UPS Developer Kit - Developer APIs Knowledge Base (ups.com)

11 December 2009

Transport Mode	API	Category	Question	Answer
All	All	General - security	Does UPS support chained or unchained digital certificates?	Currently, the Ship API uses an unchained cert which will be migrated to chained Sept '09. In the case of the Ship API, INET is responsible for those urls and corresponding Digital Certs. They are being renewed at the end of this month as unchained. They will migrate to chained in Sept '09.
All	All	General XML - Coding - Limited XML Coding Knowledge	I have no XML coding knowledge do you have any recommendations for how to get started?	To become more familiar with XML we would have to recommend reviewing some of the references listed in the Bibliography section at the end of the Rating API - Package Developer Guide. There are also examples of XML in both the Developer's and Reference Guides. The Xpath in the Developer's Guide lists the descriptions of the XML tags and potential values. Once one is familiar with XML, the Xpath will help you fashion specific requests which can be posted to our servers and receive a proper XML response. The "readme.html" document in the Developer's Kit will help you get started using the two guides Please note that the APIs were designed to be implemented by customers with a prior knowledge of XML along with a programming language. The main programming requirements the UPS Developer APIs have is that the XML document must be submitted to our servers via a POST using HTTPS (SSL). Depending upon your business needs and programming knowledge, your application can be simple or elaborate. Unfortunately, we do not support code directly; however, Java and Visual Basic code examples are supplied in the Reference Guide which can help guide customers to develop their own application , we do not support code directly; however, Java and Visual Basic code examples are supplied in the Reference Guide which can help guide customers to develop their own application. These examples are for a theoretical implementation and one may use portions of the code provided based on their environment and their application's design. If you are still deciding if the UPS Developer APIs will fulfill your business needs, you may also want to contact your UPS Account Representative for further guidance.
All	All	UPS Logos High Resolution	How do I get access to higher resolution logos than what are available within the downloads for the UPS Developer Kit - Developer APIs?	Customers are not routinely provided these UPS shield graphics without having a design/layout submitted to UPS Brand Management for approval. The customer needs to visit: https://www.upsbrandexchange.com/forward.do?destination=brandHome This site will take them through the process for downloading a limited set of sample images for layout, and how to secure an approval for customer use, as well as the high-resolution graphics.
All	All	Technical Support email form	Is XPCI a required field within the email support form?	No.

Transport Mode	API	Category	Question	Answer

All	All	Technical Support email form	From where is XPCI version number obtained and what does it mean?	XPCI stands for XML Package Carrier Interface (XPCI) and defines a vocabulary and structure for describing packages, shipments, and the activity details for package carriers and their customers. XPCI is a set of DTDs that defines the terminology, transaction enveloping, and XML message definitions. For a client to be XPCI-compliant, the client must generate a well-formed XML message that validates against the XPCI DTDs. Several DTDs, organized into three categories, define XPCI:
				
				  Vocabulary — This DTD defines the basic business vocabulary of XPCI. All tags used in a message are defined in this DTD.
				  Interchange — This DTD defines the transaction-enveloping scheme. Every message includes transaction information.
				  Message — Each message has an associated DTD that defines the vocabulary of the message.
				
				The version and date would have been related to versioning however the APIs were not versioned so they currently do not carry significance. They remain as part of the APIs so that in the event they are versioned, we have these elements "just in case".

All	All	Technical Support	How do I get technical support for the APIs at ups.com?	Go to the Developer Resource Center and select email support under the UPS Developer Kit Support Column.
All	All	System Down-Times	Are there any designated system down times for the Developer APIs?	Yes. The overall reserved downtime for the CGI servers is Saturday 10:00 PM ET through Sunday 12:00 PM ET. However, often the window is shortened to two 15 minute intervals with one starting at 11 PM and the other occurring sometime between 1 and 3 AM ET Sunday morning for most weekends. The back end goes through numerous updates typically beginning at 11:00PM Saturday through 4:00AM Sunday. Typically traffic is handled in such a way that there is very little impact to customers, and any impact which does occur does so in the small 15 minute intervals mentioned previously. Having said this as this entire time is reserved for maintenance we inform customers of the possibility of experiencing issues throughout this time period so that if there are any issues which occur during maintenance we have a time window to troubleshoot and perform measures to resolve. On Sunday, the maintenance is really relegated to just ABR and freight.
All	All	ASMX	Are the Web Services versions of the APIs ASMX based?	No. All Web Services are XML based. This is described within every developer guide.

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All	All	Web Services - Empty folders within the documentation zip file.	The ship_dev_guide and Ship_Reference_guide folders have some sub folders that look like they should contain some code examples / samples but they are all empty? XML_Samples Visual_Basic Code_samples All empty?	Unfortunately code samples are not provided with the Shipping API - Web Services version. The reason being is that a WSDL is included which provides all of the necessary information needed to successfully implement the API. These folders are typically utilized in the XML version of the APIs as there is no WSDL present. If the customer wishes to view the samples contained in the Shipping API they can download the documentation by logging into UPS.com, navigating to the UPS Developer Kit, and then clicking on the Shipping API link.
All	All	Pointing to the wrong URL for API	I keep getting, "XML document is well formed but the document is not valid." error message. What am I doing wrong?	The "XML document is well formed but the document is not valid" error message is generally returned when an element in the XML request does not adhere to the formatting defined within the Xpath section of that API's developer guide. When the API returns this error it indicates the field which is not valid in the ErrorLocationElementName element in the XML response. When we test the XML provided by you earlier in this email chain we are able to receive a successful response. This would indicate that you may be posting to an incorrect URL. The error message returned from the API should have contained a line similar to the following: <ErrorLocationElementName>XPATH TO FIRST ELEMENT WHERE XML DOESN'T MATCH EXPECTED FORMAT</ErrorLocationElementName> As previously stated, this element is included in the XML error response to point you to the element of the posted request which is not valid for the API. When further clarification is needed you can look up the element in question in the Xpath section of the Developer Guide for the particular API. If this element lists another API's request such as "TrackRequest" it would indicate that you are posting to that API's URL and need to adjust the URL you are sending your XML to.
All	All	Phone Support	Is phone support provided for the UPS Developer Kit - Developer APIs? If so, what is the number and what are the hours of operation?	Yes. Phone support is provided at 1st Level only and for basic API questions. This includes integration questions and production questions. However, customers questions that cannot be answered verbally will be directed to the email support form at ups.com to escalate to 3rd level via email. Phone Support Hours: M-F 730am- 9pm EST Sa-Su 9am - 6pm EST 877.289.6420

