

**UPS OnLine® Tools**

**Tracking**

HTML Tool

Version 3.0

## **Developer's Guide**



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UPS ONLINE TOOLS



## Tracking

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UPS ONLINE TOOLS



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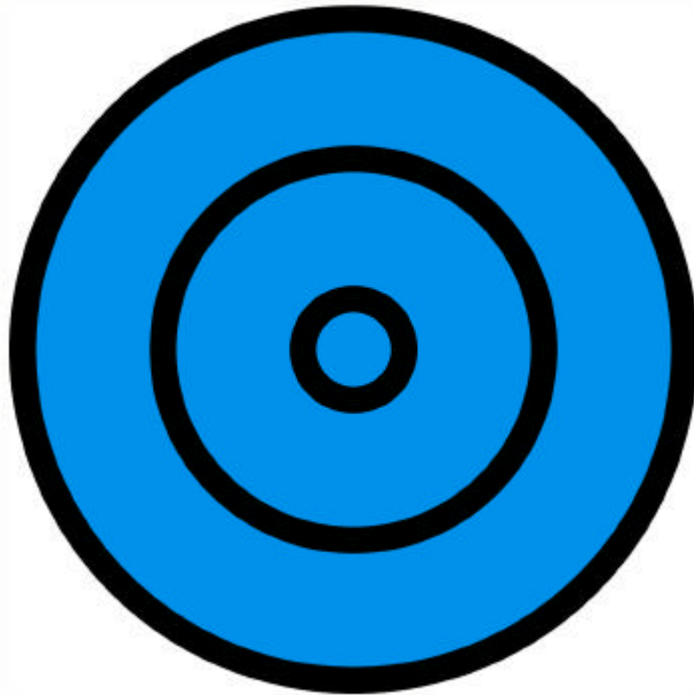
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UPS ONLINE TOOLS

# Welcome





## UPS ONLINE TOOLS

Welcome to the *UPS OnLine ®Tools Developer's Guide*. This guide explains how to integrate your e-commerce applications with the usage of UPS OnLine Tools, HTML version. You may visit your country's eBusiness site for more information about Tracking.

### Contents at a Glance

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- "Product Overview" provides an introduction to the UPS OnLine Tools.
- "Tracking Programming Information" provides customers with the ability to check up-to-the-minute package or shipment status.
- "Customer Integration Environment" describes the process for integration testing of your application.
- "Technical Support" describes where to get help.
- "Appendices" contains the glossary, tables, and frequently asked questions (FAQ's).
- "Bibliography" contains reference materials for this guide.





UPS ONLINE TOOLS

# Product Overview





## TRACKING

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### Introduction

If you want to improve customer service and increase traffic on your e-commerce site, you need Tracking from UPS. This powerful UPS OnLine Tool lets you provide up-to-the-minute shipping status reports to your online customers right from your Web site.

The UPS Tracking tool is available in a basic HTML version as well as a more advanced, XML version. The HTML tool lets you simply copy HTML code into your Web page to gain the functionality and look of UPS Tracking. The XML tool gives you greater flexibility by allowing you to format the tracking data to suit your Web site or application's design and layout.

UPS OnLine Tracking lets your customers track their shipments right from your e-commerce site using your own reference or order number. This functionality encourages your customers to return to your site to track their shipments or to check the status of their order. This return traffic may lead to more sales. Your customers can find out specific details about their shipments' status, including the time and location of each scan as the package moves toward its final destination. And this tracking information can be displayed in a customized format.

With UPS Tracking, You Can:

- Offer end-to-end customer service.
- Drive additional traffic to your Web site.
- Lengthen the amount of time your customers spend on your Web site.

Your Customers Can:

- Track existing orders and make new purchases from your Web site.
- Benefit from online customer support.

For more information on UPS OnLine Tools, including UPS Tracking, please visit your country's eBusiness site.

### Tool Overview

The Tracking tool supports package tracking either by UPS tracking numbers, or reference numbers that UPS shippers assign to their packages. This tool can return several levels of information, depending on the request:

- When tracking a package using a UPS tracking number as the request parameter, the Tracking tool returns package information such as current delivery status, including the time and location of the latest transit scan.
- When tracking a package using a reference number, the Tracking tool returns information appropriate to the request. The request parameters are the reference number plus at least one of the following optional qualifiers: shipper number, pickup date range, destination postal code and/or destination country.

**NOTE:** To enter a package reference number into the UPS database, the reference number must be uploaded electronically to UPS. Two hours after this data has been successfully uploaded, all of the packages uploaded are available to be tracked by the reference numbers provided in the file.



## Tracking

### Initial Responses

The Tracking tool can return several kinds of initial responses:

- **Multi-Piece Summary**—When multiple packages from a single shipment match the request, the delivered response contains UPS tracking number, pickup date, delivery date and time (for delivery packages only), location where each package was left if the consignee was not available, UPS shipping service, and total shipment weight.
- **Package Detail**—When a single package matches the request, the response contains the package weight, consignee city, state and country, the date, time and location of latest scan while in transit, current delivery status, and the name of the person who signed for the package.
- **Package Progress**—Lists the date, time, location, and status of each scan of the package during transit, from the point of origin to the current location.

A combination of the multi-piece and package detail responses can be returned in the candidate list.

You can request the multi-piece or package detail responses as well as package progress information after you receive the initial response.

Multi-piece summary and package progress requests use the information in a package detail response to retrieve additional information about the package. For example, the Tracking tool returns information regarding the shipment from a multi-piece summary request. It would also return the date, time, and status of every scan for the package from a package progress request.

You can integrate UPS package tracking capabilities into your company's World Wide Web site, allowing your customers to track:

- A single UPS tracking number
- A single Customer Reference Number

The response to the customer's tracking request can be displayed in 1 of 2 formats:

- Basic UPS display of tracking response
- Custom display of tracking response



### Maintaining your Profile

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As your e-commerce site continues to evolve, UPS OnLine Tools will evolve, too, offering more features and service benefits for your online customers. Once you have registered to use UPS OnLine Tools, UPS will notify you by e-mail of all updates and changes to the tools. It is essential that an accurate e-mail address for your company be maintained. You should update your profile when changes occur or responsibilities for the tools shift within your company. You can also return to your country's eBusiness site, to receive the latest updated information about UPS OnLine Tools.

### License Agreement

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The license agreements define the necessary business obligations of both UPS and the licensee. Some of the reasons your entire team should be knowledgeable of the licensing requirements include:

- The license agreements have requirements that impact how programmers use and display information (e.g., regarding appropriate use of data and logos).
- The license agreements are different depending on how you use the UPS OnLine Tools (e.g., as an end-user or third party developer).

### Usage Requirements

As part of the UPS OnLine Tools legal agreements, users of the tools have certain obligations that are spelled out within the tools agreement and its exhibits. Regardless of the manner in which the UPS OnLine Tools are integrated into your specific e-commerce web site or enterprise application, you must adhere to the Usage Requirements of the legal agreement accepted by your company. Reference your OnLine Tools legal agreement for complete details of both parties' obligations. The following highlights a few of these usage requirements.

### Branding Requirements

UPS should receive attribution and branding in all applications (including web sites and software applications) that use the OnLine Tools. No End User, Third Party Developer or Access User should be permitted to use the OnLine Tools 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 OnLine Tool in a way that misrepresents the information or the functionality of the tool.



## Tracking

### Security Elements

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To access the UPS OnLine Tools web site and use the product, several security elements are required including a User ID and password, developers key and access key. Some premium tools require additional information and special processes in order to be implemented. Various Tool users may be licensed and provided access to the products in different ways.

If you have licensed the tools through the "Get Tools" page on your country's eBusiness site, all security elements will be obtained via the web site. If you have received the tool documents through other authorized means, your UPS OnLine Tools contact will provide you with the security elements you need to proceed. This document describes the process completed via the UPS OnLine Tools web site.

These security elements are confidential and cannot be shared with other companies or third parties. Sharing these elements with third parties is strictly prohibited as expressed in the UPS OnLine Tools license agreements.

### Implementation of Security Elements

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In order to be authorized by UPS to obtain any Tool's documentation, you or someone in your company has already completed the appropriate UPS OnLine Tool's licensing process. These steps initially control your access to the your country's eBusiness site and technical documentation. Once you implement your Tool's enabled EC solution, various security elements must be provided to UPS systems at run-time.

The following steps are needed for your software to effectively support the UPS licensing process:

1. Create a Tools User ID and Password.
2. License the Tools and receive your Developer Key.
3. Get a HTML or XML Access Key.
4. Build your EC solution.
5. Test your EC solution.
6. Go into production with your Tool's enabled EC solution.

1. Create a Tools User ID and Password.

Customers integrating the UPS OnLine Tools must complete the registration process on the "Get Tools" section at your country's eBusiness site to obtain a User ID and Password. These ID controls access to the web site and allow developers to stay informed about the latest OnLine Tools updates and enhancements. A User ID and Password will also be required with each input request a user makes to an UPS Server while using an XML Tool. For the HTML tool, an access key is required. It is important to note that every time a developer changes their password on the web site they will have to update any program that has the Tools embedded. It is recommended that users do not use an existing MyUPS.Com ID. UPS recommends you keep your MyUPS.Com ID separate from your Tools User ID.

For Shipping and Signature Tracking, additional data has to be associated with you're User ID being passed with each transaction. For Shipping, you must have a valid Shipper Number(s) associated with the User ID. For Signature Tracking you must have a PIN(s) associated with your User ID. The special requirements are detailed in the Shipping and Signature Tracking Documentation. To be approved for these tools a registered users submit a request form on the "Get Tools" portion of your country's eBusiness site. If approved users will be granted access to the tool documentation through the web site.

For participants in the UPS OnLine Tools Third Party Developer Program or other advanced users that have a large number of Registration ID's to set up, UPS can provide an XML interface to the Registration system.



### 2. License the Tools and receive your Developer Key.

For a U.S End-user, you must login to your country's eBusiness site with the User ID and Password. A license agreement must be accepted on the " Get Tools" portion of your country's eBusiness site before gaining access to the Tools documentation. After accepting the appropriate Tools licensing agreement, a Developer Key will be e-mailed to the registered user. You need to permanently save a copy of your Developer Key for future reference. A valid Developer Key is needed to obtain an Access Key and will be needed for technical support. The developer key identifies the company and contact that is building the EC solution.

### 3. Get a HTML or XML Access Key.

You must pass an HTML Access Key with each input request to the UPS OnLine Tools server. You can obtain your XML Access Key on the " Get Access Key" section of your country's eBusiness site. A Developer Key is required to get an Access Key. Each Access Key identifies each site where the Tool has been deployed.

Once you review the technical documentation, you must plan your strategy for those Access Keys you need. There are separate Access Keys for the HTML and XML Tools. Additionally, UPS recommends each site implementation of your EC solution have separate Access Keys. An example would be a company that is implementing the Tools into three parts of their organization in three different cities. In this case, it is recommended that you obtain three separate Access Keys to uniquely identify each site.

