

# Package Pickup API

**USPS Web Tools™**

**Application Programming Interface**

**User's Guide**

Document Version 2.1 (5/09/2016)



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## A. Introduction to Web Tools

This document contains a Reference Guide to the Package Pickup APIs. See the Developer's Guide to learn the administrative process for gaining access to the Web Tools APIs as well as the basic mechanism for calling the APIs and processing the results. The Developer's Guide also contains information on testing and trouble-shooting.

Note: The Request Parameter sections present the XML input tags for generating live requests along with the restrictions on the values allowed. An error message will be returned if an incorrect value is entered. Also, be aware of the maximum character amounts allowed for some tags. If the user enters more than those amounts, an error will not be generated. **The Web Tools will simply pass in the characters up to the maximum amount allowed and disregard the rest.** This is important since the resulting value could prevent a correct response.

When building the XML request, pay particular attention to the **order and case** for tags. An error message will be returned if an incorrect value is entered. Remember that all data and attribute values in this document are for illustration purposes and are to be replaced by your actual values. For instance, a line of sample code may be:

```
<TrackID> EJ123456780US </TrackID>
```

In this instance, you will replace "EJ123456780US" with the tracking ID for the package.

### Before you get started:

For information on registering and getting started with Web Tools, please refer to the [Step-By-Step guide](#) found on the [Technical Documentation](#) section of the Web Tools page on [usps.com/webtools](https://usps.com/webtools).

Package Pickup APIs require extra permissions; contact the Internet Customer Care Center at [uspstechnicalsupport@mailps.custhelp.com](mailto:uspstechnicalsupport@mailps.custhelp.com) to request access. Indicate "Package Pickup API Access" in the subject line.

## B. USPS Package Pickup API

### Overview

Package Pickup Web Tools provide convenience to you and your customers. Your carrier will pick up your packages on the next USPS delivery day (Monday through Saturday, excluding holidays) for free. Package Pickup is available for sending packages using Priority Mail Express, Priority Mail, international delivery services, or for returned merchandise.

Customers requiring pickup of their packages by the USPS currently have two pickup options available to them: Package Pickup and Pickup On Demand. This Web Tools guide applies to Package Pickup only. Pickup On Demand is only available through the USPS website. The information below is presented to illustrate the differences between these two options:

Package Pickup	Pickup On Demand
<b>Free</b> , regardless of the number of packages.	Per pickup fee, regardless of the number of packages.
Your carrier picks up the next USPS delivery day when your mail is delivered.	Packages are picked up in a specified timeframe.

Available with domestic Priority Mail Express and Priority Mail services, international delivery services, or for merchandise returns.	Available for Express Mail, Priority Mail, Global Express Guaranteed, or Standard Post services.
Requests must be received by 2:00 AM CST.	Allow a two-hour timeframe for pickups.
Maximum weight per package is 70 pounds.	Maximum weight per package is 70 pounds.
Postage must be prepaid and attached to package(s).	Apply postage to each package.
Packages must be properly sealed and ready for shipment.	Have your packages ready for pickup at the time and day specified.
Packages requiring insurance services need to be taken to a post office.	

Full Package Pickup functionality relies on the implementation of five separate Web Tools:

- Package Pickup Availability Web Tools
- Package Pickup Schedule Web Tools
- Package Pickup Cancel Web Tools
- Package Pickup Change Web Tools
- Package Pickup Inquiry Web Tools

The five Package Pickup Web Tools work together to provide seamless service to you and your customers. Specifically, the functions of each are as follows:

1. The Package Pickup Availability Web Tools checks the availability for Package Pickup at a specific address and informs the user of the first available date for pickup. Package Pickup is not available for all addresses.
2. The Package Pickup Schedule Web Tools schedules a Package Pickup and provides the user a confirmation number for the scheduled pickup. Prior to making a Pickup Schedule call, it is recommended to use the Pickup Availability Web Tools to confirm that service is available. There must be at least one Priority Mail Express package, Priority Mail package, international package, or returned merchandise package for a valid request. Refer to the *Delivery Timeline* section for information regarding when pickups are made based on the time of the request.
3. The Package Pickup Cancel Web Tools cancels a scheduled Package Pickup. To use either the Pickup Cancel or Pickup Change Web Tools, the exact data from the original Pickup Schedule Web Tools request must be entered. You must enter address information and the confirmation number. The confirmation number alone cannot be used to cancel or change a scheduled pickup. Address information must be identical to what was entered when the pickup was scheduled. To verify the accuracy of your data, you can use the Pickup Inquiry Web Tools. Refer to the *Delivery Timeline* section for information regarding deadlines for canceling pickups.
4. The Package Pickup Change Web Tools allows users to change certain data in their original Pickup Schedule request. To use either the Pickup Cancel or Pickup Change Web Tools, the exact data from the original Pickup Schedule Web Tools request must be entered. You must enter address information and the confirmation number. The confirmation number alone cannot be used to cancel or change a scheduled pickup. The name and phone number of the sender can be changed, along with the number and types of package services, the weight of the packages, and the location of the pickup. Address data and the confirmation number cannot be changed and must be identical to the original Schedule request. To verify the accuracy of your data, you can use the Pickup Inquiry Web Tools. Refer to the *Delivery Timeline* section for information regarding deadlines for changing pickups.

5. The Package Pickup Inquiry Web Tools provides the data contained in your original Pickup Schedule request. To use either the Pickup Cancel or Pickup Change Web Tools, the exact data from the original Schedule request must be entered. By using the Pickup Inquiry Web Tools, you can obtain the data needed.

# 1. Package Pickup Availability Web Tools

## API Signature

Scheme	Host	Path	API	XML
https://	secure.shippingapis.com	/ShippingAPI.dll	?API=CarrierPickupAvailability	&XML=(see below)

The Package Pickup Availability Web Tools checks the availability for Package Pickup at a specific address and informs the user of the first available date for pickup. Package Pickup is not available for all addresses.

## Request Description

The table below presents the XML input tags for generating Live requests and the restrictions on the values allowed. An error message will be returned if an incorrect value is entered. Also, be aware of the maximum character amounts allowed for some tags. If the user enters more than those amounts, an error will not be generated. **The Web Tools will simply pass in the characters up to the maximum amount allowed and disregard the rest.** This is important since the resulting value could prevent a correct response.

Tag Name	Occurs	Description	Type	Validation
CarrierPickupAvailabilityRequest	Required	Input tag exactly as presented.	(group)	
CarrierPickupAvailabilityRequest/ @USERID	Required	This attribute specifies your Web Tools ID. See the Developer's Guide for information on obtaining your USERID.	string	
CarrierPickupAvailabilityRequest/ FirmName	Optional	Use this tag for a firm or company name. FirmName is optional except if needed to uniquely identify an address. Some firms/companies that have their own ZIP codes require the use of firm name to properly identify their address.  <b>Example:</b> <FirmName>ABC Company</FirmName>	string	minLength value=0 maxLength value=50
CarrierPickupAvailabilityRequest/ SuiteOrApt	Required	Use this tag for an apartment or suite number. SuiteOrApt is optional except if needed to uniquely identify an address at a multiple dwelling address, for example, an apartment building.  <b>Example:</b> <SuiteOrApt>Suite 777</SuiteOrApt>	string	minLength value=0 maxLength value=50
CarrierPickupAvailabilityRequest/ Address2	Required	Use this tag for a street address.  <b>Example:</b> <Address2>1390 Market Street</Address2>	string	minLength value=0 maxLength value=50
CarrierPickupAvailabilityRequest/ Urbanization	Required	Use this tag for Urbanization (for Puerto Rico only). ZIP Code prefixes 006 to 009, if area is so designated.	string	minLength value=0 maxLength value=28