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All	All	Examples of API Implementations	Are there any examples of implementations that we can review to understand how best to utilize the APIs?	We do not share customer implementations of our APIs amongst customers. On occasion we do post case studies on ups.com and articles in customer-facing newsletters, but that is only after gaining permission from the customer and working with Legal, Customer Communications, etc.

Please understand that the API is only data, which is transparent to the end user. How the developer implements the API and presents data back to the end user can vary from web site to web site. These web sites may not highlight the full functionality of the API. We need to be able to describe the value proposition of the API without depending on another customer's usage.

If they must see a visual a UPS Ready provider that actually shows a demo of some UPS APIs. This may be better than just a screenshot from one customer's web site.

Interactive example at shipworks.com http://www.interapptive.com/shipworks/quicktour.html

Also, the APIs utilize the same engines and provide the similar functionality as the web based applications at ups.com such as; Calculate Time and Cost, Internet Shipping, Time in Transit, Tracking, UPS Signature Tracking, UPS TradeAbility, etcetera. |
All	All	Code languages supported	Do the APIs support PHP or Perl with code sample within the Developer Guides or the developer kit zip files?	No. We do not currently support PHP or Perl with sample code.
All Modes	All	API availability	Within what countries are the Developer APIs available?	The Developer APIs are available in the countries listed at ups.com by API and by country under the UPS Developer Kit - Developer APIs. Click on any particular API to go to the API page and scroll to the bottom of the page to get the country listing for that particular API.
Package	All	Mail Innovations	Is Mail Innovations available within any of the Developer APIs?	There is no UPS API available for Mail Innovations services at this time nor did we see one at http://www.upsmailinnovations.com. Additionally we are not aware of any plans to support the services through the UPS Developer APIs. The customer may however contact a Mail Innovations representative by clicking the Support tab of the site for any additional questions or concerns.
Package	All	Characters	Can Japanese Kanji character be recognized by UPS Developer APIs?	No.

Transport Mode	API	Category	Question	Answer
Package	All	Basic	Do any of the Developer APIs support Basic service?	No. Basic is not supported within the Rating or Shipping APIs but is supported within the Tracking API available within the UPS Developer Kit - Developer APIs.
All	Address Validation	General	What countries can be validated by the Address Validation API?	The Address Validation API allows the validation of city, state and zip codes in the US only.
All	Address Validation	General	How much time will it take to program/implement the Address Validation API or the Address Validation - Street Level API?	The programming/implementation of the Address Validation or the Address Validation - Street Level APIs may vary and is strictly dependent on the skill level of the developer. An implementation of Address Validation Street Level may take as little as a week for a very skilled developer to as long as months for a less skilled developer.
All	Address Validation	Address Validation frequency of updates	How frequently are the databases updated for Address Validation Street Level and Address Validation APIs?	Street Level Address Validation 1. Classification = weekly on Sunday input from operations. 2. Validation = monthly day varies. Address Validation 1. No classification 2. Validation updated every six months.
All	Address Validation	Batch Upload	Does either the Address Validation or Address Validation Street Level APIs offer the ability to batch upload?	No. Neither API provides batch upload. Only individual requests.
All	Address Validation	Suite/Apt #	Do either of the AV or AVSL APIs provide a candidate list for addresses that have suite/apt information?	The AV API does not return candidate lists for suite or apartment number ranges when they are not provided by the customer.
Package	Address Validation	Address Validation	How do other APIs like Rating API and Shipping API utilize the address validation capability within the Developer APIs?	After speaking with the development team we have confirmed that the two of the three APIs in question utilize GAV as described below: • RSS - No address validation is performed by the API, however, RAVE validates Postal Codes. • AVSL - There are two address validation offerings (regional and street level) available from the AVSL API. GAV validates street level information or regional validation using city, state, and postal code for US and Puerto Rico addresses. • Shipping - This API utilizes GAV to perform regional validation of the city, state, and postal code when "validate" is specified in the RequestOption element. If "nonvalidate" is specified then address validation is not performed. As this is the

Transport Mode	API	Category	Question	Answer
				case, it is up to the user of the Shipping API to ensure the address entered is correct.
Package	Address Validation	Address Validation	How exactly is street level AV completed…do we use the USPS to update our information?	Currently the UPS Address Validation API's database is updated at monthly intervals with new address information from USPS. Generally the database update will occur around the 15th of the month. The actual date changes from month to month dependant upon the amount of testing a given data set might require, issues that are found, and other factors that can contribute to the swiftness of data validation. The database updates should synchronize the information with the USPS. Any addresses not currently available through UPS will be added in the next update.
All	Address Validation	General	What countries' addresses can be validated by the Address Validation API?	The Address Validation API can only be utilized to validate addresses in the regional level (city, state and zip code) within the US.
All	Address Validation Street Level	General	How much time will it take to program/implement the Address Validation API or the Address Validation - Street Level API?	The programming/implementation of the Address Validation or the Address Validation - Street Level APIs may vary and is strictly dependent on the skill level of the developer. An implementation of Address Validation Street Level may take as little as a week for a very skilled developer to as long as months for a less skilled developer.
All	Address Validation Street Level	General	Why do we get back a candidate list of addresses even when the response has a Valid Address Indicator?	The API returns a candidate list even when there is a Valid Address Indicator because the parameters entered have more then one valid match. If the address that was entered as part of the request is returned as part of the Candidate list then that address is valid and should be used.