If you have requested use of the Premium Tools, do not request an Access Key until after you received confirmation from UPS that your Premium Tool request has been approved. For participants in the UPS OnLine Tools Third Party Developer Program or other advanced End-users that have a large number of Access Keys to set up, UPS can provide an XML interface to the Get Access Key process.

For participants in the UPS OnLine Tools Third Party Developer Program or other advanced End-users that have a large number of Access Keys to set up, UPS can provide an XML interface to the Get Access Key process.

### 4. Build your EC solution.

Imbed your User ID &password and Access Key into your Tools enabled EC solution.

### 5. Test your EC Tool implementation.

To ensure that your Tool's enabled EC solution works properly we provide sample code, DTD's and example XML documents. For the Premium XML Tools (e.g., Shipping and Signature Tracking), additional interactions and approvals with UPS are required before you go into production. Details of what to do and who to contact are contained in the documentation of each premium Tool.

### 6. Go into production with your Tools enabled for implementation.



## Tracking

### Architecture Configuration

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Your applications communicate via the Internet with the UPS OnLine Tools server that implements all functionality.

### Communication

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An e-commerce application invokes UPS OnLine Tools by initiating Hypertext Transfer Protocol (HTTP) communication with the server hosting UPS OnLine Tools. HTTP is an application-level protocol for distributed, collaborative, and hypermedia information systems. HTTP is also a generic protocol used to communicate from user agents and proxies/gateways to other Internet systems, including those supported by SMTP, NNTP, FTP, Gopher, and WAIS. HTTP allows a user to readily exchange XML-formatted messages.

UPS OnLine Tools use secure HTTP (HTTPS) for your protection and for the protection of UPS. The secure transmission ensures that the sender and receiver are the only parties able to decode a transmission. Encrypting the HTTP protocol through a Secure Socket Layer (SSL) socket performs HTTPS. Third-party sockets are available from a number of vendors.

All interactions with the UPS OnLine Tools server are through the HTTP POST method. The HTTP message content is formatted as an XML document.

UPS online Tools supports HTTP 1.0 and 1.1 protocol (refer to HTTP specifications at <http://www.w3.org/Protocols/rfc1945/rfc1945>).



## UPS ONLINE TOOLS





# Tracking Programming Information





## Tracking

### Tracking Process

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To receive tracking information, an application sends a tracking request to the Tracking tool. The tracking request can be made by tracking number, shipment identification number, or reference number.

#### Tracking Number

UPS uses tracking numbers to identify and track every package as it moves through the UPS system to its destination. You can use this tracking number to track, locate, and verify arrival of a package. A successful query by tracking number returns the single package within a shipment identified by the tracking number. For example, if a shipment contained four packages, the query response would show a shipment containing the one package out of four with the associated tracking number.

Tracking numbers are available up to one year after delivery and UPS makes every effort to ensure that a tracking number uniquely identifies a package during this time period. However, it is possible that a tracking number may be reused within a shorter time period. If this occurs, a query by tracking number returns all packages matching the tracking number.

#### Shipment Identification Number

UPS uses shipment identification numbers to identify and trace every shipment as it moves through the UPS system to its destination. A successful query by shipment identification number returns all of the packages within a shipment. For example, if a shipment contained four packages, the query response would show all four packages.

Tracking numbers are available up to one year after delivery and UPS makes every effort to ensure that a shipment identification number uniquely identifies a shipment during this time period. However, it is possible that a shipment identification number may be reused within a shorter time period. If this occurs, a query by shipment identification number returns all shipments matching the shipment identification number.

#### Reference Number

The ability to track any UPS package by reference number gives you added flexibility and convenience.

When you ship a package, you can assign a customized reference number that you use to coordinate with your billing or filing system. This reference number could be a purchase order number, job number, or a group of words identifying a shipment (such as "10 widgets" or "gift for mom"). You can assign a reference number to an individual package or to all packages in a shipment. A reference number contains any combination of letters and numbers up to 35 characters. You assign a reference number when you upload electronic shipping data to UPS. A successful query by reference number returns all of the packages within a shipment identified by the reference number. For example, if a shipment contained four packages, and two of the packages were tagged with the reference number, "10 widgets," the query response would show a shipment containing those two packages.

Since reference numbers are assigned by you, UPS cannot guarantee the uniqueness of a reference number across all packages shipped through the UPS system. To resolve this ambiguity, a search specification may contain any of the following optional qualifiers:

- Pickup date range—By specifying restrictive from-dates and to-dates, you can narrow a search to the dates closer to a shipment. The default is 30 days before today's date.



## Tracking

- UPS account number—The shipper's UPS account number distinguishes a shipment from other shipments.
- Destination postal code—A zip code (U.S.) or postal code (international) narrows a search. (Destination country must be used)
- Destination country—The destination country code narrows a search.

*Note: Reference numbers are available up to 6 months after delivery.*



## Building Tracking Request of UPS Tracking Numbers

You can request to track up to 25 UPS Tracking Numbers. This can be embedded in an already existing web page or on a dedicated Tracking Page.

### Adding a request for Basic Tracking Response of up to 25 UPS Tracking Numbers to an existing web page:

By simply providing the minimum necessary input, you are choosing an easy quick way to integrate capability to show basic response package tracking of up to 25 UPS Tracking Numbers on an existing web page.

To do this, add the following HTML element to that page:

- `<FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">`
- Up to 25 input fields within the form with the attribute **name="InquiryNumberx"**, where **x** is a number from 1 to 25. Numbering of these fields must start from 1 and proceed sequentially.  
`<INPUT type="text" size=35 name="InquiryNumber1">`  
`<INPUT type="text" size=35 name="InquiryNumber2">`  
`<INPUT type="text" size=35 name="InquiryNumber3">`  
`<INPUT type="text" size=35 name="InquiryNumber4">`  
`<INPUT type="text" size=35 name="InquiryNumber5">`
- A hidden variable within the form with attributes **name="UPS\_HTML\_License"** and **value="Your Access Key"**. You can obtain the Access Key from the UPS Online Tools site at your country's eBusiness site.  
`<INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">`
- A hidden variable within the form with attributes **name="UPS\_HTML\_Version"** and **value="3.0"**.  
`<INPUT type="hidden" name="UPS_HTML_Version" value="3.0">`
- A hidden variable within the form with attributes **name="TypeOfInquiryNumber"** and **value="T"**:  
`<INPUT type="hidden" name="TypeOfInquiryNumber" value="T">`
- A hidden variable within the form with attributes **name="IATA "** and **value="Your Country Code "** (You can obtain the Country Code from Appendix C of the Appendices section):  
`<INPUT type="hidden" name="IATA " value="Your Country Code">`
- A hidden variable within the form with attributes **name="Lang "** and **value="Your Language Code"** (You can obtain the Language Code from Appendix C of the Appendices section):  
`<INPUT type="hidden" name="Lang " value="Your Language Code">`
- A submit button within the form:  
`<INPUT type="submit" name="submit" value="Track all package(s)">`
- A reset button within the form:  
`<INPUT type="reset" value="Clear all packages">`



## Tracking

Sample to integrate into an existing web page:

### U.S. site:

```
<FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">
<INPUT type = "text" size=35 name="InquiryNumber1">
<INPUT type="text" size=35 name="InquiryNumber2">
<INPUT type="text" size=35 name="InquiryNumber3">
<INPUT type="text" size=35 name="InquiryNumber4">
<INPUT type="hidden" name="TypeOfInquiryNumber" value="T">
<INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
<INPUT type="hidden" name="UPS_HTML_Version" value="3.0">
<INPUT type="hidden" name="IATA" value = "us">
<INPUT type = " hidden" name="Lang" value = "eng">
<INPUT type = "submit" name = "submit" value ="Track package(s)">
<INPUT type="reset" value="Clear package(s)">
</FORM>
```

### Non-U.S. site:

```
<FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">
<INPUT type = "text" size=35 name="InquiryNumber1">
<INPUT type="text" size=35 name="InquiryNumber2">
<INPUT type="text" size=35 name="InquiryNumber3">
<INPUT type="text" size=35 name="InquiryNumber4">
<INPUT type="hidden" name="TypeOfInquiryNumber" value="T">
<INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
<INPUT type="hidden" name="UPS_HTML_Version" value="3.0">
<INPUT type="hidden" name="IATA" value="Your Country code">
<INPUT type="hidden" name="Lang" value="Your Language Code">
<INPUT type="submit" name="submit" value="Track package(s)">
<INPUT type="reset" value="Clear package(s)">
</FORM>
```



## Example HTML to create a U.S. web page dedicated to tracking UPS Tracking Numbers with Basic UPS Response Pages

The following HTML markup creates a web page that enables UPS package tracking of five UPS Tracking numbers:

```
<HTML>
<HEAD>
  <TITLE>Company X Package Tracking Page</TITLE>
</HEAD>
<BODY BGCOLOR="#EEEEEE">

  <CENTER>Welcome to Company X! </CENTER>
  <HR>

  <FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">

    <P>Please enter up to five UPS Tracking Number(s) you wish to track: <BR>

    <INPUT type="text" size=35 name="InquiryNumber1"><BR>
    <INPUT type="text" size=35 name="InquiryNumber2"><BR>
    <INPUT type="text" size=35 name="InquiryNumber3"><BR>
    <INPUT type="text" size=35 name="InquiryNumber4"><BR>
    <INPUT type="text" size=35 name="InquiryNumber5"><BR>
    <INPUT type="submit" name="submit" value="Track this package">
    <INPUT type="reset" value="Clear this package">
    <INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
    <INPUT type="hidden" name="IATA" value="us">
    <INPUT type="hidden" name="Lang" value="eng">
    <INPUT type="hidden" name="UPS_HTML_Version" value="3.0">
    <INPUT type="hidden" name="TypeOfInquiryNumber" value="T">

  </FORM>
</HTML>
```



## Tracking

Example HTML to create an international web page dedicated to tracking UPS Tracking Numbers with Basic UPS Response Pages

The following HTML markup creates a web page that enables UPS package tracking of 5 UPS Tracking numbers:

```
<HTML>
<HEAD>
  <TITLE>Company X Package Tracking Page</TITLE>
</HEAD>
<BODY BGCOLOR="#EEEEEE">

  <CENTER>Welcome to Company X! </CENTER>
  <HR>

  <FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">

    <P>Please enter up to five UPS Tracking Number(s) you wish to track:<BR>
    <INPUT type="text" size=35 name="InquiryNumber1"><BR>
    <INPUT type="text" size=35 name="InquiryNumber2"><BR>
    <INPUT type="text" size=35 name="InquiryNumber3"><BR>
    <INPUT type="text" size=35 name="InquiryNumber4"><BR>

    <INPUT type="text" size=35 name="InquiryNumber5"><BR>
    <INPUT type="submit" name="submit" value="Track this package">
    <INPUT type="reset" value="Clear this package">
    <INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
    <INPUT type="hidden" name="IATA" value = "de">
    <INPUT type="hidden" name="Lang" value ="ger">
    <INPUT type="hidden" name="UPS_HTML_Version" value="3.0">
    <INPUT type="hidden" name="TypeOfInquiryNumber" value="T">

  </FORM>
</HTML>
```



## Custom Package Tracking Response Pages

You can customize the package tracking response pages by specifying the title, header, and footer displayed on the tracking response page, as well as some body attributes, such as background page color.