CarrierPickupAvailabilityRequest/ City	Required	Use this tag for a city. Either ZIP5 or City and State are required.  <b>Example:</b> <City>Houston</City>	string	minLength value=0 maxLength value=30
CarrierPickupAvailabilityRequest/ State	Required	Use this tag for a state abbreviation. Either ZIP5 or City and State are required.  <b>Example:</b> <State>TX</State>	string	minLength value=0 maxLength value=2
CarrierPickupAvailabilityRequest/ ZIP5	Required	Use this tag for a 5 digit ZIP Code. Input tag exactly as presented--all caps. Either ZIP5 or City and State are required.  <b>Example:</b> <ZIP5>77058</ZIP5>	string	minLength value=0 maxLength value=5
CarrierPickupAvailabilityRequest/ ZIP4	Required	Input tag exactly as presented--all caps. Maximum characters allowed: 4.  <b>Example:</b> <ZIP4>1234</ZIP4>	string	minLength value=0 maxLength value=4
CarrierPickupAvailabilityRequest/ Date	Optional	Use this tag to request a pickup date/time. XML datetime primitive format..  <b>Example:</b> 2006-05-04T18:13:51.0Z	string	minOccurs=0 maxOccurs=1

## Sample Request

**The Live XML request should be in the following form and sequence:**

```
<CarrierPickupAvailabilityRequest UserID="XXXX">
<FirmName>ABC Corp.</FirmName>
<SuiteOrApt>Suite 777</SuiteOrApt>
<Address2>1390 Market Street</Address2>
<Urbanization></Urbanization>
<City>Houston</City>
<State>TX</State>
<ZIP5>77058</ZIP5>
<ZIP4>1234</ZIP4>
</CarrierPickupAvailabilityRequest>
```

## Response Description

Tag Name	Occurs	Description	Type
CarrierPickupAvailabilityResponse	Required	Type of Response	(group)
CarrierPickupAvailabilityResponse/ FirmName	Optional	Firm name sending request	string
CarrierPickupAvailabilityResponse/ SuiteOrApt	Required	Suite or apartment (only returned in response if needed to uniquely identify the address, for example, at a multiple dwelling address)	string
CarrierPickupAvailabilityResponse/ Address2	Required	Pickup address	string
CarrierPickupAvailabilityResponse/ Urbanization	Required	Urbanization	string
CarrierPickupAvailabilityResponse/ City	Required	Pickup city	string
CarrierPickupAvailabilityResponse/ State	Required	Pickup state	string
CarrierPickupAvailabilityResponse/ ZIP5	Required	Pickup ZIP Code	string
CarrierPickupAvailabilityResponse/ ZIP4	Required	Pickup ZIP Code+4	string
CarrierPickupAvailabilityResponse/ DayOfWeek	Required	Day of week for pickup	string
CarrierPickupAvailabilityResponse/ Date	Required	Scheduled date for pickup	string
CarrierPickupAvailabilityResponse/ CarrierRoute	Optional	Carrier Route (can be C for City, H for Highway, R for Rural)	string

## Sample Response

**The Package Pickup Availability WebTools returns the following information if pickup is available to the supplied address:**

```
<CarrierPickupAvailabilityResponse>
<FirmName>ABC Corp.</FirmName>
<SuiteOrApt>Suite 777</SuiteOrApt>
<Address2>1390 Market Street</Address2>
<Urbanization></Urbanization>
<City>Houston</City>
<State>TX</State>
<ZIP5>77058</ZIP5>
<ZIP4>1234</ZIP4>
<DayOfWeek>Monday</DayOfWeek>
<Date>4/01/2004</Date>
<CarrierRoute>C</CarrierRoute>
</CarrierPickupAvailabilityResponse>
```



## 2. Package Pickup Schedule Web Tools

### API Signature

Scheme	Host	Path	API	XML
https://	secure.shippingapis.com	/ShippingAPI.dll	?API=CarrierPickupSchedule	&XML=(see below)

The Package Pickup Schedule Web Tools schedules a Package Pickup and provides the user a confirmation number for the scheduled pickup. Prior to making a Pickup Schedule call, it is recommended to use the Pickup Availability Web Tools to confirm that service is available. There must be at least one Priority Mail Express package or one Priority Mail package or on international package or one returned merchandise package for a valid request.

### Request Description

The table below presents the XML input tags for generating Live requests and the restrictions on the values allowed. An error message will be returned if an incorrect value is entered. Also, be aware of the maximum character amounts allowed for some tags. If the user enters more than those amounts, an error will not be generated. **The Web Tools will simply pass in the characters up to the maximum amount allowed and disregard the rest.** This is important since the resulting value could prevent a correct response.

Tag Name	Occurs	Description	Type	Validation
CarrierPickupScheduleRequest	Required	Input tag exactly as presented.	(group)	
CarrierPickupScheduleRequest/ @USERID	Required	This attribute specifies your Web Tools ID. See the Developer's Guide for information on obtaining your USERID.	string	
CarrierPickupScheduleRequest/ FirstName	Required	Only alpha characters, apostrophes, spaces, periods and hyphens "-" may be used.  <b>For example:</b> <FirstName>John</FirstName>	string	minLength value=0 maxLength value=50
CarrierPickupScheduleRequest/ LastName	Required	Only alpha characters, apostrophes, spaces, periods and hyphens "-" may be used.  <b>For example:</b> <LastName>Doe</LastName>	string	minLength value=0 maxLength value=50

CarrierPickupScheduleRequest/ FirmName	Optional	<p>Only alpha and numeric characters, apostrophes, spaces, hyphens "-" and ampersands "&amp;" may be used.</p> <p>Use this tag for a firm or company name. FirmName is optional except if the First Name and Last Name tags are null. Some firms/companies that have their own ZIP codes require the use of firm name to properly identify their address.</p> <p><b>For example:</b> &lt;FirmName&gt;ABC Company&lt;/FirmName&gt;</p>	string	minLength value=0 maxLength value=50
CarrierPickupScheduleRequest/ SuiteOrApt	Required	<p>Use this tag for an apartment or suite number. SuiteOrApt is optional except if needed to uniquely identify an address at a multiple dwelling address, for example, an apartment building.</p> <p><b>For example:</b>&lt;SuiteOrApt&gt;Suite 777&lt;/SuiteOrApt&gt;</p>	string	minLength value=0 maxLength value=50
CarrierPickupScheduleRequest/ Address2	Required	<p>Use this tag for a street address.</p> <p><b>For example:</b>&lt;Address2&gt;1390 Market Street&lt;/Address2&gt;</p>	string	minLength value=0 maxLength value=50
CarrierPickupScheduleRequest/ Urbanization	Required	<p>Use this tag for Urbanization (for Puerto Rico only). ZIP Code prefixes 006 to 009, if area is so designated.</p>	string	minLength value=0 maxLength value=28
CarrierPickupScheduleRequest/ City	Required	<p>Maximum characters allowed: 30. Use this tag for a city. Either ZIP5 or City and State are required.</p> <p><b>For example:</b> &lt;City&gt;Houston&lt;/City&gt;</p>	string	minLength value="0"
CarrierPickupScheduleRequest/ State	Required	<p>Use this tag for a state abbreviation. Either ZIP5 or City and State are required.</p> <p><b>For example:</b> &lt;State&gt;TX&lt;/State&gt;</p>	string	minLength value=0 maxLength value=2
CarrierPickupScheduleRequest/ ZIP5	Required	<p>Use this tag for a 5 digit ZIP Code. Input tag exactly as presented--all caps. Either ZIP5 or City and State are required.</p> <p><b>For example:</b> &lt;ZIP5&gt;77058&lt;/ZIP5&gt;</p>	string	minLength value=0 maxLength value=5
CarrierPickupScheduleRequest/ ZIP4	Required	<p>Use this tag for a 4 digit ZIP Code. If a value is entered, 4 digits required</p> <p><b>For example:</b> &lt;ZIP4&gt;1234&lt;/ZIP4&gt;</p>	string	minLength value=0 maxLength value=4