Transport Mode	API	Category	Question	Answer
All	Address Validation Street Level	Address Validation frequency of updates	How frequently are the databases updated for Address Validation Street Level and Address Validation APIs?	Street Level Address Validation 1. Classification = weekly on Sunday input from operations. 2. Validation = monthly day varies. Address Validation 1. No classification 2. Validation updated every six months.
All	Address Validation Street Level	Batch Upload	Does either the Address Validation or Address Validation Street Level APIs offer the ability to batch upload?	No. Neither API provides batch upload. Only individual requests.
All	Address Validation Street Level	Suite/Apt #	Do either of the AV or AVSL APIs provide a candidate list for addresses that have suite/apt information?	The API does not return candidate lists for suite or apartment number ranges when they are not provided by the customer.

Transport Mode	API	Category	Question	Answer
All	Address Validation Street Level	Indicator Meaning and Response	I have been asked several times about the extent of the address validation APIs. Can you tell me if the SLAV will validate down to the building/house level, or only to the block range within a valid zip code? Example: 2229 Maine, Kenner, LA 70062 - VALID address (my house) 2227 Maine, Kenner, LA 70062 - Valid addresses in WorldShip, because within the block range for that street in Kenner, but there is no 2227; my neighbor is 2225. Would SLAV catch this or not?	Generally, the Address Validation Street Level API does the best it can with the address information presented as it performs a weighted comparison of the data and matches it with the address database. The AVSL API attempts to format the output in a standard format using standard address abbreviations etc. The quality of the input data affects the result.

The API responds to an input address with one of three possible results:
• No Candidates Indicator - The No Candidates Indicator lets the requestor know no candidates could be found for the address information submitted.
• Ambiguous Address Indicator - The Ambiguous Address Indicator lets you know multiple, candidate addresses were found and the API was unable to decide on a single address to return. Depending on the results and the number of candidates allowed by the request there could be between 1 and up to 50 addresses returned.
• Valid Address Indicator - The Valid Address Indicator returns one candidate and it indicates only one address was found. However, the single address returned may or may not match the input address. Frequently, there is an expectation that the Valid Address Indicator means there was an exact match. Unfortunately, this is not the case and there is no exact match indicator at this time, so the customer need save the input address and compare it to the result to determine if there is an exact match.

We tested the addresses listed below and have included the XML requests and responses in the attached file:

Address   Result
===
2229 MAINE AVE, KENNER, LA 70062   Valid Address Indicator
2227 MAINE AVE, KENNER, LA 70062   Valid Address Indicator
MAINE AVE, KENNER, LA 70062   Ambiguous Address Indicator |
| All | Address Validation Street Level | General | What countries' addresses can be validated by the Address Validation - Street Level API? | The Address Validation - Street Level API allows the validation of street level address in the US and Puerto Rico only. [Note: AVSL completes classification for US & Canadian addresses.] |

Transport Mode	API	Category	Question	Answer
Package	Address Validation Street Level	CASS Certified	Is the AVSL CASS certified or the data we receive CASS certified?	UPS doesn't provide any API or application with customer-facing CASS-certified address validation. As you know, this is required for discounts on USPS services, but not required for any UPS services or discounts. UPS address validation is not CASS-certified, it's also free as we are not competing with vendors that provide CASS-certified AV software (Trillium is one of them), but simply trying to provide our customers with an API that helps them get their addresses corrected. For customers who don't already use CASS-certified AV software, our AV can be used to help clean-up addresses for UPS shipments. UPS delivers to addresses that are not in the USPS database (some examples are addresses that are warehouses that don't accept mail, and areas where the USPS only provides PO Box delivery) - so an invalid address may still be deliverable. Also, a valid address may be the wrong address, and still require an address correction. Note that the source of our data for address validation is the USPS that we subscribe to and refresh monthly. So for customers who do scrub their addresses with CASS-certified AV software, our AV probably doesn't provide any additional benefit.
Package	Address Validation Street Level	Resi/Comm Indicator	Which APIs provide address classification?	Shipping, Rating, and Address Validation Street Level provide address classification (residential/commercial). Time in Transit and Address Validation do NOT provide classification.

Transport Mode	API	Category	Question	Answer
Package	Address Validation Street Level	Ambiguous Address Indicator	How is the determination made as to whether or not an address is "ambiguous"?	Ambiguous Address Indicator = returned when the address validation score for the entire address is below a UPS specified confidence threshold. Address Validation Score = average of detailed validation score and regional validation score. Detailed Validation Score = street number, name, suffix, secondary information validated based upon USPS feed using proprietary UPS validation database. Regional Validation Score = city, state, zip validated based upon USPS feed using proprietary UPS validation database. UPS address information is updated monthly through a subscription with USPS. In the case of the address you specified... "2724 S. PECK ROAD 91016". Detail portion 2724 S. PECK ROAD gets a grade of B 2724 PECK ROAD gets a grade of A Regional portion 91016 gets a grade of C Monrovia CA 91016 gets a grade of A When the two scores were averaged the score was below the threshold and therefore the ambiguous address indicator returned. In this scenario, had you removed the "S." with the same information you provided the validation score average would have been high enough and the Valid Address Indicator returned. Also, had you provided the city & state for the regional portion then the score on the regional side would have been high enough that when we averaged the two it would have raised the average over the threshold, even though the detailed portion had the "S." included, and a Valid Address Indicator would have been returned.
Package	Address Validation Street Level	Updates	How often is the UPS AVSL database updated?	The USPS information is updated monthly and the commercial/residential database maintained by UPS Operations is updated weekly.
Package	Address Validation Street Level	Resi/Comm Database	What process does UPS use to apply residential/commercial designations?	Driver classification at delivery is used to create a database. All APIs, all shipping applications, all Driver classifications, all center audits, and all Billing access the same database. The information entered by the driver for changes is audited and edited by the center team prior to changes to the database being entered.
All	Address Validation Street Level	General	Does the Address Validation API classify addresses?	The Address Validation API does not classify addresses. The Address Validation - Street Level API classifies addresses in both US and Canada. The API classifies addresses as Residential or Commercial in keeping with UPS standards.