To customize the package tracking response page, add one or more of the following elements within the form:

- A hidden variable with the attribute **name="nonUPS\_title"** and a **value** attribute, which is assigned the text that is to be inserted within the <TITLE> and </TITLE> tags of the tracking response page. For most web browsers, this text is displayed in the browser's window label when the tracking response page is displayed.

```
<INPUT type="hidden"
      name="nonUPS_title"
      value="Company X Tracking Response">
```

- A hidden variable with the attribute **name="nonUPS\_header"** and a **value** attribute, which is assigned the HTML code that is to be inserted at the top of the tracking response page. When specifying the HTML code, replace < with &lt;; > with &gt;; and quotation marks with &quote;.

```
<INPUT type="hidden"
      name="nonUPS_header"
      value="&lt;CENTER&gt;
            Welcome to Company X! &lt;/CENTER&gt; &lt;HR&gt;">
```

- A hidden variable with the attribute **name="nonUPS\_footer"** and a **value** attribute, which is assigned the HTML code that is to be inserted at the bottom of the tracking response page. When specifying the HTML code, replace < with &lt;; > with &gt;; and quotation marks with &quote;.

```
<INPUT type="hidden"
      name="nonUPS_footer"
      value="&lt;HR&gt; &lt;CENTER&gt;
            Copyright &copy; 2003 Company X &lt;/CENTER&gt;">
```

- A hidden variable with the attribute **name="nonUPS\_body"** and a **value** attribute, which is assigned the text that is to be inserted after the BODY keyword within the <BODY> tag of the tracking response page. When specifying the text, replace any quotation marks with &quote;.

For example, assigning the value to **"BGCOLOR=&quot;#ffffff&quot;"** produces the tag <BODY BGCOLOR="#ffffff"> within the tracking response page, resulting in a white background color in most browsers.

```
<INPUT type="hidden"
      name="nonUPS_body"
      value="BGCOLOR=&quot;#ffffff&quot;">
```





## Tracking

The following is a sample of the HTML markup of the optional Custom Variable:

### U.S.

```
<FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">
<INPUT type="text" size=35 name="InquiryNumber1">
<INPUT type="text" size=35 name="InquiryNumber2">
<INPUT type="text" size=35 name="InquiryNumber3">
<INPUT type="text" size=35 name="InquiryNumber4">
<INPUT type="text" size=35 name="InquiryNumber5">
<INPUT type="hidden" name="TypeOfInquiryNumber" value="T">
<INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
<INPUT type="hidden" name="IATA " value="Your Country Code">
<INPUT type="hidden" name="Lang" value="Your Language Code">
<INPUT type="hidden" name="UPS_HTML_Version" value="3.0">
<INPUT type="submit" name="submit" value="Track package(s)">
<INPUT type="reset" value="Clear package(s)">
<INPUT type="hidden" name="nonUPS_body" value="BGCOLOR=&quot; #EEEEEE &quot; ">
<INPUT type="hidden" name="nonUPS_title" value="Company X Package Tracking">
<INPUT type="hidden" name="nonUPS_header" value="&lt; CENTER&gt; Company X Tracking Response
&lt;/CENTER&gt; &lt; HR&gt; ">
<INPUT type="hidden" name="nonUPS_footer" value="&lt; HR&gt; &lt; CENTER&gt; Copyright &copy; 2003
Company X &lt; /CENTER&gt; ">
</FORM>
```

### Non-U.S.

```
<FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">
<INPUT type="text" size=35 name="InquiryNumber1">
<INPUT type="text" size=35 name="InquiryNumber2">
<INPUT type="text" size=35 name="InquiryNumber3">
<INPUT type="text" size=35 name="InquiryNumber4">
<INPUT type="text" size=35 name="InquiryNumber5">
<INPUT type="hidden" name="TypeOfInquiryNumber" value="T">
<INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
<INPUT type="hidden" name="IATA " value="Your Country Code">
<INPUT type="hidden" name="Lang" value="Your Language Code">
<INPUT type="hidden" name="UPS_HTML_Version" value="3.0">
<INPUT type="submit" name="submit" value="Track package(s)">
<INPUT type="reset" value="Clear package(s)">
<INPUT type="hidden" name="nonUPS_body" value="BGCOLOR=&quot; #EEEEEE &quot; ">
<INPUT type="hidden" name="nonUPS_title" value="Company X Package Tracking">
<INPUT type="hidden" name="nonUPS_header" value="&lt; CENTER&gt; Company X Tracking Response &lt;
/CENTER&gt; &lt; HR&gt; ">
<INPUT type="hidden" name="nonUPS_footer" value="&lt; HR&gt; &lt; CENTER&gt; Copyright &copy; 2003
Company X &lt; /CENTER&gt; ">
</FORM>
```



## Example HTML for UPS Tracking Number Package Tracking requests with Custom Response Pages

The following HTML markup creates a web page that enables UPS package tracking of up to five UPS Tracking numbers. It also specifies custom response page header, footer, and background color:

```
<HTML>
<HEAD>
  <TITLE>Company X Package Tracking Page</TITLE>
</HEAD>

<BODY BGCOLOR="ffffff">

  <CENTER>Welcome to Company X! </CENTER>
  <HR>

  <FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">

    <P>Please enter up to 5 UPS Tracking Numbers you wish to track: <BR>

    <INPUT type="text" size=40 name="InquiryNumber1"><BR>
    <INPUT type="text" size=40 name="InquiryNumber2"><BR>
    <INPUT type="text" size=40 name="InquiryNumber3"><BR>
    <INPUT type="text" size=40 name="InquiryNumber4"><BR>
    <INPUT type="text" size=40 name="InquiryNumber5"><BR>

    <P><INPUT type="submit" name="submit" value="Track this package">
    <INPUT type="reset" value="Clear this package">
      <INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
      <INPUT type="hidden" name="UPS_HTML_Version" value="3.0">

      <INPUT type="hidden" name="TypeOfInquiryNumber" value="T">

      <INPUT type="hidden" name="nonUPS_body" value="BGCOLOR=&quot; #EEEEEE&quot; ">

      <INPUT type="hidden" name="nonUPS_title" value="Company X Package Tracking">

      <INPUT type="hidden" name="nonUPS_header" value="&lt; CENTER&gt; Company X Tracking Response
      &lt; /CENTER&gt; &lt; HR&gt; ">

      <INPUT type="hidden" name="nonUPS_footer" value="&lt; HR&gt; &lt; CENTER&gt; Copyright &copy; 2003
      Company X &lt; /CENTER&gt; ">
    </FORM>

    <HR>
    <CENTER>Copyright &copy; 2003 Company X</CENTER>

  </BODY>
</HTML>
```



## Tracking

### Building a Request for Tracking of a Customer Reference Number

In the previous example, your customers have been limited to tracking packages using UPS assigned package tracking numbers. However, a package can also be tracked using a reference number, which is assigned when the package is shipped. For example, you can use an invoice number or the customer's name as the package reference number.

In order to identify the correct tracking information for your package, there are additional search qualifiers (ship date range, shipper number, and postal code possibly with destination country) that can be entered. We require that at least 1 qualifier is included.

The following additional qualifiers will increase the likelihood of an exact match for your package.

HTML Form Field	Required or Optional	Description
InquiryNumber	Required	Similar to the "InquiryNumber1" field, except this field can be used as input for a reference number.
TypeOfInquiryNumber	Required	Specifies whether the inquiry number being submitted is a tracking number or a reference number. You must place a value of "R" in this field, if you are submitting a Reference Number to be tracked.
SenderShipperNumber	Optional	Specifies the UPS shipper number (or UPS Account Number) of the company that shipped the package.
FromPickupYear	Optional	Specifies the starting year of the date range in which the package was shipped. Values: 4-digit year, such as <b>2003</b>
FromPickupMonth	Optional	Specifies the starting month of the date range in which the package was shipped. Values: <b>1</b> through <b>12</b> .
FromPickupDay	Optional	Specifies the starting day of the date range in which the package was shipped. Values: <b>1</b> through <b>31</b> .
ToPickupYear	Optional	Specifies the ending year of the date range in which the package was shipped. Values: 4-digit year, such as <b>2003</b> .
ToPickupMonth	Optional	Specifies the ending month of the date range in which the package was shipped. Values: <b>1</b> through <b>12</b> .
ToPickupDay	Optional	Specifies the ending day of the date range in which the package was shipped. Values: <b>1</b> through <b>31</b> .
IATA	Optional	Default to "us"; see Appendix C of the Appendices section.
Lang <sup>(1)</sup>	Conditional	Default to "eng" if IATA=us; see Appendix C.
DestinationPostalCode	Optional	Specifies the postal code to which the package is addressed. Values: The field will accept up to 16 characters. International postal codes are accepted.



## UPS ONLINE TOOLS

		Please note that for U.S. postal codes input should <b>not</b> contain any spaces or dashes.
DestinationCountry	Optional	<p>Specifies the country to which the package is addressed.</p> <p>Values: The Destination Country must be in IATA code (2 character) form.</p> <p>See <b>Country Code Supplement</b> at end of this document for a complete list of the IATA codes for those countries currently supported by UPS.</p>

Note: <sup>(1)</sup> Required if IATA code is used

### These fields must adhere to the following rules, or an error message will result:

- One of the qualifiers, SenderShipperNumber, DestinationPostalCode/DestinationCountry, or Ship Date Range must be specified.
- If DestinationPostalCode is specified, DestinationCountry must also be specified.
- If the date range is specified, it must be complete; i.e., FromPickupMonth, FromPickupDay, FromPickupYear, ToPickupMonth, ToPickupDay, and ToPickupYear must all be completely specified.
- If no date range is specified (i.e., all date range components are missing or blank), either SenderShipperNumber or DestinationPostalCode must be specified.
- If the date range is specified, the FromPickupMonth and ToPickupMonth fields must contain values from 1 to 12. A <SELECT> drop-down list may be used instead of a free form input field to enforce this rule.
- If the date range is specified, the FromPickupDay and ToPickupDay fields must contain values from 1 to 31. A <SELECT> drop-down list may be used instead of a free form input field to enforce this rule. If an invalid date is specified, the closest valid date will be used (e.g., Feb 31, 2003 will be converted to Mar 3, 2003).
- If the date range is specified, the FromPickupYear and ToPickupYear fields must contain 4 digit year values. A <SELECT> drop-down list may be used instead of a free form input field to enforce this rule.
- Future dates are not allowed.

### *Possible Tracking Responses to a Customer Reference Number tracking request*

As mentioned earlier, customer reference numbers are not necessarily unique. What happens when tracking a non-unique reference number? One of two things: Either an **Error Message Response** is displayed prompting your customer to further qualify their request, or a **Tracking Summary** is displayed.

