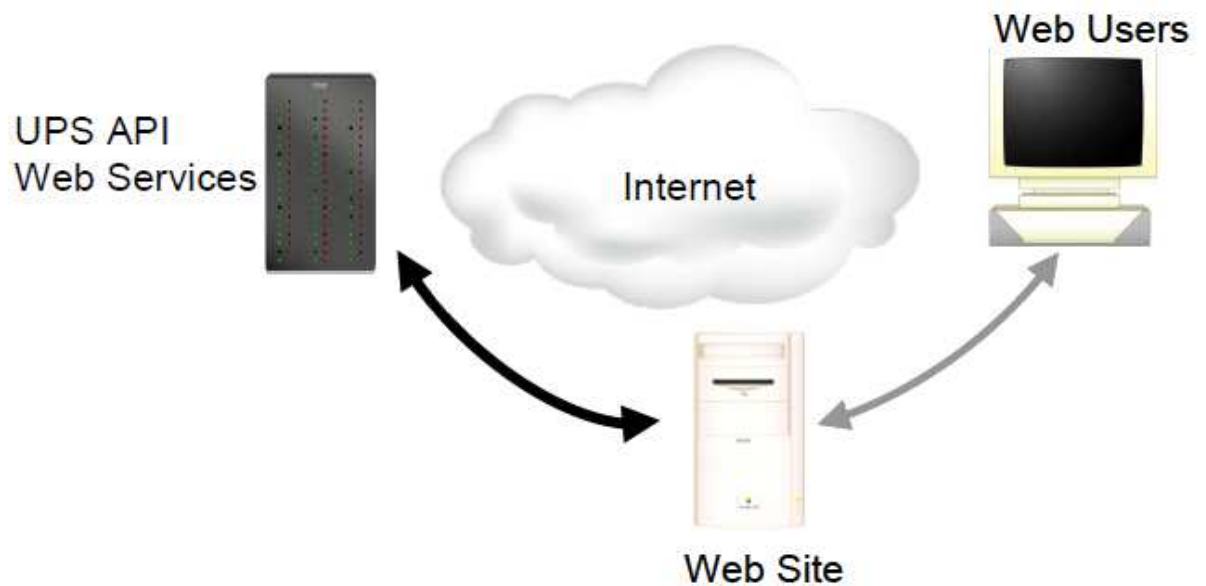


Figure 3: Web sites can access UPS Web Services and return information to users' web browsers.



Figure 4: Non-traditional applications such as Microsoft Office or Adobe Acrobat documents can use UPS Web Services to automatically update their content.

The UPS Developer APIs can be implemented withal of these types of applications and many others. Virtually any software that needs instant, up-to date access to UPS services can take advantage of UPS Developer APIs.

1.5.2 Licensing the UPS Developer API WebServices

As part of the UPS Technology Agreement, users of the APIs have certain obligations that are spelled out within the service agreement and its exhibits. Regardless of the manner in which the UPS Developer API WebServices are integrated into your specific e-commerce web site or enterprise application, you must adhere to appropriate usage requirements.

1.5.2.1 Branding Requirements

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

1.5.2.2 UPS Review of Applications

If you distribute your application as software, please provide UPS access to, or a copy of, your application (and/or any updates). If you host your application for the benefit of others, please provide the Uniform Resource Locator (URL) for each location of your application. If you build your own application, UPS might request the URL in order to review your application. UPS may review each application for compliance with the UPS Technology Agreement. See the Customer Integration Environment chapter for more information on the certification process.

1.5.3 Developing Web Services Clients

The UPS Developer API Web Services rely on standard Web Services technology that is supported by a wide variety of software development platforms. Those platforms vary from pure open source environments such as Apache Axis (see Figure 5) to commercial products from vendors such as Microsoft (Figure 6). Other development tools that support Web Services development include BEA WebLogic, Sun's NetBeans, and products from both major systems vendors including IBM and Hewlett-Packard and smaller, specialized vendors such as Altova, Cape Clear, and Stylus Studio. Many nontraditional environments such as Microsoft Office and Adobe Acrobat also include support for Web Services.

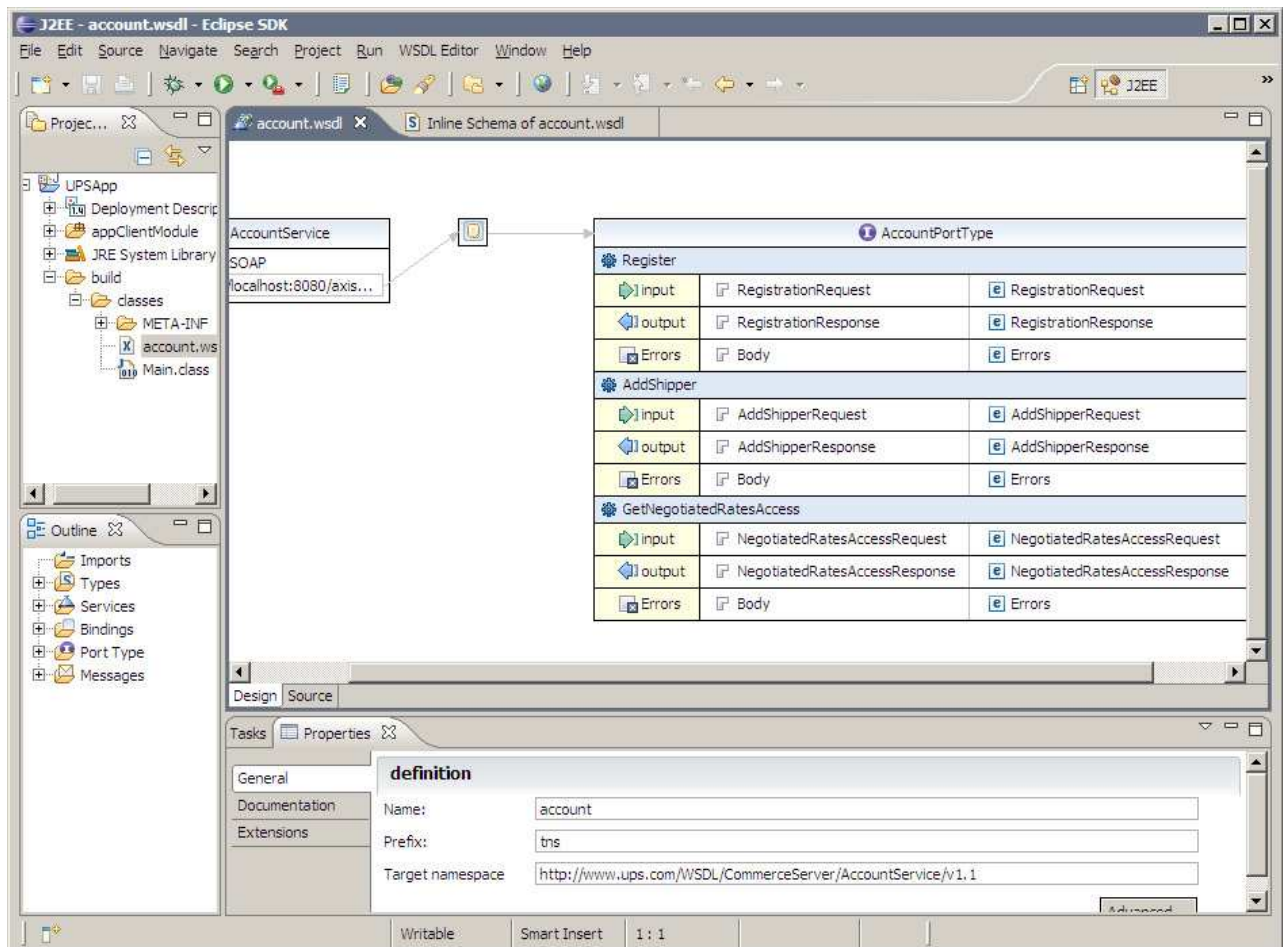


Figure 5: The Eclipse Web Tools Platform (WTP) project provides support for Web Services in a Java development environment.

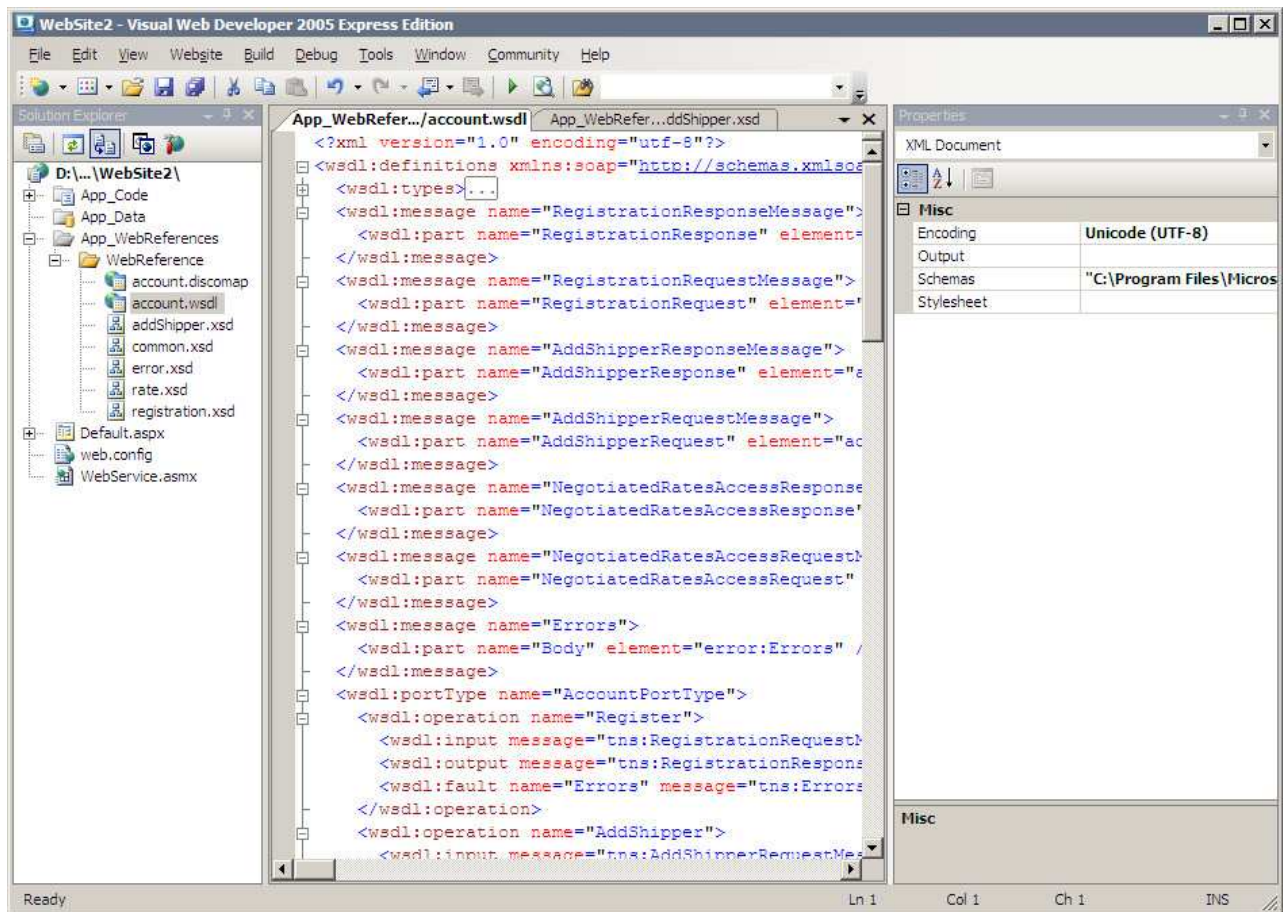


Figure 6: Microsoft's Web Visual Developer 2009 can create client applications for Web Services.

With any particular development environment, key parts of the development process will be similar or the same. Web Services development relies on a technology known as Web Services Definition Language (WSDL). This technology is a formal language based on the Extensible Markup Language (XML). WSDL precisely and completely describes Web Services, and standard Web Services documents themselves by “publishing” one or more WSDL files. The UPS Developer APIs support three different Web Services, each of which it documents in a separate WSDL file. These WSDL files are included in the UPS Developer Kits, and can be imported directly into a software development environment. Note, though, that the default behavior of some tools is to retrieve WSDLs from a central repository accessible on the Internet, most often the Universal Description, Discovery and Integration (UDDI) at <http://uddi.xml.org/>. UPS does not publish its WSDLs through these repositories. As a result, the development tool should be directed to import the WSDL locally rather than through a public directory.

1.5.4 Getting Technical Support

Technical Support (US)

There are four channels for obtaining support for the UPS Developer Kit (UDK) APIs 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>

Or by following these steps:

1. Go to www.ups.com.
 2. Mouse over the Support tab and select Technology Support
 3. 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 XML Request/Response files and any other pertinent information about your integration [please see Appendix A for detailed instructions and screen shots]. UPS Email Technical Support can only support the XML Request/Response pair. They cannot consult customers and developers on how to integrate the XML into their internal or purchased software.
 - UPS Developer Kit Community – available in the right hand column of the **UPS Developer Resource Center** web page. This is a community forum for developers to answer one another’s questions and share information therefore the response times may be slower. If you have an immediate need for technical support contact UPS Email Tech Support above and they will respond within 4 business hours (see hours below). The remainder of the site contains online versions of all API developer guides and FAQs.
 - UPS Developer Kit Knowledge Base – available in the right hand column of the **UPS Developer Resource Center** web page. 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 UDK APIs. It’s also available in an online version at the UPS Developer Kit Community.
 - General Question Phone Support (US 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 and navigate the Access Key request process. They do not provide technical support for XML Request/Response issues and questions. Those types of questions must go through Email Technical Support.

Getting Started with Email Technical Support

1. Got to ups.com and log in to myUPS.
2. Hover over the “Support” tab and select “Technology Support”.
3. On the Technology Support page select the Developer Resource Center link from the left navigation.
4. On the Developer Resource Center page select the “Email UPS” link in the right hand column.
5. Enter all relevant information including name, enter email address, select Support Category “Technical Support”, and select Support Topic “Developer Resource” [which identifies UPS Developer Kit APIs tech support]. Click next.
6. Scroll down to the middle of the email form and complete the fields “Your Telephone”, “Stage of Development”, “Developer Resource” which is which API you are integrating, “Attach File” where you attach your XML Request/Response Pair, and any pertinent description of the issues in the “What is your question or comment?” field.
7. Select “Send Email” button.
8. A response is provided that explains someone from UPS will contact you. Please base the response time on the detailed information listed below about tech support hours of operation and response times.

(For screen shots of this process please see Appendix A at the end of this guide.)

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

- a. Hours of operation for 1st Level Email Tech Support: 7:30am to 9pm EST Monday through Friday and 9am to 6pm EST Saturday and Sunday. The desk is closed on UPS Holidays.
- b. 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.

Escalation Support Business Hours and Response Times:

- c. Hours of operation: 8am to 8pm EST Monday through Friday. The desk is closed weekends and on UPS Holidays.
- d. 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 8pm (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 the resolution to the customer. The Escalation Desk has met their 24 hour planned response time.

Technical Support (Non-US)

For Non-US countries supported by the UPS Developer Kit follow the instructions in Appendix A. However, to get to the UPS Developer Resource Center pages please complete the following steps.

1. Log in to myUPS for the country from which you downloaded the developer guides.
2. Select the Support tab and in the drop-down select Technology Support.
3. Select from the left navigation the "UPS Developer Resource Center" link.
4. Continue with email form as described above.

Please also note that email response times for non-US requests vary. Translations and escalations may delay the process. If a quicker response is required, please access the US web site directly and complete an email technical support form from the US web site.

1.5.5 Keeping Up-to-Date

As UPS adds new services and features, Developer APIs will evolve, offering more features and service benefits. Once you register to use UPS Developer APIs, UPS will notify you by e-mail of updates and changes to the Developer APIs. You can return to the UPS Support area of ups.com for the latest updated information about UPS Developer APIs.

- It is essential that an accurate e-mail address for your company be maintained.
- In addition, UPS recommends that you complete the secondary contact information to ensure that your organization receives the latest updates.
- You should update your profile when changes or responsibilities for the UPS Developer APIs change within your company.

To change your profile information, go to UPS.com and log in using your My UPS User ID.

1.6 UPS Developer API Technologies for WebServices

Web Services are powerful technologies that let business applications in different enterprises communicate directly with each other. For example, a software application program that processes orders for a mail order retailer can use Web Services to communicate with software applications at UPS that automatically schedule the shipment for new orders.

Web Services are governed by standards bodies which include, but are not limited to, W3C and OASIS. They are not limited to particular vendors and are available to any software application. Applications created for one environment (such as Microsoft Windows) can seamlessly communicate with applications in a different environment (such as Linux) without worrying about incompatibility of the different environments.

Web Services are supported by a wide variety of software development environments, so virtually all software developers can easily add Web Services features to their applications.

In effect, Web Services create a World Wide Web, but for computer applications instead of people. With Web Services, communications between enterprises happens rapidly, efficiently, and reliably.

Two technologies make up the core of Web Services—the Extensible Markup Language (XML) and the Simple Object Access Protocol (SOAP). A third technology, Web Services Definition Language (WSDL) uses XML and SOAP to define specific Web Services.

This section concludes by describing security and error reporting for Web Services.

1.6.1 Extensible Markup Language (XML)

The Extensible Markup Language (XML) is a standard governed by the World Wide Web Consortium, the governing body for web standards and guidelines. XML provides a way to identify the structure of content within a document. Figure 1 shows how a simple XML document could describe a book.

As the figure illustrates, XML distinguishes different parts of a document with labels known as tags. Tags in the example include <book>, <title>, <author>, <firstname>, etc. In this example the publisher for the book is John Wiley and Sons.


```
<?xml version="1.0" encoding="UTF-8" ?>
<book>
  <title>
    HTTP Essentials: Protocols for Secure, Scaleable Web Sites
  </title>
  <author>
    <firstname>
      Stephen
    </firstname>
    <lastname>
      Thomas
    </lastname>
  </author>
  <publisher>
    John Wiley and Sons
  </publisher>
  <year>
    2001
  </year>
  <isbn>
    0-471-398233
  </isbn>
</book>
```

Figure 7: XML identifies the structure of documents, as in this document describing a book.

A great deal of information on XML is available on the Internet. A good starting point is the World Wide Web Consortium's main page on XML at <http://www.w3.org/XML/>.

1.6.2 Simple Object Access Protocol (SOAP)

While XML defines the information that Web Services exchange, the Simple Object Access Protocol (SOAP) defines the methods that Web Services use to transfer those documents. The SOAP standard defines several different approaches for sending XML documents, but most Web Services (including those from UPS) rely on a single approach. That method uses the Hypertext Transfer Protocol (HTTP) to send a message from a Web Services client to a server. The server replies in the HTTP response. Figure 2 shows an example of a SOAP header portion of a web services message.

SOAP, like XML, is governed by the World Wide Web Consortium. More information can be found on the Internet at the W3C's XML Protocol Working Group's page, located at <http://www.w3.org/standards/xml/>

This security header block provides a mechanism for attaching security-related information targeted at a specific recipient in the form of a SOAP actor/role. UPSSecurity is a container element which provides the user access verification for the API Web Service.


```

<envr:Envelope xmlns:auth="http://www.ups.com/schema/xpci/1.0/auth"
xmlns:upss="http://www.ups.com/XMLSchema/XOLTWS/UPSS/v1.0"
xmlns:envr="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:common="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:wsf="http://www.ups.com/schema/wsf">
  <envr:Header>
    <upss:UPSSecurity>
      <upss:UsernameToken>
        <upss:Username></upss:Username>
        <upss:Password></upss:Password>
      </upss:UsernameToken>
      <upss:ServiceAccessToken>
        <upss:AccessLicenseNumber></upss:AccessLicenseNumber>
      </upss:ServiceAccessToken>
    </upss:UPSSecurity>
  </envr:Header>
</envr:Envelope>

```

Figure 2: A sample of the UPSSecurity header portion of a web services message which structures its content as an XML document.

1.6.3 Web Services Definition Language (WSDL)

XML and SOAP are general technologies used widely for many different purposes. The technology that ties them specifically to Web Services is the Web Services Definition Language (WSDL). Enterprises that make Web Services available to other enterprises describe those services using WSDL. In effect, WSDL acts as a service contract: it defines exactly what services the enterprise offers and how clients should access those services.

WSDL documents are XML documents which conform to a specific structure. Figure 3 shows a sample WSDL document. The current version of the specification for WSDL (version 1.1) is available as a draft submitted to the World Wide Web Consortium. It can be found on their web site at <http://www.w3.org/TR/wsd1>.

Although WSDL documents, like all XML documents, are ultimately textual information, they are not primarily intended for humans to read. Instead, WSDL documents are designed to be read by software applications and application development tools. An application tool such as Microsoft's Visual Studio can import a WSDL document and automatically generate software classes that access the Web Services the WSDL defines. Developers then add these classes to their applications, giving the programs the ability to use Web Services.