Transport Mode	API	Category	Question	Answer
All	Quantum View	Visibility (Scan) Data	Does the Quantum View API (QV API) store data for the same time period as Quantum View Manage (QVM)? How many days does it store for...45 days?	QVM, Quantum View Data, and QV API all have the same retention…45 days.
All	Rating	Account Based Rates (ABR) or Negotiated Rates	Do the Developer APIs support ABR also known as Negotiated Rates?	Yes. Small Package - Shipping and Rating APIs both XML & Web Service Yes. LTL - Shipping & Rating APIs (only available in Web Services)
LTL Freight	Rating	Fuel Surcharge	Is the Fuel Surcharge listed as a separate line item in the response for the Rating API for LTL?	Yes. The fuel surcharge is listed as a separate line item within the response.
LTL Freight	Rating	Maximum Shipment Weight	What is the maximum shipment weight for LTL Freight?	Anything 10,000 lbs or over is considered a truckload move. Our public rate engine will not return a rate on shipments weighing equal to or more than 10,000lbs. Instead, the user gets the following message. Rate a Shipment is not available for this shipment. Please call Customer Service at 1-800-333-7400 for assistance with this rate.
LTL Freight	Rating	Rates	Are there any rate structures that are not allowable for LTL Freight?	Yes. Czar and Czar Lite rate structures are not permitted for use with the Rating or Shipping API for LTL Freight.
LTL Freight	Rating	Rates	I have CZAR rates…are they available for use with the LTL Freight Rating or Shipping APIs?	No. Czar and Czar Lite rate structures are not permitted for use with the Rating or Shipping API for LTL Freight.
LTL Freight	Rating	Rates	Are Third Party or Freight Collect available through either the Rating or Shipping APIs?	No. The LTL Freight Rating and Shipping APIs are only available for the customers who are paying the invoice.
LTL Freight	Rating	Time in Transit	Is Time in Transit available through the LTL Freight Rating or Shipping APIs?	No. Time in Transit for Ground Freight is not available in the Freight Rate Web Service.

Transport Mode	API	Category	Question	Answer
LTL Freight	Rating	3rd Party/ Freight Collect Rating	We implemented the Rating API - LTL Freight last year and have had repeated difficulty getting correct rates to appear. The issue appears to revolve around the postal codes that are assigned to the account. With the Rating API - Package, it appears as if postal codes are agnostic, meaning that you can essentially plug in any two postal codes as origin and destination and get an appropriate rate based on the client's agreement. The Rating API - LTL Freight seems to be quite different can you please tell us what the difference is?	Rating API - LTL Freight does not behave like the Rating API - Package. In order for you to see your negotiated rates for freight the origin postal code and the postal code on file with UPS Freight must match. When something other than the LTL Freight Account postal code is used within the origin the response includes something other than their negotiated rates [eg. 60% UPS discount]. The Rating API - LTL Freight ONLY allows for one billing option, prepaid [similar to the Rating API - Package]. The Rating API - LTL Freight cannot do freight collect or third party. Until that functionality is available customers will not receive the rates for third party accounts or freight collect accounts. So, ultimately, the prepaid must be the origin shipper with the Rating API - LTL Freight.

Transport Mode	API	Category	Question	Answer
Package	Rating	Published & Negotiated Rates (ABR) Response	Can Rating API provide both published and negotiated rates (assuming ABR has been activated) within the same response?	Yes. a customer can see both published rate and the negotiated rate (ABR) in one rate response assuming the customer has ABR activated. They do not have to do separate transactions. Please see the example of a rate response pasted below… The difference is in red and blue. The red shows the published rate returned and the blue shows the negotiated rate returned. Please note that there are times when the published rate can be cheaper than the incented rate. <TransportationCharges> <CurrencyCode>EUR</CurrencyCode> <MonetaryValue>121.06</MonetaryValue> </TransportationCharges> - <ServiceOptionsCharges> <CurrencyCode>EUR</CurrencyCode> <MonetaryValue>0.00</MonetaryValue> </ServiceOptionsCharges> - <TotalCharges> <CurrencyCode>EUR</CurrencyCode> <MonetaryValue>121.06</MonetaryValue> - <NegotiatedRates> - <NetSummaryCharges> - <GrandTotal> <CurrencyCode>EUR</CurrencyCode> <MonetaryValue>128.52</MonetaryValue> </GrandTotal> </NetSummaryCharges> </NegotiatedRates> - <BillingWeight> - <UnitOfMeasurement> <Code>KGS</Code> </UnitOfMeasurement> <Weight>5.0</Weight> </BillingWeight>
Package	Rating	Account Based Rates (ABR) or Negotiated Rates	Is there a delay in activating a new or modified account in ABR for Rating or Shipping APIs?	Yes. Beginning January 2010 the one week delay for performance contracts has been eliminated. However, billing contracts are applied weekly Sunday to Saturday. So a new account added to a contract or a change in a contract will take effect the following Sunday. For instance, if changes are made on Tuesday 12/15/09, the new contract rates will not be applied until Sunday 12/20/09.