CarrierPickupScheduleRequest/ Phone	Required	Two formats are allowed: (###) 123-4567 or ###-123-4567.  <b>For example:</b> <Phone>(555) 555-1234</Phone>  or <Phone>555-555-1234</Phone>	string	minLength value=0 maxLength value=14
CarrierPickupScheduleRequest/ Extension	Optional	Optional value for Phone Extension.  <b>For example:</b> <Extension>201</Extension>	string	minOccurs=0  minLength value=0 maxLength value=4
CarrierPickupScheduleRequest/ Package	Required	No values entered with this tag. <ServiceType> and <Count> tags are embedded under this. Refer to the <i>Live XML Request Example</i> section, below, to see how these embedded tags are formatted. If the <Count> for a service type is zero, you do not need to encode a <Package> but you must have at least one <Package> with embedded <ServiceType> and <Count> tags.	(group)	
CarrierPickupScheduleRequest/ Package/ServiceType	Required	This tag is embedded under the <Package> tag. Enter one of the following values: <ul style="list-style-type: none"> <li>▪ PriorityMailExpress</li> <li>▪ PriorityMail</li> <li>▪ FirstClass</li> <li>▪ ParcelSelect</li> <li>▪ Returns</li> <li>▪ International</li> <li>▪ OtherPackages</li> </ul> If your pickup contains more than one Service Type, use additional <Package> tags for each service type with the accompanying <ServiceType> and <Count> tags. Refer to the <i>Live XML Request Example</i> section, below, to see how these embedded tags are formatted.  <b>For example:</b> <ServiceType>PriorityMailExpress</ServiceType>	string	minLength value="0"  Enumerations=  PriorityMailExpress PriorityMail FirstClass ParcelSelect Returns International OtherPackages

CarrierPickupScheduleRequest/ Package/Count	Required	<p>This tag is embedded under the &lt;Package&gt; tag. Enter the number of packages for the accompanying &lt;ServiceType&gt; tag. Maximum characters allowed: 3 or 999 packages. If your pickup contains more than one Service Type, use additional &lt;Package&gt; tags for each service type with the accompanying &lt;ServiceType&gt; and &lt;Count&gt; tags. Refer to the <i>Live XML Request Example</i> section, below, to see how these embedded tags are formatted.</p> <p><b>For example:</b> &lt;Count&gt;2&lt;/Count&gt;</p>	string	<p>minLength value=0 maxLength value=3</p> <p>minInclusive value=1 maxInclusive value=999</p>
CarrierPickupScheduleRequest/ EstimatedWeight	Required	<p>Enter the estimated aggregate weight (in pounds) of all packages being picked up.</p> <p><b>For example:</b> &lt;EstimatedWeight&gt;14&lt;/EstimatedWeight&gt;</p>	string	<p>minLength value=0 maxLength value=5</p>
CarrierPickupScheduleRequest/ PackageLocation	Required	<p>Enter one of the following values:</p> <ul style="list-style-type: none"> <li>• Front Door</li> <li>• Back Door</li> <li>• Side Door</li> <li>• Knock on Door/Ring Bell</li> <li>• Mail Room</li> <li>• Office</li> <li>• Reception</li> <li>• In/At Mailbox</li> <li>• Other</li> </ul> <p>Note: "Other" requires information in the value for the &lt;SpecialInstructions&gt; tag.</p> <p><b>For example:</b> &lt;PackageLocation&gt;Front Door&lt;/PackageLocation&gt;</p>	string	<p>Enumerations=</p> <p>Front Door Back Door Side Door Knock on Door/Ring Bell Mail Room Office Reception In/At Mailbox Other</p>
CarrierPickupScheduleRequest/ SpecialInstructions	Optional / Required	<p>Value required when PackageLocation is "Other".</p> <p>Only alpha, numeric, commas, periods, apostrophes, _, &amp;, -, ( ), ?, #, / +, @ and space characters may be used.</p> <p><b>For example:</b> &lt;SpecialInstructions&gt;Packages are behind the screen door.&lt;/SpecialInstructions&gt;</p>	string	<p>minLength value=0 maxLength value=255</p>
CarrierPickupScheduleRequest/ EmailAddress	Optional	<p>If provided, email notifications will be sent confirming package pickup, or request changes and cancellations. Maximum characters allowed: 50.</p> <p><b>For example:</b> &lt;EmailAddress&gt;cpapple@email.com&lt;/EmailAddress&gt;</p>	string	<p>minOccurs=0</p> <p>minLength value=0 maxLength value=255</p>

## Sample Request

**The Live XML request should be in the following form and sequence:**

```
<CarrierPickupScheduleRequest UserID="XXXX">
<FirstName>John</FirstName>
<LastName>Doe</LastName>
<FirmName>ABC Corp.</FirmName>
<SuiteOrApt>Suite 777</SuiteOrApt>
<Address2>1390 Market Street</Address2>
<Urbanization></Urbanization>
<City>Houston</City>
<State>TX</State>
<ZIP5>77058</ZIP5>
<ZIP4>1234</ZIP4>
<Phone>(555) 555-1234</Phone>
<Extension>201</Extension>
<Package>
  <ServiceType>PriorityMailExpress</ServiceType>
  <Count>2</Count>
</Package>
<Package>
  <ServiceType>PriorityMail</ServiceType>
  <Count>1</Count>
</Package>
<EstimatedWeight>14</EstimatedWeight>
<PackageLocation>Front Door</PackageLocation>
<SpecialInstructions>Packages are behind the screen door.</SpecialInstructions>
</CarrierPickupScheduleRequest>
```

## Response Description

Tag Name	Occurs	Description	Type
CarrierPickupScheduleResponse	Required	Type of Response	(group)
CarrierPickupScheduleResponse/FirstName	Required	First name of person sending request	string
CarrierPickupScheduleResponse/LastName	Required	Last name of person sending request	string
CarrierPickupScheduleResponse/FirmName	Optional	Firm name sending request (if supplied in request)	string
CarrierPickupScheduleResponse/SuiteOrApt	Required	Suite or apartment (only returned in response if needed to uniquely identify the address, for example, at a multiple dwelling address)	string
CarrierPickupScheduleResponse/Address2	Required	Pickup address	string
CarrierPickupScheduleResponse/Urbanization	Required	Urbanization (if supplied in request)	string
CarrierPickupScheduleResponse/City	Required	Pickup city	string
CarrierPickupScheduleResponse/State	Required	Pickup state	string
CarrierPickupScheduleResponse/ZIP5	Required	Pickup ZIP Code	string
CarrierPickupScheduleResponse/ZIP4	Required	Pickup ZIP Code+4	string
CarrierPickupScheduleResponse/Phone	Required	Phone number of sender	string