If you are tracking a Reference Number and more than 1 shipper was found matching the non-unique Reference Number you submitted, UPS will display summary tracking information on all possible shipments on the Tracking Summary screen - **only if you have provided the Destination Postal code as a qualifier** when you submitted your request. Otherwise an Error message from UPS will be displayed on a **Tracking Result Error Response** screen. Further description of the **Tracking Result Error Response** can be found below.



## Tracking

### Adding a request for Basic Tracking Response of a Customer Reference Number to an existing web page:

To integrate basic response reference number tracking capabilities into an existing web page, add the following HTML elements to that page:

- A form with attributes **method="post"** and **Action = "http://wwwapps.ups.com/WebTracking/OnlineTool"**:  
`<FORM method = "post" action ="http://wwwapps.ups.com/WebTracking/OnlineTool"`
- An input field within the form with the attribute **name = "InquiryNumber"**:  
`<INPUT type="text" size=35 maxlength="35" name="InquiryNumber">`
- An input field within the form with the attribute **name="SenderShipperNumber"**:  
`<INPUT type="text" size=10 maxlength="10" name="SenderShipperNumber">`
- An input field within the form with the attribute **name="DestinationPostalCode"**:  
`<INPUT type="text" size=11 maxlength="11" name="DestinationPostalCode">`
- An input field within the form with the attribute **name="DestinationCountry"**:  
`<INPUT type="text" size=11 maxlength="11" name="DestinationCountry">`
- An input field within the form with the attribute **name="FromPickupMonth"**:  
`<INPUT type="text" size=2 maxlength="2" name="FromPickupMonth">`
- An input field within the form with the attribute **name="FromPickupDay"**:  
`<INPUT type="text" size=2 maxlength="2" name="FromPickupDay">`
- An input field within the form with the attribute **name="FromPickupYear"**:  
`<INPUT type="text" size=4 maxlength="4" name="FromPickupYear">`
- An input field within the form with the attribute **name="ToPickupMonth"**:  
`<INPUT type="text" size=2 maxlength="2" name="ToPickupMonth">`
- An input field within the form with the attribute **name="ToPickupDay"**:  
`<INPUT type="text" size=2 maxlength="2" name="ToPickupDay">`
- An input field within the form with the attribute **name="ToPickupYear"**:  
`<INPUT type="text" size=4 maxlength="4" name="ToPickupYear">`
- A hidden variable within the form with attributes **name="TypeOfInquiryNumber"** and **value="R"**:  
`<INPUT type="hidden" name="TypeOfInquiryNumber" value="R">`
- A hidden variable within the form with attributes **name="IATA"** and **value="Your Country Code"**:  
`<INPUT type="hidden" name="IATA" value="Your Country Code">`
- A hidden variable within the form with attributes **name="Lang"** and **value="Your Language Code"**:  
`<INPUT type="hidden" name="IATA" value="Your Language Code">`
- A hidden variable within the form with attributes **name="UPS\_HTML\_License"** and **value="Your Access Key"**. You can obtain the Access Key from the UPS Online Tools site at your country's eBusiness site.  
`<INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">`
- A hidden variable within the form with attributes **name="UPS\_HTML\_Version"** and **value="3.0"**.  
`<INPUT type="hidden" name="UPS_HTML_Version" value="3.0">`
- A submit button within the form:  
`<INPUT type="submit" name="submit" value="Track this package">`
- A reset button within the form:  
`<INPUT type="reset" value="Clear this package">`



The following is a sample of the HTML markup necessary to integrate Customer Reference Number tracking capabilities with basic UPS Response pages into an existing web page:

```
<FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">
<INPUT type="text" size=35 maxlength="35" name="InquiryNumber">
<INPUT type="text" size=10 maxlength="10" name="SenderShipperNumber">
<INPUT type="text" size=11 maxlength="11" name="DestinationPostalCode">
<INPUT type="text" size=11 maxlength="11" name="DestinationCountry">
<INPUT type="text" size=2 maxlength="2" name="FromPickupMonth">
<INPUT type="text" size=2 maxlength="2" name="FromPickupDay">
<INPUT type="text" size=4 maxlength="4" name="FromPickupYear">
<INPUT type="text" size=2 maxlength="2" name="ToPickupMonth">
<INPUT type="text" size=2 maxlength="2" name="ToPickupDay">
<INPUT type="text" size=4 maxlength="4" name="ToPickupYear">
<INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
<INPUT type="hidden" name="IATA" value="Your Country Code">
<INPUT type="hidden" name="Lang" value="Your Language code">
<INPUT type="hidden" name="UPS_HTML_Version" value="3.0">
<INPUT type="hidden" name="TypeOfInquiryNumber" value="R">
<INPUT type="submit" value="Track this package">
<INPUT type="reset" value="Clear this package" >
</FORM>
```



## Tracking

### Example HTML to create a page dedicated to tracking Customer Reference Number with Basic UPS Response Pages

The following HTML markup creates a web page that enables UPS package tracking of a Customer Reference Number. Standard UPS page headers and footers will be displayed:

```
<HTML>
<HEAD>
  <TITLE>Company X Package Tracking Page</TITLE>
</HEAD>
<BODY BGCOLOR="#EEEEEE">

  <CENTER>Welcome to Company X! </CENTER>
  <HR>

  <FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">

    <P>Please enter a Customer Reference Number to track: <BR>

    <INPUT type="text" size=35 maxlength="35" name="InquiryNumber">
    <INPUT type="text" size=10 maxlength="10" name="SenderShipperNumber">
    <INPUT type="text" size=11 maxlength="11" name="DestinationPostalCode">
    <INPUT type="text" size=11 maxlength="11" name="DestinationCountry" >
    <INPUT type="text" size=2 maxlength="2" name="FromPickupMonth">
    <INPUT type="text" size=2 maxlength="2" name="FromPickupDay">
    <INPUT type="text" size=4 maxlength="4" name="FromPickupYear">
    <INPUT type="text" size=2 maxlength="2" name="ToPickupMonth">
    <INPUT type="text" size=2 maxlength="2" name="ToPickupDay">
    <INPUT type="text" size=4 maxlength="4" name="ToPickupYear">
    <INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
    <INPUT type="hidden" name="UPS_HTML_Version" value="3.0">
    <INPUT type="hidden" name="TypeOfInquiryNumber" value="R">
    <INPUT type="submit" value="Track this package">
    <INPUT type="reset" value="Clear this package">
  </FORM>

</BODY>
</HTML>
```



## Custom Reference Number Tracking Response Pages

You can customize the package tracking response pages by specifying the title, header, and footer that is to be used on the tracking response page, as well as some body attributes, such as background page color.

To customize the package tracking response page, add one or more of the following elements to the basic package tracking form within your web page:

- A hidden variable with the attribute **name="nonUPS\_title"** and a **value** attribute, which is assigned the text that is to be inserted within the <TITLE> and </TITLE> tags of the tracking response page. For most web browsers, this text is displayed in the browser's window label when the tracking response page is displayed.

```
<INPUT type="hidden"
      name="nonUPS_title"
      value="Company X Tracking Response">
```

- A hidden variable with the attribute **name="nonUPS\_header"** and a **value** attribute, which is assigned the HTML code that is to be inserted at the top of the tracking response page. When specifying the HTML code, replace < with &lt;, > with &gt;, and quotation marks with &quot;.

```
<INPUT type="hidden"
      name="nonUPS_header"
      value="&lt;CENTER&gt;
            Welcome to Company X! &lt;/CENTER&gt; &lt;HR&gt;">
```

- A hidden variable with the attribute **name="nonUPS\_footer"** and a **value** attribute, which is assigned the HTML code that is to be inserted at the bottom of the tracking response page. When specifying the HTML code, replace < with &lt;, > with &gt;, and quotation marks with &quot;.

```
<INPUT type="hidden"
      name="nonUPS_footer"
      value="&lt;HR&gt; &lt;CENTER&gt;
            Copyright &copy; 2003 Company X &lt;/CENTER&gt;">
```

- A hidden variable with the attribute **name="nonUPS\_body"** and a **value** attribute, which is assigned the text that is to be inserted after the BODY keyword within the <BODY> tag of the tracking response page. When specifying the text, replace any quotation marks with &quot;.

For example, assigning the value to **"BGCOLOR=&quot; #ffffff&quot;;"** produces the tag <BODY BGCOLOR="#ffffff"> within the tracking response page, resulting in a white background color in most browsers.

```
<INPUT type="hidden"
      name="nonUPS_body"
      value="BGCOLOR=&quot;#ffffff&quot;;">
```

The following is a sample of the HTML markup necessary to integrate Customer Reference Number tracking capabilities with custom Response pages into an existing web page:

```
<FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">
<INPUT type="text" size=35 maxlength="35" name="InquiryNumber">
<INPUT type="text" size=10 maxlength="10" name="SenderShipperNumber">
<INPUT type="text" size=11 maxlength="11" name="DestinationPostalCode">
<INPUT type="text" size=11 maxlength="11" name="DestinationCountry">
<INPUT type="text" size=2 maxlength="2" name="FromPickupMonth">
<INPUT type="text" size=2 maxlength="2" name="FromPickupDay">
<INPUT type="text" size=4 maxlength="4" name="FromPickupYear">
<INPUT type="text" size=2 maxlength="2" name="ToPickupMonth">
<INPUT type="text" size=2 maxlength="2" name="ToPickupDay">
<INPUT type="text" size=4 maxlength="4" name="ToPickupYear">
<INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
<INPUT type="hidden" name="UPS_HTML_Version" value="3.0">
```





## Tracking

```
<INPUT type="hidden" name="TypeOfInquiryNumber" value="R">
<INPUT type="submit" value="Track this package">
<INPUT type="hidden" name="nonUPS_body" value="BGCOLOR=&quot; #EEEEEE &quot; ">
<INPUT type="hidden" name="nonUPS_title" value="Company X Package Tracking">
<INPUT type="hidden" name="nonUPS_header" value="&lt;CENTER&gt;
  Company X Tracking Response &lt;/CENTER&gt; &lt;HR&gt; ">
<INPUT type="hidden" name="nonUPS_footer"
  value="&lt;HR&gt; &lt;CENTER&gt;
    Copyright &copy; 2003 Company X &lt;/CENTER&gt; ">
<INPUT type="reset" value="Clear this package">
</FORM>
```



## Example HTML to create a web page dedicated to Customer Reference Number Package Tracking request with Custom Response Pages