Transport Mode	API	Category	Question	Answer
Package	Rating	Currencies	Does the Rating API (Package) return in monetary denominations other than US? If yes, what denominations are supported?	A list of the monetary denominations is available (too long to list here) in the Rating API (Package) Developer Guide. Check the appendix section for this information at the end of the guide. Denominations will be return based on the country in which the API was registered.
Package	Rating	Fuel Surcharge	Does the Rating API (Package) include fuel surcharge?	Yes, however it is not broken out separately it is returned with other charges.
Package	Rating	Extended Area Surcharge	Are extended area surcharges included with the Rating API (Package)?	Yes. Extended area surcharges are included within the rate returned and are not broken out separately. However, international extended area surcharges are not supported.
Package	Rating	Extended Area Surcharge	Is Extended Area Surcharge included within the rating response?	The Extended Area Surcharge (EAS) will be included with the transportation charges. Additionally, if EAS applies for a shipment then a warning is returned in the XML response stating this charge has been added.
Package	Rating	Negotiated Rates	How do get access to negotiated Package rates?	Contact your Account Representative to obtain negotiated rates through the UPS Developer Kit - Developer APIs.
Package	Rating	99 Account Number Limitation	How do I associate more than 99 account numbers for use with the Shipping/Rating APIs?	1) Shipping or Rating Package APIs require user ID, user PW, UPS Account and validates that the account number belongs to the user ID provided within the request. Answer: The Shipping or Rating APIs require that the account (shipper) number and User ID used in the XML request are associated within the My UPS Account summary of the User ID. This can be accomplished by logging in to UPS.com and navigating to [MyUPS]->[Manage My UPS]->[Account Summary]->[Add a UPS Account]. IMS validates the User ID/password combination. Please see "How do I add an account number to myUPS ID?" FAQ for further information. 2) Ship API requires an Access Key and validates only that the access key exists. Answer: The Shipping or Rating APIs validate that the access key exists and that it is approved for the UPS Developer APIs being used.
Package	Rating	Rating Scheduled Time	Does UPS Rating API display the time of day for example: 1da saver residential and 1da saver commercial in a rural area, etc.?	Yes. There is a scheduled delivery time within the response message.

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Package	Rating	Rating and Time in Transit	Does the Rating API for Package support Time in Transit?	No.
Package	Rating	Resi/Comm Indicator	Which APIs provide address classification?	Shipping, Rating, and Address Validation Street Level provide address classification (residential/commercial). Time in Transit and Address Validation do NOT provide classification.
Package	Rating	Saturday Delivery	Will the Rating API - Package allow a customer to know if Saturday delivery is available if they are shipping on a Thursday?	Since Saturday delivery is an accessorial, the customer would input this information in the Rating API rate request. If it is available then the response will specify that the delivery will be on Saturday. The Rating API does not specify guaranteed delivery times but the Time in Transit API does.
Package	Rating	International	Does the Rating API - Package support both International and US Domestic shipments?	Yes.
Package	Rating	International Extended Area Surcharge	Does the Rating API - Package support international extended area surcharges?	No.
Package	Rating	International Rates	Does the Rating API support international rates?	Yes. As long as the shipper number is from the origin country the requests will be validated.
Package	Rating	Accessorials	What accessorials does the Rating API support?	Please see the Rating API - Package section for a listing of supported accessorials.
Package	Rating	3rd Party Billing	Does the Rating API - Package support 3rd Party billing requests?	No.
Package	Rating	HTML Rating API	Does the Rating API HTML support ABR?	No.
Package	Rating	Delivery Area Surcharge	Does the Rating API - Package support Delivery Area Surcharge?	Yes. However, it is included within the total transportation charge in the rate response.
Package	Rating	Negotiated Rates (ABR)	Does the Rating API have the ability to display a customer's Worldwide Saver contract rate if ABR is currently on?	Yes. The UPS Rating API - Package will reflect the negotiated rate for all services if the XML Request is properly formatted and you have properly enabled Internet negotiated rates (ABR) in UPS Systems.

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Package	Rating	Hundredweight Warning Message	How is Hundred Weight (CWT) handled in the Rating API?	Before January '08 the behavior of the Rating API - Package was such that published/non-contract/Tier 8 CWT rates were returned when they were lower than the published rates for a origin/destination pair for Daily Pickup customers. Therefore the warning message was returned when the published rate of a shipment was changed by the Rating API. As Tier 8 CWT is no longer returned via the API, the published rates will not change thus no warning message will be displayed in the response. As of January 2008 Tier 8 has been removed from the Rating API, published rates and are no longer provided to the customers.
Package	Rating	Maximum Packages Rated	What is the maximum number of packages that can be rated through the Rating API - Package?	When using the "Rate" function there is a maximum of 200 Package containers allowed in each API request. One Package container contains the information for one individual package. In addition, when using the "Shop" function there is a maximum of 50 package containers allowed in each API request.
Package	Rating	Rate versus Shop	What is the difference between a "Rate" request versus a "Shop" request using the Rating API - Package?	A "Rate" request returns the rate for a single service for each package, while a "Shop" request returns the rates for all services available between a given origin/destination pair for each package.
Package	Rating	Customer Classification Code	Are the rates that a customer gets via the Rating API - Package the same as the rates they receive at a UPS Store or UPS Customer Counter?	The Rating API - Package allows the calling application to specify a Customer Classification Code that determines the Rate returned. The valid values for this code are: 01 – Wholesale 03 – Occasional 04 – Retail The API also supports returning Account Based Rates for customers that have been set up and approved for ups.com application for Account Based Rates. Since Retail outlets and UPS Customer Counters may have different rates it would be difficult to determine whether or not they are the same. However, there is no rule that requires 04 - Retail to be equal to rates offered at the outlets listed above.
Package	Rating	Negotiated Rates	Can a customer with a US Account number rate a package being shipped from China (CN)?	Negotiated rates are not being returned when the shipper number is US-based and the origin (Ship From) country is CN. The fundamental requirement is the shipper's country and the origin country must match to process a shipment and this follows for negotiated rates. A potential workaround would be to set up a shipper number based in China with a negotiated rates contract so rates could be quoted for CN to US shipments.
Package	Rating	Return Services	Does Rating API support Return Services?	No, Rating API does not support any backward movements