CarrierPickupScheduleResponse/Extension	Required	Phone extension of sender (if supplied in request)	string
CarrierPickupScheduleResponse/Packages	Required	Packages to be picked up. Can be multiple <Packages> with accompanying <ServiceType> and <Count> tags.	(group)
CarrierPickupScheduleResponse/Package/ServiceType	Required	Types of package services requested	string
CarrierPickupScheduleResponse/Package/Count	Required	Number of packages for each service type requested	string
CarrierPickupScheduleResponse/EstimatedWeight	Required	Total estimated weight of all packages to be picked up	string
CarrierPickupScheduleResponse/PackageLocation	Required	Location of pickup	string
CarrierPickupScheduleResponse/SpecialInstructions	Required	Special instructions for pickup	string
CarrierPickupScheduleResponse/ConfirmationNumber	Required	Confirmation number for pickup	string
CarrierPickupScheduleResponse/DayOfWeek	Required	Day of week for pickup	string
CarrierPickupScheduleResponse/Date	Required	Scheduled date for pickup	string
CarrierPickupScheduleResponse/CarrierRoute	Optional	Carrier Route (can be C for City, H for Highway, R for Rural)	string
CarrierPickupScheduleResponse/EmailAddress	Optional	Email Address (if supplied in request)	string

## Sample Response

**The Package Pickup Schedule Web Tools returns the following information to the user if the information is valid and pickup is available to the supplied address:**

```
<CarrierPickupScheduleResponse>
<FirstName>John</FirstName>
<LastName>Doe</LastName>
<FirmName>ABC Corp.</FirmName>
<SuiteOrApt>Suite 777</SuiteOrApt>
<Address2>1390 Market Street</Address2>
<Urbanization></Urbanization>
<City>Houston</City>
<State>TX</State>
<ZIP5>77058</ZIP5>
<ZIP4>1234</ZIP4>
<Phone>(555) 555-1234</Phone>
<Extension>201</Extension>
<Package>
  <ServiceType>PriorityMailExpress</ServiceType>
  <Count>2</Count>
</Package>
<Package>
  <ServiceType>PriorityMail</ServiceType>
  <Count>1</Count>
</Package>
<EstimatedWeight>14</EstimatedWeight>
<PackageLocation>Front Door</PackageLocation>
<SpecialInstructions> Packages are behind the screen door.</SpecialInstructions>
<ConfirmationNumber>ABC12345</ConfirmationNumber>
<DayOfWeek>Monday</DayOfWeek>
```

```
<Date>04/01/2004</Date>  
<CarrierRoute>C</CarrierRoute>  
</CarrierPickupScheduleResponse>
```

### 3. Package Pickup Cancel Web Tools

#### API Signature

Scheme	Host	Path	API	XML
https://	secure.shippingapis.com	/ShippingAPI.dll	?API=CarrierPickupCancel	&XML=(see below)

The Package Pickup Cancel Web Tools cancels a scheduled Package Pickup. To use either the Pickup Cancel or Pickup Change Web Tools, the exact data from the original Schedule request must be entered. You must enter address information and the confirmation number. Confirmation number alone cannot be used to cancel or change a scheduled pickup. Address information must be identical to what was entered when the pickup was scheduled.

#### Request Description

The table below presents the XML input tags for generating Live requests and the restrictions on the values allowed. An error message will be returned if an incorrect value is entered. Also, be aware of the maximum character amounts allowed for some tags. If the user enters more than those amounts, an error will not be generated. **The Web Tools will simply pass in the characters up to the maximum amount allowed and disregard the rest.** This is important since the resulting value could prevent cancellation.

Tag Name	Occurs	Description	Type	Validation
CarrierPickupCancelRequest	Required	Input tag exactly as presented.	(group)	
CarrierPickupCancelRequest/ @USERID	Required	This attribute specifies your Web Tools ID. See the Developer's Guide for information on obtaining your USERID.	string	
CarrierPickupCancelRequest/ FirmName	Optional	Maximum characters allowed: 50. Only alpha and numeric characters, apostrophes, spaces, hyphens "-" and ampersands "&" may be used.  Use this tag for a firm or company name. FirmName is optional except if needed to uniquely identify an address. Some firms/companies that have their own ZIP codes require the use of firm name to properly identify their address.  <b>For example:</b> <FirmName>ABC Company</FirmName>	string	minLength value=0 maxLength value=50
CarrierPickupCancelRequest/ SuiteOrApt	Required	Use this tag for an apartment or suite number. SuiteOrApt is optional except if needed to uniquely identify an address at a multiple dwelling address, for example, an apartment building.  <b>For example:</b> <SuiteOrApt>Suite 777</SuiteOrApt>	string	minLength value=0 maxLength value=50



CarrierPickupCancelRequest/ Address2	Required	Use this tag for a street address.  <b>For example:</b> <Address2>1390 Market Street</Address2>	string	minLength value=0 maxLength value=50
CarrierPickupCancelRequest/ Urbanization	Required	Use this tag for an Urbanization (for Puerto Rico only). ZIP Code prefixes 006 to 009, if area is so designated.	string	minLength value=0 maxLength value=28
CarrierPickupCancelRequest/ City	Required	Use this tag for a city. Either ZIP5 or City and State are required  <b>For example:</b> <City>Houston</City>	string	minLength value=0 maxLength value=30
CarrierPickupCancelRequest/ State	Required	Use this tag for a state abbreviation. Either ZIP5 or City and State are required.  <b>For example:</b> <State>TX</State>	string	minLength value=0 maxLength value=2
CarrierPickupCancelRequest/ ZIP5	Required	Use this tag for a 5 digit ZIP Code. Input tag exactly as presented--all caps. Maximum characters allowed: 5. Either ZIP5 or City and State are required.  <b>For example:</b> <ZIP5>77058</ZIP5>	string	minLength value=0 maxLength value=5
CarrierPickupCancelRequest/ ZIP4	Required	Use this tag for a 4 digit ZIP Code. Input tag exactly as presented--all caps. Maximum characters allowed: 4.  <b>For example:</b> <ZIP4>1234</ZIP4>	string	minLength value=0 maxLength value=4
CarrierPickupCancelRequest/ ConfirmationNumber	Required	Enter exact Confirmation Number returned with Package Pickup Schedule request.  <b>For example:</b> <ConfirmationNumber>ABC12345</ConfirmationNumber>	string	minLength value=0 maxLength value=30

## Sample Request

The Live XML request should be in the following form and sequence:

```
<CarrierPickupCancelRequest UserID="XXXX">
<FirmName>ABC Corp.</FirmName>
<SuiteOrApt>Suite 777</SuiteOrApt>
<Address2>1390 Market Street</Address2>
<Urbanization></Urbanization>
<City>Houston</City>
<State>TX</State>
<ZIP5>77058</ZIP5>
<ZIP4>1234</ZIP4>
<ConfirmationNumber>ABC12345</ConfirmationNumber>
</CarrierPickupCancelRequest>
```

**Response Description**

Tag Name	Occurs	Description	Type
CarrierPickupCancelResponse	Required	Type of Response	(group)
CarrierPickupCancelResponse/ FirmName	Required	Firm name sending request (if supplied in request)	string
CarrierPickupCancelResponse/ SuiteOrApt	Required	Suite or apartment (only returned in response if needed to uniquely identify the address, for example, at a multiple dwelling address)	string
CarrierPickupCancelResponse/ Address2	Required	Pickup address	string
CarrierPickupCancelResponse/ Urbanization	Required	Urbanization (if supplied in request)	string
CarrierPickupCancelResponse/ City	Required	Pickup city	string
CarrierPickupCancelResponse/ State	Required	Pickup state	string
CarrierPickupCancelResponse/ ZIP5	Required	Pickup ZIP Code	string
CarrierPickupCancelResponse/ ZIP4	Required	Pickup ZIP Code+4 (if supplied in request)	string
CarrierPickupCancelResponse/ ConfirmationNumber	Required	Confirmation number for pickup	string
CarrierPickupCancelResponse/ Status	Required	Status of request to cancel	string