Some WSDL documents are published in special directories such as the Universal Description, Discovery, and Integration (UDDI) registry on the Internet. UPS does not currently publish WSDL documents for UPS Developer APIs in such directories. Instead, UPS delivers the WSDL documents as part of the software development kit.

```

<?xml version="1.0" encoding="UTF-8" ?>
<wsdl:definitions name="Track" xmlns="http://schemas.xmlsoap.org/wsdl/"
  xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/"
  xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
  xmlns:http="http://schemas.xmlsoap.org/wsdl/http/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:mime="http://schemas.xmlsoap.org/wsdl/mime/"
  xmlns:error="http://www.ups.com/schema/xpci/1.0/error"
  xmlns:common="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0"
  xmlns:trk="http://www.ups.com/XMLSchema/XOLTWS/Track/v1.0"
  xmlns:tns="http://www.ups.com/XMLSchema/XOLTWS/Track/v1.0/local"
  targetNamespace="http://www.ups.com/XMLSchema/XOLTWS/Track/v1.0/local">
  <xsd:import
    namespace="http://www.ups.com/XMLSchema/XOLTWS/Common/v1.0"
    schemaLocation="common.xsd" />
  <xsd:import
    namespace="http://www.ups.com/XMLSchema/XOLTWS/Error/v1.0"
    schemaLocation="error2.xsd" />
  <xsd:import
    namespace="http://www.ups.com/XMLSchema/XOLTWS/Track/v1.0"
    schemaLocation="track.xsd" />
  <wsdl:types />
  <wsdl:message name="TrackInput">
    <wsdl:part name="Body" element="trk:TrackRequest" />
  </wsdl:message>
  <wsdl:message name="TrackOutput">
    <wsdl:part name="Body" element="trk:TrackResponse" />
  </wsdl:message>
  <wsdl:message name="TrackError">
    <wsdl:part name="TrackError" element="error:Errors" />
  </wsdl:message>
  <wsdl:portType name="TrackPortType">
    <wsdl:operation name="Track">
      <wsdl:input name="TrackRequest" message="tns:TrackInput" />
      <wsdl:output name="TrackResponse" message="tns:TrackOutput" />
      <wsdl:fault name="TrackError" message="tns:TrackError" />
    </wsdl:operation>
  </wsdl:portType>
  <wsdl:binding name="TrackBinding" type="tns:TrackPortType">
    <soap:binding transport="http://schemas.xmlsoap.org/soap/http" />
    <wsdl:operation name="Track">
      <soap:operation
        soapAction="http://www.wwwcie.ups.com/webservices/TrackBinding"
        style="document" />
      <wsdl:input name="TrackRequest">
        <soap:body parts="Body" use="literal" />
      </wsdl:input>
      <wsdl:output name="TrackResponse">
        <soap:body parts="Body" use="literal" />
      </wsdl:output>
      <wsdl:fault name="TrackError">
        <soap:fault name="TrackError" use="literal" />
      </wsdl:fault>
    </wsdl:operation>
  </wsdl:binding>

```

```
</wsdl:fault>
  </wsdl:operation>
</wsdl:binding>
<wsdl:service name="Track">
  <wsdl:port name="TrackPortTypePort" binding="tns:TrackBinding">
<soap:address location="https://www.wc.ie.ups.com/webservices/Track" />
  </wsdl:port>
</wsdl:service>
</wsdl:definitions>
```

Figure 3: WSDL documents are specialized XML documents that define Web Services. Example ONLY.

1.6.4 Securing Web Services

Organizations can offer Web Services using the public Internet, so Web Services standards provide many options for securing those services. Security options can ensure that only authorized parties are able to access Web Services, and they can protect confidential information that may be exchanged as part of Web Services communications. Because the breadth and depth of security options for Web Services are extensive, this subsection only describes security features relevant to UPS Developer APIs.

The most basic security services protect confidential information from eavesdropping by other devices on a network. To provide that protection, the UPS Developer APIs rely on the Secure Sockets Layer 3 (SSL3) protocol. When two systems communicate using SSL, the protocol creates a secure channel between them, and it encrypts all information that they exchange using this channel. The SSL protocol that UPS Developer APIs use is the same protocol used to secure millions of on-line purchases on the Web.

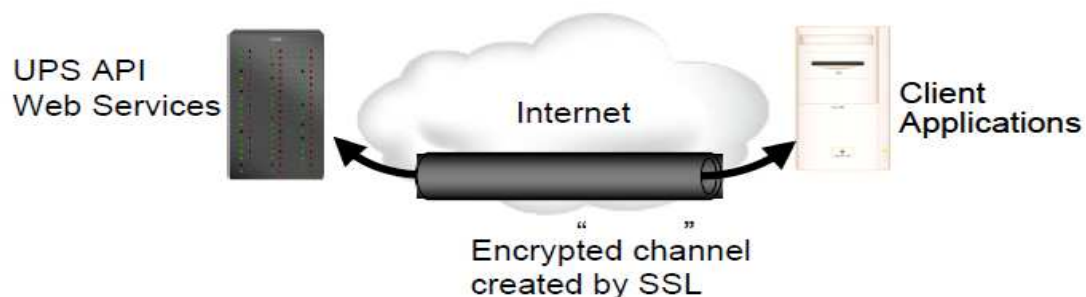


Figure 4: SSL creates a secure channel across a network and protects confidential communications using that channel.

by52ZXJpc2lnbi5jb20vdnNsb2dvLmdpZjApBgNVHREEIjAgpB4wHDEaMBgGA1UE
AxMRQ2xhc3MzQ0EyMDQ4LTEtNTIwHQYDVIR0OBBYEFKXvCxH0wEEDo0plkEiyHOBX
LX1HMIHnBgNVHSMEd8wgdyhgcekgcQwgcExCzAJBgNVBAYTAiVTMRcwFQYDVQQK
Ew5WZXJpU2lnbiwgSW5jLjE8MDoGA1UECzMzQ2xhc3MgMyBQdWJsaWMgUHJpbWYy
eSBZDZXJ0aWZpY2F0aW9uIEF1dGhvcml0eSAiIEcyMTowOAYDVQQLEzEoYykgMTk5
OCBWXJpU2lnbiwgSW5jLjE8MDoGA1UECzMzQ2xhc3MgMyBQdWJsaWMgUHJpbWYy
VQQLExZWZXJpU2lnbiBUcnVzdCB0ZXN3b3JrghB92f4Hz6getxB5Z/uniTTGMA0G
CSqGSIb3DQEBBQUAA4GBAGN0Lz1Tqi+X7CYRZhr+8d5BJxnSf9jBHPniOFY6H5Cu
OcUgdav4bC1nHynCIdcUiGNLsJsnY5H48KMBJLb7j+M9AgtvVP7UzNvWhb98IR5e
YhHB2QmcQrmy1KotmDojYMyimvFu6M+O0Ro8XhnF15s1sAljJOUFuNW14+D6ufRf
-----END CERTIFICATE-----

Finally, for more information on installing the latest VeriSign CA Root Certificate, please click on the links below:

https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&id=SO7154&actp=search&viewlocale=en_US&searchid=1308235124970
<https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=AR1553>
<https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&id=SO4785&actp=LIST>

In addition to protecting confidential information, the UPS Developer APIs also ensure that client applications are authorized to access UPS customer information. To gain that authorization, client applications must supply a username, password, and license key in all requests, as the example in Figure 5 shows. UPS corporate applications verify this information before returning sensitive information for the client applications.

```

<?xml version="1.0" encoding="UTF-8" ?>
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:wsse="http://schemas.xmlsoap.org/ws/2002/04/secext"
  xmlns:upsa="http://www.ups.com/XMLschema/XOLTWS/upssa/v1.0"
  xmlns:common="http://www.ups.com/XMLschema/XOLTWS/Common/v1.0"
  xmlns:upss="http://www.ups.com/XMLschema/XOLTWS/UPSS/v1.0"
  xmlns:wsf="http://www.ups.com/schema/wsf">
  <env:Header>
    <upss:UPSSecurity>
      <upss:UsernameToken>
        <upss:Username></upss:Username>
        <upss:Password></upss:Password>
      </upss:UsernameToken>
      <upss:ServiceAccessToken>
        <upss:AccessLicenseNumber></upss:AccessLicenseNumber>
      </upss:ServiceAccessToken>
    </upss:UPSSecurity>
  </env:Header>
  <env:Body>
    <!-- the content of the message goes here -->
  </env:Body>
</env:Envelope>

```

Figure 5: UPS Web Service requests must include a Username, Password, and AccessLicense

Included in the WSDL files that document the specific Web Services are the appropriate messages that client applications can use to pass the security credentials as SOAP header elements. Development tools can import the WSDL document and automatically format the request messages appropriately.

1.6.5 Indicating Errors in Client Application Requests

When an error occurs in a client application's request, UPS Developer APIs report that error using the standard SOAP message format. That message format defines a specific message type, known as a *fault*, for error reporting. The essential components of a fault message are the faultcode, faultstring, faultactor, and detail.

The faultcode element can contain one of four values to indicate the type of error that the UPS Developer APIs encountered.

- **VersionMismatch:** The SOAP message that the client application sent used a version of the SOAP protocol that the UPS Developer APIs could not understand.
- **MustUnderstand:** The SOAP message that the client application sent included an element in the header that the UPS Developer APIs could not understand.

- Client: The request that the client application sent was not valid.
- Server: Although the client application's request did not have any errors itself, the UPS Developer APIs encountered an error when trying to process it.

The faultstring element contains a textual description of the error.

The faultactor element can indicate which system detected or generated the error. If present, it contains a Uniform Resource Identifier (URI) for that system.

The detail element contains more information about the error. It includes a specific error code and a textual description for that code.

Note: UPS encourages application developers to display the description of any unexpected errors or warnings to the user. This information can be invaluable when diagnosing problems, and will normally be required by UPS Technical Support.

It will be extremely helpful if the developer implements and maintains logs of all transactions and activity, including errors or warnings.

1.7 Understanding Rating Web Services

Rating Web Services lets clients find the rate for UPS services.

1.7.1 Finding the Rate for UPS Services

The Rate Web Service includes one operation: GetRate. Client applications use this operation to request rates for UPS shipments. If the client has been authorized for negotiated rates, then it can retrieve negotiated rates in addition to standard published rates. Otherwise, it receives only standard UPS published rates.

There is a 1% discount that is available in CIE for Negotiated Rates. During testing the user will not see the rates available to them in actual production.

For more information on Negotiated Rates, including authorization to receive them, please check with your UPS account representative.

Client applications invoking this operation can request the rate for a specific UPS shipping service (such as UPS Next Day Air), or they can request rates for all services available for a particular shipment. This option lets users compare the costs of different services before selecting one.

1.8 The Rating Web Services Reference

This section documents the details of the web service messages, including the requests that clients send to UPS and the responses that UPS returns.

1.8.1 Rate Web Service

Overview

Access the Service at: <http://onlinetools.ups.com/webservices/Rate>

Service Operation: Rate

Rate Operation

Type: Request-Response (client sends a request to UPS and the UPS server replies with a response)

SOAPAction Header: <http://onlinetools.ups.com/webservices/RateBinding>

1.8.2 The Rate Web Services Schema

Rate Web Service

Overview

Access the Service at: <http://onlinetools.ups.com/webservices/Rate>

Service Operation: Rate

Rate Operation

Type: Request-Response (client sends a request to UPS and the UPS server replies with a response)

SOAPAction Header: <http://onlinetools.ups.com/webservices/RateBinding>

Input: RateRequest

Note: The “Required” Column has four potential values:

Yes: *Always* required

No: *Always* optional

Cond: Conditional

Yes*: *Conditionally* required

Output: RateResponse

Note: The “Required” Column has four potential values:

Yes: *Always* required

No: *Always* optional

Cond: Conditional

Yes*: *Conditionally* required

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
RateRequest	/RateRequest	Yes	One	Container	N/A	Request Container	N/A
Request	/RateRequest/Request	Yes	One	Container	N/A	Request Container	N/A
RequestOption	/RateRequest/Request/RequestOption	No	Many	String	1..15	The server switches between rating and shopping using the RequestOption tag	<p>Rate = The server rates (The default rates if an option is not provided).</p> <p>Shop = The server validates the shipment, and return rates for all UPS products from the ShipFrom to the ShipTo addresses.</p> <p>Note: The Valid request option for FRS rating request is Rate.</p>
TransactionReference	/RateRequest/Request/TransactionReference	No	One	Container	N/A	TransactionReference identifies transactions between client and server	N/A
CustomerContext	/RateRequest/Request/TransactionReference/CustomerContext	No	One	String	1..512	The client uses CustomerContext to synchronize request/response pairs. The client establishes CustomerContext, which can contain any information you want, as long as it is valid XML; it is echoed back by the server	N/A

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
PickupType	/RateRequest/PickupType	No	One	Container	N/A	Pickup Type container tag	N/A
Code	/RateRequest/PickupType/Code	Yes*	One	String	2	Pickup Type Code	<p>Default value is 01. Valid values are: 01 - Daily Pickup; 03 - Customer Counter; 06 - One Time Pickup; 07 - On Call Air; 19 - Letter Center; 20 - Air Service Center.</p> <p>If invalid value is provided, default will be used. Length is not validated.</p> <p>When negotiated rates are requested, 07 (onCallAir) will be ignored.</p>
Description	/RateRequest/PickupType/Description	No	One	String	1...35	Pickup Type Description	Ignored if provided in the Request
CustomerClassification	/RateRequest/CustomerClassification	No	One	Container	N/A	Customer classification container. Valid if ShipFrom country is US	N/A

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Code	/RateRequest/CustomerClassification/Code	Yes*	One	String	2	Customer classification code	<p>Valid values are: 00 - Rates Associated with Shipper Number; 01 - Daily Rates; 04 - Retail Rates; 53 - Standard List Rates;</p> <p>The default value is 01 - Daily Rates when the Pickup Type code is 01 (Daily pickup).</p> <p>The default value is 04 (Retail Rates) when the Pickup Type code is: 06 - One Time Pickup, 07 - On Call Air, 19 - Letter Center, or 20 - Air Service Center</p> <p>If invalid value is provided, default will be used depending on the value of pickup type code. Length is not validated.</p>
Description	/RateRequest/CustomerClassification/Description	No	One	String	1...35	Customer classification description	Ignored if provided in the Request. Length is not validated.
Shipment	/RateRequest/Shipment	Yes	One	Container	N/A	Container for Shipment Information	N/A
Shipper	/RateRequest/Shipment/Shipper	Yes	One	Container	N/A	Shipper's Information	N/A

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Name	/RateRequest/Shipment/Shipper/Name	No	One	String	1...35	Shipper's name or company name	Length is not validated.
ShipperNumber	/RateRequest/Shipment/Shipper/ShipperNumber	Cond	One	String	6	Shipper's UPS account number	Value must match a commissioned shipper number stored in the properties file. A shipper number is required when requesting to receive the negotiated rates. The shipper number is optional when requesting to receive the published rates
Address	/RateRequest/Shipment/Shipper/Address	Yes	One	Container	N/A	Address Container	If the ShipFrom container is not present then this address will be used as the ShipFrom. If this address is used as the ShipFrom the shipment will be rated from this origin address
AddressLine	/RateRequest/Shipment/Shipper/Address/AddressLine	No	3	String	1...35	Shipper's street address including name and number (when applicable)	Maximum Occurrence should be three. Length is not validated.
City	/RateRequest/Shipment/Shipper/Address/City	Cond	One	String	1...30	Shipper's City	Required if country does not utilize postal codes. Length is not validated.
StateProvinceCode	/RateRequest/Shipment/Shipper/Address/StateProvinceCode	No	One	String	2	Shipper's state code	Length is not validated.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
PostalCode	/RateRequest/Shipment/Shipper/Addresses/PostalCode	Cond	One	String	1...9	Shipper's postal code	Length is not validated.
CountryCode	/RateRequest/Shipment/Shipper/Addresses/CountryCode	Yes	One	String	2	Country code. Refer to the Supported Country Tables located in Appendix B	
ShipTo	/RateRequest/Shipment/ShipTo	Yes	One	Container	N/A	Ship To Container	N/A
Name	/RateRequest/Shipment/ShipTo/Name	No	One	String	1...35	Receiver's name or company name	Length is not validated.
Address	/RateRequest/Shipment/ShipTo/Addresses	Yes	One	Container	N/A	Address Container	N/A
AddressLine	/RateRequest/Shipment/ShipTo/Addresses/AddressLine	No	3	String	1...35	Receiver's street address including name and number (when applicable)	Max Occurrence can be 3. Length is not validated.
City	/RateRequest/Shipment/ShipTo/Addresses/City	Cond	One	String	1...30	Receiver's city	Required if country does not utilize postal codes. Length is not validated.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
StateProvinceCode	/RateRequest/Shipment/ShipTo/Addresses/StateProvinceCode	Cond	One	String	2	Receivers state code	
PostalCode	/RateRequest/Shipment/ShipTo/Addresses/PostalCode	Cond	One	String	1..9	Receiver's postal code	Required if country utilizes postal codes(i.e. US and PR)
CountryCode	/RateRequest/Shipment/ShipTo/Addresses/CountryCode	Yes	One	String	2	IATA OR UPS BILLING code representing the receiver's country	
ResidentialAddressIndicator	/RateRequest/Shipment/ShipTo/Addresses/ResidentialAddressIndicator	No	One	String	0	This field is a flag to indicate if the receiver is a residential location. True if ResidentialAddressIndicator tag exists; false otherwise	Empty Tag
ShipFrom	/RateRequest/Shipment/ShipFrom	No	One	Container	N/A	Ship From Container	N/A
Name	/RateRequest/Shipment/ShipFrom/Name	No	One	String	1..35	Ship from location name or company name	Length is not validated.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Address	/RateRequest/Shipment/ShipFrom/Address	Yes	One	Container	N/A	Address Container	The shipment will be rated from this origin address to the destination ship to address
AddressLine	/RateRequest/Shipment/ShipFrom/Address/AddressLine	No	3	String	1...35	The Ship from street address including name and number (when applicable).	Max Occurrence can be 3. Length is not validated.
City	/RateRequest/Shipment/ShipFrom/Address/City	Cond	One	String	1...30	Ship from city	Required if country does not utilize postal codes. Length is not validated.
StateProvinceCode	/RateRequest/Shipment/ShipFrom/Address/StateProvinceCode	Cond	One	String	2	Ship from locations state code	A State/Province code is required when requesting to receive negotiated rates. State/Province code is optional when requesting to receive the published rates.
PostalCode	/RateRequest/Shipment/ShipFrom/Address/PostalCode	Cond	One	String	1...9	Ship from location postal code	Required if country utilizes postal codes(e.g. US and PR)
CountryCode	/RateRequest/Shipment/ShipFrom/Address/CountryCode	Yes	One	String	2	Country code. Refer to the Supported Country Tables located in Appendix B	Required, but defaults to US.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
FRSPaymentInformation	/RateRequest/Shipment/FRSPaymentInformation	Cond	One	Container	N/A	FRS Payment Information Container	Required only when the FRS Indicator is present.
Type	/RateRequest/Shipment/FRSPaymentInformation/Type	Yes	One	Container	N/A	FRS Payment Information Type container for FRS Rate request	
Code	/RateRequest/Shipment/FRSPaymentInformation/Type/Code	Yes*	One	String	2	Payer Type code for FRS Rate request	Valid Values are: 01 = Prepaid 02 = FreightCollect 03 = BillThirdParty
Description	/RateRequest/Shipment/FRSPaymentInformation/Type/Description	No	One	String	1...35	Payer Type Description	
AccountNumber	/RateRequest/Shipment/FRSPaymentInformation/AccountNumber	Yes	One	String	6	UPS Account Number	Account Number should be a valid UPS account number that is FRS enabled
Address	/RateRequest/Shipment/FRSPaymentInformation/Address	Cond	One	Container	N/A	Payer Address Container	Address container may be present for FRS Payment Information type = 02 and required when the FRS Payment Information type = 03
PostalCode	/RateRequest/Shipment/FRSPaymentInformation/Address/PostalCode	Cond	One	String	0..9	Postal Code for the UPS accounts billing address	Postal Code may be present when the FRS Payment Information type = 02 and type =03

