



*Integration and  
automation to  
improve your  
business processes*

## UPS® Developer Kit

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INDEX

PRINT

EXIT

NEXT ►

# UPS Developer Kit

Integrate UPS functionality directly into your business systems and e-commerce websites.

With this collection of eleven powerful Application Programming Interfaces (APIs), you can integrate UPS transportation functionality into your processes for small package, LTL and air freight shipments.

Integration is designed to increase internal efficiencies and overall customer satisfaction for:

- **Ordering** – Street Level Address Validation, Rating or Time in Transit APIs help improve order accuracy.
- **Shipping** – Pickup, Shipping and UPS TradeAbility™ APIs automate fulfillment and global shipping processes.
- **Customer service** – Quantum View™, Rating, Tracking, Signature Tracking™ and Locator APIs provide shipment visibility to customers and your customer service agents.

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## Integration that delivers real benefits

- **Address Validation API** — Catch errors before they catch up with you
- **Locator API** — Find UPS shipping locations with ease
- **Paperless Document API** — Upload document images and link to your international shipments
- **Pickup API** — Offer customers the option to schedule a pickup at their convenience
- **Quantum View API** — Access inbound and outbound shipment manifests
- **Rating API** — Offer your customers the option to compare delivery services and rates
- **Shipping API** — Deliver UPS shipping functionality from your website or enterprise system
- **Tracking API** — Visibility to up-to-the-minute status reports
- **Time in Transit API** — Give your customers insights into shipment and delivery timelines
- **Signature Tracking API** — Automate your Proof of Delivery process
- **UPS TradeAbility API** — Anticipate and manage trade regulation compliance

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◀ [PREVIOUS](#)

[INDEX](#)

[PRINT](#)

[EXIT](#)

[NEXT](#) ►

## *Build*

### Who do I consult for expertise?

Making a decision involving complex technologies requires expertise. You should consult a technical team who are proficient in XML/Web Service coding.

#### Build

- Secure an in-house development team or a third-party integrator
- UPS will provide technical support

For technical support, you can submit your question via e-mail to **ups.com**<sup>®</sup>. You will need to attach a file that includes your XML request/response messages and errors.

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## *Evaluation steps*

### How do you determine which is best for you?

Examine the following steps to help you determine the expense and development time for integration. These steps take into account both business and technical planning processes. Consult a technical team who are proficient in XML or Web Service coding. Complete the steps outlined below to assist you in making a more informed decision on integrating APIs. Of course, this list is not comprehensive and is to be used only as a guideline. Each customer has numerous variables that must be considered which are unique to their proprietary business processes and systems.

#### Step 1) Needs analysis

- Map and document business processes and pain points
- Document software functionality required to address pain points
- Identify appropriate APIs to meet business needs

#### Step 2) Technical requirements


- Identify the number and type of platforms/systems impacted
- Pinpoint high-level impacts to interfaces and internal processing logic of each system

#### Step 3) Cost comparison

- Determine developer skill level required for XML or Web Service coding
- Evaluate development time to integrate the APIs versus purchasing software with APIs integrated
- Complete cost benefit analysis

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# Developer access



Canada

New User | Log-In | The UPS Store

My UPS ▾

Shipping

Tracking

Freight

Locations

Support

UPS Solutions

Support

→ Getting Started

→ Shipping

→ Tracking

→ Receiving Your Shipment

→ Billing and Payment

→ Technology Support

→ Developer Resource Centre

→ UPS Developer Kit

→ E-mail UPS

→ WorldShip Support

→ Host Customer Info Center ▾

Select UPS Worldwide Express Freight™ for fast delivery of critical shipments

View service details »

UPS Developer Kit

Announcements and API Updates

The UPS Developer Kit APIs are updated in January and July each year. Enhancements can range from individual API functionality changes to brand new APIs. There are numerous enhancements to the APIs for January 2014. To view January 2014 and previous release changes please select the [More](#) link located in the bottom right corner of this box.

How to Get Started

Step 1: [Register](#) with My UPS.  
Step 2: [Log-in](#)  
Step 3: Select an API.  
Step 4: Download the API documentation.  
Step 5: [Request an access key](#).

Access and Administration

[Manage Access Keys](#) ▾  
[Administration](#) ▾  
[Customer Support for UPS Developer Kit](#)  
[Learn About Integrating UPS Developer Kit APIs](#)

Developer APIs

Shipping/Rating

[Locator - Global](#)  
Find a UPS location or The UPS Store nearest to you.  
[Pickup](#)  
Request a pickup for you or for one of your customers.  
[Rating](#)  
Compare delivery services and shipping rates to determine the best option for your customers.  
[Shipping](#)  
Validate addresses, compare rates, and print labels for your internal business processes.  
[Time in Transit](#)  
Compare shipping transit times of UPS services.

Visibility

[Quantum View®](#)  
Stream Quantum View Data via XML over the Web and into internal applications.  
[Tracking](#)  
Provide accurate package status information to your customers.  
[Tracking - UPS Signature Tracking®](#)  
Automate Proof of Delivery for your shipments.  
[International Trade](#)  
[Paperless Documents](#)  
Upload document images and link to your international shipments.  
[UPS TradeAbility®](#)  
Generate cost estimates for duties, taxes, and transportation for international shipments; locate compliance and licensing information, and identify restricted trading parties.

**UPS Developer Kit** — This section of [ups.com](#) provides access for developers to download developer guides, sample code and UPS logos. Developer can also request an Access Key to gain access to UPS test and production API servers. Complete instructions are available within the UPS Developer Kit User Guide.