## Sample Response

The Package Pickup Cancel API returns the following information to the user if the information is valid, matches the existing record, and is within the time frames available for cancellation.

```
<CarrierPickupCancelResponse>  
<FirmName>ABC Corp.</FirmName>  
<SuiteOrApt>Suite 777</SuiteOrApt>  
<Address2>1390 Market Street</Address2>  
<Urbanization></Urbanization>  
<City>Houston</City>  
<State>TX</State>  
<ZIP5>77058</ZIP5>  
<ZIP4>1234</ZIP4>  
<ConfirmationNumber>ABC12345</ConfirmationNumber>  
<Status>Your pickup request was cancelled.</Status>  
</CarrierPickupCancelRequest>
```

## 4. Package Pickup Change Web Tools

### API Signature

Scheme	Host	Path	API	XML
https://	secure.shippingapis.com	/ShippingAPI.dll	?API=CarrierPickupChange	&XML=(see below)

The Package Pickup Change Web Tools allows users to change certain data in their original Pickup Schedule request. To use either the Pickup Cancel or Pickup Change Web Tools, the exact data from the original Pickup Schedule Web Tools request must be entered. You must enter address information and the confirmation number. The confirmation number alone cannot be used to cancel or change a scheduled pickup. The number and types of package services, the weight of the packages, and the location of the pickup can be changed. Address data and the confirmation number cannot be changed and must be identical to the original Schedule request. To verify the accuracy of your data, you can use the Pickup Inquiry Web Tools.

### Request Description

The table below presents the XML input tags for generating Live requests and the restrictions on the values allowed. An error message will be returned if an incorrect value is entered. Also, be aware of the maximum character amounts allowed for some tags. If the user enters more than those amounts, an error will not be generated. **The Web Tools will simply pass in the characters up to the maximum amount allowed and disregard the rest.** This is important since the resulting value could prevent the request to be changed.

Tag Name	Occurs	Description	Type	Validation
CarrierPickupChangeRequest	Required	Input tag exactly as presented.	(group)	
CarrierPickupChangeRequest/ @USERID	Required	This attribute specifies your Web Tools ID. See the Developer's Guide for information on obtaining your USERID.	string	
CarrierPickupChangeRequest/ FirstName	Required	Only alpha characters, apostrophes, spaces, periods and hyphens "-" may be used. <b>For example:</b> <FirstName>John</FirstName>	string	minLength value=0 maxLength value=50
CarrierPickupChangeRequest/ LastName	Required	Only alpha characters, apostrophes, spaces, periods and hyphens "-" may be used. <b>For example:</b> <LastName>Doe</LastName>	string	minLength value=0 maxLength value=50

CarrierPickupChangeRequest/ FirmName	Optional	Only alpha and numeric characters, apostrophes, spaces, hyphens "-" and ampersands "&" may be used.  Use this tag for a firm or company name. FirmName is optional except if First Name and Last Name tags are null. Some firms/companies that have their own ZIP codes require the use of firm name to properly identify their address.  <b>For example:</b> <FirmName>ABC Company</FirmName>	string	minLength value=0 maxLength value=50
CarrierPickupChangeRequest/ SuiteOrApt	Optional	Use this tag for an apartment or suite number. SuiteOrApt is optional except if needed to uniquely identify an address at a multiple dwelling address, for example, an apartment building.  <b>For example:</b> <SuiteOrApt>Suite 777</SuiteOrApt>	string	minLength value=0 maxLength value=50
CarrierPickupChangeRequest/ Address2	Required	Use this tag for a street address.  <b>For example:</b> <Address2>1390 Market Street</Address2>	string	minLength value=0 maxLength value=50
CarrierPickupChangeRequest/ Urbanization	Required	Use this tag for Urbanization (for Puerto Rico only). ZIP Code prefixes 006 to 009, if area is so designated.	string	minLength value=0 maxLength value=28
CarrierPickupChangeRequest/ City	Required	Use this tag for a city. Either ZIP5 or City and State are required.  <b>For example:</b> <City>Houston</City>	string	minLength value=0 maxLength value=30
CarrierPickupChangeRequest/ State	Required	Use this tag for a state abbreviation. Either ZIP5 or City and State are required.  <b>For example:</b> <State>TX</State>	string	minLength value=0 maxLength value=2
CarrierPickupChangeRequest/ ZIP5	Required	Use this tag for a 5 digit ZIP Code. Input tag exactly as presented--all caps. Either ZIP5 or City and State are required.  <b>For example:</b> <ZIP5>77058</ZIP5>	string	minLength value=0 maxLength value=5
CarrierPickupChangeRequest/ ZIP4	Required	Use this tag for a 4 digit ZIP Code. Input tag exactly as presented--all caps.  <b>For example:</b> <ZIP4>1234</ZIP4>	string	minLength value=0 maxLength value=4

CarrierPickupChangeRequest/ Phone	Required	Two formats are allowed: (###) 123-4567 or ###-123-4567.  <b>For example:</b> <Phone>(555) 555-1234</Phone>  or <Phone>555-555-1234</Phone>	string	minLength value=0 maxLength value=14
CarrierPickupChangeRequest/ Extension	Required	Extension related to the Phone Number  <b>For example:</b> <Extension>201</Extension>	string	minLength value=0 maxLength value=4
CarrierPickupChangeRequest/ Package	Required	No values entered with this tag. <ServiceType> and <Count> tags are embedded under this. Refer to the <i>Live XML Request Example</i> section, below, to see how these embedded tags are formatted. If the <Count> for a service type is zero, you do not need to encode a <Package> but you must have at least one <Package> with embedded <ServiceType> and <Count> tags.	(group)	
CarrierPickupChangeRequest/ Package/ ServiceType	Required	This tag is embedded under the <Package> tag. Enter one of the following values: <ul style="list-style-type: none"><li>▪ EXPRESSMAIL</li><li>▪ PRIORITYMAILEXPRESS</li><li>▪ PRIORITYMAIL</li><li>▪ RETURNS</li><li>▪ INTERNATIONAL</li><li>▪ OTHERPACKAGES</li></ul> If your pickup contains more than one Service Type, use additional <Package> tags for each service type with the accompanying <ServiceType> and <Count> tags. Refer to the <i>Live XML Request Example</i> section, below, to see how these embedded tags are formatted.  <b>For example:</b> <ServiceType>PriorityMailExpress</ServiceType>	string	Enumerations: <ul style="list-style-type: none"><li>• EXPRESSMAIL</li><li>• PRIORITYMAILEXPRESS</li><li>• PRIORITYMAIL</li><li>• RETURNS</li><li>• INTERNATIONAL</li><li>• OTHERPACKAGES</li></ul>