Transport Mode	API	Category	Question	Answer
Package	Rating	Resi/ Comm	Does Rating API automatically validate Residential verses Commercial addresses?	If the residential indicator is included in the rate request then the shipment will be classified as residential. There is a second validation done by RAVE and if the address is really supposed to be commercial then the classification will be changed and the customer is notified of this in the rate response.
Package	Rating	ABR/ Negotiated Rates	Does Rating API support Account Based Rating (ABR)?	Yes, Rating API does support ABR (negotiated rating)
Package	Rating	Hundredweight (CWT)	Does Rating API support Hundredweight (CWT) contracts?	Yes, Rating API does support Hundredweight tiered contracts. There is no indicator to include in the rate request. ABR will provide contract rates based off of the tier associated with the shipper's number. Shipper number must be included in the rate request.
Package	Rating	Ground Freight Pricing	Does Rating API support Ground Freight Pricing (GFP)?	ONLY Rating API - Package Web Service version supports Ground Freight Pricing.
Package	Rating	Freight LTL/ Air Freight	Does Rating API - Package support full Freight LTL or Air Freight services?	No, Rating API - Package does not support full Freight LTL or Air Freight Services.
Package	Rating	Testing and Production environments	Are there separate test ID's necessary to access the test verses production environment?	Currently, there is one test ID assigned to each access key, which allows you to both test in CIE and work in the production environment. However, in Jan 2010 a user will need 2 separate API IDs, one for testing and one for production. These API IDs are still assigned to one access key. If a user does not have an ID for testing, he cannot access that environment, or if he does, he will have very limited permissions.
Package	Rating	Shipping/ Labeling	Can you ship and/or print labels via the Rating API - Package?	No, a user cannot ship using the Rating API - Package. Neither, Rating API versions (XML or Web Service) support labeling; a user may not print labels via these APIs.
Package	Rating	Rating for Web applications	Are rates across all UPS Web applications always the same?	Yes, this is intended. The rates for other Web applications should not differ from RSS or Rate WS. The only time rates would be different is if there is a defect within one of the applications; otherwise it should be assumed that they are all in sync, as each are validated by the same rating engine, RAVE. If a user questions rates returned by RSS or Rate WS, he could generate the exact rate request on CTC, to confirm if rates are accurate.
Package	Rating	Number of packages per shipment	What is the maximum number of packages you can rate per shipment via Rating API - Package?	You can rate a max of 200 packages per shipment via this API.

Transport Mode	API	Category	Question	Answer
Package	Rating	Choosing a service	Can a customer compare services for a shipment using the Rating API - Package?	Yes, if a user chooses the "Shop" option in the rate request, as opposed to the "Rate" option, the application will return all available services for the specified lane pair, then the customer chooses which they want. On the contrary, the "Rate" options requires that the user specify the service that they want in the request. If the service is not valid for the lane pair then an error message will be returned in the rate response. If it is believed that the services RSS or Rate WS is returning is incorrect, a user may compare it with what CTC displays for the same request criteria.

Transport Mode	API	Category	Question	Answer
Package	Rating	Suppression of Service Types	This is a request for access to someone who can help us out with your API re: Rates & Services / Time in Transit functions. We've compared the behavior of the UPS.com web site with and a 3rd Party, and the UPS web site seems to have the same shortcomings. Rating API - Package returns: Next Day Services 2nd Day Services 3rd Day Select Ground International Express Saver International Worldwide Express International Worldwide Express Plus Time in Transit API - Package only appears to return: Next Day Air Ground International Worldwide Express International Worldwide Express Plus Obviously, this will impact the Price Shopping functionality we'll be delivering. Please let me know	The Time in Transit API - Package, on the other hand, does use logic in its calculations and will suppress more expensive services if they will not deliver the shipment any quicker than those shown in the Rating API. In other words, there is a rule at UPS.com that states if ground service is as fast as or faster than an air service, i.e. 2nd Day Air, then that air service will be suppressed in the Time in Transit API response. While the unlisted service is still a valid shipping option, the customer could save money choosing from the listed services. Another example is, if a shipment is going from one side of town to the other, typically it will only take one day for delivery, so services such as 2nd Day Air and 3-Day Select will not typically be listed in the Time in Transit API response, but may be returned in a Rating API response. So to reiterate the above point the Time in Transit API incorporates business logic in the responses it returns while the Rating API does not.

Transport Mode	API	Category	Question	Answer
			when we speak with someone to confirm this behavior.	
Package	Rating	Time in Transit Support	Does the Rating API - Package support time in transit results?	No.
All	Shipping	Account Based Rates (ABR) or Negotiated	Do the Developer APIs support ABR also known as Negotiated Rates?	Yes. Small Package - Shipping and Rating APIs both XML & Web Service Yes. LTL - Shipping & Rating APIs (only available in Web Services)

Transport Mode	API	Category	Question	Answer
		Rates		
LTL Freight	Shipping	General	What is the minimum weight limit for LTL Freight shipments?	There is no minimum weight for shipping LTL Freight via the LTL Freight Shipping API Web Service.
LTL Freight	Shipping	LTL Shipping	What are the valid origin countries for LTL Freight?	Origin countries available match those available through LTL Freight including; US, CA, MX, and PR.
LTL Freight	Shipping	Negotiated Rates	How do I get access to LTL Freight negotiated rates?	Contact your Account Representative and insure that you have a myLTL ID set up with LTL Freight at; www.upsfreight.com
LTL Freight	Shipping	Fuel Surcharge	Is the Fuel Surcharge listed as a separate line item in the response for the Rating API for LTL?	Yes. The fuel surcharge is listed as a separate line item within the response.
LTL Freight	Shipping	Maximum Shipment Weight	What is the maximum shipment weight for LTL Freight?	Anything 10,000 lbs or over is considered a truckload move. Our public rate engine will not return a rate on shipments weighing equal to or more than 10,000lbs. Instead, the user gets the following message. Rate a Shipment is not available for this shipment. Please call Customer Service at 1-800-333-7400 for assistance with this rate.
LTL Freight	Shipping	Rates	Are there any rate structures that are not allowable for LTL Freight?	Yes. Czar and Czar Lite rate structures are not permitted for use with the Rating or Shipping API for LTL Freight.
LTL Freight	Shipping	Rates	I have CZAR rates…are they available for use with the LTL Freight Rating or Shipping APIs?	No. Czar and Czar Lite rate structures are not permitted for use with the Rating or Shipping API for LTL Freight.
LTL Freight	Shipping	Rates	Are Third Party or Freight Collect available through either the Rating or Shipping APIs?	No. The LTL Freight Rating and Shipping APIs are only available for the customers who are paying the invoice.
LTL Freight	Shipping	Time in Transit	Is Time in Transit available through the LTL Freight Rating or Shipping APIs?	No. Time in Transit for Ground Freight is not available in the Freight Rate Web Service.