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
CountryCode	/RateRequest/Shipment/FRSPaymentInformation/Address/CountryCode	Yes*	One	String	2	Country code for the UPS accounts & billing address	Country Code is required when the FRS Payment Information type = 02 and type=03
Service	/RateRequest/Shipment/Service	Cond	One	Container	N/A	Service Container	Note: This is only valid for the request option = Rate for both Small package and FRS Rating request.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Code	/RateRequest/Shipment/Service/Code	Yes*	One	String	2	Code for the UPS Service associated with the shipment	<p>Valid domestic values: 01 = Next Day Air 02 = 2nd Day Air 03 = Ground 12 = 3 Day Select 13 = Next Day Air Saver 14 = Next Day Air Early AM 59 = 2nd Day Air AM</p> <p>Valid international values: 07 = Worldwide Express 08 = Worldwide Expedited 11 = Standard 54 = Worldwide Express Plus 65 = UPS Saver. Required for Rating and Ignored for Shopping ? = WorldWide Express Saver Freight</p> <p>Valid Poland to Poland Same Day values: 82 = UPS Today Standard 83 = UPS Today Dedicated Courier 84 = UPS Today Intercity 85 = UPS Today Express 86 = UPS Today Express Saver 96 = UPS Worldwide Express Freight</p> <p>Note: The valid service code for a FRS Rating Request is 03=Ground</p>
Description	/RateRequest/Shipment/Service/Description	No	One	String	1...35	Text description of the UPS Service associated with the shipment	Length is not validated.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
ShipmentIndicationType	/RateRequest/Shipment/ShipmentIndicationType	No	Many	Container	N/A	Container to hold shipment indication type.	Currently only one Shipment Indication Type is allowed.
Code	/RateRequest/Shipment/ShipmentIndicationType/Code	Yes*	One	String	2	Code for Shipment Indication Type. The valid values are: 01 = Hold for Pickup at UPS Access Point.	
Description	/RateRequest/Shipment/ShipmentIndicationType/Description	No	One	String	1...50	Description for Shipment Indication Type. Length is not Validated.	
AlternateDeliveryAddress	/RateRequest/Shipment/AlternateDeliveryAddress	Cond	One	Container	N/A	AlternateDeliveryAddress is required if "01" (Hold for Pickup at UPS Access Point) Shipment Indication Type is requested. AlternateDeliveryAddress contains address information for UPS Access Point.	
Name	/RateRequest/Shipment/AlternateDeliveryAddress/Name	No	One	String	1...35	The name of UPS Access Point.	
Address	/RateRequest/Shipment/AlternateDeliveryAddress/Address	Yes	One	Container	N/A	Address Container for Alternate Delivery Address.	
AddressLine	/RateRequest/Shipment/AlternateDeliveryAddress/Address/AddressLine	Yes	Three	String	1...35	The UPS Access Point's street address, including name and number (when applicable).	Max Occurrence can be 3. Length is not validated.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
City	/RateRequest/Shipment/AlternateDeliveryAddress/Address/City	Cond	One	String	1...30	UPS Access Point city.	
StateProvinceCode	/RateRequest/Shipment/AlternateDeliveryAddress/Address/StateProvinceCode	Cond	One	String	2	UPS Access Point State or Province code.	
PostalCode	/RateRequest/Shipment/AlternateDeliveryAddress/Address/PostalCode	Cond	One	String	1...9	UPS Access Point Postal code.	
CountryCode	/RateRequest/Shipment/AlternateDeliveryAddress/Address/CountryCode	Yes	One	String	2	UPS Access Point Country code.	
ResidentialAddressIndicator	/RateRequest/Shipment/AlternateDeliveryAddress/Address/ResidentialAddressIndicator	No	One	String	0	Presence/Absence Indicator. Any value inside is ignored. This field is a flag to indicate if the receiver is a residential location. True if ResidentialAddressIndicator tag exists; false otherwise	
POBoxIndicator	/RateRequest/Shipment/AlternateDeliveryAddress/Address/POBoxIndicator	No	One	String	0	Presence/Absence Indicator. Any value inside is ignored. This field is a flag to indicate if the receiver address has PO box indicator. True if POBoxIndicator tag exists; false otherwise.	Not valid with Shipment Indication Type - "01" (Hold for Pickup at UPS Access Point).
DocumentsOnlyIndicator	/RateRequest/Shipment/DocumentsOnlyIndicator	No	One	String	0	Valid values are Document and Non-document. If the indicator is present then the value is Document else Non-Documents. Note: Not applicable for FRS rating requests	Empty Tag

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
NumOfPieces	/RateRequest/Shipment/NumOfPieces	No	One	String	1...5	Total number of pieces in all pallets. Required for WW Express Freight shipments.	N/A
ItemizedChargesRequestedIndicator	/RateRequest/Shipment/ItemizedChargesRequestedIndicator	No	One	String	0	Presence/Absence Indicator. Any value inside is ignored. ItemizedChargesRequested is an indicator. If present, itemized rates would be returned in response. Valid only for UPS Worldwide Express Freight service.	Valid only for UPS Worldwide Express Freight service.
Package	/RateRequest/Shipment/Package	Yes	Many	Container	N/A	Package Container	N/A
PackagingType	/RateRequest/Shipment/Package/PackagingType	Cond	One	Container	N/A	Packaging Type Container	N/A
Code	/RateRequest/Shipment/Package/PackagingType/Code	Yes*	One	String	2	Code for the UPS packaging type associated with the package	Valid values: 00 = Unknown 01 = UPS Letter 02 = Package/customer supplied 03 = UPS Tube 04 = UPS Pak 21 = Express Box 24 = 25KG Box 25 = 10KG Box 30 = Pallet 2a = Small Express Box 2b = Medium Express Box 2c = Large Express Box For FRS rating requests the only valid value is customer supplied packaging 02.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Description	/RateRequest/Shipment/Package/PackagingType/Description	No	One	String	1...35	Text description of the code for the UPS packaging type associated with the shipment	Length is not validated.
Dimensions	/RateRequest/Shipment/Package/Dimensions	No	One	Container	N/A	Dimensions Container Note: This container is not applicable for FRS Rating request	N/A
UnitOfMeasurement	/RateRequest/Shipment/Package/Dimensions/UnitOfMeasurement	Yes*	One	Container	N/A	UnitOfMeasurement Container	N/A
Code	/RateRequest/Shipment/Package/Dimensions/UnitOfMeasurement/Code	Yes	One	String	2	Package dimensions unit of measurement code. Codes are: IN = Inches, CM = Centimeters	Valid codes are: IN or CM
Description	/RateRequest/Shipment/Package/Dimensions/UnitOfMeasurement/Description	No	One	String	1...35	Text description of the code for the unit of measure associated with the package dimensions	Ignored if provided in the Request. Length is not validated.
Length	/RateRequest/Shipment/Package/Dimensions/Length	Cond	One	String	6.2	Length of the package used to determine dimensional weight	Required for GB to GB and Poland to Poland shipments
Width	/RateRequest/Shipment/Package/Dimensions/Width	Cond	One	String	6.2	Width of the package used to determine dimensional weight	Required for GB to GB and Poland to Poland shipments

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Height	/RateRequest/Shipment/Package/Dimensions/Height	Cond	One	String	6.2	Height of the package used to determine dimensional weight	Required for GB to GB and Poland to Poland shipments
PackageWeight	/RateRequest/Shipment/Package/PackageWeight	Cond	One	Container	N/A	Package Weight Container	Required for an FRS Rating request
UnitOfMeasurement	/RateRequest/Shipment/Package/PackageWeight/UnitOfMeasurement	Yes*	One	Container	N/A	UnitOfMeasurement Container	N/A
Code	/RateRequest/Shipment/Package/PackageWeight/UnitOfMeasurement/Code	Yes	One	String	3	Code representing the unit of measure associated with the package weight. Codes are: LBS = Pounds, KGS = Kilograms	Valid values: LBS = Pounds (default); KGS = Kilograms
Description	/RateRequest/Shipment/Package/PackageWeight/UnitOfMeasurement/Description	No	One	String	1..35	Text description of the code representing the unit of measure associated with the package weight	Ignored if provided in the Request. Length is not validated.
Weight	/RateRequest/Shipment/Package/PackageWeight/Weight	Yes*	One	String	6.1	Value of the package weight	Weight accepted for letters/envelopes
Commodity	/RateRequest/Shipment/Package/Commodity	Cond	One	Container	N/A	Commodity Container	Required only if the FRS Indicator is set

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
FreightClass	/RateRequest/Shipment/Package/Commodity/FreightClass	Yes	One	String	10	Freight Classification Freight class partially determines the freight rate for the article	See Appendix for list of possible Freight classes
NMFC	/RateRequest/Shipment/Package/Commodity/NMFC	No	One	Container	N/A	NMFC Commodity Container	
PrimeCode	/RateRequest/Shipment/Package/Commodity/NMFC/PrimeCode	Yes*	One	String	4.6	Value of NMFC Prime	Required if NMFC Container is Present
SubCode	/RateRequest/Shipment/Package/Commodity/NMFC/SubCode	Cond	One	String	2	Value of NMFC Sub	Needs to be provided when the SubCode associated with the PrimeCode is other than 00. Backend defaults the sub value to 00 if not provided. If provided the Sub Code should be associated with the PrimeCode of the NMFC
LargePackageIndicator	/RateRequest/Shipment/Package/LargePackageIndicator	No	One	String	0	Code representing the size of the package	The Indicator represents that it is a Large Package
PackageServiceOptions	/RateRequest/Shipment/Package/PackageServiceOptions	No	One	Container	N/A	PackageServiceOptions Container	N/A

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
DeliveryConfirmation	/RateRequest/Shipment/Package/Pack ageServiceOptions/DeliveryConfirmatio n	No	One	Container	N/A	Delivery Confirmation Container For a list of valid origin/destination countries please refer to appendix	DeliveryConfirmation and COD cannot coexist on a single Package
DCISType	/RateRequest/Shipment/Package/Pack ageServiceOptions/DeliveryConfirmatio n/DCISType	Yes*	One	String	1	Type of delivery confirmation	Valid values are: 1 - Delivery Confirmation; 2 - Delivery Confirmation Signature Required 3 - Delivery Confirmation Adult Signature Required
COD	/RateRequest/Shipment/Package/Pack ageServiceOptions/COD	No	One	Container	N/A	COD Container	Indicates COD is requested. Package level COD is available for US/PR to US/PR, CA to CA, and CA to US. CA to US COD is not allowed for package letter/ Envelope
CODFundsCode	/RateRequest/Shipment/Package/Pack ageServiceOptions/COD/CODFundsCo de	Yes*	One	String	1	Code that indicates the type of funds that will be used for the COD payment	Values are: 0 = check, cashier's check or money order - no cash allowed, 8 = cashier's check or money order – no cash allowed
CODAmount	/RateRequest/Shipment/Package/Pack ageServiceOptions/COD/CODAmount	Yes*	One	Container	N/A	CODAmount Container	N/A
CurrencyCode	/RateRequest/Shipment/Package/Pack ageServiceOptions/COD/CODAmount/ CurrencyCode	Yes	One	String	3	IATA currency code associated with the COD amount for the package	Required if a value for the COD amount exists in the MonetaryValue tag. Must match one of the IATA currency codes
MonetaryValue	/RateRequest/Shipment/Package/Pack ageServiceOptions/COD/CODAmount/ MonetaryValue	Yes	One	String	8.2	The COD value for the package	Required if COD option is present. The maximum amount allowed is 50,000USD.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
DeclaredValue	/RateRequest/Shipment/Package/Pack ageServiceOptions/DeclaredValue	No	One	Container	N/A	Declared Value Container	N/A
CurrencyCode	/RateRequest/Shipment/Package/Pack ageServiceOptions/DeclaredValue/Curr encyCode	Yes*	One	String	3	IATA currency code associated with the declared value amount for the package	Required if a value for the package declared value amount exists in the MonetaryValue tag. Must match one of the IATA currency codes. Length is not validated.
MonetaryValue	/RateRequest/Shipment/Package/Pack ageServiceOptions/DeclaredValue/Mon etaryValue	Yes*	One	String	8.2	Monetary value for the declared value amount associated with the package	Max value of 5,000 USD for Local and 50,000 USD for Remote. Absolute maximum value is 21474836.47
ShipperDeclaredValue	/RateRequest/Shipment/Package/Pack ageServiceOptions/ShipperDeclaredVa lue	No	One	Container	N/A	Shipper Paid Declared Value Charge at Package level. Required for UPS World Wide Express Freight shipments	
CurrencyCode	/RateRequest/Shipment/Package/Pack ageServiceOptions/ShipperDeclaredVa lue/CurrencyCode	Yes*	One	String	3	The IATA currency code associated with the amount for the package.	
MonetaryValue	/RateRequest/Shipment/Package/Pack ageServiceOptions/ShipperDeclaredVa lue/MonetaryValue	Yes*	One	String	1..19	The monetary value for the amount associated with the package.	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
ProactiveIndicator	/RateRequest/Shipment/Package/PackageServiceOptions/ProactiveIndicator	No	One	String	0	Required for WW Express Freight shipments. Contract based accessorial which can be used by health care companies to monitor the package progress through the UPS system	
Insurance	/RateRequest/Shipment/Package/PackageServiceOptions/Insurance	No	One	Container	N/A	Insurance Accessorial. Only one type of insurance can exist at a time on the shipment. Required for WW Express Freight shipments	
BasicFlexibleParcelIndicator	/RateRequest/Shipment/Package/PackageServiceOptions/Insurance/BasicFlexibleParcelIndicator	No	One	Container	N/A		
CurrencyCode	/RateRequest/Shipment/Package/PackageServiceOptions/Insurance/BasicFlexibleParcelIndicator/CurrencyCode	Yes*	One	String	3	The IATA currency code associated with the amount for the package.	
MonetaryValue	/RateRequest/Shipment/Package/PackageServiceOptions/Insurance/BasicFlexibleParcelIndicator/DeclaredValue/MonetaryValue	Yes*	One	String	8.2	The monetary value for the amount associated with the package.	
ExtendedFlexibleParcelIndicator	/RateRequest/Shipment/Package/PackageServiceOptions/Insurance/ExtendedFlexibleParcelIndicator	No	One	Container	N/A		

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
CurrencyCode	/RateRequest/Shipment/Package/Pack ageServiceOptions/Insurance/Extende dFlexibleParcelIndicator/CurrencyCode	Yes*	One	String	3	The IATA currency code associated with the amount for the package.	
MonetaryValue	/RateRequest/Shipment/Package/Pack ageServiceOptions/Insurance/Extende dFlexibleParcelIndicator/MonetaryValu e	Yes*	One	String	8.2	The monetary value for the amount associated with the package.	
TimeInTransitFlexible ParcelIndicator	/RateRequest/Shipment/Package/Pack ageServiceOptions/Insurance/TimeInTr ansitFlexibleParcelIndicator	No	One	Container	N/A		
CurrencyCode	/RateRequest/Shipment/Package/Pack ageServiceOptions/Insurance/TimeInTr ansitFlexibleParcelIndicator/CurrencyC ode	Yes*	One	String	3	The IATA currency code associated with the amount for the package.	
MonetaryValue	/RateRequest/Shipment/Package/Pack ageServiceOptions/Insurance/TimeInTr ansitFlexibleParcelIndicator/MonetaryV alue	Yes*	One	String	8.2	The monetary value for the amount associated with the package.	
VerbalConfirmationInd icator	/RateRequest/Shipment/Package/Pack ageServiceOptions/VerbalConfirmation Indicator	No	One	String	0	A flag indicating if the packages require Verbal Confirmation. True if VerbalConfirmationIndicator tag exists; false otherwise	Empty Tag

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
UPSPremiumCareIndicator	/RateRequest/Shipment/Package/PackageServiceOptions/UPSPremiumCareIndicator	No	One	String	0	UPSPremiumCareIndicator indicates that special handling is required for shipments of controlled substances.	Empty Tag means the indicator is present. The UPS Premium Care cannot be requested for packages with Delivery Confirmation - Adult Signature Required and Delivery Confirmation- Signature Required. UPS Premium Care is valid for the following Return services: Returns Exchange (is available with a contract); Print Return Label; Print and Mail; Electronic Return Label; Return Service Three Attempt. The UPS Premium Care can be requested with the following UPS services: UPS Express Early A.M.; UPS Express; UPS Express Saver and UPS Standard. Valid only for Canada to Canada movements.
DryIce	/RateRequest/Shipment/Package/PackageServiceOptions/DryIce	No	One	Container	N/A	Maximum of 1.	
DryIceWeight	/RateRequest/Shipment/Package/PackageServiceOptions/DryIce/DryIceWeight	Yes*	One	Container	N/A	Container for Weight information for Dry Ice.	
UnitOfMeasurement	/RateRequest/Shipment/Package/PackageServiceOptions/DryIce/DryIceWeight/UnitOfMeasurement	Yes	One	Container	N/A	Container for Unit Of Measurement for Dry Ice.	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Code	/RateRequest/Shipment/Package/Pack ageServiceOptions/DryIce/ DryIceWeight/ UnitOfMeasurement/Code	Yes	One	String	2	DryIce weight unit of measurement code. Valid values are: 00 = KG(Metric Unit of Measurements) or KGS, 01 = LB(English Unit of Measurements) or LBS	The following values are valid : 00 , 01
Description	/RateRequest/Shipment/Package/Pack ageServiceOptions/DryIce/ DryIceWeight/ UnitOfMeasurement/Description	No	One	String	1...20	Short description for UnitOfMeasurement.	
Weight	/RateRequest/Shipment/Package/Pack ageServiceOptions/DryIce/DryIceWeig ht/ Weight	Yes	One	String	1...5	Weight for Dry Ice.	Cannot be more than package weight. Should be more than 0.0. Valid characters are 0-9 and. (Decimal point). Limit to 1 digit after the decimal. The maximum length of the field is 5 including. And can hold up to 1 decimal place.
MedicalUseIndicator	/RateRequest/Shipment/Package/Pack ageServiceOptions/DryIce/MedicalUseI ndicator	No	One	String	0	Presence/Absence Indicator. Any value inside is ignored. Relevant only in CFR regulation set. If present it is used to designate the dry Ice is for any medical use and rates are adjusted for dryIce weight more than 2.5 Kgs or 5.7 LBs	
AuditRequired	/RateRequest/Shipment/Package/Pack ageServiceOptions/DryIce/AuditRequir ed	No	One	String	0	Presence/Absence Indicator. Any value inside is ignored. Indicator for auditing Dry Ice. Empty tag means indicator is present.	
RegulationSet	/RateRequest/Shipment/Package/Pack ageServiceOptions/DryIce/RegulationS et	Yes*	One	String	3...4	Regulation set for dryIce Shipment. Valid values are: CFR = For HazMat regulated by US Dept of Transportation within the U.S. or ground shipments to Canada, IATA = For Worldwide Air movement.	The following values are valid: CFR, IATA.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
AdditionalHandlingIndicator	/RateRequest/Shipment/Package/AdditionalHandlingIndicator	No	One	String	0	A flag indicating if the packages require additional handling. True if AdditionalHandlingIndicator tag exists; false otherwise	Empty Tag
ShipmentServiceOptions	/RateRequest/Shipment/ShipmentServiceOptions	No	One	Container	N/A	Shipment Service Options Container	N/A
SaturdayPickupIndicator	/RateRequest/Shipment/ShipmentServiceOptions/SaturdayPickupIndicator	No	One	String	0	A flag indicating if the shipment requires a Saturday pickup. True if SaturdayPickupIndicator tag exists; false otherwise. Note: Currently not applicable for FRS rating request	Empty Tag
SaturdayDeliveryIndicator	/RateRequest/Shipment/ShipmentServiceOptions/SaturdayDeliveryIndicator	No	One	String	0	A flag indicating if a shipment must be delivered on a Saturday. True if SaturdayDeliveryIndicator tag exists; false otherwise	Empty Tag
OnCallPickup	/RateRequest/Shipment/ShipmentServiceOptions/OnCallPickup	No	One	Container	N/A	On Call Pickup Container. Note: Currently not applicable for FRS rating request	N/A
Schedule	/RateRequest/Shipment/ShipmentServiceOptions/OnCallPickup/Schedule	Yes	One	Container	N/A	Schedule Container	N/A

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
PickupDay	/RateRequest/Shipment/ShipmentServiceOptions/OnCallPickup/Schedule/PickupDay	Yes*	One	String	2	Date the user wishes UPS to pickup the package	Valid Values: 01 = Same Day 02 = Future Day Default Value = 01 Length is not validated.
Method	/RateRequest/Shipment/ShipmentServiceOptions/OnCallPickup/Schedule/Method	Yes*	One	String	2	Method by which the user schedules the pickup	Valid Values: 01 = Internet 02 = Phone Default Value = 01 Length is not validated.
COD	/RateRequest/Shipment/ShipmentServiceOptions/COD	No	One	Container	N/A	COD Container	Indicates COD is requested. Shipment COD is only available for EU origin countries and for shipper's account type Daily Pickup and Drop Shipping See Table Shipment COD for valid origin and destination countries for shipment COD
CODFundsCode	/RateRequest/Shipment/ShipmentServiceOptions/COD/CODFundsCode	Yes*	One	String	1	Values is: 9 = check, cashier's check or money order - no cash allowed	N/A
CODAmount	/RateRequest/Shipment/ShipmentServiceOptions/COD/CODAmount	Yes*	One	Container	N/A	CODAmount Container	N/A
CurrencyCode	/RateRequest/Shipment/ShipmentServiceOptions/COD/CODAmount/CurrencyCode	Yes*	One	String	3	COD amount currency code type	N/A
MonetaryValue	/RateRequest/Shipment/ShipmentServiceOptions/COD/CODAmount/MonetaryValue	Yes*	One	String	8.2	COD Amount	See Table Shipment COD for maximum amounts of COD by destination country

