



# Tracking/UPS Signature Tracking®

## JSON Developer Guide

March 18, 2020



## Important Information

### UPS Developer Kit APIs

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

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

### Key Legal Requirements for UPS Developer APIs

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

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

## **Notice**

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## Chapter 1: Introduction

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In this document, you will find guidance and instructions for integrating the Tracking JSON API into your application, service, or system.

### **IMPORTANT:**

- If this is your first time working with the UPS Developer Kit, begin with the *Introduction to the UPS Developer Kit* guide. This guide serves as the foundation for all API-specific developer guides.
- For additional API, XPath, and Error Code information, refer to the *Tracking Web Service Developer Guide*.

## Chapter 2: Customer Integration Environment (CIE)

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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.

Once your application has been thoroughly tested, you should redirect the application to the UPS Production Environment.



No stress testing should ever be performed by customers against any UPS systems.

To access testing and production sites the user must have an Access Key. You can request an Access Key after establishing a UPS profile and associating your shipping account.

### System Availability

The Customer Integration Environment is available 24 hours a day, 7 days a week. Note the system is occasionally down for server maintenance.

### JSON Testing and Production URLs



All API URLs are case sensitive.

<b>Testing:</b>	<a href="https://wwwcie.ups.com/rest/Track">https://wwwcie.ups.com/rest/Track</a>
<b>Production:</b>	<a href="https://onlinetools.ups.com/rest/Track">https://onlinetools.ups.com/rest/Track</a>

## Chapter 3: JSON Examples

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### TrackRequest

```
{
  "UPSSecurity": {
    "UsernameToken": {
      "Username": "Your Username",
      "Password": "Your Password"
    },
    "ServiceAccessToken": {
      "AccessLicenseNumber": "Your Access License Number"
    }
  },
  "TrackRequest": {
    "Request": {
      "RequestOption": "1",
      "TransactionReference": {
        "CustomerContext": "Your Test Case Summary Description"
      }
    },
    "InquiryNumber": "YourTrackingNumber"
  }
}
```

### TrackResponse

```
{
  "TrackResponse": {
    "Response": {
      "ResponseStatus": {
        "Code": "1",
        "Description": "Success"
      },
      "TransactionReference": {
        "CustomerContext": "Your Test Case Summary Description"
      }
    },
    "Shipment": {
      "InquiryNumber": {
        "Code": "01",
        "Description": "ShipmentIdentificationNumber",
        "Value": " YourTrackingNumber "
      },
      "ShipmentType": {
        "Code": "01",
        "Description": "Package"
      },
      "ShipperNumber": "12345E",
    }
  }
}
```

```

    "Service": {
      "Code": "013",
      "Description": "NEXT DAY AIR SAVER"
    },
    "PickupDate": "20100302",
    "Package": {
      "TrackingNumber": " YourTrackingNumber",
      "Activity": {
        "ActivityLocation": {
          "Address": {
            "City": "GRAND JUNCTION AIR S",
            "StateProvinceCode": "CO",
            "CountryCode": "US"
          }
        }
      },
      "Status": {
        "Type": "I",
        "Description": "ORIGIN SCAN",
        "Code": "OR"
      },
      "Date": "20100505",
      "Time": "010000"
    },
    "PackageWeight": {
      "UnitOfMeasurement": {
        "Code": "LBS"
      },
      "Weight": "0.00"
    },
    "ReferenceNumber": [
      {
        "Code": "01",
        "Value": "FLCAPA"
      },
      {
        "Code": "08",
        "Value": "TG5432"
      }
    ]
  }
}

```

## TrackRequest with Signature Tracking

```

{
  "Security": {
    "UsernameToken": {
      "Username": "YourUserID",

```



```

        "Password": "YourPassword"
      },
      "UPSServiceAccessToken": {
        "AccessLicenseNumber": "YourLicenseNumber"
      }
    },
    "TrackRequest": {
      "Request": {
        "RequestOption": "15",
        "TransactionReference": {
          "CustomerContext": "Your Test Case Summary Description"
        }
      }
    },
    "InquiryNumber": "YourTrackingNumber",
    "TrackingOption": "02"
  }
}

```

## TrackResponse with Signature Tracking

```

{
  "TrackResponse": {
    "Response": {
      "ResponseStatus": {
        "Code": "1",
        "Description": "Success"
      },
      "TransactionReference": {
        "CustomerContext": "Your Test Case Summary Description"
      }
    },
    "Shipment": {
      "InquiryNumber": {
        "Code": "01",
        "Description": "ShipmentIdentificationNumber",
        "Value": " YourTrackingNumber"
      },
      "ShipperNumber": "F00100",
      "ShipmentWeight": {
        "UnitOfMeasurement": {
          "Code": "LBS"
        },
        "Weight": "35.00"
      },
      "Service": {
        "Code": "02",
        "Description": "UPS 2ND DAY AIR"
      },
      "Package": {
        "TrackingNumber": " YourTrackingNumber",

```

```

"Activity":
{
  "ActivityLocation": {
    "Address": "
  },
  "Status": {
    "Type": "X",
    "Description": "DELIVERED TO UPS ACCESS POINT LOCATION AND
AWAITING CUSTOMER PICKUP",
    "Code": "ZP"
  },
  "Date": "20130925",
  "Time": "172800"
},
{
  "ActivityLocation": {
    "Address": {
      "City": "LONDON CENTRAL",
      "CountryCode": "GB"
    }
  },
  "Status": {
    "Type": "X",
    "Description": "DELIVERED TO UPS ACCESS POINT LOCATION AND
AWAITING CUSTOMER PICKUP",
    "Code": "ZP"
  },
  "Date": "20130925",
  "Time": "172300"
},
{
  "ActivityLocation": {
    "Address": {
      "AddressLine": "99 ST MAIN",
      "City": "MAYSVILLE",
      "StateProvinceCode": "WV",
      "PostalCode": "26833 9700",
      "CountryCode": "US"
    },
    "Code": "MG",
    "Description": "LEFT WITH MAN",
    "SignedForByName": "Larry"
  },
  "Status": {
    "Type": "D",
    "Description": "DELIVERED",
    "Code": "KB"
  },
  "Date": "20030313",
  "Time": "160000",

```

```
    "Document": [
      {
        "Type": {
          "Code": "01",
          "Description": "Signature Image"
        },
        "Content": "Encoded GIF image for signature image",
        "Format": {
          "Code": "01",
          "Description": "GIF"
        }
      },
      {
        "Type": {
          "Code": "04",
          "Description": "POD Letter"
        },
        "Content": "Base64 Encoded PODLetter in html format",
        "Format": {
          "Code": "03",
          "Description": "HTML"
        }
      }
    ]
  },
  "PackageWeight": {
    "UnitOfMeasurement": {
      "Code": "LBS"
    },
    "Weight": "35.00"
  }
}
```

## Appendix

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### JSON Error Codes

Code	Description
1	<b>Unrecognized Error</b> Any error, other than those listed below, causing an issue with the request. <ul style="list-style-type: none"><li>• Verify the request headers are correct.</li><li>• Retry the request again later</li></ul>
2	<b>Unknown Operation</b> The UPS system does not understand the operation and is unable to forward the request to the correct API. <ul style="list-style-type: none"><li>• Verify the request headers are correct.</li><li>• Check request structure.</li></ul>
3	<b>Network Error</b> Transient error indicating the network is hindering request submission. <ul style="list-style-type: none"><li>• Retry the request again later.</li></ul>
4	<b>JSON Syntax Error</b> Indicates a problem with the JSON syntax. <ul style="list-style-type: none"><li>• Verify your request syntax is correct.</li></ul>