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# Resource centre

The screenshot shows the 'Canada' version of the UPS website's Developer Resource Centre. The top navigation bar includes links for 'My UPS', 'Shipping', 'Tracking', 'Freight', 'Locations', 'Support', and 'UPS Solutions'. The 'Support' tab is active. The main heading is 'Developer Resource Centre' with a subtext: 'Learn about the resources you can integrate into your website or e-commerce applications.' The page is divided into two main columns. The left column, titled 'UPS Developer Kit Solutions', contains links for 'Developer APIs' (integrating UPS functionality), 'Data Files and Management Applications' (billing data, analysis tools), and 'The UPS Information Exchange' (additional tools). The right column, titled 'UPS Developer Kit Support', contains links for 'UPS Developer Kit Community' (accessing API support materials), 'UPS Developer Kit Customer User Guides' (instructions on how to use the kits), and 'Technical Support for Developers' (help with integrating an API). A sidebar on the left offers 'Support' links like 'Getting Started', 'Shipping', 'Tracking', and 'Developer Resource Centre'. Below this is a section 'Find the shipping system that fits your business need' with an image of a person. At the bottom left, there's a 'UPS Solutions' section.

**UPS Developer Resource Centre** — This section of [ups.com](#) provides a comprehensive list of technical support options for your developer, including the best channel for urgent technical support — the “E-mail UPS” option.

The screenshot shows the 'Main Page' of the 'UPS Developer Kit Community'. The top navigation bar includes links for 'Log In / Create Account' and a search bar. The main heading is 'Main Page' with a subtext: 'Welcome to the UPS Developer Kit Community.' Below this is a 'PLEASE NOTE' section stating that urgent technical support questions should be directed to the UPS Developer Resource Center. The page is divided into two main columns. The left column, titled 'UPS Developer Kit Community', contains links for 'Main Page', 'Log In / Create Account', 'Forum Rules', 'Developer Guides', 'Knowledge Base', 'News & Announcements', 'Help', and 'Contact Us'. The right column, titled 'Main Page', contains a welcome message, a description of the community's purpose (to create a self-sustaining environment for peer-to-peer sharing), and a note about the goal of fostering collaboration and idea sharing. At the bottom, there's a 'Forum Menu' section with links for 'Forum', 'Search', and 'Today's Posts'.

**UPS Developer Kit Community** — This section of [ups.com](#) provides developers a forum to share best practices and programming tips as well as access all API documentation online.

► LEARN MORE

◀ PREVIOUS

INDEX

PRINT

EXIT

NEXT ►

# *Integration process*

## Quick-guide for developers

Key things to know before and during the integration process.

The UPS Developer Kit offers convenience in integrating UPS functionality directly into your business systems and e-commerce websites using the Internet. Choose from 11 UPS Developer APIs to help automate and improve internal efficiencies while enhancing end-to-end customer experience.

### Technical considerations

Prior to downloading APIs, you should be familiar with:

- Programming URL or socket connections
- Creating a secure socket implementation that supports SSL standard for secure connections
- Encoding and decoding XML documents
- Designing and implementing a strategy into your existing software for handling errors

### Access requirements

Review whether the particular API provides Test and Production Access with initial access key request or if additional Production Access requests are required, as well as the business models approved for use with each API.

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## *Implementation to production*

### Quick-guide for developers (cont.)

#### Implementation

Review the requirements for each API carefully at the [UPS Developer Kit page](#). Download the Software Developer Kit (SDK) and carefully review the entire developer guide for each of the APIs you will integrate. The Developer Kit also includes sample code and WSDLs. Once you have reviewed the Kit, you should request access to the UPS test environment. Most APIs provide immediate access to both test and production environments. However, the following APIs require a second request to activate production access: Address Validation Street Level, Locator, Pickup, Rating (LTL Freight only) and Shipping.

#### Testing and certification

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

LTL Freight and Locator APIs require an additional request to gain production access. Please [click here](#) to review the User Guide and the respective developer guides for details.

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# *Developer support*

## Quick-guide for developers (cont.)

### Resource centre

UPS Developer Kit users can obtain support through the [Developer Resource Centre](#), including:

- Data files and management applications
- The UPS information exchange
- UPS Developer Kit Community
- Technical support
- The knowledge base

### Technical support

For general questions, you can download the Knowledge Base file. This resource contains answers to hundreds of questions about the APIs. You can also submit your question via e-mail at [ups.com](mailto:ups.com). You will need to attach a file that includes your XML request/response messages and errors.

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# UPS

## resources

### You've got support

Wherever you are in the integration process, UPS offers a number of ways to find out what you need to know.

The UPS Developer Resource Centre offers several support options. Learn [more](#).

#### UPS Developer Kit support (at UPS Developer Resource Centre)

- **UPS Developer Kit Community** — Access online documentation, FAQs and share best practices and programming tips. However, if you need urgent technical support, use the UPS Developer Resource Centre “E-mail UPS” link outlined below under Technical Support.
- **Knowledge base** — This Knowledge Base PDF document is a downloadable .pdf file that provides answers to your business and functionality questions regarding the UPS APIs.
- **Technical support** — Click [here](#) to submit your question via e-mail. You will need to attach a file that includes your XML request/response messages and errors. Our goal is to reply to your message within 24 hours.

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For more information on product  
and service availability, visit  
**[ups.com/developerkit](https://www.ups.com/developerkit)**.

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