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
DeliveryConfirmation	/RateRequest/Shipment/ShipmentServiceOptions/DeliveryConfirmation	No	One	Container	N/A	Delivery Confirmation Container - For a list of valid origin/destination countries please refer to Appendix	DeliveryConfirmation and COD cannot coexist on a single shipment.
DCISType	/RateRequest/Shipment/ShipmentServiceOptions/DeliveryConfirmation/DCISType	Yes*	One	String	1	Type of delivery confirmation	Valid values are: 1 - Delivery Confirmation Signature Required 2 - Delivery Confirmation Adult Signature Required
ReturnOfDocumentIndicator	/RateRequest/Shipment/ShipmentServiceOptions/ReturnOfDocumentIndicator	No	One	String	0	Return of Documents Indicator - If the flag is present, the shipper has requested the ReturnOfDocument accessorial be added to the shipment	Valid For Poland to Poland.
UPScarbonneutralIndicator	/RateRequest/Shipment/ShipmentServiceOptions/UPScarbonneutralIndicator	No	One	String	0	UPS carbon neutral indicator - Required to rate carbon neutral shipments at the shipment level	
CertificateOfOriginIndicator	/RateRequest/Shipment/ShipmentServiceOptions/CertificateOfOriginIndicator	No	One	String	0	Required for UPS World Wide Express Freight shipments. The empty tag in request indicates that customer would be using UPS prepared SED form.	
PickupOptions	/RateRequest/Shipment/ShipmentServiceOptions/PickupOptions	No	One	Container	N/A	Shipment Service Pickup Options Container. Required for WW Express Freight shipments	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
LiftGateAtPickupIndicator	/RateRequest/Shipment/ShipmentServiceOptions/PickupOptions/LiftGateAtPickupIndicator	No	One	String	0	The presence of the tag LiftGatePickupRequiredIndicator indicates that the shipment requires a lift gate for pickup.	
HoldForPickupIndicator	/RateRequest/Shipment/ShipmentServiceOptions/PickupOptions/HoldForPickupIndicator	No	One	String	0	The presence of the this fields indicates that the user opted to hold the shipment for pickup	
DeliveryOptions	/RateRequest/Shipment/ShipmentServiceOptions/DeliveryOptions	No	One	Container	N/A	Shipment Service Delivery Options Container. Required for WW Express Freight shipments	
LiftGateAtDeliveryIndicator	/RateRequest/Shipment/ShipmentServiceOptions/DeliveryOptions/LiftGateAtDeliveryIndicator	No	One	String	0	The presence of the tag LiftGateDeliveryRequiredIndicator indicates that the shipment requires a lift gate for delivery.	
DropOffAtUPSFacilityIndicator	/RateRequest/Shipment/ShipmentServiceOptions/DeliveryOptions/DropOffAtUPSFacilityIndicator	No	One	String	0	The presence of this field indicates that the user selected drop off at facility.	
RestrictedArticles	/RateRequest/Shipment/ShipmentServiceOptions/RestrictedArticles	No	One	Container	N/A	Required for UPS World Wide Express Freight shipments	
AlcoholicBeveragesIndicator	/RateRequest/Shipment/ShipmentServiceOptions/RestrictedArticles/AlcoholicBeveragesIndicator	No	One	String	0	This field is a flag to indicate if the package has Alcohol. True if present; false otherwise	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
DiagnosticSpecimensIndicator	/RateRequest/Shipment/ShipmentServiceOptions/RestrictedArticles/DiagnosticSpecimensIndicator	No	One	String	0	This field is a flag to indicate if the package has Biological substances. True if present; false otherwise	
PerishablesIndicator	/RateRequest/Shipment/ShipmentServiceOptions/RestrictedArticles/PerishablesIndicator	No	One	String	0	This field is a flag to indicate if the package has Perishables. True if present; false otherwise	
PlantsIndicator	/RateRequest/Shipment/ShipmentServiceOptions/RestrictedArticles/PlantsIndicator	No	One	String	0	This field is a flag to indicate if the package has Plants. True if present; false otherwise	
SeedsIndicator	/RateRequest/Shipment/ShipmentServiceOptions/RestrictedArticles/SeedsIndicator	No	One	String	0	This field is a flag to indicate if the package has Seeds. True if present; false otherwise	
SpecialExceptionsIndicator	/RateRequest/Shipment/ShipmentServiceOptions/RestrictedArticles/SpecialExceptionsIndicator	No	One	String	0	This field is a flag to indicate if the package has Special Exceptions Restricted Materials. True if present; false otherwise	
TobaccoIndicator	/RateRequest/Shipment/ShipmentServiceOptions/RestrictedArticles/TobaccoIndicator	No	One	String	0	This field is a flag to indicate if the package has Tobacco. True if present; false otherwise	
ShipperExportDeclarationIndicator	/RateRequest/Shipment/ShipmentServiceOptions/ShipperExportDeclarationIndicator	No	One	String	0	Required for UPS World Wide Express Freight shipments. The empty tag in request indicates that customer would be using UPS prepared SED form.	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
CommercialInvoiceRemovalIndicator	/RateRequest/Shipment/ShipmentServiceOptions/CommercialInvoiceRemovalIndicator	No	One	String	0	Presence/Absence Indicator. Any value inside is ignored. CommercialInvoiceRemovalIndicator - empty tag means indicator is present. CommercialInvoiceRemovalIndicator allows a shipper to dictate that UPS remove the Commercial Invoice from the user's shipment before the shipment is delivered to the ultimate consignee.	
ImportControl	/RateRequest/Shipment/ShipmentServiceOptions/ImportControl	No	One	Container	N/A	Container for type of Import Control shipments.	
Code	/RateRequest/Shipment/ShipmentServiceOptions/ImportControl/Code	Yes*	One	String	2	Code for type of Import Control shipment. Valid values are: '01' = ImportControl Print and Mail, '02' = ImportControl One-Attempt, '04' = ImportControl Electronic Label, '05' = ImportControl Print Label	
Description	/RateRequest/Shipment/ShipmentServiceOptions/ImportControl/Description	No	One	String	1...50	Description for type of Import Control.	
ReturnService	/RateRequest/Shipment/ShipmentServiceOptions/ReturnService	No	One	Container	N/A	Container for type of Return Services.	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Code	/RateRequest/Shipment/ShipmentServiceOptions/ReturnService/Code	Yes*	One	String	1...2	Code for type of Return shipment. Valid values are: '2' = UPS Print and Mail Return Label, '3' = UPS One-Attempt Return Label, '8' = UPS Electronic Return Label, '9' = UPS Print Return Label, '10' = UPS Exchange Print Return Label, '5' = UPS Three Attempt Return Label. Note: '10' = UPS Exchange Print Return Label, '5' = UPS Three Attempt Return Label are not valid for UPS WorldWide Express Freight Services. '3' = UPS One-Attempt Return Label is not valid return service with UPS Premium Care accessorial.	'10' = UPS Exchange Print Return Label, '5' = UPS Three Attempt Return Label are not valid for UPS WorldWide Express Freight Services. '3' = UPS One-Attempt Return Label is not valid return service with UPS Premium Care accessorial.
Description	/RateRequest/Shipment/ShipmentServiceOptions/ReturnService/Description	No	One	String	1...50	Description for type of Return Service.	
SDLShipmentIndicator	/RateRequest/Shipment/ShipmentServiceOptions/SDLShipmentIndicator	No	One	String	0	Empty Tag means the indicator is present. This field is a flag to indicate if the receiver needs SDL rates in response. True if SDLShipmentIndicator tag exists; false otherwise.	
ShipmentRatingOptions	/RateRequest/Shipment/ShipmentRatingOptions	No	One	Container	N/A	ShipmentRatingOptions	N/A

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
NegotiatedRatesIndicator	/RateRequest/Shipment/ShipmentRatingOptions/NegotiatedRatesIndicator	Cond	One	String	0	NegotiatedRatesIndicator - Required to display two types of discounts: 1) Bids or Account Based Rates 2) Web/Promotional Discounts Bids or Account Based Rates: If the indicator is present, the Shipper is authorized, and the Rating API XML Request is configured to return Negotiated Rates, then Negotiated Rates should be returned in the response. Web/Promotional Discounts: If the indicator is present, the Shipper is authorized for Web/Promotional Discounts then Negotiated Rates should be returned in the response	
FRSShipmentIndicator	/RateRequest/Shipment/ShipmentRatingOptions/FRSShipmentIndicator	Cond	One	String	0	FRS Indicator. If this Indicator is present, the FRS Payment Information container must be present and the new FRS data will be returned in response	
RateChartIndicator	/RateRequest/Shipment/ShipmentRatingOptions/RateChartIndicator	No	One	String	N/A	RateChartIndicator - If present in a request, the response will contain a RateChart element	
InvoiceLineTotal	/RateRequest/Shipment/InvoiceLineTotal	Cond	One	Container	N/A	Container to hold InvoiceLineTotal Information	Required if the shipment is from US/PR Outbound to non US/PR destination with the PackagingType of UPS PAK(04)
CurrencyCode	/RateRequest/Shipment/InvoiceLineTotal/CurrencyCode	No	One	String	3	Invoice Line Total Currency type. Defaults to the rating currency used in the shipper's country. If entered, the Currency code should match the origin country's currency code, otherwise the currency code entered will be ignored	Note: UPS doesn't support all international currency codes. Please check the developer guides for Supported Currency codes

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
MonetaryValue	/RateRequest/Shipment/InvoiceLineTotal/MonetaryValue	Yes*	One	String	1..19	Invoice line Total amount for rating the shipment	Valid values are from 1 to 99999999
RateResponse	/RateResponse	Yes	One	Container	N/A	Rate Response Container	
Response	/RateResponse/Response	Yes	One	Container	N/A	Response Container	
ResponseStatus	/RateResponse/Response/ResponseStatus	Yes	One	Container	N/A	Response Status Container	
Code	/RateResponse/Response/ResponseStatus/Code	Yes	One	String	1	Identifies the success or failure of the transaction. 1 = Successful	
Description	/RateResponse/Response/ResponseStatus/Description	Yes	One	String	1..35	Describes Response Status Code. Returns text of Success	
Alert	/RateResponse/Response/Alert	No	Many	Container	N/A	Alert Container - There can be zero to many alert containers with code and description	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Code	/RateResponse/Response/Alert/Code	Yes*	One	String	1...10	Warning code returned by the system	
Description	/RateResponse/Response/Alert/Description	Yes*	One	String	1...150	Warning messages returned by the system	
TransactionReference	/RateResponse/Response/TransactionReference	No	One	Container	N/A	Transaction Reference Container	
CustomerContext	/RateResponse/Response/TransactionReference/CustomerContext	No	One	String	1...512	The CustomerContext Information which will be echoed during a response	
RatedShipment	/RateResponse/RatedShipment	Yes	One	Container	N/A	RatedShipment Container	
Service	/RateResponse/RatedShipment/Service	Yes	One	Container	N/A	Service Container	
Code	/RateResponse/RatedShipment/Service/Code	Yes*	One	String	3	UPS service code	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Description	/RateResponse/RatedShipment/Service/Description	No	One	String	1...35	UPS Service Description	
RateChart	/RateResponse/RatedShipment/RateChart	No	One	String	1	<p>Rate Type with which Shipments are rated. Possible RateChart values for different regions will be:</p> <p>US 48 origin: 1 – Daily Rates 3 – Standard List Rates 4 – Retail Rates</p> <p>Alaska/Hawaii origin: 1 – Daily Rates 3 – Daily Rates 4 – Retail Rates</p> <p>All Other origins: 1 – Rates 3 and 4 do not apply</p>	
RatedShipmentAlert	/RateResponse/RatedShipment/RatedShipmentAlert	No	Many	Container	N/A	Rated Shipment Alert Container - There can be zero to many RatedShipmentAlert containers with code and description	
Code	/RateResponse/RatedShipment/RatedShipmentAlert/Code	Yes*	One	String	1...10	Rated shipment's warning code returned by the system	
Description	/RateResponse/RatedShipment/RatedShipmentAlert/Description	Yes*	One	String	1...150	Rated shipment warning Description returned by the system	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
BillingWeight	/RateResponse/RatedShipment/BillingWeight	Yes	One	Container	N/A	Billing Weight Container	
UnitOfMeasurement	/RateResponse/RatedShipment/BillingWeight/UnitOfMeasurement	Yes	One	Container	N/A	Unit Of Measurement Container	
Code	/RateResponse/RatedShipment/BillingWeight/UnitOfMeasurement/Code	Yes	One	String	3	Code associated with the unit of measure for the billable weight of a shipment	
Description	/RateResponse/RatedShipment/BillingWeight/UnitOfMeasurement/Description	Yes	One	String	1...35	Description for the billable weight associated with the shipment	
Weight	/RateResponse/RatedShipment/BillingWeight/Weight	Yes	One	String	5.1	Value for the billable weight associated with the shipment	
TransportationCharges	/RateResponse/RatedShipment/TransportationCharges	Yes	One	Container	N/A	Transportation Charges Container	
CurrencyCode	/RateResponse/RatedShipment/TransportationCharges/CurrencyCode	Yes	One	String	3	IATA currency code associated with the transportation costs for the shipment	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
MonetaryValue	/RateResponse/RatedShipment/TransportationCharges/MonetaryValue	Yes	One	String	16.2	Value for the transportation costs associated with the shipment	
AccessorialCharges	/RateResponse/RatedShipment/AccessorialCharges	Cond	Many	Container	N/A	Accessorial Charges are returned only when ItemizedChargesRequestedIndicator is present in Rate request for UPS Worldwide Express Freight Shipment.	Valid only for UPS Worldwide Express Freight service.
Code	/RateResponse/RatedShipment/AccessorialCharges/Code	Yes	One	String	3	Code of Accessorial that had been charged.	
Description	/RateResponse/RatedShipment/AccessorialCharges/Description	No	One	String	1...50	Description of Accessorial that had been charged.	
CurrencyCode	/RateResponse/RatedShipment/AccessorialCharges/CurrencyCode	Yes	One	String	3	The IATA currency code associated with the Accessorial Charge costs for the shipment.	
MonetaryValue	/RateResponse/RatedShipment/AccessorialCharges/MonetaryValue	Yes	One	String	16.2	The value for the Accessorial Charge costs associated with the shipment.	
SubType	/RateResponse/RatedShipment/AccessorialCharges/SubType	No	One	String	1...50	The sub-type of Accessorial type.	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
SurCharges	/RateResponse/RatedShipment/SurCharges	Cond	Many	Container	N/A	SurCharges are returned only when ItemizedChargesRequestedIndicator is present in Rate request for UPS Worldwide Express Freight Shipment.	Valid only for UPS Worldwide Express Freight service.
Code	/RateResponse/RatedShipment/SurCharges/Code	Yes	One	String	3	Code of SurCharges that had been charged.	
Description	/RateResponse/RatedShipment/SurCharges/Description	No	One	String	1...50	Description of SurCharges whose charges had been applied.	
CurrencyCode	/RateResponse/RatedShipment/SurCharges/CurrencyCode	Yes	One	String	3	The IATA currency code associated with the SurCharge costs for the shipment.	
MonetaryValue	/RateResponse/RatedShipment/SurCharges/MonetaryValue	Yes	One	String	16.2	The value for the SurCharge costs associated with the shipment.	
SubType	/RateResponse/RatedShipment/SurCharges/SubType	No	One	String	1...50	The sub-type of SurCharge type.	
FRSShipmentData	/RateResponse/RatedShipment/FRSShipmentData	Cond	One	Container	N/A	Required only when FRS is present	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
TransportationCharges	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges	Yes	One	Container	N/A	Transportation Charges Container	
GrossCharge	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges/GrossCharge	Yes*	One	Container	N/A	Gross Transportation Charges Container	
CurrencyCode	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges/GrossCharge/CurrencyCode	Yes*	One	String	3	IATA currency code associated with the transportation costs for the shipment	
MonetaryValue	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges/GrossCharge/MonetaryValue	Yes*	One	String	1..19	Total charges Monetary value. Valid values are from 0 to 999999999999999.99	
DiscountAmount	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges/DiscountAmount	Yes*	One	Container	N/A	Discount Container	
CurrencyCode	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges/DiscountAmount/CurrencyCode	Yes*	One	String	3	IATA currency code associated with the transportation costs for the shipment	
MonetaryValue	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges/DiscountAmount/MonetaryValue	Yes*	One	String	1..19	Total charges Monetary value. Valid values are from 0 to 999999999999999.99	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
DiscountPercentage	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges/DiscountPercentage	Yes*	One	String	2.2	Discount Percentage	
NetCharge	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges/NetCharge	Yes*	One	Container	N/A	Net Transportation Rate Container	
CurrencyCode	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges/NetCharge/CurrencyCode	Yes*	One	String	3	IATA currency code associated with the transportation costs for the shipment	
MonetaryValue	/RateResponse/RatedShipment/FRSShipmentData/TransportationCharges/NetCharge/MonetaryValue	Yes*	One	String	1..19	Total charges Monetary value. Valid values are from 0 to 9999999999999999.99	
ServiceOptionsCharges	/RateResponse/RatedShipment/ServiceOptionsCharges	Yes	One	Container	N/A	Service Options Charges Container	
CurrencyCode	/RateResponse/RatedShipment/ServiceOptionsCharges/CurrencyCode	Yes	One	String	3	IATA currency code associated with the accessorial charges for the shipment	
MonetaryValue	/RateResponse/RatedShipment/ServiceOptionsCharges/MonetaryValue	Yes	One	String	16.2	Value for the accessorial charges associated with the shipment	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
TotalCharges	/RateResponse/RatedShipment/TotalCharges	Yes	One	Container	N/A	Total Charges Container	
CurrencyCode	/RateResponse/RatedShipment/TotalCharges/CurrencyCode	Yes	One	String	3	IATA currency code associated with the total charges for the shipment	
MonetaryValue	/RateResponse/RatedShipment/TotalCharges/MonetaryValue	Yes	One	String	16.2	Value for the total charges associated with the shipment	
NegotiatedRateCharges	/RateResponse/RatedShipment/NegotiatedRateCharges	No	One	Container	N/A	Negotiated Rate Charges Container	
TransportationCharges	/RateResponse/RatedShipment/NegotiatedRateCharges/TransportationCharges	Cond	One	Container	N/A	Transportation Charges Container is returned only when ItemizedChargesRequestedIndicator is present in Rate request for UPS Worldwide Express Freight Shipment.	Valid only for UPS Worldwide Express Freight Service.
CurrencyCode	/RateResponse/RatedShipment/NegotiatedRateCharges/TransportationCharges/CurrencyCode	Yes	One	String	3	The IATA currency code associated with the transportation costs for the shipment.	
MonetaryValue	/RateResponse/RatedShipment/NegotiatedRateCharges/TransportationCharges/MonetaryValue	Yes	One	String	16.2	The value for the transportation costs associated with the shipment.	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
AccessorialCharges	/RateResponse/RatedShipment/NegotiatedRateCharges/AccessorialCharges	Cond	Many	Container	N/A	Accessorial Charges are returned only when ItemizedChargesRequestedIndicator is present in Rate request for UPS Worldwide Express Freight Shipment.	Valid only for UPS Worldwide Express Freight service.
Code	/RateResponse/RatedShipment/NegotiatedRateCharges/AccessorialCharges/Code	Yes	One	String	3	Code of Accessorial that had been charged.	
Description	/RateResponse/RatedShipment/NegotiatedRateCharges/AccessorialCharges/Description	No	One	String	1...50	Description of Accessorial that had been charged.	
CurrencyCode	/RateResponse/RatedShipment/NegotiatedRateCharges/AccessorialCharges/CurrencyCode	Yes	One	String	3	The IATA currency code associated with the Accessorial Charge costs for the shipment.	
MonetaryValue	/RateResponse/RatedShipment/NegotiatedRateCharges/AccessorialCharges/MonetaryValue	Yes	One	String	16.2	The value for the Accessorial Charge costs associated with the shipment.	
SubType	/RateResponse/RatedShipment/NegotiatedRateCharges/AccessorialCharges/SubType	No	One	String	1...50	The sub-type of Accessorial type.	
SurCharges	/RateResponse/RatedShipment/NegotiatedRateCharges/SurCharges	Cond	Many	Container	N/A	SurCharges are returned only when ItemizedChargesRequestedIndicator is present in Rate request for UPS Worldwide Express Freight Shipment.	Valid only for UPS Worldwide Express Freight service.