CarrierPickupChangeRequest/ Package/ Count	Required	<p>This tag is embedded under the &lt;Package&gt; tag. Enter the number of packages for the accompanying &lt;ServiceType&gt; tag. Maximum characters allowed: 3 or 999 packages There must be at least one Priority Mail Express Package or one Priority Mail package or one returned merchandise package to make this a valid request. If your pickup contains more than one Service Type, use additional &lt;Package&gt; tags for each service type with the accompanying &lt;ServiceType&gt; and &lt;Count&gt; tags. Refer to the <i>Live XML Request Example</i> section, below, to see how these embedded tags are formatted.</p> <p><b>For example:</b> &lt;Count&gt;2&lt;/Count&gt;</p>	string	<p>minLength value=0 maxLength value=3</p> <p>minInclusive value=1 maxInclusive value=999</p>
CarrierPickupChangeRequest/ EstimatedWeight	Required	<p>Enter the estimated aggregate weight (in pounds) of all packages being picked up.</p> <p><b>For example:</b> &lt;EstimatedWeight&gt;14&lt;/EstimatedWeight&gt;</p>	string	<p>minLength value=0 maxLength value=5</p>
CarrierPickupChangeRequest/ PackageLocation	Required	<p>Enter one of the following values:</p> <ul style="list-style-type: none"> <li>▪ Front Door</li> <li>▪ Back Door</li> <li>▪ Side Door</li> <li>▪ Knock on Door/Ring Bell</li> <li>▪ Mail Room</li> <li>▪ Office</li> <li>▪ Reception</li> <li>▪ In/At Mailbox</li> <li>▪ Other</li> </ul> <p>Note: "Other" requires information in the value for the &lt;SpecialInstructions&gt; tag.</p> <p><b>For example:</b> &lt;PackageLocation&gt;Front Door&lt;/PackageLocation&gt;</p>	string	<p>Enumerations:</p> <ul style="list-style-type: none"> <li>• Front Door</li> <li>• Back Door</li> <li>• Side Door</li> <li>• Knock on Door/Ring Bell</li> <li>• Mail Room</li> <li>• Office</li> <li>• Reception</li> <li>• In/At Mailbox</li> <li>• Other</li> </ul>
CarrierPickupChangeRequest/ SpecialInstructions	Optional / Required	<p>Only alpha, numeric, commas, periods, apostrophes, _, &amp;, -, ( ), ?, #, / +, @ and space characters may be used.</p> <p>Required when Package Location tag is "Other"</p> <p><b>For example:</b> &lt;SpecialInstructions&gt;Packages are behind the screen door.&lt;/SpecialInstructions&gt;</p>	string	<p>minLength value=0 maxLength value=255</p>

CarrierPickupChangeRequest/ ConfirmationNumber	Required	Enter exact Confirmation Number returned with Package Pickup Schedule request.  <b>For example:</b> ConfirmationNumber>ABC12345</Confirmat ionNumber>	string	minLength value=0 maxLength value=30
CarrierPickupChangeRequest/ EmailAddress	Optional	If provided, email notifications will be sent confirming package pickup, or request changes and cancellations. Maximum characters allowed: 50.  <b>For example:</b> <EmailAddress>cpapple@email.com</Email Address>	string	minOccurs="0" minLength value=0 maxLength value=50

## Sample Request

The Live XML request should be in the following form and sequence:

```
<CarrierPickupChangeRequest UserID="XXXX">
<FirstName>John</FirstName>
<LastName>Doe</LastName>
<FirmName>ABC Corp.</FirmName>
<SuiteOrApt>Suite 777</SuiteOrApt>
<Address2>1390 Market Street</Address2>
<Urbanization></Urbanization>
<City>Houston</City>
<State>TX</State>
<ZIP5>77058</ZIP5>
<ZIP4>1234</ZIP4>
<Phone>(555) 555-1234</Phone>
<Extension>201</Extension>
<Package>
  <ServiceType>PriorityMailExpress</ServiceType>
  <Count>2</Count>
</Package>
<Package>
  <ServiceType>PriorityMail</ServiceType>
  <Count>1</Count>
</Package>
<EstimatedWeight>14</EstimatedWeight>
<PackageLocation>Front Door</PackageLocation>
<SpecialInstructions> Packages are behind the screen door.</SpecialInstructions>
<ConfirmationNumber>ABC12345</ConfirmationNumber>
</CarrierPickupChangeRequest>
```

## Response Description

Tag Name	Occurs	Description	Type
CarrierPickupChangeResponse	Required	Type of Response	(group)
CarrierPickupChangeResponse/ FirstName	Required	First name of person sending request	string
CarrierPickupChangeResponse/ LastName	Required	Last name of person sending request	string
CarrierPickupChangeResponse/ FirmName	Optional	Firm name sending request (if supplied in request)	string



CarrierPickupChangeResponse/ SuiteOrApt	Required	Suite or apartment (only returned in response if needed to uniquely identify the address, for example, at a multiple dwelling address)	string
CarrierPickupChangeResponse/ Address2	Required	Pickup address	string
CarrierPickupChangeResponse/ Urbanization	Required	Urbanization (if supplied in request)	string
CarrierPickupChangeResponse/ City	Required	Pickup city	string
CarrierPickupChangeResponse/ State	Required	Pickup state	string
CarrierPickupChangeResponse/ ZIP5	Required	Pickup ZIP Code	string
CarrierPickupChangeResponse/ ZIP4	Required	Pickup ZIP Code+4	string
CarrierPickupChangeResponse/ Phone	Required	Phone number of sender	string
CarrierPickupChangeResponse/ Extension	Required	Phone extension of sender (if supplied in request)	string
CarrierPickupChangeResponse/ Package	Required	Packages to be picked up (multiple <Package> tags can be returned with accompanying <ServiceType> and <Count> tags.	(group)
CarrierPickupChangeResponse/ Package/ ServiceType	Required	Types of package services requested	string
CarrierPickupChangeResponse/ Package/ Count	Required	Number of packages for each service type requested	string
CarrierPickupChangeResponse/ EstimatedWeight	Required	Total estimated weight of all packages to be picked up	string
CarrierPickupChangeResponse/ PackageLocation	Required	Location of pickup	string
CarrierPickupChangeResponse/ SpecialInstructions	Optional	Special instructions for pickup	string
CarrierPickupChangeResponse/ ConfirmationNumber	Required	Confirmation number for pickup	string
CarrierPickupChangeResponse/ DayOfWeek	Required	Day of week for pickup	string
CarrierPickupChangeResponse/ Date	Required	Scheduled date for pickup	string
CarrierPickupChangeResponse/ Status	Optional	Status of request to change	string
CarrierPickupChangeResponse/ EmailAddress	Optional	Email Address (if supplied in request)	string

## Sample Response

The original database record with the information from the request is updated with the changes. The Package Pickup Change Web Tools returns the following information to the user:

```
<CarrierPickupChangeResponse>
<FirstName>John</FirstName>
<LastName>Doe</LastName>
<FirmName>ABC Corp.</FirmName>
<SuiteOrApt>Suite 777</SuiteOrApt>
<Address2>1390 Market Street</Address2>
```

```
<Urbanization></Urbanization>
<City>Houston</City>
<State>TX</State>
<ZIP5>77058</ZIP5>
<ZIP4>1234</ZIP4>
<Phone>(555) 555-1234</Phone>
<Extension>201</Extension>
<Package>
  <ServiceType>PriorityMailExpress</ServiceType>
  <Count>2</Count>
</Package>
<Package>
  <ServiceType>PriorityMail</ServiceType>
  <Count>1</Count>
</Package>
<EstimatedWeight>14</EstimatedWeight>
<PackageLocation>Front Door</PackageLocation>
<SpecialInstructions>Packages are behind the screen door.</SpecialInstructions>
<ConfirmationNumber>ABC12345</ConfirmationNumber>
<DayOfWeek>Monday</DayOfWeek>
<Date>04/01/2004</Date>
<Status>Update successful</Status>
</CarrierPickupChangeResponse>
```

## 5. Package Pickup Inquiry Web Tools

### API Signature

Scheme	Host	Path	API	XML
https://	secure.shippingapis.com	/ShippingAPI.dll	?API=CarrierPickupInquiry	&XML=(see below)

The Package Pickup Inquiry Web Tools provides the data contained in your original Pickup Schedule request. To use either the Pickup Cancel or Pickup Change Web Tools, the exact data from the original Schedule request must be entered. By using the Pickup Inquiry Web Tools, you can obtain the data needed.