The following HTML markup creates a web page that enables UPS package tracking of a Customer Reference Number. Custom header, footer, and background body color will be displayed:

```
<HTML>
<HEAD>
  <TITLE>Company X Package Tracking Page</TITLE>
</HEAD>
<BODY BGCOLOR="EEEEEE">

  <CENTER>Welcome to Company X!</CENTER>
  <HR>

  <FORM method="post" action = "http://wwwapps.ups.com/WebTracking/OnlineTool">

    <P>Please enter the tracking number of a UPS package to track : <BR>

    <INPUT type="text" size=35 name="InquiryNumber"><BR>
    <INPUT type="text" size=10 maxlength="10" name="SenderShipperNumber">
    <INPUT type="text" size=11 maxlength="11" name="DestinationPostalCode">
    <INPUT type="text" size=11 maxlength="11" name="DestinationCountry">
    <INPUT type="text" size=2 maxlength="2" name="FromPickupMonth">
    <INPUT type="text" size=2 maxlength="2" name="FromPickupDay">
    <INPUT type="text" size=4 maxlength="4" name="FromPickupYear">
    <INPUT type="text" size=2 maxlength="2" name="ToPickupMonth">
    <INPUT type="text" size=2 maxlength="2" name="ToPickupDay">
    <INPUT type="text" size=4 maxlength="4" name="ToPickupYear">

    <P><INPUT type="submit" name="submit" value="Track this package">
    <INPUT type="reset" value="Clear this package">

    <INPUT type="hidden" name="UPS_HTML_License" value="Your Access Key">
    <INPUT type="hidden" name="UPS_HTML_Version" value="3.0">

    <INPUT type="hidden" name="TypeOfInquiryNumber" value="R">

    <INPUT type="hidden" name="nonUPS_body"
      value="BGCOLOR=&quot;#EEEEEE &quot; ">

    <INPUT type="hidden" name="nonUPS_title"
      value="Company X Package Tracking">

    <INPUT type="hidden" name="nonUPS_header" value="&lt;CENTER&gt;
      Company X Tracking Response &lt;/CENTER&gt; &lt;HR&gt; ">

    <INPUT type="hidden" name="nonUPS_footer"
      value="&lt;HR&gt; &lt;CENTER&gt;
      Copyright &copy; 2003 Company X &lt;/CENTER&gt; ">
  </FORM>

  <HR><CENTER>Copyright &copy; 2003 Company X</CENTER>
</BODY>
</HTML>
```



## Tracking

### Sample Response Screens

The tracking response screens offer lower and lower details of information on the tracking numbers requested. Customers can drill down through these Response pages to whatever level of information about their package that they wish.

The response pages will either be displayed with basic UPS headers and footers or if custom headers and footers were indicated in the submitting html, then they will be displayed on every response page.

If UPS does not find the requested number because it is not in our system, or for any other reason, an Information page informing the customer of this will be displayed. Any custom headers and footers will also be displayed on this page.

On the following pages you will find samples of the Basic Response screens as well as samples of Custom Response screens.



## Tracking Summary Response Screen

The Tracking Summary screen is the first response screen that the customer will see. It offers the highest level of detail.

Here we see the result of UPS Tracking Number inquiries:

The screenshot displays the UPS Tracking Summary Response Screen. At the top, there are links for "UPS United States" and "UPS Global", and a "Site Guide" link. The UPS logo is prominently displayed on the left. Below the logo, there are navigation links: "Home", "About UPS", and "Contact UPS". A "Business Solutions" link is also visible. The main navigation bar includes "Shipping", "Tracking", and "Resources". The "Tracking" section is highlighted, showing a list of links: "Track by Tracking Number", "Track by Reference Number", "Import Tracking Numbers", "Track by E-mail", "Get Quantum View Files", "Request Quantum View Notify", "Void a Shipment", and "Help".

The "Track by Tracking Number" section is active, showing a "Log-In" form with fields for "User ID" and "Password", a "Forgot Password" link, and a "Register" button. Below the login form, the heading "Track by Tracking Number" is displayed, followed by a "View Tracking Summary" section. This section contains a message: "To see a detailed report for each package, please select the 'Detail' link." Below this message is a table with the following data:

Tracking Number	Status	Delivery Information
1. 1Z TRK 001 32 4102 821 7 <a href="#">Detail</a>	In Transit	Shipped to: MAHWAH, NJ, US Service Type: NEXT DAY AIR EARLY AM

Below the table, a message states: "Tracking results provided by UPS: Mar 14, 2003 12:01 P.M. Eastern Time (USA)". A "NOTICE" section follows, stating: "UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited." A "Back to Top" link is provided below the notice.

At the bottom of the page, there is a footer with links: "Home", "Shipping", "Tracking", "Resources", "Business Solutions", "About UPS", "Contact UPS", "Register", and "Site Guide". Below these links, the text reads: "Copyright © 1994-2003 United Parcel Service of America, Inc. All rights reserved." and "Web Site Terms of Use", "Privacy Policy", "Trademarks", "Tariff", and "Terms and Conditions of Service".

**Figure 1: Basic Response Tracking Summary of UPS Tracking Numbers – responses displayed in order input.**  
Note: using the HTML tool can customize the header, footer and background body color.



## Tracking

Here we see the result a Customer Reference Number inquiry:

The screenshot shows the UPS website interface. At the top, there are links for "UPS United States" and "UPS Global", and a "Site Guide" link. The main navigation bar includes "Home", "About UPS", "Contact UPS", and "Business Solutions". Below this, there are tabs for "Shipping", "Tracking", and "Resources". The "Tracking" tab is active, and a sidebar on the left lists various tracking options: "Track by Tracking Number", "Track by Reference Number", "Import Tracking Numbers", "Track by E-mail", "Get Quantum View Files", "Request Quantum View Notify", "Void a Shipment", and "Help". The main content area is titled "Track by Reference Number" and shows a "View Reference Summary" section. This section indicates that the search found 2 packages matching the criteria. The search qualifiers are: Reference Number: MULTIGA, Date Range: Feb 6, 2002 - Mar 6, 2003. Packages are sorted by Status, and the "Sort by Tracking Number" option is selected. A table displays the tracking results for two packages, both with the status "Billing Information Received \*". The table columns are Tracking Number, Status, and Delivery Information. The first package has tracking number 12 TRK 001 01 4125 935 7 and the second has 12 TRK 001 01 4172 638 8. Both were shipped to Atlanta, GA, US via Next Day Air. A note at the bottom states: "Tracking results provided by UPS: Mar 14, 2003 12:03 P.M. Eastern Time (USA)". A final notice at the bottom states: "NOTICE: UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly".

UPS United States [UPS Global](#) [Site Guide](#)

Home | [About UPS](#) | [Contact UPS](#) **Business Solutions**

**Shipping** **Tracking** **Resources**

**Tracking**

- [Track by Tracking Number](#)
- [Track by Reference Number](#)
- [Import Tracking Numbers](#)
- [Track by E-mail](#)
- [Get Quantum View Files](#)
- [Request Quantum View Notify](#)
- [Void a Shipment](#)
- [Help](#)

Log-In User ID:  Password:  [Forgot Password](#) [Register](#)

### Track by Reference Number

#### View Reference Summary

Your search found 2 packages matching your reference number criteria. To narrow your search please [modify your search criteria](#).

**Reference Number:** MULTIGA  
**Date Range:** Feb 6, 2002 - Mar 6, 2003

**Packages are sorted by Status**  
☒ [Sort by Tracking Number](#)

Tracking Number	Status	Delivery Information
1. 12 TRK 001 01 4125 935 7 <a href="#">Detail</a>	<b>Billing Information Received *</b>	Shipped to: ATLANTA, GA, US Service Type: NEXT DAY AIR Multiple Packages: 3 <a href="#">Show All</a>
2. 12 TRK 001 01 4172 638 8 <a href="#">Detail</a>	<b>Billing Information Received *</b>	Shipped to: ATLANTA, GA, US Service Type: NEXT DAY AIR

\*UPS has received shipper's billing information electronically. Billing information received does not indicate shipment pickup or drop-off. Please contact the shipper for more details.

Tracking results provided by UPS: Mar 14, 2003 12:03 P.M. Eastern Time (USA)

**NOTICE:** UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly

**Figure 2: Basic Response Tracking Summary from a Reference Number inquiry with the search qualifiers listed.**

Note: using the HTML tool can customize the header, footer and background body color.



## Multiple Package Shipment Response

A Multiple Package Shipment Response is a list of packages that were all part of 1 shipment. The list provides a small amount of information on each package so that your customer can select the package that they're interested in. When tracking number entry is selected, a Tracking Detail for that package is displayed.

The screenshot shows the UPS website interface. At the top, there are links for 'UPS United States' and 'UPS Global', and a 'Site Guide' link. The main navigation bar includes 'Home', 'About UPS', 'Contact UPS', 'Shipping', 'Tracking', and 'Resources'. A 'Business Solutions' link is also present. The 'Tracking' section is active, showing a list of tracking options: 'Track by Tracking Number', 'Track by Reference Number', 'Import Tracking Numbers', 'Track by E-mail', 'Get Quantum View Files', 'Request Quantum View Notify', 'Void a Shipment', and 'Help'. The 'Track by Tracking Number' page is displayed, featuring a 'Log-In' section with 'User ID' and 'Password' fields, a 'Forgot Password' link, and a 'Register' button. Below the login section, there is a 'Track by Tracking Number' heading and a 'View Packages Shipped' section. This section shows 'Packages in Shipment: 2', 'Status: Delivered (2)', and 'Service Type: GROUND'. A table lists the tracking numbers and delivery information for two packages. The first package has tracking number 12 TRK 001 03 4185 210 3 and was delivered on Jul 11, 2002 at 1:11 P.M. to TIMONIUM, MD, US. The second package has tracking number 12 TRK 001 03 4182 831 8 and was also delivered on Jul 11, 2002 at 1:11 P.M. to TIMONIUM, MD, US. Both packages were signed by MMM. Below the table, it states 'Tracking results provided by UPS: Mar 14, 2003 12:06 P.M. Eastern Time (USA)'. A 'NOTICE' section follows, stating that UPS authorizes the use of its tracking systems solely for tracking shipments. At the bottom, there are links to 'Back to Tracking Summary' and 'Back to Top'. The footer contains links for 'Home', 'Shipping', 'Tracking', 'Resources', 'Business Solutions', 'About UPS', 'Contact UPS', 'Register', 'Site Guide', 'UPS Global', and 'UPS Corporate'.

UPS United States [UPS Global](#) [Site Guide](#)

Home | [About UPS](#) | [Contact UPS](#) [Shipping](#) [Tracking](#) [Resources](#) [Business Solutions](#)

**Tracking**

- [Track by Tracking Number](#)
- [Track by Reference Number](#)
- [Import Tracking Numbers](#)
- [Track by E-mail](#)
- [Get Quantum View Files](#)
- [Request Quantum View Notify](#)
- [Void a Shipment](#)
- [Help](#)

Log-In User ID:  Password:  [Forgot Password](#) [Register](#)

**Track by Tracking Number**

**View Packages Shipped**

**Packages in Shipment:** 2  
**Status:** Delivered (2)  
**Service Type:** GROUND

Tracking Number	Status	Delivery Information
1. 12 TRK 001 03 4185 210 3 <a href="#">Detail</a>	<b>Delivered</b>	Delivered on: Jul 11, 2002 1:11 P.M. Delivered to: TIMONIUM, MD, US Signed by: MMM
2. 12 TRK 001 03 4182 831 8 <a href="#">Detail</a>	<b>Delivered</b>	Delivered on: Jul 11, 2002 1:11 P.M. Delivered to: TIMONIUM, MD, US Signed by: MMM

Tracking results provided by UPS: Mar 14, 2003 12:06 P.M. Eastern Time (USA)

**NOTICE:** UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

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[UPS Global](#) | [UPS Corporate](#)

Figure 3: Basic Response Multiple Package Shipment screen.