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Code	/RateResponse/RatedShipment/NegotiatedRateCharges/SurCharges/Code	Yes	One	String	3	Code of SurCharges that had been charged.	
Description	/RateResponse/RatedShipment/NegotiatedRateCharges/SurCharges/Description	No	One	String	1...50	Description of SurCharges whose charges had been applied.	
CurrencyCode	/RateResponse/RatedShipment/NegotiatedRateCharges/SurCharges/CurrencyCode	Yes	One	String	3	The IATA currency code associated with the SurCharge costs for the shipment.	
MonetaryValue	/RateResponse/RatedShipment/NegotiatedRateCharges/SurCharges/MonetaryValue	Yes	One	String	16.2	The value for the SurCharge costs associated with the shipment.	
SubType	/RateResponse/RatedShipment/NegotiatedRateCharges/SurCharges/SubType	No	One	String	1...50	The sub-type of SurCharge type.	
TotalCharge	/RateResponse/RatedShipment/NegotiatedRateCharges/TotalCharge	Yes	One	Container	N/A	Total Charges Container	
CurrencyCode	/RateResponse/RatedShipment/NegotiatedRateCharges/TotalCharge/CurrencyCode	Yes*	One	String	3	IATA currency code associated with the Negotiated Rate total charges for the shipment	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
MonetaryValue	/RateResponse/RatedShipment/NegotiatedRateCharges/TotalCharge/MonetaryValue	Yes*	One	String	16.2	Value for the Negotiated Rate total charges associated with the shipment	
GuaranteedDelivery	/RateResponse/RatedShipment/GuaranteedDelivery	No	One	Container	N/A	Guaranteed Delivery Container	
BusinessDaysInTransit	/RateResponse/RatedShipment/GuaranteedDelivery/BusinessDaysInTransit	No	One	String	1..8	Rated shipment's guaranteed delivery date. Denotes UPS published guarantee times. (i.e. 3DaySelect = 3)	
DeliveryByTime	/RateResponse/RatedShipment/GuaranteedDelivery/DeliveryByTime	No	One	String	1..6	Rated shipment's committed delivery time	
RatedPackage	/RateResponse/RatedShipment/RatedPackage	Yes	Many	Container	N/A	Rated Package Container	
Accessorial	/RateResponse/RatedShipment/RatedPackage/Accessorial	Cond	Many	Container	N/A	The container for Accessorial indicators. This information would be returned only if ItemizedChargesRequested was present during Rate request. This is valid only for UPS Worldwide Express Freight Service.	This is valid only for UPS Worldwide Express Freight Service.
Code	/RateResponse/RatedShipment/RatedPackage/Accessorial/Code	Yes	One	String	3	Code for Accessorial Indicator.	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Description	/RateResponse/RatedShipment/RatedPackage/Accessorial/Description	No	One	String	1...50	Description for Accessorial Indicator.	
TransportationCharges	/RateResponse/RatedShipment/RatedPackage/TransportationCharges	No	One	Container	N/A	Transportation Charges Container	
CurrencyCode	/RateResponse/RatedShipment/RatedPackage/TransportationCharges/CurrencyCode	Yes	One	String	1...3	IATA currency code associated with the transportation costs for the package	
MonetaryValue	/RateResponse/RatedShipment/RatedPackage/TransportationCharges/MonetaryValue	Yes	One	String	16.2	Value for the transportation costs associated with the package	
ServiceOptionsCharges	/RateResponse/RatedShipment/RatedPackage/ServiceOptionsCharges	No	One	Container	N/A	Service Options Charges Container	
CurrencyCode	/RateResponse/RatedShipment/RatedPackage/ServiceOptionsCharges/CurrencyCode	Yes	One	String	3	IATA currency code associated with the accessorial charges for the package	
MonetaryValue	/RateResponse/RatedShipment/RatedPackage/ServiceOptionsCharges/MonetaryValue	Yes	One	String	16.2	Value for the accessorial charges associated with the package	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
TotalCharges	/RateResponse/RatedShipment/RatedPackage/TotalCharges	No	One	Container	N/A	Total Charges Container	
CurrencyCode	/RateResponse/RatedShipment/RatedPackage/TotalCharges/CurrencyCode	Yes	One	String	3	IATA currency code associated with the total charges for the package	
MonetaryValue	/RateResponse/RatedShipment/RatedPackage/TotalCharges/MonetaryValue	Yes	One	String	16.2	Value for the total charges associated with the package	
Weight	/RateResponse/RatedShipment/RatedPackage/Weight	No	One	String	5.1	Weight of the package in the rated Package	
BillingWeight	/RateResponse/RatedShipment/RatedPackage/BillingWeight	No	One	Container	N/A	Billing Weight Container	
UnitOfMeasurement	/RateResponse/RatedShipment/RatedPackage/BillingWeight/UnitOfMeasurement	Yes	One	Container	N/A	Unit Of Measurement Container	
Code	/RateResponse/RatedShipment/RatedPackage/BillingWeight/UnitOfMeasurement/Code	Yes	One	String	3	Code associated with the unit of measure for the billable weight of a package	

Name	Xpath	Required	Max Allowed	Type	Length	Description	Validation Rules
Description	/RateResponse/RatedShipment/RatedPackage/BillingWeight/UnitOfMeasurement/Description	Yes	One	String	1...35	Description for the Unit Of Measurement	
Weight	/RateResponse/RatedShipment/RatedPackage/BillingWeight/Weight	Yes	One	String	5.1	Value for the billable weight associated with the package	

1.9 Customer Integration Environment

The Customer Integration Environment allows customers to test their application prior to launch. This environment is intended for integration testing of customer applications with the UPS servers. No stress testing should ever be performed by customers against any UPS systems. Once your application has been thoroughly tested, you should redirect the application to the UPS Production Environment. Please note that while the Customer Integration Environment maintains system availability 24 hours, 7 days each week, there are occasional system down times to allow for server maintenance.

1.9.1 Package Rating

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

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

1.9.2 System Availability

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

1.9.3 Server Availability Check

All of the UPS services work using HTTPS POST. Using the same URL as you point your application to, perform an HTTPS GET. If the server is available, it will reply with the service name, remote user, server port, server name, and servlet path. To see this in action, type the following URL in your web browser:

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

This will be returned:

Service Name: RateWS

Remote User: null

Server Port: 443

Server Name: wwwcie.ups.com

Servlet Path: /Rate

Once testing is completed please direct your Rating Package XML to the URL below for production:

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

1.9.4 Negotiated Rates

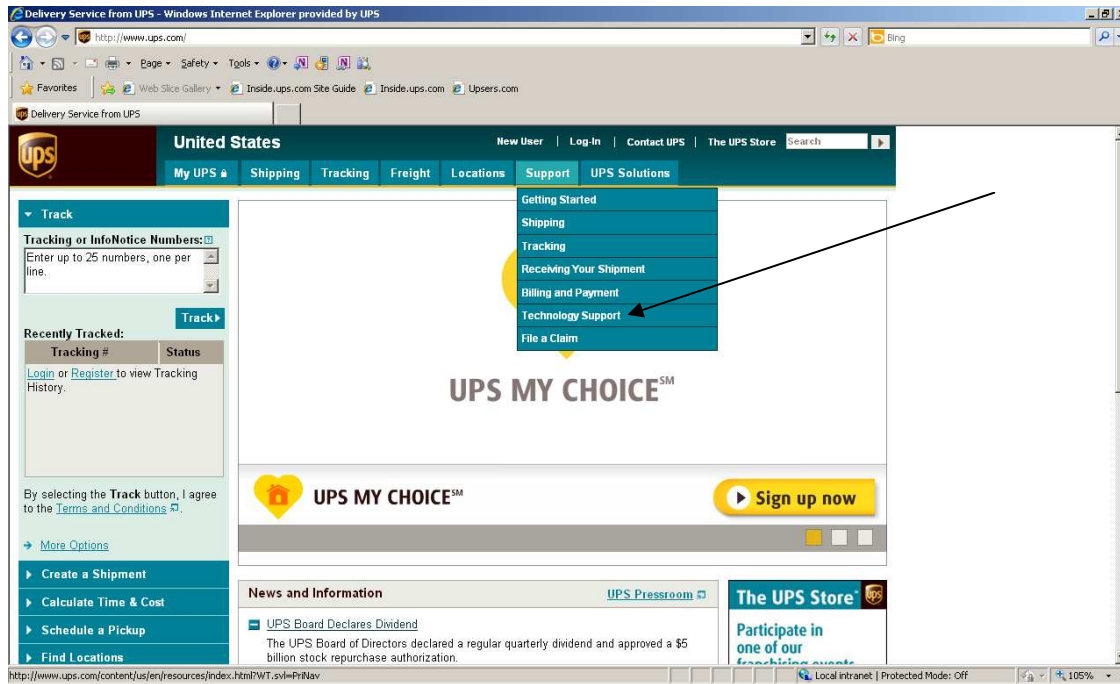
Negotiated Rates are available in the UPS Customer Integration Environment and are returned when the Negotiated Rate indicator is provided in the rate request. The Negotiated Rates returned *do not reflect the contractual rate and may vary*. (Generally they are 1% off the published rate.) Also in the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

Negotiated Rates is not fully verified. For shipper eligibility requirements refer to Negotiated Rates section within the UPS Rates & Service Selection section.
Negotiated Itemized Charges for UPS Worldwide Express Freight are not returned in Customer Integration Environment.

Appendix A - Accessing Tech Support (US Site Example)

Go to ups.com and log in to My UPS with your ID and PW.

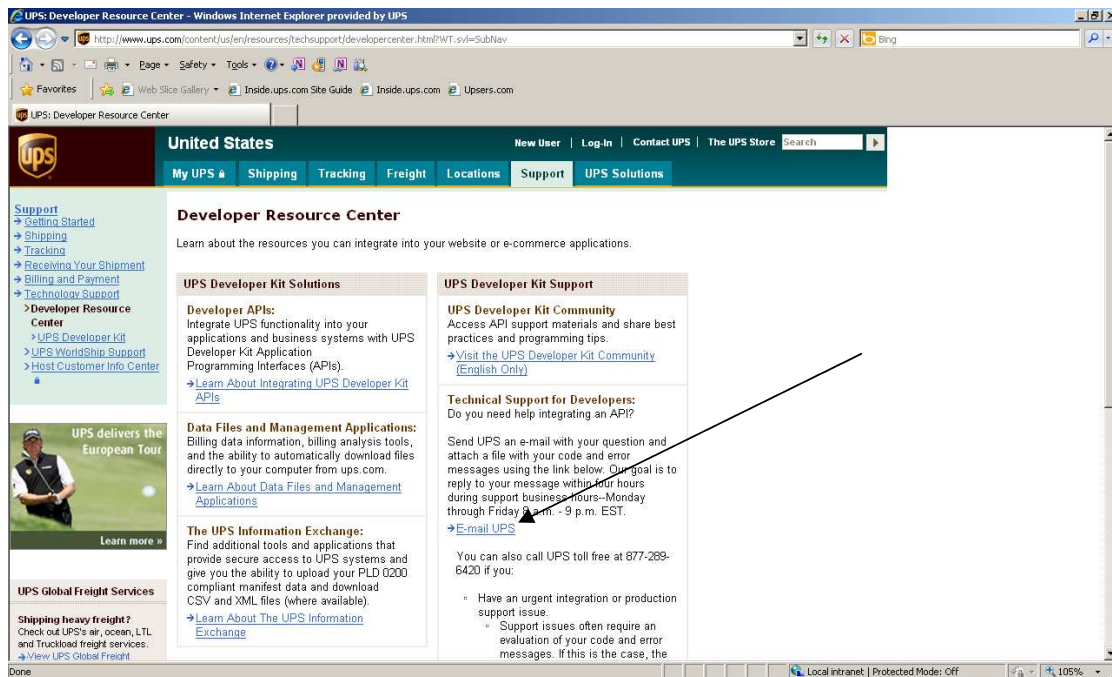
Hover over the “Support” tab, and select “Technology Support” from the drop-down.



From the Technology Support page select the Developer Resource Center link from the left navigation.

The screenshot shows the UPS Technology Support page in a Windows Internet Explorer browser. The address bar displays the URL: http://www.ups.com/content/us/en/resources/techsupport/index.html?WT.svl=PMRO_L1. The page features a dark blue header with the UPS logo and navigation links: My UPS, Shipping, Tracking, Freight, Locations, Support, and UPS Solutions. A search bar is also present. The left sidebar contains a 'Support' menu with links to Getting Started, Shipping, Tracking, Receiving Your Shipment, Billing and Payment, Technology Support, Developer Resource Center, UPS WorldShip Support, and Host Customer Info Center. The 'Technology Support' link is highlighted, and an arrow points to the 'Developer Resource Center' link below it. The main content area is titled 'Technology Support' and includes sections for 'How To...' (with links like Reset My Password, Retrieve Username, Register for UPS.com, etc.), 'Tools and Resources' (with links like Calculate Time and Cost, WorldShip® Support, etc.), and 'UPS Ready Program'. A 'Search Support' section is also visible on the left. The bottom of the page shows a 'Find it on ups.com' section and a 'Sign up now' button.

From the Developer Resource Center page select the “Email UPS” link in right hand column.



Complete Name, email address, Support Category must be “Technical Support”, and Support Topic must be “Developer Resource”. Select the “Next” button.

Scroll down the page and complete the remainder of the email form including “Your Telephone”, “Stage of Development”, “Developer Resource” which is which API you are integrating, “Attach File” where you attach your XML Request/Response Pair, and any pertinent description of the issues in the “What is your question or comment?” field. Select “Send Email” button.

UPS: E-mail UPS - Windows Internet Explorer provided by UPS

https://www.ups.com/upsemal/includeForm?loc=en_US

United Parcel Service Inc [US]

UPS: E-mail UPS

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 within one business day. Required fields are indicated with *.

Your Telephone: *
 ?????????

Stage of Development: *
 Integration

Developer Resource: *
 Rating

Version Number: *

Attach File: *
 Browse...

If you need to attach multiple files, please combine them into a single archive file (e.g. a zip file) and attach the archive file. The file must not exceed 2.9 MB.

What is your question or comment? *
 Type description of problem here.
 (Maximum 1000 characters)

Cancel Send E-mail

The screen below will appear. Please see “Technical Support (US)” within this document for tech support hours of operation and response times.

UPS: E-mail UPS - Windows Internet Explorer provided by UPS

https://fscfcr.ups.com/upsemal/onlineTools/loc=en_US

United States

Welcome, Daniel Franz | Logout | Contact UPS | The UPS Store

My UPS Shipping Tracking Freight Locations Support UPS Solutions

E-mail UPS

Your e-mail has been sent to UPS.
 A customer service representative will respond to you within one business day.

UPS MY CHOICE™
 TIRED OF GETTING THIS?
 Sign up now

UPS Global Freight Services

Shipping heavy freight?
 Check out UPS's air, ocean, LTL and Truckload freight services.
 View UPS Global Freight Services Demo

Subscribe to UPS E-mail: Modify E-mail Preferences View Examples

Appendix B – Rate Web Services Error Codes

If you get a <RateResponse> in a SOAP Envelope's Body part, it means the request is processed successfully. Otherwise, a SOAP Fault will be returned in a SOAP Envelope's Body part. In a good response, check the ResponseStatusCode element. A "1" normally indicates a successful response. When you get a SOAP FAULT, check the Errors and the sub-element Error Detail. The value of <Severity> can be either Transient or Hard. When an error occurs there will also be an error code, and an error description in PrimaryErrorCode element.

Success – Successful responses may or may not include **Warnings**.

- (without warnings) Request is processed as anticipated by the client.
- (with warnings) *Warning* messages indicate that UPS was able to process the request; however (potentially) unanticipated results have also occurred. The warning contains information in the response that should be passed to the end user.

Errors – will return two different levels of severity.

- *Transient* errors are temporary errors, due to temporary high server loads or scheduled maintenance, for example. The application may re-issue the request at a later time.
- *Hard* errors indicate that an error existed in the request that UPS could not resolve. These errors are critical and prevent requests from processing.

Applications should not re-issue requests with hard errors without first correcting the error.

The following table lists the errors that UPS may return in response to a request.

Common Errors can apply to all Web Services and API;

Error Code	Severity	Description
10001	Hard	The XML document is not well formed
10002	Hard	The XML document is well formed but the document is not valid
10003	Hard	The XML document is either empty or null
10006	Hard	Although the document is well formed and valid, the element content contains values which do not conform to the rules and constraints contained in this specification
10013	Hard	The message is too large to be processed by the Application
20001	Transient	General process failure
20002	Hard	The specified service name, {0}, and version number, {1}, combination is invalid
20003	Hard	Please check the server environment for the proper J2EE ws apis
20006	Hard	Invalid request action
20012	Hard	The Client Information exceeds its Maximum Limit of {0}
250000	Hard	No XML declaration in the XML document
250001	Hard	Invalid Access License for the tool. Please re-license.
250002	Hard	Invalid UserId/Password
250003	Hard	Invalid Access License number
250004	Hard	Incorrect UserId or Password
250005	Hard	No Access and Authentication Credentials provided
250006	Hard	The maximum number of user access attempts was exceeded

Error Code	Severity	Description
250007	Hard	The UserId is currently locked out; please try again in 24 hours.
250009	Hard	License Number not found in the UPS database
250050	Transient	License system not available

Rating Web Service specific errors:

Error Code	Severity	Description
110001	Transient	XML Rating and Service Selection Service Unavailable
110500	Hard	RATING_NO_SERVICE_SELECTED. Null service sent into Rater
111000	Hard	Verify that the supplied country code for the ship from and/or ship to is correct and is in uppercase (Cannot locate site).
111005	Hard	COD and Call Tags cannot be applied to the same package.
111010	Hard	Hazardous materials cannot be shipped using Call Tags.
111015	Hard	Saturday Delivery and Call Tags cannot be applied to the same package.
111020	Hard	Delivery Confirmation and Call Tags cannot be applied to the same package.
111025	Hard	The maximum declared amount was exceeded.
111030	Hard	Packages must weigh more than zero pounds.
111031	Hard	Packages must weigh more than zero kg.
111035	Hard	The maximum per package weight for that service from the selected country is %country.maxPkgWeight% pounds.
111036	Hard	The maximum per package weight for that service from the selected country is %country.maxPkgWeight% kg.
111040	Hard	The Return Services accessories are unavailable with the requested service.
111045	Hard	The Saturday Delivery option is unavailable with the requested service.
111047	Hard	Saturday Delivery may not be combined with this product and container type.
111050	Hard	Package exceeds the maximum size total constraints of %maxLengthGirth% (length + girth where girth is 2 x width plus 2 x height).
111055	Hard	Package exceeds the maximum length constraint of 108 inches.
111056	Hard	This package exceeds the maximum length constraint of 270 cm.

Error Code	Severity	Description
111057	Hard	This measurement system is not valid for the selected country.
111060	Hard	Hazardous materials cannot be shipped in a UPS Letter.
111063	Hard	The requested accessory cannot be combined with the selected service.
111065	Hard	The shipment of Hazardous Materials to the selected location is unavailable.
111070	Hard	The requested accessory is not allowed with this pickup method.
111075	Hard	The International Declared Value accessory is not valid with a domestic service.
111080	Hard	The Domestic Declared Value accessory is not valid with an international service.
111085	Hard	The requested accessory cannot be added to this shipment.
111086	Hard	Only one Authorized Return Service option is allowed.
111087	Hard	The Authorized Return Service option is not allowed for shipments.
111090	Hard	The requested billing zone is invalid for the selected product.
111091	Hard	The selected service is unavailable to an extended area.
111100	Hard	The requested service is invalid from the selected origin.
111105	Hard	The requested accessory key is invalid for the selected site.
111106	Hard	Unsupported country specified.
111107	Hard	An origin postal code must be specified.
111108	Hard	Shipments must have at least 1 package.
111109	Hard	Delivery Area Surcharge Tier is invalid.
111115	Hard	The COD amount must be greater than zero.
111120	Hard	The COD amount cannot exceed \$1,000 when a cashiers check or money order is requested.
111121	Hard	The COD value entered exceeds the maximum allowed for cash of %COD.CashMax% (%COD.CurrencyCode %).
111125	Hard	The COD amount cannot exceed 50,000 (%COD.CurrencyCode %).
111126	Hard	The COD value entered exceeds the maximum allowed for check of %COD.CheckMax% (%COD.CurrencyCode %).
111130	Hard	The Saturday Pickup option cannot be combined with the Return Services option.

Error Code	Severity	Description
111135	Hard	The Saturday Pickup option cannot be combined with the Saturday Delivery option.
111140	Hard	The Saturday Pickup option is unavailable with the selected service.
111145	Hard	Only one Delivery Confirmation option is allowed.
111150	Hard	The Delivery Confirmation option is unavailable with the selected service.
111155	Hard	The COD option is unavailable with the selected service.
111160	Hard	The requested accessory option is unavailable with the selected billing option.
111165	Hard	The Verbal Confirmation of Delivery option cannot be combined with the Return Services option.
111170	Hard	The Delivery Confirmation option cannot be combined with the Verbal Confirmation of Delivery option.
111175	Hard	The Verbal Confirmation of Delivery option is unavailable with the selected service.
111190	Hard	Only one Return Services option is allowed.
111195	Hard	The requested billing option is unavailable with the selected service.
111196	Hard	The requested billing option is unavailable with UPS Letters.
111200	Hard	The requested service with Saturday Delivery is unavailable to the selected location.
111205	Hard	The Additional Handling option is unavailable with the selected service.
111206	Hard	The Additional Handling option is unavailable with UPS envelopes.
111208	Hard	UPS Next Day Air Early A.M. service is not available to the requested destination. Please select UPS Next Day Air service as an alternative.
111209	Hard	RATING_INVALID_SERVICE_TYPE
111210	Hard	The requested service is unavailable between the selected locations.
111211	Hard	The requested accessory option is unavailable between the selected locations.
111212	Hard	The requested Package Type is unavailable for the selected service between the selected locations.
111213	Hard	The requested billing option is unavailable between the selected locations.
111214	Hard	Cannot ship between the selected locations.
111215	Hard	The requested service is unavailable to residential destinations.

Error Code	Severity	Description
111219	Hard	The requested service is unavailable between the selected locations. Please check your Documents Only, Letter/Envelope, and Saturday Delivery settings as these may affect service availability.
111220	Hard	The Ship Notification option cannot be combined with the Return Services option.
111222	Hard	A shipment using the Return Services Electronic Return Label option must contain only Goods in Free Circulation.
111225	Hard	The Return Services option is unavailable to the selected location.
111230	Hard	Next Day Air Early AM is unavailable with the selected service.
111235	Hard	No more than %acsGrp.grpLimit% of the following may be combined: %acsGrp.grpMembers%.
111240	Hard	The requested accessory may not be applied to a package more than %accs.limit% time(s).
111245	Hard	The Saturday Pickup option cannot be combined with the Shipper Duty Fees option.
111250	Hard	The Saturday Delivery option cannot be combined with the Shipper Duty Fees option.
111255	Hard	The Shipper Duty Fee option is unavailable with the selected service.
111260	Hard	The Shipper Duty Fee option is unavailable with the selected billing option.
111261	Hard	The requested option is unavailable with the selected service.
111262	Hard	The accessory is not valid with the selected option.
111265	Hard	The requested billing option is unavailable to the selected location.
111266	Hard	The requested currency is not a legal tender in this country.
111275	Hard	Cannot create attribute %attrName%.
111280	Hard	Cannot remove attribute %attrName%.
111285	Hard	The postal code %postal% is invalid for %state% %country%.
111286	Hard	%state% is not a valid state abbreviation for %country%.
111290	Hard	The requested billing option is invalid.
111295	Hard	Package %child.index% failed validation in shipment.
111300	Hard	The Shipper Pays Duty - VAT Unpaid option is unavailable with the selected option.
111305	Hard	The Shipper Pays Duty - VAT Unpaid option is unavailable with the selected service.