Transport Mode	API	Category	Question	Answer
LTL Freight	Shipping	Shipping Label and BOL	How is the Bill of Lading (BOL) formatted within the LTL Freight Shipping API response?	The BOL is returned within the LTL Freight Shipping API response as a [image/elements] that can be [1. printed immediately or 2. the elements assembled to create a .pdf by the customer for printing.]. Within the Shipping API - LTL Freight Developer Guide the Bill of Lading document is returned in the response as a base64 encoded string which, when decoded and saved, is a .pdf document ready to print.
LTL Freight	Shipping	Support for Air Freight	Does the Shipping API - LTL Freight also support Air Freight?	No.
Package	Shipping	CWT and Shipping API	Is there a solution using the ship API (or other solution) that would prompt UPS billing or PLD upload or other to aggregate single piece packages into hundredweight pricing (shipment) after the package has been processed?	Unfortunately, you are correct, there is no solution in place for the Ship API. In order to obtain the CWT price with the Ship API, the pkgs would have to be processed as one shipment and include the rates tags to receive the hundredweight rates.
Package	Shipping	Account Based Rates (ABR) or Negotiated Rates	Is there a delay in activating a new or modified account in ABR for Rating or Shipping APIs?	Yes. Beginning January 2010 the one week delay for performance contracts has been eliminated. However, billing contracts are applied weekly Sunday to Saturday. So a new account added to a contract or a change in a contract will take effect the following Sunday. For instance, if changes are made on Tuesday 12/15/09, the new contract rates will not be applied until Sunday 12/20/09.
Package	Shipping	Address Validation	How do I turn off validation of addresses with the Shipping API?	The value within the "ShipmentRequest/Request/RequestOption" tag of the request needs to be "nonvalidate".
Package	Shipping	Address Validation	What validation is the Shipping API using to validate addresses for US and International addresses?	Shipping API does not do ANY address validation at the street level only regional validation; city, state, country (postal code optional).

Transport Mode	API	Category	Question	Answer
Package	Shipping	UPS Account	How do I add a UPS account to myUPS ID account summary? It is stating that I have to have an invoice # and control ID.	As a means of securing customer information, when adding an account to their My UPS profile or enroll for electronic billing options or Quantum View, customers are currently prompted to authenticate their account by entering an invoice number, invoice amount, and the invoice date from one of their last three billing cycles along with some other authentication items.

Effective September 29, 2009, the Account Invoice Authentication (AIA) process was enhanced for My UPS and now requires customers to enter, in addition to the information listed earlier, the Control ID located just below the shipper number on their invoice. This enhancement is an additional layer of security to protect our customer's information.

The Control ID is currently included in the following U.S. and Canada Invoice Media types:
• Online PDF Images
• EDI Domestic and Import
• Hard Copy Invoices

Since Control ID is not visible to UPSers internally, ECTS will be unable to assist customers as they could in the past since the Control ID is not visible to the help desk. However, ECTS can assist the customer in obtaining a duplicate invoice by faxing it to their business. |
| Package | Shipping | Negotiated Rates | How do get access to negotiated Package rates? | Contact your Account Representative to obtain negotiated rates through the UPS Developer Kit - Developer APIs. |
| Package | Shipping | Haz Mat - Dry Ice | Does the Shipping API for Package support the Dry Ice indicator? | No. The Shipping API does not support Hazardous Materials nor Dry Ice at this time. |

Transport Mode	API	Category	Question	Answer
Package	Shipping	99 Account Number Limitation	How do I associate more than 99 account numbers for use with the Shipping/Rating APIs?	1) Shipping or Rating Package APIs require user ID, user PW, UPS Account and validates that the account number belongs to the user ID provided within the request. Answer: The Shipping or Rating APIs require that the account (shipper) number and User ID used in the XML request are associated within the My UPS Account summary of the User ID. This can be accomplished by logging in to UPS.com and navigating to [MyUPS]->[Manage My UPS]->[Account Summary]->[Add a UPS Account]. IMS validates the User ID/password combination. Please see "How do I add an account number to myUPS ID?" FAQ for further information. 2) Ship API requires an Access Key and validates only that the access key exists. Answer: The Shipping or Rating APIs validate that the access key exists and that it is approved for the UPS Developer APIs being used.
Package	Shipping	Returns	Does the Shipping API support international returns and returns in international countries where the Shipping API is supported?	Yes
Package	Shipping	Print Return Labels	For the print return label option, if a Yahoo merchant needs to reprint the return label, how much time does he have? Is it 10 days after the initial request?	UPS do not provide a mechanism to "reprint" a Print Return Label (PRL) the vendor must save the label locally if they wish to reprint. Only the ERL provides that capability.
Package	Shipping	Delivery Intercept	Is UPS Delivery Intercept available through the Shipping API?	No.
Package	Shipping	Shipper Release	Is Shipper Release available with the Shipping API?	Yes.
Package	Shipping	Resi/Comm Indicator	Which APIs provide address classification?	Shipping, Rating, and Address Validation Street Level provide address classification (residential/commercial). Time in Transit and Address Validation do NOT provide classification.
Package	Shipping	Returns	Is there a URL ONLY capability for returns within the Shipping API?	No.