Note: using the HTML tool can customize the header, footer and background body color.





## Tracking

### Tracking Detail Response Screen

The Tracking Detail Response screen is a detailed account on an individual package. It shows the package particulars as well as the progress of the package as it is processed by UPS.

The screenshot displays the UPS website's tracking interface. At the top, there are links for 'UPS United States' and 'UPS Global', along with a 'Site Guide' link. The main navigation bar includes 'Home', 'About UPS', 'Contact UPS', 'Shipping', 'Tracking', and 'Resources'. A 'Business Solutions' link is also present. The 'Tracking' section is highlighted, showing a list of tracking options: 'Track by Tracking Number', 'Track by Reference Number', 'Import Tracking Numbers', 'Track by E-mail', 'Get Quantum View Files', 'Request Quantum View Notify', 'Void a Shipment', and 'Help'. The 'Track by Tracking Number' option is selected, leading to the 'Track by Tracking Number' page. This page features a 'Log-In' section with 'User ID' and 'Password' fields, a 'Forgot Password' link, and a 'Register' button. Below this is the 'Track by Tracking Number' heading, followed by a 'View Details' section. The 'View Details' section displays the following information: Status: In Transit; Shipped to: MAHWAH, NJ, US; Shipped or Billed on: Mar 19, 2002; Tracking Number: 1Z TRK 001 32 4102 821 7; Service Type: NEXT DAY AIR EARLY AM. Below this is a 'Package Progress' table with columns for Date, Time, Location, and Activity. The table shows two entries: Mar 19, 2002 at 11:13 P.M. in UK with activity 'ORIGIN SCAN', and Mar 19, 2002 at 2:34 P.M. in US with activity 'BILLING INFORMATION RECEIVED'. A note at the bottom states: 'Tracking results provided by UPS: Mar 14, 2003 12:08 P.M. Eastern Time (USA)'. A 'NOTICE' section follows, stating: 'UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.' Below the notice are links for 'Back to Tracking Summary' and 'Back to Top'. The footer contains links for 'Home', 'Shipping', 'Tracking', 'Resources', 'Business Solutions', 'About UPS', 'Contact UPS', 'Register', 'Site Guide', 'UPS Global', and 'UPS Corporate'.

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**Tracking**

- [Track by Tracking Number](#)
- [Track by Reference Number](#)
- [Import Tracking Numbers](#)
- [Track by E-mail](#)
- [Get Quantum View Files](#)
- [Request Quantum View Notify](#)
- [Void a Shipment](#)
- [Help](#)

Who. Where. What. When.

UPS Internet Shipping-History →

Log-In User ID:  Password:  → [Forgot Password](#) [Register](#)

### Track by Tracking Number

**View Details**

**Status:** In Transit  
**Shipped to:** MAHWAH, NJ, US  
**Shipped or Billed on:** Mar 19, 2002

**Tracking Number:** 1Z TRK 001 32 4102 821 7  
**Service Type:** NEXT DAY AIR EARLY AM

**Package Progress:**

Date	Time	Location	Activity
Mar 19, 2002	11:13 P.M.	UK	ORIGIN SCAN
	2:34 P.M.	US	BILLING INFORMATION RECEIVED

Tracking results provided by UPS: Mar 14, 2003 12:08 P.M. Eastern Time (USA)

**NOTICE:** UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

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**Figure 4: Basic Response Tracking Detail Screen**

Note: using the HTML tool can customize the header, footer and background body color.



## Custom Response Screens

If custom header, footer and background color were included with the submitting html, then these custom attributes will be maintained through all the Response screens.

Sample of the **Tracking Summary** screen with custom attributes:

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UPS OnLine® Tools

 **Track by Tracking Number**

**View Tracking Summary**

To see a detailed report for each package, please select the "Detail" link.

Tracking Number	Status	Delivery Information
1. 1Z TRK 001 32 4102 821 7 <a href="#">Detail</a>	<b>In Transit</b>	Shipped to: MAHWAH, NJ, US Service Type: NEXT DAY AIR EARLY AM

Tracking results provided by UPS: Mar 14, 2003 11:51 A.M. Eastern Time (USA)

**NOTICE:** UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

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Figure 5: Custom Response Tracking Summary Screen.







## Tracking


Sample of the **Multiple Package Shipment Summary** screen with custom attributes:

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UPS Tracking

UPS OnLine® Tools

 **Track by Tracking Number**

**View Packages Shipped**

**Packages in Shipment:** 2  
**Status:** Delivered (2)  
**Service Type:** GROUND

Tracking Number	Status	Delivery Information	
1. 1Z TRK 001 03 4185 210 3 <a href="#">Detail</a>	<b>Delivered</b>	Delivered on:	Jul 11, 2002 1:11 P.M.
		Delivered to:	TIMONIUM, MD, US
		Signed by:	MMM
2. 1Z TRK 001 03 4182 831 8 <a href="#">Detail</a>	<b>Delivered</b>	Delivered on:	Jul 11, 2002 1:11 P.M.
		Delivered to:	TIMONIUM, MD, US
		Signed by:	MMM

Tracking results provided by UPS: Mar 18, 2003 1:59 P.M. Eastern Time (USA)

**NOTICE:** UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

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Figure 6: Custom Response Multiple Package Shipment Summary Screen



Sample of **Tracking Detail** Response screen with custom attributes.

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### Track by Tracking Number

**View Details**

**Status:** In Transit  
**Shipped to:** MAHWAH, NJ, US  
**Shipped or Billed on:** Mar 19, 2002

**Tracking Number:** 1Z TRK 001 32 4102 821 7  
**Service Type:** NEXT DAY AIR EARLY AM

**Package Progress:**

Date	Time	Location	Activity
Mar 19, 2002	11:13 P.M.	UK	ORIGIN SCAN
	2:34 P.M.	US	BILLING INFORMATION RECEIVED

Tracking results provided by UPS: Mar 14, 2003 11:56 A.M. Eastern Time (USA)

**NOTICE:** UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

[← Back to Tracking Summary](#)

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Figure 7: Custom Response Tracking Detail Screen.



## Tracking

Sample **Tracking summary** response screen from Reference Number query with custom attributes.

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UPS OnLine® Tools

 **Track by Reference Number**

**View Reference Summary**

Your search found 2 packages matching your reference number criteria.

**Reference Number:** MULTIGA  
**Date Range:** Jan 6, 2002 - Sep 20, 2003  
**UPS Account Number:** TRK001

**Packages are sorted by Status**  
☒ [Sort by Tracking Number](#)

Tracking Number	Status	Delivery Information
1. 1Z TRK 001 01 4125 935 7 <a href="#">Detail</a>	<b>Billing Information Received *</b>	Shipped to: ATLANTA, GA, US Service Type: NEXT DAY AIR Multiple Packages: 3 <a href="#">Show All</a>
2. 1Z TRK 001 01 4172 638 8 <a href="#">Detail</a>	<b>Billing Information Received *</b>	Shipped to: ATLANTA, GA, US Service Type: NEXT DAY AIR

\*UPS has received shipper's billing information electronically. Billing information received does not indicate shipment pickup or drop-off. Please contact the shipper for more details.

Tracking results provided by UPS: Mar 18, 2003 1:22 P.M. Eastern Time (USA)

**NOTICE:** UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

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Figure 8: Custom Response Tracking Summary screen from Reference Number query.



Sample of the **Tracking Summary** screen for International Countries with custom attributes

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**Suivi UPS**

UPS OnLine® Tools

 **Recherche par numéro de suivi**

**Afficher le récapitulatif de suivi**

Pour visualiser un rapport détaillé pour chaque colis, veuillez sélectionner le lien "Détail".

Numero de suivi	Statut	Informations sur la livraison
1. 1Z TRK 001 32 4102 821 7 <a href="#">Détail</a>	<b>En transit</b>	Expédié à : MAHWAH, NJ, US Type de Service : NEXT DAY AIR EARLY AM

Résultats de la recherche fournis par UPS : 14 Mar 2003 12:00 Heure de New York (USA)

**REMARQUE :** UPS vous autorise à utiliser les systèmes de suivi UPS uniquement pour suivre les envois remis par ou pour vous à UPS pour expédition et à aucune autre fin. Toute autre utilisation des systèmes et informations de suivi UPS est strictement interdite.

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Figure 9: Custom Response Tracking Summary Screen in French.



## Tracking

Sample of the **Multiple Package Shipment Summary** screen for International Countries with custom attributes:

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**Suivi UPS**

UPS OnLine® Tools

**Recherche par numéro de suivi**

**Afficher les colis expédiés**

**Nombre de colis composant l'envoi :** 2  
**Statut :** Livré (2)  
**Type de Service :** GROUND

Numero de suivi	Statut	Informations sur la livraison	
1. 1Z TRK 001 03 4185 210 3 <a href="#">Détail</a>	Livré	Livré le :	11 Juil 2002 13:11
		Livré :	TIMONIUM, MD, US
		Reçu signé par :	MMM
2. 1Z TRK 001 03 4182 831 8 <a href="#">Détail</a>	Livré	Livré le :	11 Juil 2002 13:11
		Livré :	TIMONIUM, MD, US
		Reçu signé par :	MMM

Résultats de la recherche fournis par UPS : 18 Mar 2003 13:50 Heure de New York (USA)

**REMARQUE :** UPS vous autorise à utiliser les systèmes de suivi UPS uniquement pour suivre les envois remis par ou pour vous à UPS pour expédition et à aucune autre fin. Toute autre utilisation des systèmes et informations de suivi UPS est strictement interdite.

[Retour au sommaire de la recherche](#)

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Figure 10: Custom Response Multiple Package Shipment Summary Screen in French.



Sample **Tracking Detail** Response screen for International Countries with custom attributes.

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**Suivi UPS**  
UPS OnLine® Tools

### Recherche par numéro de suivi

**Afficher les informations détaillées**

**Statut :** En transit  
**Expédié à :** MAHWAH, NJ, US  
**Expédié ou facturé le :** 19 Mar 2002

**Numéro de suivi :** 1Z TRK 001 32 4102 821 7  
**Type de service :** NEXT DAY AIR EARLY AM

**Progression du colis :**

Date	Heure	Localisation	Activité
19 Mar 2002	23:13	UK	ORIGIN SCAN
	14:34	US	BILLING INFORMATION RECEIVED

Résultats de la recherche fournis par UPS : 14 Mar 2003 12:03 Heure de New York (USA)

**REMARQUE :** UPS vous autorise à utiliser les systèmes de suivi UPS uniquement pour suivre les envois remis par ou pour vous à UPS pour expédition et à aucune autre fin. Toute autre utilisation des systèmes et informations de suivi UPS est strictement interdite.