Error Code	Severity	Description
111310	Hard	The Shipper Pays Duty - VAT Unpaid option is unavailable with the selected billing options
111315	Hard	The Authorized Return Service option is unavailable with the selected accessory.
111320	Hard	The Authorized Return Service option is unavailable with the selected service.
111325	Hard	The Authorized Return Service is unavailable with the selected billing option.
111330	Hard	The Certificate of Origin is unavailable with the selected accessory.
111335	Hard	The Certificate of Origin is unavailable with the selected service.
111340	Hard	The Certificate of Origin is unavailable with the selected billing option.
111343	Hard	The Certificate of Origin is unavailable from the selected origin.
111345	Hard	The Shipper Export Declaration is unavailable with the selected accessory.
111350	Hard	The Shipper Export Declaration is unavailable with the selected service.
111355	Hard	The Shipper Export Declaration is unavailable with the selected billing option.
111360	Hard	UPS Express Plus is unavailable with the selected service.
111363	Hard	The One Time Pickup is unavailable with the selected service.
111365	Hard	The requested service is not available through the selected acquisition type.
111370	Hard	Unsupported acquisition type.
111375	Hard	The requested service is not valid for shipments with more than 1 package.
111380	Hard	The requested Package service may not be consolidated with the selected shipment service.
111385	Hard	The requested Package billing option does not match the selected shipment billing option.
111390	Hard	The requested Package billing tier does not match the selected shipment billing tier.
111395	Hard	Package consignee %pkg.dest.company% does not match the shipment consignee %ship.dest.company%.
111400	Hard	Package consignee street address %pkg.dest.street1% does not match the shipment consignee street address %ship.dest.street1%.

Error Code	Severity	Description
111405	Hard	Package consignee street address %pkg.dest.street2% does not match the shipment consignee street address %ship.dest.street2%.
111410	Hard	Package consignee street address %pkg.dest.street3% does not match the shipment consignee street address %ship.dest.street3%.
111415	Hard	Package consignee city %pkg.dest.city% does not match the shipment consignee city %ship.dest.city%.
111420	Hard	Package consignee state %pkg.dest.state% does not match the shipment consignee state %ship.dest.state%.
111425	Hard	Package consignee postal code does not match the shipment consignee postal code.
111430	Hard	Package consignee country does not match the shipment consignee country.
111431	Hard	All packages in the shipment must have the same UPS shipper number as the shipment.
111435	Hard	All packages in the shipment must have the Saturday Delivery option if 1 package has it.
111440	Hard	All packages in the shipment must have the Saturday Pickup option if 1 package has it.
111445	Hard	UPS does not allow Hazardous Materials in shipments consisting of more than one piece.
111450	Hard	Only one type of Return Service option is allowed per package.
111455	Hard	All packages in the shipment must have the Return Services option if 1 package has it.
111456	Hard	All packages in the shipment must have the Residential option if 1 package has it.
111457	Hard	Shipments with the Residential option set must have the Residential option set on all packages.
111460	Hard	Shipments cannot exceed a COD amount of \$5,000 when requesting a cashiers check or money order.
111465	Hard	The selected Package access method does not match the shipment access method.
111500	Hard	The selected service is not valid with the selected packaging.
111501	Hard	The selected packaging is not valid with the requested accessory option.
111510	Hard	Unsupported packaging requested.
111511	Hard	Unsupported accessory requested.
111512	Hard	Unsupported billing option requested.
111513	Hard	Unsupported service requested.

Error Code	Severity	Description
111515	Hard	Weight of %weight.actual% exceeds maximum for rating the requested packaging. Using standard package rates.
111519	Hard	The selected Package rating category does not match the shipment rating category.
111000	Hard	Only one type of LargePackage can be set on a package.
113005	Hard	The selected service may not guarantee early AM arrival to the requested location.
113010	Hard	Package(s) within the shipment contain warnings.
113020	Hard	The Origin postal code is invalid for the selected location.
113021	Hard	The Ship To postal code is invalid for the selected location.
119000	Hard	Oversize 1 indicator has automatically been set on Package %package.index%.
119002	Hard	An Extended Area surcharge has been added to the service cost.
119007	Hard	Oversize 2 indicators have automatically been set on Package %package.index%.
119008	Hard	Weight is greater than or equal to %localOverSize1MinWeight%lbs. and less than %localOverSize2MinWeight% lbs., Oversize 2 has automatically been set on Package %package.index%.
119009	Hard	Oversize 1 does not apply, and has automatically been removed from Package %package.index%.
119010	Hard	Oversize 2 does not apply, and has automatically been removed from Package %package.index%.
119016	Hard	Weight is greater than or equal to %localOverSize2MinWeight% lbs., Oversize 3/Large Package has automatically been set on Package %package.index%.
119017	Hard	Oversize 3/Large Package indicator has automatically been set on Package %package.index%.
119018	Hard	Oversize 3/Large Package does not apply, and has automatically been removed from Package %package.index%.
110099	Hard	RATING_FAILURE.Rating failure, no more specific reason available.
110000	Hard	XML Rating and Service Selection Service Unavailable
110003	Hard	Maximum number of packages exceeded ({0})

Error Code	Severity	Description
110950	Hard	Customer Classification Code is required with the requested Pickup Type
115582	Hard	Invalid Customer Classification Code
110208	Hard	Missing/Illegal ShipTo/Address/CountryCode
110308	Hard	Invalid or unsupported origin country code
110548	Hard	A shipment cannot have a KGS/IN or LBS/CM as its unit of measurements
110646	Hard	Package Level COD is not valid for the shipment origin and/or destination
110647	Hard	Invalid COD currency code. Please use the destination country currency code.
250002	Hard	Invalid UserId/Password
110920	Warning	When user indicated Residential indicator is different from AMS Classification.
119076	Hard	All package types must be pallets.
119078	Hard	The maximum dimensions for a pallet are 200 cm by 160 cm by 120 cm.
119079	Hard	The requested service is not valid with pallets with a weight greater than 1000kg. Please select Dedicated Package Courier Same Day Service.
119083	Hard	Pallet {0} exceeds maximum weight.
110971	Warning	For all successful response it will return message as Your invoice may vary from the displayed reference rates
113005	Warning	The selected service may not guarantee Early AM arrival to the requested location.
113010	Warning	Package(s) within the shipment contain warnings.
113020	Warning	The Origin postal code is invalid for the selected location.
113021	Warning	The Ship To postal code is invalid for the selected location.
119001	Warning	Additional Handling has automatically been set on Package %package.index%.
119002	Warning	An Extended Area surcharge of %xtndCharge% has been added to the service cost.
119003	Warning	The requested service may not guarantee Next Day arrival to the selected location.
119004	Warning	Check the UPS Service Guide for supported Saturday delivery destinations within the selected country.
119005	Warning	The requested service may not guarantee Second Day arrival to the selected location.
119006	Warning	The Second Day Air service may not guarantee Second Day arrival to the selected location.

Error Code	Severity	Description
119011	Warning	The maximum declared value amount for the 1-Attempt option is \$1,000.
119012	Warning	The maximum declared value amount for the Print and Mail option is \$1,000.
119013	Warning	The maximum declared value amount for the Print Return Label option is \$1,000.
119014	Warning	The maximum declared value amount for the Electronic Delivery option is \$1,000.
119015	Warning	The maximum declared value amount for the 3-Attempt option is \$50,000.
119017	Warning	Large Package indicator has automatically been set on Package %package.index%.
119018	Warning	Large Package does not apply, and has automatically been removed from Package %package.index%.
119020	Warning	Large Package and Additional Handling both cannot exist on a Package
119070	Warning	Large Package Surcharge has been added to Package %package.index%.
119071	Warning	Large Package indicator has been set and Large Package Surcharge has been added to Package %package.index%.
119072	Warning	Additional Handling has been removed. Large Package Surcharge has been added to Package %package.index%.
119077	Warning	A dimensional surcharge has been added to pallet {0}.
113060	Warning	The weight exceeds the limit for the UPS Letter/Envelope rate and will be rated using the weight.
111582	Hard	Missing/Invalid InvoiceLineTotal Monetary Value
9110001	Hard	Missing pickup type Code.
9110002	Hard	Missing customer classification code.
9110003	Hard	Missing shipment information.
9110004	Hard	Missing shipper information.
9110005	Hard	Missing shipper number.
9110006	Hard	Missing shipper address information.
9110007	Hard	No more than 3 address line information can be given for shipper address.
9110008	Hard	Missing shipper country code.
9110009	Hard	Missing ship to information.
9110010	Hard	Missing ship to address information.
9110011	Hard	No more than 3 address line information can be given for ship to address.
9110012	Hard	Missing ship to state province code.

Error Code	Severity	Description
9110013	Hard	Missing ship to country code.
9110014	Hard	Missing Ship From address information.
9110015	Hard	No more than 3 address line information can be given for ship from address.
9110016	Hard	Missing ship from state province code.
9110017	Hard	Missing ship from country code.
9110018	Hard	Missing shipment service code.
9110019	Hard	Missing package type code for package {0}.
9110020	Hard	Missing package dimensions unit of measurement information for package {0}.
9110021	Hard	Missing or invalid package dimensions unit of measurement code for package {0}. Valid values are: IN or CM.
9110022	Hard	Missing package weight unit of measurement information for package {0}.
9110023	Hard	Missing or invalid package weight unit of measurement code for package {0}. Valid values are: KGS or LBS
9110024	Hard	Delivery confirmation option cannot be combined with the cod information under package service options for package {0}.
9110025	Hard	Missing schedule information for on call pickup.
9110026	Hard	Missing pickup day for on call pickup.
9110027	Hard	Missing method for on call pickup.
9110028	Hard	At least one shipment rating option either negotiated or FRS rates or RateChart indicator is required.
9110029	Hard	Missing COD Funds Code Information for {0}.
9110030	Hard	Missing COD Amount Information for {0}.
9110031	Hard	Missing COD currency Code for {0}.
9110032	Hard	Missing package declared currency code for package {0}.
9110033	Hard	Missing package declared monetary value for package {0}.
9111000	Hard	Invalid RSS Request Document
9110035	Hard	FRS Indicator is not allowed with Rate request option as Shop
9110036	Hard	Missing FRS Payment Information
9110037	Hard	Missing FRS payment Type.
112031	Hard	Missing or Invalid FRS payment Type code.
9110039	Hard	Missing Account Number for FRS Payment Information.
9110040	Hard	Missing Address for FRS Payment Information.
9110041	Hard	Missing Country Code for FRS Payment Information Address.
9110042	Hard	Missing Commodity for package {0}.

Error Code	Severity	Description
112002	Hard	Missing or Invalid Commodity Freight Class for Package {0}.
9110044	Hard	Missing NMFC Prime Code for package {0}.
9110045	Hard	Missing Ship To Postal Code.
9110046	Hard	Missing Ship From Postal Code
9110047	Hard	Missing Package Weight container information for package {0}.
9110048	Hard	Missing Packaging Type for package {0}.
9110049	Hard	Missing Service Information.
9110721	Hard	Invalid Shipment Delivery Confirmation Type
110002	Hard	No packages in shipment.
110610	Hard	Missing or invalid COD monetary value for {0}. Valid length is 0 to 8 numeric and can hold up to 2 decimal places
110601	Hard	Missing or invalid package weight for package {0}.
110604	Hard	Invalid package declared monetary value for package {0}. Valid length is 0 to 8 numeric and can hold up to 2 decimal places.
110609	Hard	All package dimensions are required and each must be greater than 0 for package {0}.
110626	Hard	Invalid COD Funds Code for {0}.
110710	Hard	Invalid package Delivery Confirmation type for package {0}.
110527	Hard	Cannot use multiple types of currency in a shipment.
110528	Hard	A shipment can have only one type of UnitOfMeasurement for Dimensions.
110529	Hard	A shipment can have only one type of UnitOfMeasurement for a Weight.
110720	Hard	The Account Number for FRS Payment is not FRS Enabled.
110921	Hard	UPS account number that was provided as the payment method is missing or invalid.
9110034	Hard	Missing or invalid request option.
112045	Hard	The payer of transportation's country is not valid for Carbon Neutral shipments..
119084	Warning	Missing or Invalid Shipper Number. Returned rates are Retail Rates.
10001	Hard	The XML document is not well formed
10002	Hard	The XML document is well formed but the document is not valid
10003	Hard	The XML document is either empty or null

Error Code	Severity	Description
10006	Hard	Although the document is well formed and valid, the element content contains values which do not conform to the rules and constraints contained in this specification
10013	Hard	The message is too large to be processed by the Application
20001	Hard	General process failure
20002	Hard	The specified service name, {0}, and version number, {1}, combination is invalid
20003	Hard	Please check the server environment for the proper J2EE ws apis
20004	Hard	Cannot access the high level business components, {0}
20005	Hard	Cannot access the low level business components, {0}
20006	Hard	Invalid request action
20007	Hard	Missing required field, {0}
20008	Hard	The field, {0}, contains invalid data, {1}
20010	Hard	The phone number contains invalid characters
20011	Hard	The Integration Indicator is no longer supported
20012	Hard	The Client Information exceeds its Maximum Limit of {0}
250000	Hard	No XML declaration in the XML document
250001	Hard	Invalid Access License for the tool. Please re-license.
250002	Hard	Invalid UserId/Password
250003	Hard	Invalid Access License number
250004	Hard	Incorrect UserId or Password
250005	Hard	No Access and Authentication Credentials provided
250006	Hard	The maximum number of user access attempts was exceeded
250007	Hard	The UserId is currently locked out; please try again in 24 hours.
250009	Hard	License Number not found in the UPS database

Error Code	Severity	Description
250010	Hard	Illegal Request Action
250011	Hard	Illegal Request Option
250012	Hard	No tool is requested
250019	Hard	Invalid field value
250020	Hard	Invalid developer license number
250021	Hard	The data length is in error for CompanyName
250022	Hard	The data length is in error for AddressLine1
250023	Hard	The data length is in error for AddressLine2
250024	Hard	The data length is in error for AddressLine3
250025	Hard	The data length is in error for City
250026	Hard	Invalid country code
250027	Hard	The data is in error for StateProvinceCode
250028	Hard	The data length is in error for PostalCode
250029	Hard	The data is in error for phone number
250030	Hard	Invalid e-mail address
250031	Hard	Invalid URL
250032	Hard	Invalid Country Code in AccessLicenseProfile
250033	Hard	Invalid Language Code in AccessLicenseProfile
250034	Hard	Invalid ToolVersion
250035	Hard	The data length is in error for the name of contact person
250036	Hard	The data length is in error for the title of contact person
250037	Hard	The data is in error for fax number

Error Code	Severity	Description
250038	Hard	Error in Shipper Number
250040	Hard	Client software profile is missed for the 3rd party developer license
250041	Hard	Invalid ToolID
250042	Hard	Tool Version not available for the Access License
250043	Hard	Tool ID not available for the Access License
250044	Hard	Tool Version not licensed for developer
250045	Hard	Tool already licensed
250046	Hard	User already has a license
250047	Hard	License number revoked
250048	Hard	Missing License Agreement Text
250049	Hard	Invalid License Agreement Text
250050	Hard	License system not available
250051	Hard	Not allowed to create new license
250052	Hard	Authorization system is currently unavailable
250060	Hard	The data length is in error for the Software Installer
250061	Hard	The data length is in error for the Software Product Name
250062	Hard	The data length is in error for the Software Provider
250063	Hard	The data length is in error for the Software Version Number
250064	Hard	Invalid ToolID/ToolVersion
120001	Hard	XML Shipping System is unavailable, please try again later.
150000	Hard	Tracking service unavailable
126098	Warning	Account authentication is required to be completed to get negotiated rates.

Error Code	Severity	Description
112051	Hard	Shipment total weight has exceeded the maximum shipment weight limit of 99,999.9 kgs or 99,999.9 pounds.
112052	Hard	Total pieces in the shipment have exceeded the maximum allowed of 99,999 for a shipment.
112053	Hard	The number of pieces was not provided – Number of pieces in a shipment is required to process the shipment.
112054	Hard	Missing elements - Length, width and height are required for the pallet %package.index% to process the shipment.
112055	Hard	Exceeded maximum per pallet weight – The maximum per pallet weight for the selected service from the selected origin is %maxWeightOrig% pounds.
112056	Hard	Exceeded maximum per pallet weight – The maximum per pallet weight for the selected service from the selected origin is %maxWeightOrig% kgs.
112057	Hard	Exceeded maximum per pallet weight – The maximum per pallet weight for the selected service to the selected destination is %maxWeightDest% pounds.
112058	Hard	Exceeded maximum per pallet weight – The maximum per pallet weight for the selected service to the selected destination is %maxWeightDest% kgs.
112059	Hard	Exceeded maximum dimensions for a pallet - The maximum dimensions for a pallet are %length% cm by %width% cm by %height% cm for the selected origin.
112060	Hard	Exceeded maximum dimensions for a pallet - The maximum dimensions for a pallet are %length% in by %width% in by %height% in for the selected origin.
112061	Hard	Exceeded maximum dimensions for a pallet - The maximum dimensions for a pallet are %length% cm by %width% cm by %height% cm for the selected destination.
112062	Hard	Exceeded maximum dimensions for a pallet - The maximum dimensions for a pallet are %length% in by %width% in by %height% in for the selected destination.
112063	Warning	Please contact customer service center for capacity authorization.
112064	Hard	Lift Gate Accessorial for Pick Up and Delivery are not allowed when both Hold For Pick Up and Drop off At UPS Facility is requested.
112065	Hard	Lift Gate for Pick Up accessorial is not allowed with Drop Off At UPS Facility accessorial.
112066	Hard	Lift Gate for Delivery accessorial is not allowed with Hold For Pick Up accessorial.
112067	Hard	More than one type of insurance is not allowed for a shipment - only one type can exist per shipment
112068	Hard	The maximum declared amount was exceeded. Maximum value per pallet: %maxDeclVal% %currencyCode%.
190003	Warning	Published rates are unavailable at this time

Error Code	Severity	Description
112106	Hard	The Saturday Delivery option cannot be combined with the Return Services option.
112107	Hard	The Saturday Delivery option cannot be combined with the UPS Import Control option.
112084	Hard	Shipper is not eligible to ship Dry Ice.
112082	Hard	The maximum Dry Ice for a pallet/shipment is 200 kg or 440 lbs.
112083	Hard	Invalid pallet dimensions, the length must be longer than the width.
112085	Hard	Missing or Invalid Return Type.
112086	Hard	Missing or Invalid Import Type.
112109	Hard	Itemized Charges are not valid for this service.
112090	Hard	Commercial Invoice Removal is valid only for Import Control shipments.
112091	Hard	Missing or Invalid Regulation Set.
112095	Hard	DryIceWeight container with Dry Ice weight and UOM information is required for Dry Ice.
112096	Hard	Missing or Invalid Dry Ice Weight.
112097	Hard	Missing or Invalid code for Dry Ice Unit of Measurement.
112098	Hard	UnitOfMeasurement container with UOM code is required for Dry Ice.
112099	Hard	Invalid Regulation Set. All packages with Dry Ice accessorial must contain the same Regulation Set.
112100	Hard	Invalid regulation set. The regulation set for non-US/PR origins/destinations should be IATA.
112101	Hard	Invalid weight. The Dry Ice weight is greater than the actual package weight.
112105	Hard	Return and Import Shipment accessorial cannot be requested together in a shipment.
112110	Hard	Account is not authorized for UPS Exchange service.
112111	Hard	Missing or Invalid Shipper Number.
112113	Hard	UPS Account is not authorized for Hold for Pickup at UPS Access Point.
112114	Hard	Alternate Delivery Address information is required for Hold for Pickup at UPS Access Point.

Error Code	Severity	Description
112115	Hard	The maximum declared value for Flexible Parcel Insurance has been exceeded. Maximum value per package: %maxDeclVal% %currencyCode%.
112116	Hard	The requested billing option is unavailable between the selected locations with the selected options.
112117	Hard	Package exceeds the maximum length constraint of %rave.DTR_NAP_maxLength_IN% inches. Length is the longest side of a package.
112118	Hard	Package exceeds the maximum length constraint of %rave.DTR_NAP_maxLength_CM% cm. Length is the longest side of a package.
112119	Hard	The maximum per package weight for the selected option is %country.maxPkgWeight% pounds.
112120	Hard	The maximum per package weight for the selected option is %country.maxPkgWeight% kg.
112121	Hard	Missing or Invalid Alternate Delivery Address Name.
112122	Hard	Missing or Invalid Alternate Delivery Address Address Line 1.
112123	Hard	Missing or Invalid Alternate Delivery Address Address Line 2.
112124	Hard	Missing or Invalid Alternate Delivery Address Address Line 3.
112125	Hard	Missing or Invalid Alternate Delivery Address City.
112126	Hard	Missing or Invalid Alternate Delivery Address State/Province.
112127	Hard	Missing or Invalid Alternate Delivery Address Postal Code.
112128	Hard	Missing or Invalid Alternate Delivery Address Country Code.
112129	Hard	Missing or Invalid Shipment Indication Type.
112130	Hard	No more than 3 address lines are allowed for Alternate Delivery Address.
112131	Hard	Only 1 Shipment Indication Type allowed in a request.

Appendix C - Country Codes

UPS country code abbreviations generally follow the recommendations of the International Standards Organization, which publishes a list of currency abbreviations in ISO Standard 3166. The following table lists the ISO country codes that ISO had defined when this document was published. The latest information is available from the ISO web site.

Please note that not all UPS services are available in every country. For more information on UPS services, refer to the latest *UPS*

Rate and Service Guide available at <http://www.ups.com>.