### Request Description

The table below presents the XML input tags for generating Live requests and the restrictions on the values allowed. An error message will be returned if an incorrect value is entered. Also, be aware of the maximum character amounts allowed for some tags. If the user enters more than those amounts, an error will not be generated. **The Web Tools will simply pass in the characters up to the maximum amount allowed and disregard the rest.** This is important since the resulting value could prevent a correct response.

Tag Name	Occurs	Description	Type	Validation
CarrierPickupInquiryRequest	Required	Input tag exactly as presented.	(group)	
CarrierPickupInquiryRequest / @USERID	Required	This attribute specifies your Web Tools ID. See the Developer's Guide for information on obtaining your USERID. .	string	
CarrierPickupInquiryRequest / FirmName	Optional	Only alpha and numeric characters, apostrophes, spaces, hyphens "-" and ampersands "&" may be used.  Use this tag for a firm or company name. FirmName is optional except if needed to uniquely identify an address. Some firms/companies that have their own ZIP codes require the use of firm name to properly identify their address.  <b>For example:</b> <FirmName>ABC Company</FirmName>	string	minLength value=0 maxLength value=50
CarrierPickupInquiryRequest / SuiteOrApt	Required	Use this tag for an apartment or suite number. SuiteOrApt is optional except if needed to uniquely identify an address at a multiple dwelling address, for example, an apartment building.  <b>For example:</b> <SuiteOrApt>Suite 777</SuiteOrApt>	string	minLength value=0 maxLength value=50

CarrierPickupInquiryRequest / Address2	Required	Use this tag for a street address. <b>For example:</b> <Address2>1390 Market Street</Address2>	string	minLength value=0 maxLength value=50
CarrierPickupInquiryRequest / Urbanization	Required	Use this tag for an Urbanization (for Puerto Rico only). ZIP Code prefixes 006 to 009, if area is so designated.	string	minLength value=0 maxLength value=28
CarrierPickupInquiryRequest / City	Required	Use this tag for a city. Either ZIP5 or City and State are required <b>For example:</b> <City>Houston</City>	string	minLength value=0 maxLength value=30
CarrierPickupInquiryRequest / State	Required	Use this tag for a state abbreviation. Either ZIP5 or City and State are required. <b>For example:</b> <State>TX</State>	string	minLength value=0 maxLength value=2
CarrierPickupInquiryRequest / ZIP5	Required	Use this tag for a 5 digit ZIP Code. Input tag exactly as presented--all caps. Maximum characters allowed: 5. Either ZIP5 or City and State are required. <b>For example:</b> <ZIP5>77058</ZIP5>	string	minLength value=0 maxLength value=5
CarrierPickupInquiryRequest / ZIP4	Required	UInput tag exactly as presented--all caps. Maximum characters allowed: 4. <b>For example:</b> <ZIP4>1234</ZIP4>	string	minLength value=0 maxLength value=4
CarrierPickupInquiryRequest / ConfirmationNumber	Required	Enter exact Confirmation Number returned with Package Pickup Schedule request. <b>For example:</b> <ConfirmationNumber>ABC12345</ConfirmationNumber>	string	minLength value=1 maxLength value=30

## Sample Request

The Live XML request should be in the following form and sequence:

```
<CarrierPickupInquiryRequest UserID="XXXX">
<FirmName>ABC Corp.</FirmName>
<SuiteOrApt>Suite 777</SuiteOrApt>
<Address2>1390 Market Street</Address2>
<Urbanization></Urbanization>
<City>Houston</City>
<State>TX</State>
<ZIP5>77058</ZIP5>
<ZIP4>1234</ZIP4>
<ConfirmationNumber>ABC12345</ConfirmationNumber>
</CarrierPickupInquiryRequest>
```

## Response Description

Tag Name	Occurs	Description	Type
CarrierPickupInquiryResponse/	Required	Type of Response	(group)
CarrierPickupInquiryResponse/ FirstName	Required	First name of person sending request	string
CarrierPickupInquiryResponse/ LastName	Required	Last name of person sending request	string
CarrierPickupInquiryResponse/ FirmName	Required	Firm name sending request (if supplied in request)	string
CarrierPickupInquiryResponse/ SuiteOrApt	Required	Suite or apartment (only returned in response if needed to uniquely identify the address, for example, at a multiple dwelling address)	string
CarrierPickupInquiryResponse/ Address2	Required	Pickup address	string
CarrierPickupInquiryResponse/ Urbanization	Required	Urbanization (if supplied in request)	string
CarrierPickupInquiryResponse/ City	Required	Pickup city	string
CarrierPickupInquiryResponse/ State	Required	Pickup state	string
CarrierPickupInquiryResponse/ ZIP5	Required	Pickup ZIP Code	string
CarrierPickupInquiryResponse/ ZIP4	Required	Pickup ZIP Code+4	string
CarrierPickupInquiryResponse/ Phone	Required	Phone number of sender	string
CarrierPickupInquiryResponse/ Extension	Required	Phone extension of sender (if supplied in request)	string
CarrierPickupInquiryResponse/ Package	Required	Packages to be picked up (multiple <Package> tags can be returned with accompanying <ServiceType> and <Count> tags).	(group)
CarrierPickupInquiryResponse/ Package/ ServiceType	Required	Types of package services requested	string
CarrierPickupInquiryResponse/ Package/ Count	Required	Number of packages for each service type requested	string
CarrierPickupInquiryResponse/ EstimatedWeight	Required	Total estimated weight of all packages to be picked up	string
CarrierPickupInquiryResponse/ PackageLocation	Required	Location of pickup	string

CarrierPickupInquiryResponse/ SpecialInstructions	Required	Special instructions for pickup	string
CarrierPickupInquiryResponse/ ConfirmationNumber	Required	Confirmation number for pickup	string
CarrierPickupInquiryResponse/ DayOfWeek	Required	Day of week for pickup	string
CarrierPickupInquiryResponse/ Date	Required	Scheduled date for pickup	string
CarrierPickupInquiryResponse/ EmailAddress	Optional	Email Address	string

## Sample Response

The Package Pickup Inquiry Web Tools reads the database record and the following information is returned to the user:

```
<CarrierPickupInquiryResponse>
<FirstName>John</FirstName>
<LastName>Doe</LastName>
<FirmName>ABC Corp.</FirmName>
<SuiteOrApt>Suite 777</SuiteOrApt>
<Address2>1390 Market Street</Address2>
<Urbanization></Urbanization>
<City>Houston</City>
<State>TX</State>
<ZIP5>77058</ZIP5>
<ZIP4>1234</ZIP4>
<Phone>(555) 555-1234</Phone>
<Extension>201</Extension>
<Package>
  <ServiceType>PriorityMailExpress</ServiceType>
  <Count>2</Count>
</Package>
<Package>
  <ServiceType>PriorityMail</ServiceType>
  <Count>1</Count>
</Package>
<EstimatedWeight>14</EstimatedWeight>
<PackageLocation>Front Door</PackageLocation>
<SpecialInstructions> Packages are behind the screen door.</SpecialInstructions>
<ConfirmationNumber>ABC12345</ConfirmationNumber>
<DayOfWeek>Monday</DayOfWeek>
<Date>04/01/2004</Date>
</CarrierPickupInquiryResponse>
```

## C. Package Pickup Messages

This section provides specific USPS guidelines, recommendations, and requirements for the user interfaces that gathers and displays pickup information.