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Figure 11: Custom Response Tracking Detail Screen in French.



## Tracking

Sample **Tracking summary** response screen from Reference Number query for International Countries with custom attributes.

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**Suivi UPS**

UPS OnLine® Tools

 **Recherche par numéro de référence**

**Afficher le récapitulatif des références**

Votre recherche a permis de trouver 2 colis correspondant au critère numéro de référence.

**Numéro de Référence :** MULTIGA  
**Dates de la période :** 6 Jan 2002 - 20 Sept 2002  
**Numéro de compte UPS :** TRK001

**Les colis sont triés par statut**  
☒ [Trier par numéro de suivi](#)

Numero de suivi	Statut	Informations sur la livraison
1. 1Z TRK 001 01 4125 935 7 <a href="#">Détail</a>	<b>Infos facturation reçues *</b>	Expédié à : ATLANTA, GA, US Type de Service : NEXT DAY AIR Colis multiples : 3 <a href="#">Afficher tout</a>
2. 1Z TRK 001 01 4172 638 8 <a href="#">Détail</a>	<b>Infos facturation reçues *</b>	Expédié à : ATLANTA, GA, US Type de Service : NEXT DAY AIR

\*UPS a reçu les informations de facturation de l'expéditeur de façon électronique. Celles-ci ne précisent pas le lieu d'enlèvement ni de dépôt. Pour plus d'informations, adressez-vous à l'expéditeur.

Résultats de la recherche fournis par UPS : 14 Mar 2003 12:04 Heure de New York (USA)

**REMARQUE :** UPS vous autorise à utiliser les systèmes de suivi UPS uniquement pour suivre les envois remis par ou pour vous à UPS pour expédition et à aucune autre fin. Toute autre utilisation des systèmes et informations de suivi UPS est strictement interdite.

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Figure 12: Custom Response Tracking Summary screen in French from Reference Number query.

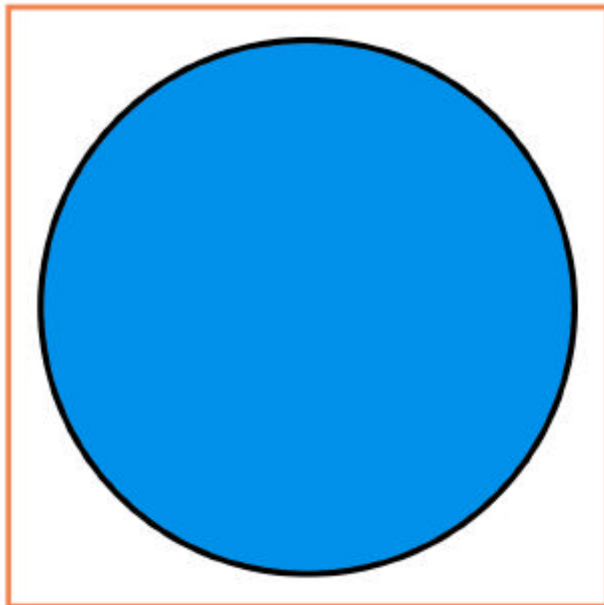






UPS ONLINE TOOLS

# Customer Integration Environment





## TRACKING

---

In order to test your Tracking implementation, you will need “live” tracking numbers. UPS does not provide test data. You can obtain valid tracking numbers from any UPS shipping label shipped during the last 365 days.

There are several sample transactions in the ‘How To’ file. Please note that the tracking numbers in the samples do not refer to valid tracking numbers. You must substitute your own tracking numbers to receive valid results.

It is recommended that you test your application using both valid and invalid tracking numbers. This will ensure that your application has the ability to process success and error responses.

Direct your tracking software to <http://wwwapps.ups.com/WebTracking/OnlineTool>

### System Availability

The HTML tools production environment is available 24 hours a day, 7 days a week.

### Server Availability Check

All of the UPS services work using HTTP POST. Using the same URL as you point your application to, perform an HTTP GET. If the server is available, it will reply with the tracking response.



UPS ONLINE TOOLS

# Technical Support





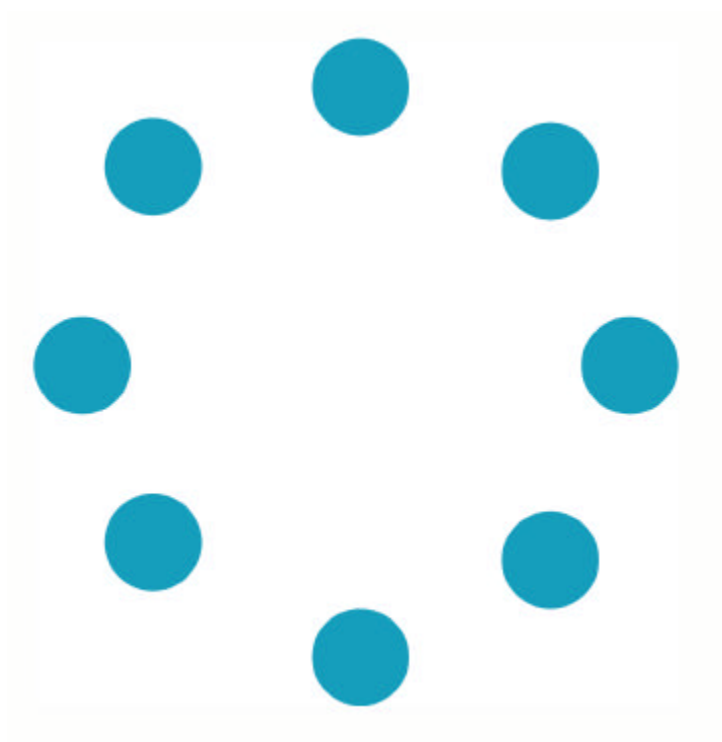
## Technical Support

A technical support form is available from the e-Commerce web site at your country's eBusiness site.  
A response to your inquiry will be sent within one business day.

If you have not received the UPS OnLine Tools from your country's eBusiness site, please contact your UPS OnLine Tools representative for technical support.



# Appendices





## Appendix A

### Glossary of Terms

---

- **Application**—Customer's application integrated with the UPS OnLine Tools.
- **Client Machine**—The computer from which a user communicates with UPS.
- **Consignee**—Receiver of a shipment.
- **HTTP**—Hypertext Transfer Protocol. An application level protocol for distributed, collaborative and hypermedia information systems. HTTP is a generic protocol used to communicate between user agents and proxies/gateways to other Internet systems.
- **HTTPS**—Secure Hypertext Transfer Protocol. Requires the use of the SSL protocol.
- **Multi-piece Shipment**—A group of packages being shipped together from one shipper location to one consignee. The packages must have the same service (Next Day Air, Second Day Air, Ground, etc.) and the same collection of accessorials (Saturday Delivery, Additional Handling, etc.).
- **Origin**—Pickup location for a shipment.
- **Oversize**—Adjusted rate calculation performed when the packages weight and dimensions exceed published thresholds. For additional information, see the UPS Service Guide.
- **Published Rate**—The standard rates for UPS services.
- **Reference Number**—Customer-defined number, that may or may not be unique, used to identify a shipment.



## Tracking

- **Service Guide**—Describes the services supported by UPS (<http://www.ups.com/using/svc-index.html>).
- **Shipment**—A group of packages being shipped together from one shipper location to one consignee. The packages must have the same service (Next Day Air, Second Day Air, Ground, etc.) and the same collection of accessorials (Saturday Delivery, Additional Handling, etc.).
- **Shipment Identification Number**—UPS-assigned number that uniquely identifies a shipment.
- **Shipper**—UPS account holder. The shipper is billed for all shipments.
- **Secure Socket Layer (SSL)**—Socket protocol that supports authentication, data privacy and secures data from tampering.
- **TCP/IP**—Transport Control Protocol/Internet Protocol. A common suite of communication protocols used to exchange information between computers or processes within a computer. Additional protocols use TCP/IP to accomplish an application specific task such as HTTPS.
- **Tracking Number**—UPS-defined number that uniquely identifies a package.
- **URL**—Uniform Resource Locator. The network address of a service or content.



## Appendix B

### Status Codes

---

Each HTTP response contains a status code. The following table lists the possible values:

Table 1: HTTP Status Codes

Code	Description
200	Request processed successfully
240	Request processed, some warnings exists
250	Request could not be processed.
500	UPS online Tool unavailable; try again later.





## Tracking

### Appendix C

#### Reference Tables

Table 2: Country Codes, Language Codes used by UPS Tracking HTML Tool

Country Name	Country Code	Language (Language Code)
Argentina	AR	U.S. English(eng), Latin America Spanish(spa)
Austria	AT	Queens English(eng) , German (ger)
Australia	AU	Queens English(eng)
Belgium	BE	Queens English(eng), French(fre) , Dutch(dut)
Brazil	BR	U.S. English(eng), Brazil Portuguese(por)
Canada	CA	Canadian English(eng), Canadian French(fre),
Switzerland	CH	Queens English(eng),Swiss German(ger),French(fre)
Chile	CL	U.S. English(eng), Spanish( spa)
China	CN	Queens English(eng)
Colombia	CO	U.S. English(eng)
Costa Rica	CR	U.S. English(eng), Latin America Spanish(spa)
Germany	DE	Queens English(eng), German(ger)
Denmark	DK	Queens English(eng),Danish(dan)
Dominican Republic	DO	Queens English(eng), Latin America Spanish(spa)
Spain	ES	Queens English(eng), Spanish(spa)
Finland	FI	Queens English(eng)
France	FR	Queens English(eng), French(fre)
United Kingdom	GB	Queens English(eng)
Greece	GR	Queens English(eng)
Guatemala	GT	U.S. English(eng), Latin America Spanish(spa)
Hong Kong	HK	Queens English(eng)
Indonesia	ID	Queens English(eng)
Ireland	IE	Queens English(eng)
Israel	IL	Queens English(eng)
India	IN	Queens English(eng)
Italy	IT	Queens English(eng), Italian(ita)
Japan	JP	Queens English(eng)
Korea (South)	KR	Queens English(eng)
Mexico	MX	U.S. English(eng), Mexican Spanish(spa)
Malaysia	MY	Queens English(eng)
Netherlands	NL	Queens English(eng), Dutch(dut)
Norway	NO	Queens English(eng)



## UPS ONLINE TOOLS

Country Name	Country Code	Language (Language Code)
New Zealand	NZ	Queens English(eng)
Panama	PA	U.S. English(eng), Latin America Spanish(spa)
Peru	PE	U.S. English(eng)
Philippines	PH	Queens English(eng)
Puerto Rico	PR	U.S. English(eng), Latin America Spanish(spa)
Portugal	PT	Queens English(eng), Portuguese(por)
Russian Federation	RU	Queens English(eng)
Sweden	SE	Queens English(eng), Swedish(swe)
Singapore	SG	Queens English(eng)
Thailand	TH	Queens English(eng)
Taiwan	TW	Queens English(eng)
United States	US	U.S. English(eng)
Venezuela	VE	U.S. English(eng)
Virgin Islands(U.S.)	VI	U.S. English(eng)
South Africa	ZA	Queens English(eng)