Country Code	Country Name	Forward Origin	Return Origin
AF	Afghanistan	Yes	Yes
AX	Åland Islands		
AL	Albania	Yes	Yes
DZ	Algeria	Yes	Yes
AS	American Samoa		
AD	Andorra		
AO	Angola		
AI	Anguilla		
AQ	Antarctica		
AG	Antigua and Barbados		Yes
AR	Argentina	Yes	Yes
AM	Armenia		
AW	Aruba		
AU	Australia	Yes	Yes
AT	Austria	Yes	Yes
AZ	Azerbaijan	Yes	Yes
BS	Bahamas	Yes	Yes
BH	Bahrain	Yes	Yes
BD	Bangladesh		
BB	Barbados		
BY	Belarus		
BE	Belgium	Yes	Yes
BZ	Belize		
BJ	Benin		
BM	Bermuda	Yes	Yes
BT	Bhutan		
BQ	Bonaire, St. Eustatius, Saba		Yes
BO	Bolivia	Yes	Yes
BA	Bosnia and Herzegovina	Yes	Yes
BW	Botswana		
BV	Bouvet Island		
BR	Brazil	Yes	Yes
IO	British Indian Ocean Territory		

BN	Brunei Darussalam		
BG	Bulgaria	Yes	Yes
BF	Burkina Faso		
BI	Burundi		
KH	Cambodia		
CM	Cameroon		
CA	Canada	Yes	Yes
CV	Cape Verde		
KY	Cayman Islands	Yes	Yes
CF	Central African Republic		
TD	Chad		
CL	Chile	Yes	Yes
CN	China	Yes	Yes
CX	Christmas Island		
CC	Cocos (Keeling) Islands		
CO	Colombia	Yes	Yes
KM	Comoros		
CG	Congo		
CD	Congo, The Democratic Republic of		
CK	Cook Islands		
CR	Costa Rica	Yes	Yes
CI	Côte Divoire		
HR	Croatia	Yes	Yes
CU	Cuba		
CW	Curacao		Yes
CY	Cyprus	Yes	Yes
CZ	Czech Republic	Yes	Yes
DK	Denmark	Yes	Yes
DJ	Djibouti		
DM	Dominica		
DO	Dominican Republic	Yes	Yes
EC	Ecuador	Yes	Yes
EG	Egypt	Yes	Yes
SV	El Salvador	Yes	Yes
GQ	Equatorial Guinea		
ER	Eritrea		
EE	Estonia	Yes	Yes
ET	Ethiopia		
FK	Falkland Islands (Malvinas)		
FO	Faroe Islands		
FJ	Fiji		
FI	Finland	Yes	Yes
FR	France	Yes	Yes
GF	French Guiana		
PF	French Polynesia		

TF	French Southern Territories		
GA	Gabon		
GM	Gambia		
GE	Georgia		
DE	Germany	Yes	Yes
GH	Ghana	Yes	Yes
GI	Gibraltar	Yes	Yes
GR	Greece	Yes	Yes
GL	Greenland		
GD	Grenada		
GP	Guadeloupe		
GU	Guam	Yes	Yes
GT	Guatemala	Yes	Yes
GG	Guernsey	Yes	Yes
GN	Guinea		
GW	Guinea-Bissau		
GY	Guyana		
HT	Haiti		Yes
HM	Heard Island and McDonald Islands		
VA	Holy See (Vatican City State)		
HN	Honduras	Yes	Yes
HK	Hong Kong	Yes	Yes
HU	Hungary	Yes	Yes
IS	Iceland		Yes
IN	India	Yes	Yes
ID	Indonesia	Yes	Yes
IR	Iran, Islamic Republic of		
IQ	Iraq	Yes	Yes
IE	Ireland	Yes	Yes
IM	Isle of Man		
IL	Israel	Yes	Yes
IT	Italy	Yes	Yes
JM	Jamaica		Yes
JP	Japan	Yes	Yes
JE	Jersey	Yes	Yes
JO	Jordan		
KZ	Kazakhstan	Yes	Yes
KE	Kenya	Yes	Yes
KI	Kiribati		
KP	Korea, Democratic Peoples Republic of		
KR	Korea, Republic of	Yes	Yes
KW	Kuwait	Yes	Yes

KG	Kyrgyzstan	Yes	Yes
LA	Lao Peoples Democratic		
	Republic		
LV	Latvia	Yes	Yes
LB	Lebanon		Yes
LS	Lesotho		
LR	Liberia		
LY	Libyan Arab Jamahiriya		
LI	Liechtenstein		Yes
LT	Lithuania	Yes	Yes
LU	Luxembourg	Yes	Yes
MO	Macao	Yes	Yes
MK	Macedonia, The Former		
	Yugoslav Republic of		
MG	Madagascar		
MW	Malawi		
MY	Malaysia	Yes	Yes
MV	Maldives		
ML	Mali		
MT	Malta	Yes	Yes
MH	Marshall Islands		
MQ	Martinique		
MR	Mauritania		
MU	Mauritius	Yes	Yes
YT	Mayotte		
MX	Mexico	Yes	Yes
FM	Micronesia, Federated		
	States of		
MD	Moldova, Republic of	Yes	Yes
MC	Monaco		Yes
MN	Mongolia		
ME	Montenegro		Yes
MS	Montserrat		
MA	Morocco	Yes	Yes
MZ	Mozambique		
MM	Myanmar		
NA	Namibia		
NR	Nauru		
NP	Nepal		
NL	Netherlands	Yes	Yes
NC	New Caledonia		
NZ	New Zealand	Yes	Yes
NI	Nicaragua	Yes	Yes
NE	Niger		
NG	Nigeria	Yes	Yes
NU	Niue		

NF	Norfolk Island		
MP	Northern Mariana Islands		
NO	Norway	Yes	Yes
OM	Oman	Yes	Yes
PK	Pakistan	Yes	Yes
PW	Palau		
PS	Palestinian Territory, Occupied		
PA	Panama	Yes	Yes
PG	Papua New Guinea		
PY	Paraguay	Yes	Yes
PE	Peru	Yes	Yes
PH	Philippines	Yes	Yes
PN	Pitcairn		
PL	Poland	Yes	Yes
PT	Portugal	Yes	Yes
PR	Puerto Rico	Yes	Yes
QA	Qatar	Yes	Yes
RE	Réunion		
RO	Romania	Yes	Yes
RU	Russian Federation	Yes	Yes
RW	Rwanda		
SH	Saint Helena		
KN	Saint Kitts and Nevis		Yes
LC	Saint Lucia		Yes
PM	Saint Pierre and Miquelon		
VC	Saint Vincent and The Grenadines		
WS	Samoa		
SM	San Marino		
ST	Sao Tome and Principe		
SA	Saudi Arabia	Yes	Yes
SN	Senegal		
RS	Serbia	Yes	Yes
SC	Seychelles		
SL	Sierra Leone		
SG	Singapore	Yes	Yes
SK	Slovakia	Yes	Yes
SI	Slovenia	Yes	Yes
SB	Solomon Islands		
SO	Somalia		
ZA	South Africa	Yes	Yes
GS	South Georgia and The South Sandwich Islands		
ES	Spain	Yes	Yes

LK	Sri Lanka		Yes
SX	St Maarten and St. Martin		Yes
SD	Sudan		
SR	Suriname		
SJ	Svalbard and Jan Mayen		
SZ	Swaziland		
SE	Sweden	Yes	Yes
CH	Switzerland	Yes	Yes
SY	Syrian Arab Republic		
TW	Taiwan, Province of China	Yes	Yes
TJ	Tajikistan		
TZ	Tanzania, United Republic of		
TH	Thailand	Yes	Yes
TL	Timor-Leste		
TG	Togo		
TK	Tokelau		
TO	Tonga		
TT	Trinidad and Tobago		
TN	Tunisia		
TR	Turkey	Yes	Yes
TM	Turkmenistan		
TC	Turks and Caicos Islands		
TV	Tuvalu		
UG	Uganda		
UA	Ukraine		Yes
AE	United Arab Emirates	Yes	Yes
GB	United Kingdom	Yes	Yes
US	United States	Yes	Yes
UM	United States Minor Outlying Islands		
UY	Uruguay	Yes	Yes
UZ	Uzbekistan		
VU	Vanuatu		
VE	Venezuela	Yes	Yes
VN	Viet Nam	Yes	Yes
VG	Virgin Islands, British		
VI	Virgin Islands, U.S.	Yes	Yes
WF	Wallis and Futuna		
EH	Western Sahara		
YE	Yemen		
ZM	Zambia		
ZW	Zimbabwe		

Appendix D - Currency Codes

UPS currency code abbreviations generally follow the recommendations of the International Standards Organization, which publishes a list of currency abbreviations in ISO Standard 4217, for which the latest information is available from the ISO website. Exceptions are noted in bold in the table below.

Note that countries sometimes change their official currency. UPS may require some time after the introduction of a new currency before it can fully support that currency. In addition, UPS may continue to support the older currency for an interim period in order to provide backwards compatibility. UPS may also require the use of currencies other than the official currency for some countries. For the latest information, please contact your UPS Developer API representative.

Country/Region	Currency Name	Currency Code
Afghanistan	Afghani	AFN
Albania	Lek	ALL
Algeria	Algerian Dinar	DZD
American Samoa	US Dollar	USD
Andorra	Euro	EUR
Angola	Kwanza	AOA
Anguilla	East Caribbean Dollar	XCD
Antigua And Barbuda	East Caribbean Dollar	XCD
Argentina	Argentine Peso	ARS
Armenia	Armenian Dram	AMD
Aruba	Aruban Guilder	AWG
Australia	Australian Dollar	AUD
Austria	Euro	EUR
Azerbaijan	Azerbaijani Manat	AZN
Bahamas	Bahamian Dollar	BSD
Bahrain	Bahraini Dinar	BHD
Bangladesh	Taka	BDT
Barbados	Barbados Dollar	BBD
Belarus	Belarussian Ruble	BYR
Belgium	Euro	EUR
Belize	Belize Dollar	BZD
Benin	CFA Franc BCEAO	XOF
Bermuda	Bermudian Dollar (customarily known as Bermuda Dollar)	BMD
Bhutan	Indian Rupee	INR
Bhutan	Ngultrum	BTN
Bolivia	Boliviano	BOB
Bolivia	Mvdol	BOV
Bosnia and Herzegovina	Convertible Marks	BAM
Botswana	Pula	BWP
Bouvet Island	Norwegian Krone	NOK
Brazil	Brazilian Real	BRL

Country/Region	Currency Name	Currency Code
British Indian Ocean Territory	US Dollar	USD
Brunei Darussalam	Brunei Dollar	BND
Bulgaria	Bulgarian Lev	BGN
Burkina Faso	CFA Franc BCEAO	XOF
Burundi	Burundi Franc	BIF
Cambodia	Riel	KHR
Cameroon	US Dollar	USD
Canada	Canadian Dollar	CAD
Cape Verde	Cape Verde Escudo	CVE
Cayman Islands	Cayman Islands Dollar	KYD
Central African Republic	CFA Franc BEAC	XAF
Chad	CFA Franc BEAC	XAF
Chile	Chilean Peso	CLP
Chile	Unidades de formento	CLF
China	Yuan Renminbi	RMB
Christmas Island	Australian Dollar	AUD
Cocos (Keeling) Islands	Australian Dollar	AUD
Colombia	Colombian Peso	COP
Colombia	Unidad de Valor Real	COU
Comoros	Comoro Franc	KMF
Congo	CFA Franc BEAC	XAF
Congo, The Democratic Republic of	Franc Congolais	CDF
Cook Islands	New Zealand Dollar	NZD
Costa Rica	Costa Rican Colon	CRC
Côte Divoire	CFA Franc BCEAO	XOF
Croatia	Croatian Kuna	HRK
Cuba	Cuban Peso	CUP
Cyprus	Euro	EUR
Czech Republic	Czech Koruna	CZK
Denmark	Danish Krone	DKK
Djibouti	Djibouti Franc	DJF
Dominica	East Caribbean Dollar	XCD
Dominican Republic	Dominican Peso	DOP
Ecuador	US Dollar	USD
Egypt	Egyptian Pound	EGP
El Salvador	El Salvador Colon	SVC
El Salvador	US Dollar	USD
Equatorial Guinea	CFA Franc BEAC	XAF
Eritrea	Nakfa	ERN
Estonia	Euro	EUR
Ethiopia	Ethiopian Birr	ETB
Falkland Islands (Malvinas)	Falkland Islands Pound	FKP
Faroe Islands	Danish Krone	DKK
Fiji	Fiji Dollar	FJD

Country/Region	Currency Name	Currency Code
Finland	Euro	EUR
France	Euro	EUR
French Guiana	Euro	EUR
French Polynesia	CFP Franc	XPF
French Southern Territories	Euro	EUR
Gabon	CFA Franc BEAC	XAF
Gambia	Dalasi	GMD
Georgia	Lari	GEL
Germany	Euro	EUR
Ghana	Cedi	GHS
Gibraltar	Gibraltar Pound	GIP
Greece	Euro	EUR
Greenland	Danish Krone	DKK
Grenada	East Caribbean Dollar	XCD
Guadeloupe	Euro	EUR
Guam	US Dollar	USD
Guatemala	Quetzal	GTQ
Guernsey	Pound Sterling	GBP
Guinea	Guinea Franc	GNF
Guinea-Bissau	Guinea-Bissau Peso	GWP
Guinea-Bissau	CFA Franc BCEAO	XOF
Guyana	Guyana Dollar	GYD
Haiti	Gourde	HTG
Haiti	US Dollar	USD
Heard Island and McDonald Islands	Australian Dollar	AUD
Holy See (Vatican City State)	Euro	EUR
Honduras	Lempira	HNL
Hong Kong	Hong Kong Dollar	HKD
Hungary	Forint	HUF
Iceland	Iceland Krona	ISK
India	Indian Rupee	INR
Indonesia	Rupiah	IDR
Iran (Islamic Republic of)	Iranian Rial	IRR
Iraq	Iraqi Dinar	IQD
Ireland	Euro	EUR
Israel	New Israeli Sheqel	ILS
Italy	Euro	EUR
Jamaica	Jamaican Dollar	JMD
Japan	Yen	JPY
Jersey	Pound Sterling	GBP
Jordan	Jordanian Dinar	JOD
Kazakhstan	Tenge	KZT
Kenya	Kenyan Shilling	KES

Country/Region	Currency Name	Currency Code
Kiribati	Australian Dollar	AUD
Korea, Democratic Peoples Republic of	North Korean Won	KPW
Korea, Republic of	Won	KRW
Kuwait	Kuwaiti Dinar	KWD
Kyrgyzstan	Som	KGS
Lao Peoples Democratic Republic	Kip	LAK
Latvia	Euro	EUR
Lebanon	Lebanese Pound	LBP
Lesotho	Rand	ZAR
Lesotho	Loti	LSL
Liberia	Liberian Dollar	LRD
Libyan Arab Jamahiriya	Libyan Dinar	LYD
Liechtenstein	Swiss Franc	CHF
Lithuania	Lithuanian Litas	LTL
Luxembourg	Euro	EUR
Macao	Pataca	MOP
Macedonia, The Former Yugoslav Republic of	Denar	MKD
Madagascar	Malagascy Ariary	MGA
Malawi	Kwacha	MWK
Malaysia	Malaysian Ringgit	MYR
Maldives	Rufiyaa	MVR
Mali	CFA Franc BCEAO	XOF
Malta	Euro	EUR
Marshall Islands	US Dollar	USD
Martinique	Euro	EUR
Mauritania	Ouguiya	MRO
Mauritius	Mauritius Rupee	MUR
Mayotte	Euro	EUR
Mexico	Mexican Peso	MXN
Mexico	Mexican Unidad de Inversion (UID)	MXV
Micronesia (Federated States of)	US Dollar	USD
Moldova, Republic of	Moldovan Leu	MDL
Monaco	Euro	EUR
Mongolia	Tugrik	MNT
Montenegro	Euro	EUR
Montserrat	East Caribbean Dollar	XCD
Morocco	Moroccan Dirham	MAD
Mozambique	Metical	MZN
Myanmar	Kyat	MMK
Namibia	Rand	ZAR

Country/Region	Currency Name	Currency Code
Namibia	Namibian Dollar	NAD
Nauru	Australian Dollar	AUD
Nepal	Nepalese Rupee	NPR
Netherlands	Euro	EUR
Netherlands Antilles	Netherlands Antillian Guilder	ANG
New Caledonia	CFP Franc	XPF
New Zealand	New Zealand Dollar	NZD
Nicaragua	Cordoba Oro	NIO
Niger	CFA Franc BCEAO	XOF
Nigeria	Naira	NGN
Niue	New Zealand Dollar	NZD
Norfolk Island	Australian Dollar	AUD
Northern Mariana Islands	US Dollar	USD
Norway	Norwegian Krone	NOK
Oman	Rial Omani	OMR
Pakistan	Pakistan Rupee	PKR
Palau	US Dollar	USD
Panama	Balboa	PAB
Panama	US Dollar	USD
Papua New Guinea	Kina	PGK
Paraguay	Guarani	PYG
Peru	Nuevo Sol	PEN
Philippines	Philippine Peso	PHP
Pitcairn	New Zealand Dollar	NZD
Poland	Zloty	PLN
Portugal	Euro	EUR
Puerto Rico	US Dollar	USD
Qatar	Qatari Rial	QAR
Réunion	Euro	EUR
Romania	New Leu	RON
Russian Federation	Russian Ruble	RUB
Rwanda	Rwanda Franc	RWF
Saint Helena	Saint Helena Pound	SHP
Saint Kitts and Nevis	East Caribbean Dollar	XCD
Saint Lucia	East Caribbean Dollar	XCD
Saint Pierre and Miquelon	Euro	EUR
Saint Vincent and The Grenadines	East Caribbean Dollar	XCD
Samoa	Tala	WST
San Marino	Euro	EUR
São Tome and Principe	Dobra	STD
Saudi Arabia	Saudi Riyal	SAR
Senegal	CFA Franc BCEAO	XOF
Serbia	Serbian Dinar	RSD

Country/Region	Currency Name	Currency Code
Seychelles	Seychelles Rupee	SCR
Sierra Leone	Leone	SLL
Singapore	Singapore Dollar	SGD
Slovakia	Euro	EUR
Slovenia	Euro	EUR
Solomon Islands	Solomon Islands Dollar	SBD
Somalia	Somali Shilling	SOS
South Africa	Rand	ZAR
Spain	Euro	EUR
Sri Lanka	Sri Lanka Rupee	LKR
Sudan	Sudanese Dinar	SDD
Suriname	Surinam Dollar	SRD
Svalbard and Jan Mayen	Norwegian Krone	NOK
Swaziland	Lilangeni	SZL
Sweden	Swedish Krona	SEK
Switzerland	Swiss Franc	CHF
Switzerland	WIR Franc	CHW
Switzerland	WIR Euro	CHE
Syrian Arab Republic	Syrian Pound	SYF
Taiwan, Province of China	New Taiwan Dollar	TWD
Tajikistan	Somoni	TJS
Tanzania, United Republic of	Tanzanian Shilling	TZS
Thailand	Baht	THB
Timor-Leste	US Dollar	USD
Togo	CFA Franc BCEAO	XOF
Tokelau	New Zealand Dollar	NZD
Tonga	Paanga	TOP
Trinidad And Tobago	Trinidad and Tobago Dollar	TTD
Tunisia	Tunisian Dinar	TND
Turkey	New Turkish Lira	TRY
Turkmenistan	Manat	TMM
Turks And Caicos Islands	US Dollar	USD
Tuvalu	Australian Dollar	AUD
Uganda	Uganda Shilling	UGX
Ukraine	Hryvnia	UAH
United Arab Emirates	UAE Dirham	AED
United Kingdom	Pound Sterling	GBP
United States	US Dollar	USD
United States Minor Outlying Islands	US Dollar	USD
Uruguay	Peso Uruguayo	UYU
Uruguay	Uruguay Peso en Unidades Indexadas	UYI

Country/Region	Currency Name	Currency Code
Uzbekistan	Uzbekistan Sum	UZS
Vanuatu	Vatu	VUV
Venezuela	Bolivar	VEB
Viet Nam	Dong	VND
Virgin Islands (British)	US Dollar	USD
Virgin Islands (US)	US Dollar	USD
Wallis And Futuna	CFP Franc	XPF
Western Sahara	Moroccan Dirham	MAD
Yemen	Yemeni Rial	YER
Zambia	Kwacha	ZMK
Zimbabwe	Zimbabwe Dollar	ZWD

Appendix E - Service Codes

UPS offers a wide variety of package delivery services. The following tables list the service code values for these services; they are ordered by the origin of the shipment. The final table lists service codes for freight shipments. For more information on UPS services, refer to the latest *UPS Rate and Service Guide* available at <http://www.ups.com>.