### User Interface Messages

The following table identifies language that must be incorporated into the user interface that you create for your end users. The messages are organized according to the appropriate Web Tools.

Web Tools(s)	Language to be incorporated
Pickup Availability Pickup Schedule	<p><u>What You Should Know</u></p> <p>Package Pickup is available for the following services:</p> <ul style="list-style-type: none"> <li>○ Priority Mail Express</li> <li>○ Priority Mail</li> <li>○ Returned merchandise</li> <li>○ International</li> </ul> <ul style="list-style-type: none"> <li>● Pickup occurs the next USPS delivery day.</li> <li>● Requests must be received by 2:00 AM CST.</li> <li>● Packages must have correct postage affixed.</li> <li>● If stamps are used, a face-to-face transaction with your carrier is required.</li> <li>● Packages must be properly sealed and ready for shipment.</li> <li>● Maximum weight per package is 70 pounds.</li> <li>● Packages requiring Postal insurance services need to be taken to a post office.</li> </ul>
Pickup Availability Pickup Schedule Pickup Cancel Pickup Change	<p>Change or Cancel Your Request</p> <p>You may change or cancel a pickup anytime before 2:00 AM CST on the day of pickup. You'll need your Package Pickup Confirmation Number and address.</p>
Pickup Schedule	<p>Important!</p> <p>Please print this page for your records or keep your Package Pickup Confirmation Number in a safe place. You will need this number if you wish to change or cancel your Package Pickup.</p>
Pickup Cancel Pickup Change	<p>Changes or cancellation must be submitted before 2:00 AM CST on the day of pickup to take effect. Otherwise, your Package Pickup request cannot be changed or cancelled online.</p> <p>If this is the case, please leave notification (at the Package Location you indicated in your Package Pickup request) that provides details of your Package Pickup change or cancellation.</p>
Pickup Change	<p>You successfully submitted changes to your request for a Package Pickup.</p> <p>Important! Please print this page for your records or keep your Package Pickup Confirmation Number in a safe place. You will need this number if you wish to change or cancel your Package Pickup.</p>

Web Tools(s)	Language to be incorporated
Pickup Cancel	<p>You successfully cancelled your request for a Package Pickup.</p> <p>We hope that Package Pickup will be useful to you soon.</p> <p>Please print this page for your records.</p>

## Pop-up Messages

The following (or similar) messages must appear as a pop-up box or similar function to inform your end users of options, errors, and other messages:

Web Tools(s)	Message
Pickup Schedule (message appears when user completes Pickup Schedule request)	<p>Next USPS Delivery Day</p> <p>When you request a Package Pickup, you are asking your letter carrier to collect your packages the next USPS delivery day. USPS delivery days are Monday through Saturday, excluding holidays. Check the USPS Calendar for a list of USPS holidays.</p>
Pickup Availability Pickup Schedule Pickup Inquiry Pickup Cancel Pickup Change (error message appears if user does not complete all required fields)	<p>We were unable to process your request.</p> <p>Please complete the field(s) indicated below.</p>
Pickup Schedule (message appears if service not available to requested address)	<p>Service Not Available for Your Address</p> <p>We regret that the Package Pickup service is not available for your address. Please take your packages to your local post office.</p>
Pickup Schedule (message appears if user clicks button asking question at top)	<p>Why Does My Address Look Different?</p> <p>We standardize and verify your address to make certain that our carriers know where to go to pick up your package.</p> <p><b>Example:</b>  <u>Entered:</u>  ABC Movers  1500 East Main Avenue, Suite 201  Springfield, VA 22162</p> <p><u>Standardized:</u>  ABC MOVERS  1500 E MAIN AVE STE 201  SPRINGFIELD, VA 22162-1010</p>
Pickup Schedule (message appears when user completes Pickup Schedule request)	<p>If you are mailing an item that contains anything fragile without proper packaging, or is liquid, perishable, or potentially hazardous, it must be presented to a USPS employee for acceptance.</p>



Web Tools(s)	Message
Pickup Schedule Pickup Change (message appears if user enters Priority Mail Express as Service Type)	You're Sending Priority Mail Express  Priority Mail Express offers guaranteed overnight delivery to most areas. The service commitment for Priority Mail Express packages varies based on the time the item is mailed, where it is deposited, and its destination. Due to the different cutoff times for post offices, Priority Mail Express must be presented to an acceptance employee at a post office if you wish to know the Priority Mail Express service commitment. Call your local post office for guarantee details in your area.
Pickup Schedule Pickup Change (message appears when user completes Pickup Schedule request)	Safety Concerns  Letter carriers may use their discretion when picking up packages. Hazards such as snow, ice, obstructed pathways, and dogs may prevent the carrier from collecting a package.
Pickup Schedule Pickup Change (message appears when user completes Pickup Schedule request)	For residents of multi-story buildings, please bring your package(s) to a ground level, secured location for pickup.
Pickup Inquiry Pickup Cancel Pickup Change (error message appears if user does not enter Confirmation Number)	Forgot Your Package Pickup Confirmation Number?  Your confirmation number cannot be retrieved online. If you need to change or cancel your Package Pickup request, please leave notification (at the Package Location you indicated in your Package Pickup request) that provides details of your Package Pickup change or cancellation.

## D. Error Responses

Error conditions are handled at the main XML document level. When parsing, it is best to check for an error document first before checking for good data. Error documents have the following format:

```
<Error>
  <Number></Number>
  <Source></Source>
  <Description></Description>
  <HelpFile></HelpFile>
  <HelpContext></HelpContext>
</Error>
```

Where:

- Number = the error number generated by the Web Tools server.
- Source = the component and interface that generated the error on the Web Tools server.
- Description = the error description.
- HelpFile = [reserved for future use].
- HelpContext = [reserved for future use].

Errors that are further down in the hierarchy also follow the above format.

An <Error> element may be returned at the top (response) level if there is a problem with the syntax of the request, or if a system error occurs. But if there is a problem with a specific tracking ID within the request, an <Error> element will be returned within the <TrackInfo> element that pertains to the specific tracking ID. Since the Track/Confirm Web Tools allows you to submit multiple tracking IDs within a single request document, the response may contain a mix of tracking information and errors. For requests containing multiple tracking IDs, you need to check if there is an <Error> within a given <TrackInfo> element, as well as checking for an error at the top level Example:

<TrackResponse>

<TrackInfo ID="EJ987654321US">

<TrackSummary>Your item was delivered at 2:22 pm on October 28 in PROVIDENCE RI 02912.</TrackSummary>

<TrackDetail>October 28 1:34 pm ARRIVAL AT UNIT PROVIDENCE RI 02912</TrackDetail>

<TrackDetail>October 28 10:54 am ARRIVAL AT UNIT PROVIDENCE RI 02906</TrackDetail>

<TrackDetail>October 27 7:12 pm ENROUTE 20770</TrackDetail>

<TrackDetail>October 27 6:46 pm ACCEPT OR PICKUP 20770</TrackDetail>

</TrackInfo>

<TrackInfo ID="EJ888888888US">

<TrackSummary> There is no record of that mail item. If it was mailed recently, it may not yet be tracked. Please try again later. </TrackSummary>

</TrackInfo>

<TrackInfo ID="bob">

<TrackSummary> that's not a valid number. Please check to make sure you entered it correctly.</TrackSummary>

</TrackInfo>

</TrackResponse>

If you need assistance with an error response, contact the Internet Customer Care Center

[uspstechnicalsupport@mailps.custhelp.com](mailto:uspstechnicalsupport@mailps.custhelp.com)