## Tracking

Table 3: U.S State Codes

State Name	State Code
Alabama	AL
Alaska	AK
Arizona	AZ
Arkansas	AR
California	CA
Colorado	CO
Connecticut	CT
Delaware	DE
District of Columbia	DC
Florida	FL
Georgia	GA
Hawaii	HI
Idaho	ID
Illinois	IL
Indiana	IN
Iowa	IA
Kansas	KS
Kentucky	KY
Louisiana	LA
Maine	ME
Maryland	MD
Massachusetts	MA
Michigan	MI
Minnesota	MN
Mississippi	MS
Missouri	MO
Montana	MT
Nebraska	NE
Nevada	NV
New Hampshire	NH
New Jersey	NJ
New Mexico	NM
New York	NY
North Carolina	NC
North Dakota	ND
Ohio	OH
Oklahoma	OK
Oregon	OR
Pennsylvania	PA



State Name	State Code
Rhode Island	RI
South Carolina	SC
South Dakota	SC
Tennessee	TN
Texas	TX
Utah	UT
Vermont	VT
Virginia	VA
Washington	WA
West Virginia	WV
Wisconsin	WI
Wyoming	WY

Table 4: Canadian Province Codes

Province Code	Province Name
AB	Alberta
BC	British Columbia
MB	Manitoba
NB	New Brunswick
NF	Newfoundland
NT	Northwest Territories
NS	Nova Scotia
NU	Nunavut
ON	Ontario
PI	Prince Edward Island
PQ	Quebec
SK	Saskatchewan
YT	Yukon



### Appendix D

#### Frequently Asked Questions

---

##### General Questions

Q. What are the differences between the version 2.0 and the version 3.0 of the Tracking HTML Tool?

A. A Tracking HTML Tool user, who has upgraded to be the version 3.0 user or registered to become a new user if he/she is new to the tool, can get the HTML tracking response page in the language he/she specifies on his/her HTML tracking request page. Please see appendix C to find out what languages the tool supports.

Q. Why is the returned tracking result page always in English, which is not what I specified on my request page?

A. You have to ensure the followings: 1) you have to be a registered Tracking HTML tool user at version 3.0 or higher to use the tool's multiple languages support feature. 2) The country code (IATA) and the language code (Lang) combination is correctly used on your tracking request page by checking the table in appendix C.

Q. What is the UPS OnLine Tools in general?

A. UPS OnLine Tools is a set of UPS server applications that either present an Application Programming Interface based on the secured Hypertext Transport Protocol (HTTP) and extensible Markup Language (XML) for premium XML tools, or provide a set of HTML name-value pairs variables for basic HTML tools. UPS OnLine Tools provide an easy method for integrating UPS shipping services into your e-commerce applications. The XML tools return data in a convenient extensible Markup Language (XML) format that can be easily processed by client-side applications. The HTML tools return HTML pages with customized looks.

UPS OnLine Tools acts as the server side of an Internet client/server application. An e-commerce application using UPS OnLine Tools acts as the client, even though the application may be simultaneously acting as a server to its end-users' web browsers.

Q. Do I need to install UPS OnLine Tools on my system?

A. No. All functionality is implemented on the remote UPS OnLine Tools server maintained by UPS.

Q. Is there a graphical user interface (GUI)?

A. If you use the premium XML tool, you do not need a GUI because you use the tool by exchanging XML documents between your e-commerce applications and UPS Internet server for premium XML tools. If you use the HTML tool, you need to create a GUI that let your clients enter required input fields and then submit the HTTP request via the Internet browsers in the clients' machines to the UPS Internet server.



**Q.** What is the user development effort required in order to use the Tracking HTML tool?

**A.** To integrate remote UPS OnLine Tools into your e-commerce applications, you must develop a custom HTML tracking request page that adapts your application's business logic and data to the Tracking HTML tool variables. You can simply write a HTML tracking request static web page or use programming language that supports HTTP communication across Internet socket connections; such as Java, Visual Basic, or C+ +. You must know how to write a HTML page, or program URL or socket connections if you program an application to create the HTML request page. You must establish a connection to the Internet from the computer that runs your e-commerce applications. You must establish Internet access with your own Internet Service Provider.

**Q.** When attempting to connect to the UPS OnLine Tools server, I receive an error stating " wrong Content-Type". What content-type does the server respond to?

**A.** The UPS OnLine Tools Server does not require a content-type to be used. However, through our testing and platform integration we have discovered that applications running under Windows NT they must set the content-type to application/ x-www-form-urlencoded.

**Q.** How do I get sample code and documentation?

**A.** The section "Tracking Programming Information" in this document has some sample HTML pages.

**Q.** I operate a mail order business that receives orders over the Internet and the telephone. How can UPS OnLine Tools help me?

**A.** You can integrate UPS OnLine Tools into your existing order-entry system. Let's suppose you have software installed that accepts order, shipping, and payment information. You can use UPS OnLine Tools to validate address information, validate shipping service information and options, and to ship packages. You can also use UPS OnLine Tools to cancel orders, and to track shipments and verify delivery. Another use of UPS OnLine Tools would be in a warehouse fulfillment business. Suppose retail outlets use your warehouse to provide product and shipping to end customers. You can integrate UPS OnLine Tools into your order-entry system to upload package detail to UPS and to track shipments.

**Q.** How will I know when updates to the Tools are available?

**A.** As your e-commerce site continues to evolve, UPS OnLine Tools will evolve, too, offering more features and service benefits for your online customers. Once you have registered to use UPS OnLine Tools, UPS will notify you by e-mail of all updates and changes to the tools. It is essential that an accurate E-mail address for your company be maintained. You should update your profile when changes occur or responsibilities for the Tools shift within your company. You may also return to the UPS e-commerce site to receive the latest updated information about UPS OnLine Tools.

**Q.** What are some of the reasons the license agreements are important to both the programmer and the business manager?

**A.** The license agreements define the necessary business obligations of both UPS and the Licensee. Just some of the reasons your entire team should be knowledgeable of the licensing requirements include:

- the license agreements have requirements that impact how programmers use and display information (e.g., regarding appropriate use of data and logos).
- The license agreements are different depending on how you use the UPS OnLine Tools (e.g., as an end-user or third party developer).



## Tracking

### Usage Requirements

As part of the UPS OnLine Tools legal agreements, users of the Tools have certain obligations that are spelled out within the Tools agreement and its exhibits. Regardless of the manner in which the UPS OnLine Tools are integrated into your specific e-commerce web site or enterprise application, you must adhere to the usage requirements of the Tools legal agreement accepted by your company. Reference your OnLine Tools legal agreement for complete details of both parties' obligations. The following highlights a few of these usage requirements.

### Branding Requirements

UPS should receive attribution and branding in all applications (including web sites and software applications) that use the OnLine Tools. No End User, Third Party Developer or Access User should be permitted to use the OnLine Tools 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 OnLine Tool in a way that misrepresents the information or the functionality of the tool.

### Tracking Authorization

End User must conspicuously display the following language, or such other language provided by UPS from time to time, in reasonable proximity to the tracking input and output information screens:

"NOTICE: UPS authorizes you to use the UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited." This text may be updated from time to time by UPS.

### Tracking Information

Third Party Developer must conspicuously display the following language, or such other language provided by UPS from time to time, in reasonable proximity to the tracking input and output information screens:

"NOTICE: UPS tracking systems and the information they contain are the private property of UPS and may be used solely to track shipments tendered by, to or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited."

### Rate Information

If End User or any other party charges, displays or advertises rates which are different from the UPS published rates returned by the UPS OnLine Tools, then the following language, or other such language provided by UPS from time to time, must be conspicuously displayed in reasonable proximity to such rates:

"These fees do not necessarily represent UPS published rates and may include handling charges levied by [End User]."

### Service Response Questions

Q.The UPS OnLine Tools Server is not responding. Why is this happening?

A.There may be several reasons why the UPS OnLine Tools Server is not responding:

1. The URL (Universal Resource Locator) may not be correct.
2. Your firewall or proxy server is not allowing access to the service.
3. Your DNS (Domain Name Server) server may have the wrong IP address/Server name.
4. The server may be temporarily unavailable.



## Appendix E

### Tool Change Summary

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#### Version 2.0

This version of the HTML tool provides up-to-the-minute shipping status reports (in English only) to your online customers right from your web site.

#### Version 3.0

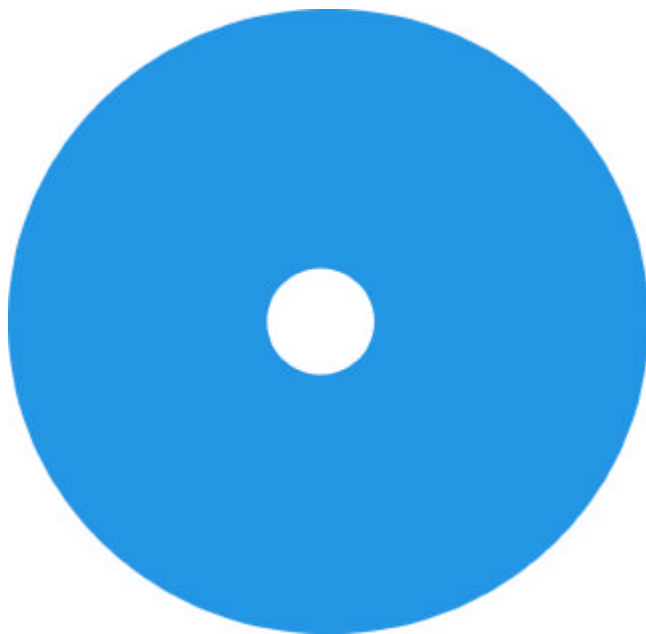
This version of the HTML tool has the multiple languages support feature that you can use to enhance your web site by showing the shipping status reports in the language you or your online customers want to see. This feature definitely adds more value to your online site, particularly for International e-commerce business. Please see Appendix C to find out what languages are supported in this version.





UPS ONLINE TOOLS

# Bibliography





## Books

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A few books that we have found especially useful include:

Ian S. Graham. HTML 4.0 and HTML Extensions. A complete Guide to HTML 4.0 and HTML Extensions.

Mark Brown, John Jung, and Tom Savola. The Complete Reference. *Using HTML Third Edition*.

## On the Web

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Here are some quick reference web sites to aid in you gaining the knowledge of standards and protocol required for utilizing and effectively accessing the UPS Online Tools.

- Java Documentation: Sun's Javasoft at <http://www.javasoft.com/> is the reference for the Java Development Kit
- HTTP version 1.0 specification at <http://www.w3.org/protocols/rfc1945.txt>
- Web naming and addressing at <http://www.w3.org/Addressing>
- UPS Service Guide at <http://www.ups.com/using/svc-index.html> The UPS Service Guide will help you understand UPS Business practices and terms