Description	Category	Shipping Service Code	Rating Service Code
UPS Next Day Air®	United States Domestic Shipments	01	01
UPS Next Day Air®	Shipments Originating in United States	01	01
UPS Next Day Air®	Shipments Originating in Puerto Rico	01	01
UPS Express	Shipments Originating in Canada	01	01
UPS Second Day Air®	United States Domestic Shipments	02	02
UPS Second Day Air®	Shipments Originating in United States	02	02
UPS Second Day Air®	Shipments Originating in Puerto Rico	02	02
UPS Worldwide ExpeditedSM	Shipments Originating in Canada	08	02
UPS Ground	United States Domestic Shipments	03	03
UPS Ground	Shipments Originating in United States	03	03
UPS Ground	Shipments Originating in Puerto Rico	03	03
UPS Express	Shipments Originating in Canada going to the 01 United States		07
UPS Worldwide ExpressSM	Shipments Originating in United States	07	07
UPS Worldwide ExpressSM	Shipments Originating in Puerto Rico	07	07
UPS Express	Shipments Originating in Mexico	07	07
UPS Express	Polish Domestic Shipments	07	07
UPS Express	Shipments Originating in the European Union	07	07
UPS Express	Shipments Originating in Other Countries	07	07
UPS Worldwide ExpeditedSM	Shipments Originating in United States	08	08
UPS Worldwide ExpeditedSM	Shipments Originating in Puerto Rico	08	08
UPS ExpeditedSM	Shipments Originating in Mexico	08	08
UPS ExpeditedSM	Polish Domestic Shipments	08	08
UPS ExpeditedSM	Shipments Originating in the European Union	08	08
UPS Worldwide ExpeditedSM	Shipments Originating in Other Countries	08	08
UPS Standard	Shipments Originating in United States	11	11
UPS Standard	Shipments Originating in Canada	11	11
UPS Standard	Shipments Originating in Mexico	11	11
UPS Standard	Polish Domestic Shipments	11	11
UPS Standard	Shipments Originating in the European Union	11	11
UPS Standard	Shipments Originating in Other Countries	11	11
UPS Three-Day Select®	United States Domestic Shipments	12	12
UPS Three-Day Select®	Shipments Originating in United States	12	12
UPS Three-Day Select®	Shipments Originating in Canada	12	12
UPS Next Day Air Saver®	United States Domestic Shipments	13	13
UPS Saver SM	Shipments Originating in Canada	65	13

Description	Category	Shipping Service Code	Rating Service Code
UPS Next Day Air® Early A.M. SM	United States Domestic Shipments	14	14
UPS Next Day Air® Early A.M. SM	Shipments Originating in United States	14	14
UPS Next Day Air® Early A.M. SM	Shipments Originating in Puerto Rico	14	14
UPS Express Early A.M. SM	Shipments Originating in Canada	14	14
UPS Worldwide Express PlusSM	Shipments Originating in United States	54	54
UPS Worldwide Express PlusSM	Shipments Originating in Puerto Rico	54	54
UPS Express Plus	Shipments Originating in Mexico	54	54
UPS Worldwide Express PlusSM	Polish Domestic Shipments	54	54
UPS Worldwide Express PlusSM	Shipments Originating in the European Union	54	54
UPS Worldwide Express PlusSM	Shipments Originating in Other Countries	54	54
UPS Second Day Air A.M.®	United States Domestic Shipments	59	59
UPS Second Day Air A.M.®	Shipments Originating in United States	59	59
UPS Saver	United States Domestic Shipments	65	65
UPS Saver	Shipments Originating in United States	65	65
UPS Saver	Shipments Originating in Puerto Rico	65	65
UPS Saver	Shipments Originating in Mexico	65	65
UPS Saver	Polish Domestic Shipments	65	65
UPS Saver	Shipments Originating in the European Union	65	65
UPS Saver	Shipments Originating in Other Countries	65	65
UPS Today StandardSM	Polish Domestic Shipments	82	82
UPS Today Dedicated CourierSM	Polish Domestic Shipments	83	83
UPS Today Express	Polish Domestic Shipments	85	85
UPS Today Express Saver	Polish Domestic Shipments	86	86
UPS Worldwide Express Freight	Shipments Originating in Any Countries	96	96

Appendix F – Valid Origin/Destination Combinations: for DC, DC-SR, and DC-ASR Accessorials

Origin	Destination	DC	DC-SR	DC-ASR
US50	US50, PR	P	P	P
	CA, VI	--	S	S
	Intl (not CA, PR, VI)	--	S	S
CA	CA	P	P	P
	US50, PR, VI	--	S	S
	Intl (not US, PR, VI)	--	S	S
PR	PR, US50	P	P	P
	CA, VI	--	S	S
	Intl (not US, CA, VI)	--	S	S
Intl RAVE-supported origin countries (not US, PR, CA, VI; see list below)	Intl (natl, transborder, worldwide) – per Mktg validation tables	--	S	S
S = shipment-level accessorial; P= package-level accessorial. All the origin/destination pairs valid for forward shipments only.				

Appendix G – Accessorial and SurCharge codes and SubType for UPS Worldwide Express Freight Service

Accessorial/SurCharge	Code
UPS Carbon Neutral Accessorial	441
Certificate Of Origin Accessorial	240
Insurance Accessorial	400
Proactive Accessorial	404
Shipper Export Declaration Accessorial	374
Lift Gate At Pickup Accessorial	510
Lift Gate At Delivery Accessorial	511
Over Size Pallet SurCharge	520
Dry Ice Accessorial	200
Import Control Electronic Label Accessorial	446
Import Control Print Label Accessorial	447
Import Control Print And Mail Label Accessorial	448
Import Control One Pick up Attempt Label Accessorial	449
Return Service Electronic Return Label Accessorial	350
Return Service Print Return Label Accessorial	250
Return Service One Pick up Attempt Label Accessorial	280
Return Service Print And Mail Label Accessorial	260
Saturday Delivery Accessorial	300
Freight Delivery SurCharge	530
Freight Pickup SurCharge	531
Shipper Pays Duty/Tax SurCharge	378
Residential Address SurCharge	270
Fuel SurCharge	375
Commercial Invoice Removal Accessorial	445
Delivery Confirmation Accessorial	121
Export License Verification Accessorial (SDL Shipment Indicator)	258

Accessorial/SurCharge	SubType
Freight Delivery Area Surcharge	<ul style="list-style-type: none"> Freight Delivery Area Surcharge Freight Delivery Area Surcharge Extended Freight Remote Area Surcharge Freight Remote Area Surcharge Extended
Freight Pickup Area Surcharge	<ul style="list-style-type: none"> Freight Pickup Area Surcharge Freight Pickup Area Surcharge Extended Freight Remote Pickup Area Surcharge Freight Remote Pickup Area Surcharge Extended

Insurance Accessorial	<ul style="list-style-type: none">• BPI• DVS• EVS• TNT
Ship Delivery Confirmation Accessorial	<ul style="list-style-type: none">• Adult Signature Required• Signature Required

Appendix H - Frequently Asked Questions: Rating Package

API	Category	Question	Answer
Rating	Rate versus Shop	What is the difference between a "Rate" requests versus a "Shop" request using the Rating API - Package?	A "Rate" request returns the rate for a single service for each package, while a "Shop" request returns the rates for all services available between a given origin/destination pair for each package.
Rating	Choosing a service	Can a customer compare services for a shipment using the Rating API - Package?	Yes, if a user chooses the "Shop" option in the rate request, as opposed to the "Rate" option, the application will return all available services for the specified lane pair, then the customer chooses which they want. On the contrary, the "Rate" options require that the user specify the service that they want in the request. If the service is not valid for the lane pair then an error message will be returned in the rate response. If it is believed that the services the Rating API is returning is incorrect, a user may compare it with what Calculate Time and Cost displays for the same request criteria on UPS.com.
Rating	Return Services	Does Rating API support Return Services?	Yes, Rating API does support Return services
Rating	Number of packages per shipment	What is the maximum number of packages you can rate per shipment via Rating API - Package?	You can rate a max of 200 packages per shipment via this API. 999 for a pallet.
Rating	Time in Transit Support	Does the Rating API - Package support time in transit results?	No.
Rating	Rating for Web applications	Are rates across all UPS Web applications always the same?	<p>Yes, this is intended. The rates for other Web applications should not differ from the Rating API. The only time rates would be different is if there is a defect within the applications; otherwise it should be assumed that they are all in sync, as each are validated by the engine on the backend. If a user questions rates returned by the Rating API, he could generate the exact rate request on Calculate Time and Cost on UPS.com, to confirm if rates are accurate.</p> <p>Rates will differ if the user has negotiated rates set up with their account number and is not sending a negotiated rates indicator via the Rating API or does not have negotiated rates approved to be used with the Rating API</p>
Rating	Shipping/ Labeling	Can you ship and/or print labels via the Rating API - Package?	The Rating API does not support the printing of labels and also does not allow shipping. Its only functionality is to provide shipment rates.
Rating	Testing and Production environments	Are there separate test IDs necessary to access the test verses production environment?	No the User ID obtained from the Developer Resource Center on UPS.com to obtain test access to the Rating API will also allow the user to access the Production environment.
Rating	Resi/ Comm	Does Rating API automatically validate Residential verses Commercial addresses?	If the residential indicator is included in the rate request then the shipment will be classified as residential. There is a second validation done by the backend and if the address is really supposed to be commercial then the classification will be changed and the customer is notified of this in the rate response.

API	Category	Question	Answer
Rating	Rating Scheduled Time	Does UPS Rating API display the time of day for example: 1da saver residential and 1da saver commercial in a rural area, etc.?	Yes. There is a scheduled delivery time within the response message.
Rating	International Rates	Does the Rating API support international rates?	Yes. As long as the shipper number is from the origin country the requests will be validated.
Rating	Accessorials	What accessorials does the Rating API support?	Please see the Rating API Package section for a listing of supported accessorials.
Rating	Maximum Packages Rated	What is the maximum number of packages that can be rated through the Rating API - Package?	When using the "Rate" function there is a maximum of 200 Package containers allowed in each API request. One Package container contains the information for one individual package. In addition, when using the "Shop" function there is a maximum of 50 package containers allowed in each API request.
Rating	Hundredweight Warning Message	How is Hundred Weight (CWT) handled in the Rating API?	HundredWeight (CWT) is applied automatically by the Rating API when the shipper number is set up for HundredWeight and the shipment meets the necessary criteria. There is no indicator to include in the rate request. ABR will provide contract rates based on the tier associated with the shipper's number. Shipper number must be included in the rate request. The rate response doesn't mention that hundredweight has been applied either.
Rating	99 Account Number Limitation	How do I associate more than 99 account numbers for use with the Rating APIs?	The Rating API requires that the account (shipper) number and User ID used in the rate request be associated within the My UPS Account summary of the User ID. This can be accomplished by logging in to UPS.com and navigating to [MyUPS]->[Manage My UPS]->[Account Summary]->[Add a UPS Account]. IMS validates the User ID/password combination.
Rating	Extended Area Surcharge	Is Extended Area Surcharge included within the rating response?	The Extended Area Surcharge (EAS) is returned with the transportation charges. If EAS is applied to a shipment, a warning will be returned in the XML response stating that an EAS has been added. However, international extended area surcharges are not supported.
Rating	Delivery Area Surcharge	Does the Rating API - Package support Delivery Area Surcharge?	Yes. However, it is included within the total transportation charge in the rate response.
Rating	Fuel Surcharge	Does the Rating API (Package) include fuel surcharge?	Yes, however it is not broken out separately it is returned with other charges.
Rating	Ground Freight Pricing	Does Rating API support Ground Freight Pricing (GFP)?	ONLY Rating API - Package Web Service version supports Ground Freight Pricing.
Rating	Saturday Delivery	Will the Rating API - Package allow a customer to know if Saturday delivery is available if they are shipping on a Thursday?	Since Saturday delivery is an accessorial, the customer must input this information in the Rating API rate request. If it is available then the response will specify that the delivery will be on Saturday. The Rating API does not specify guaranteed delivery times. Time in Transit API guarantees delivery times.
Rating	Time in Transit	Does the Rating API for Package support Time in Transit?	No it does not. Time in Transit information can be obtained from the Time in Transit API.

API	Category	Question	Answer
Rating	3rd Party Billing	Does the Rating API - Package support 3rd Party billing requests?	No. The rates provided by the Rating API are not dependent on billing type. However, the Rating API supports 3rd Party 3rd Country rating.
Rating	Currencies	Does the Rating API (Package) return any other currency other than USD? If yes, what currencies are supported?	A list of the currencies and currency codes are available in the Rating API (Package) Developers Guide in the appendices. Currencies will be returned based on the country of origin for the shipper and the desired currency set the account preferences.
Rating	ABR/ Negotiated Rates	Does Rating API support Account Based Rating (ABR)?	Yes, Rating API does support ABR (negotiated rating)
Rating	Published & Negotiated Rates (ABR) Response	Can Rating API provide both published and negotiated rates (assuming ABR has been activated) within the same response?	Yes. A customer can see both published rate and the negotiated rate (ABR) in one rate response assuming the customer has ABR activated.
Rating	Account Based Rates (ABR) or Negotiated Rates	Is there a delay in activating a new or modified account in ABR for Rating or Shipping APIs?	Customers can view their UPS Account Based Rates (ABR or Negotiated Rates) within 24-48 hours following authentication.
Rating	Account Based Rates (ABR) or Negotiated Rates	What do negotiated rates include?	<p>Negotiated rates include:</p> <ul style="list-style-type: none"> • Basic incentives • Performance tiered incentives <ul style="list-style-type: none"> ◦ Adjustments to performance tiered incentives are automatically updated each week in each solution that supports ABR. • Ramp-ups on new contracts. • Multiple contracts (for example: a shipper is attached to two or more contracts). • Custom rate charts (cell by cell) <ul style="list-style-type: none"> ◦ by weight ◦ by lane or zone • Letter / Document rates • Minimum billable weight for multi-piece shipments <ul style="list-style-type: none"> ◦ Per piece or per shipment • Shipment pricing minimums • Rate caps • Import rates for international returns. <p>Note: Import rates are not available for Inbound shipments that were shipped using bill term, Freight Collect</p>
Rating	Negotiated Rates	How do get access to negotiated Package rates?	<p>Eliminate Account Based Rates (ABR) Setup:</p> <ul style="list-style-type: none"> • To streamline your ability to view your negotiated rates through the Rating API UPS has implemented a new process that no longer requires you to wait for a UPS Sales Person to activate your account. • Simply add a UPS Account to your MyUPS ID Account Summary as you previously would and your account will be activated automatically for negotiated rates provided you have a contract with UPS. • Remember to select the “Negotiated Rates Indicator”

API	Category	Question	Answer
			within the XML Request to have your negotiated rates returned within the response.
Rating	Negotiated Rates	Can a customer with a US Account number rate a package being shipped from another country?	Account Based Rating or negotiated rates are not being returned when the shipper number is US-based and the origin (Ship From) country is a non-US country. The fundamental requirement is the shipper's country and the origin country must match to process a shipment and this follows for negotiated rates as well. A potential workaround would be to set up a shipper number based in the non-US country with a negotiated rates contract so rates could be quoted for shipments from the Non-US country to US.
Rating	UPS Ground (Freight Pricing)	How do we get GFP rates?	<p>UPS Ground (Freight Pricing) rates can be obtained via the Rating Package WebServices API. This API provides both accessorial and GFP rates.</p> <p>The Rating Freight WebServices API can be used to obtain the following:</p> <ul style="list-style-type: none"> - UPS Ground (Freight Pricing) - Less-Than-Truckload (LTL) Rates - GFP and LTL comparison rates <p>Note: If you choose this tool, you MUST add the small package accessories before displaying the rate to the end customer</p> <p>The Freight mode of the Rating API returns the UPS Ground (Freight Pricing) transportation rate only. It doesn't return small package accessorial rates. The small package accessorial rates can be obtained via the Package WebServices mode of the Rating API.</p> <p>For a customer to ship the GFP, they must use the Shipping API – Package or the Shipping API – Ground.</p>
All	General - security	Does UPS support chained or unchained digital certificates?	Currently, the Ship API uses an unchained cert which will be migrated to chained Sept '09. In the case of the Ship API, INET is responsible for those urls and corresponding Digital Certifications. They are being renewed at the end of this month as unchained. They will migrate to chained in Sept '09.
All	API availability	Within what countries are the Developer APIs available?	The Developer APIs are available in the countries listed at ups.com by API and by country under the UPS Developer Kit - Developer APIs. Click on any particular API to go to the API page and scroll to the bottom of the page to get the country listing for that particular API.
All	Mail Innovations	Is Mail Innovations available within any of the Developer APIs?	There is no UPS API available for Mail Innovations services at this time nor did we see one at http://www.upsmailinnovations.com . Additionally we are not aware of any plans to support the services through the UPS Developer APIs. The customer may however contact a Mail

API	Category	Question	Answer
			Innovations representative by clicking the Support tab of the site for any additional questions or concerns.
All	UPS Logos High Resolution	How do I get access to higher resolution logos than what are available from the downloads in the UPS Developer Kit - Developer APIs?	Customers are not routinely provided these UPS shield graphics without having a design/layout submitted to UPS Brand Management for approval. The customer needs to visit: https://www.upsbrandexchange.com/brandHome.awsp This site will take them through the process for downloading a limited set of sample images for layout, and how to secure an approval for customer use, as well as the high-resolution graphics.
All	Technical Support email form	Is XPCI a required field within the email support form?	No.
All	Technical Support email form	From where XPCI version number obtained and what does it mean?	XPCI stands for XML Package Carrier Interface (XPCI) and defines a vocabulary and structure for describing packages, shipments, and the activity details for package carriers and their customers. XPCI is a set of DTDs that defines the terminology, transaction enveloping, and XML message definitions. For a client to be XPCI-compliant, the client must generate a well-formed XML message that validates against the XPCI DTDs. Several DTDs, organized into three categories, define XPCI: Vocabulary — This DTD defines the basic business vocabulary of XPCI. All tags used in a message are defined in this DTD. Interchange — This DTD defines the transaction-enveloping scheme. Every message includes transaction information. Message — Each message has an associated DTD that defines the vocabulary of the message. The version and date would have been related to versioning however the APIs were not versioned so they currently do not carry significance. They remain as part of the APIs so that in the event they are versioned, we have these elements “just in case”.
All	Technical Support	How do I get technical support for the APIs at ups.com?	Go to the Developer Resource Center and select email support under the UPS Developer Kit Support Column.
All	Characters	Can Japanese Kanji character be recognized by UPS Developer APIs?	No.
All	Basic	Do any of the Developer APIs support Basic service?	No. Basic is not supported within the Rating or Shipping APIs but is supported within the Tracking API available within the UPS Developer Kit - Developer APIs.
All	System Down-Times	Are there any designated systems down times for the Developer APIs?	Yes. The overall reserved downtime for the CGI servers is Saturday 10:00 PM ET through Sunday 12:00 PM ET. However, often the window is shortened to two 15 minute intervals with one starting at 11 PM and the other occurring sometime between 1AM & 3AM EST Sunday morning for most weekends.

API	Category	Question	Answer
			<p>The back end goes through numerous updates typically beginning at 11:00PM Saturday through 4:00AM Sunday. Typically traffic is handled in such a way that there is very little impact to customers, and any impact which does occur does so in the 15 minute intervals mentioned previously. Having said this as this entire time is reserved for maintenance we inform customers of the possibility of experiencing issues throughout this time period so that if there are any issues which occur during maintenance we have a time window to troubleshoot and perform measures to resolve. On Sunday, the maintenance is really relegated to just ABR</p>
All	ASMX	Are the Web Services versions of the APIs ASMX based?	No. All Web Services are XML based. This is described in the section 'UPS Developer API Technologies ' of every developer's guide
All	Web Services - Empty folders within the documentation zip file.	<p>The ship_dev_guide and Ship_Reference_guide folders have some sub folders that look like they should contain some code examples / samples but they are all empty?</p> <p>XML_Samples Visual_Basic Code_samples All empty?</p>	Unfortunately code samples are not provided with the Shipping API - Web Services version. The reason being is that a WSDL is included which provides all of the necessary information needed to successfully implement the API. These folders are typically utilized in the XML version of the APIs as there is no WSDL present. If the customer wishes to view the samples contained in the Shipping API they can download the documentation by logging into UPS.com, navigating to the UPS Developer Kit, and then clicking on the Shipping API link.
All	Pointing to the wrong URL for API	I keep getting, "XML document is well formed but the document is not valid." error message. What am I doing wrong?	<p>The "XML document is well formed but the document is not valid" error message is generally returned when an element in the XML request does not adhere to the formatting defined within the Xpath section of that API's developer guide. When the API returns this error it indicates the field which is not valid in the ErrorLocationElementName element in the XML response. When we test the XML provided by you earlier in this email chain we are able to receive a successful response. This would indicate that you may be posting to an incorrect URL. The error message returned from the API should have contained a line similar to the following:</p> <p><ErrorLocationElementName>XPATh TO FIRST ELEMENT WHERE XML DOESN'T MATCH EXPECTED FORMAT</ErrorLocationElementName></p> <p>As previously stated, this element is included in the XML error response to point you to the element of the posted request which is not valid for the Tool. When further clarification is needed you can look up the element in question in the Xpath section of the Developer Guide for the particular API. If this element lists another API's request such as "TrackRequest" it would indicate that you are posting to that API's URL and need to adjust the URL you are sending your XML to.</p>
All	Phone Support	Is phone support provided for the UPS Developer Kit - Developer APIs? If so, what is	Yes. Phone support is provided at 1st Level only and for basic API questions. This includes integration questions and production questions. However, customer's questions that

API	Category	Question	Answer
		the number and what are the hours of operation?	cannot be answered verbally will be directed to the email support form at ups.com to escalate to 3rd level via email. Phone Support Hours: M-F 8am- 9pm EST Sa-Su 9am - 6pm EST 800-247-9035
All	Examples of API Implementations	Are there any examples of implementations that we can review to understand how best to utilize the APIs?	We do not share customer implementations of our tools amongst customers. On occasion we do post case studies on ups.com and articles in customer-facing newsletters, but that is only after gaining permission from the customer and working with Legal, Customer Communications, etc. Please understand that the XML tool is only data, which is transparent to the end user. How the developer implements the tool and presents results back to the end user can vary from web site to web site. These web sites may not highlight the full functionality of the tool. We need to be able to describe the value proposition of the tool without depending on another customer's usage.
All	Code languages supported	Do the APIs support PHP or Perl with code sample within the Developer Guides or the developer kit zip files?	Yes. We currently support PHP or Perl with sample code.