Transport Mode	API	Category	Question	Answer
Package	Shipping	Returns	Can a Return be voided? If yes, what is the cutoff timing to void a return?	A customer can void an RS label up to 2am/3am the following night (e.g. Monday request, Tuesday 2am/3am void cutoff). This is based on when the batch process starts sending RS1/RS3 labels to the centers. After the cutoff, the customer will not be able to void, and the UPS agent is also not able to void. If the void is completed by the cutoff time then the customer will not be charged.
Package	Shipping	Rural & Super Rural	Does the Shipping API - Package return Rural and Super Rural charges?	Yes the Shipping API will return rural and super rural charges but these charges are imbedded into the transportation charges.
Package	Shipping	128 Reference Number Barcode	Can the Shipping API - Package generate a 128 Reference number barcode below the 1Z? Can it generate a PDF417 Reference number barcode below the 1Z?	Yes. A 128 Reference number barcode can be generated below the 1z number, as the Shipping API can print a barcode in reference field 1. The Shipping API - Package does not create a PDF417 as they are not required. The purpose of the PDF417 was as a backup in case the PLD did not transmit from a shipping system. That is not possible with the Shipping API - Package because a label is only returned after the receipt of PLD.
Package	Shipping	Currency Conversion	Does the Shipping API - Package support conversion of Japanese Yen to US Dollars?	No. The Shipping API - Package does not support currency conversions.
Package	Shipping	Address Validation	Will the Shipping API provide validation for Japanese addresses with City and Country and no zip code?	No, the postal code must be included for validation.
Package	Shipping	Dry Ice	Does the Shipping API - Package support Dry Ice shipments?	No.
Package	Shipping	From Suite/Apt# on Label	How does a customer include the Suite/Apt# within "From" address on the label returned for the Shipping API - Package?	The customer needs to include the suite/apt # in delivery address lines 2 or 3 within the request.

Transport Mode	API	Category	Question	Answer
Package	Shipping	High Value Report	How does the Shipping API - Package work with High Values? Does the paperwork comeback as a GIF image and get printed on a thermal printer? Or, does the customer need to produce this themselves?	The High Value Report is returned in four formats outlined within the Shipping API - Package portion of the developer guide. The customer is required to successfully produce a High Value Report as a GIF image in the certification process. That information is also within the developer guide.
Package	Shipping	Pickup request	Can a Pickup be requested through the Shipping API - Package?	For customers implementing the Shipping API - Package after January 2010 there will not be the Pickup request capability. The customer must request the Pickup API - Package and these requests are approved only after the customer has implemented and certified for the Shipping API - Package. There are exceptions to this business rule in cases where customers are using EDI, Host Access, Electronic Manifesting Tool, or Host Manifest Upload and these requests are reviewed and approved on a case by case basis. For customers who implemented the Shipping API - Package prior to January 2010 they can request a pickup but they will be charged for each request regardless of the service type shipped (air, ground, international). This changed with the new Rate and Service Guide for January 2010. Please review the Rate & Service Guide for more details about pickup charges and services.
Package	Shipping	Label/Receipt	Does the Shipping API - Package provide a label and receipt but does not email a receipt for the user nor provide a confirmation number?	Correct. There is no receipt provided. In addition, Ship API only provides the ability to have the label mailed for Return Service Electronic Return Labels, for forward shipments the customer needs to handle emailing the label programmatically on their side.
Package	Shipping	Shipping 3rd Party of Freight Collect	Can a customer using the Shipping API enter an account number that doesn't belong to them to ship 3rd party or Freight Collect? If yes, does the API validate that the account number entered is an existing UPS account number?	The Shipping API - Package validates 3rd Party/Freight Collect account number using the postal code provided. The postal code must match the "pickup address" postal code included within UPS systems for that account number.

Transport Mode	API	Category	Question	Answer
Package	Shipping	Reprinting Labels	Can a customer using the Shipping API reprint a label?	Unfortunately at this time the Shipping API does not provide the ability to reprint labels. This being the case to review shipping history or reprint labels the customer will need to login to ups.com using the user id and password passed in their XML, then navigate to the shipping history section. From this section of the website the customer can review shipments and reprint labels.
Package	Shipping	Shipping History	Can a customer using the Shipping API view shipping history through the API?	The Shipping API does not provide a 'shipping history'. However, to review shipping history or reprint labels that were manifested via the Shipping API - Package the customer needs to login to ups.com using the myUPS User ID and password passed in their XML request, then navigate to the shipping history section. From this section of the website the customer can review shipments and reprint labels.
Package	Shipping	Oracle	Are there any known issues with implementing Oracle with the Shipping API - Package?	UPS is not aware of any issues customers have implementing the Shipping API - Package using Oracle at this time. The UPS Developer APIs are designed so that they can be implemented in almost any environment as long as the customer application can open a secure connection of SSL and perform an HTTP Post.
Package	Shipping	Paperless Invoice	Does the Shipping API - Package support Paperless Invoice?	Yes. The developer guide for the Shipping API - Package lists the valid countries for paperless invoice. See the AdditionalDocumentIndicator Element within the Interface Spec within the developer guide. Once the shipment is processed an EDI (paperless invoice) or EDI PULL (paperless invoice and additional export document indicator) will appear on the bottom right corner of the label image returned in the ShipAcceptResponse label digest. This indicates that Paperless Invoicing has been requested.
Package	Shipping	Paperless Invoice	Can a Paperless Invoice shipment be voided through the Shipping API - Package? If yes, what happens to the invoice information?	Yes a Paperless Invoice shipment can be voided via the Shipping API - Package. If a shipment is voided and consequently the package is never tendered to UPS, then the paperless invoice data that was uploaded with the shipment is not used to create an invoice image and it is eventually purged.
Package	Shipping	Ref Number 1 - Text Values on Label	Can a customer implementing the Shipping API - Package "rename" reference value one through the API…the customer would like the label printout to read "parcel ID" instead of Reference #1?	There is some limited ability to control the label for the reference number 1 using the Shipping API - Package. This is done using code values which correspond to specific text which will precede the reference number value. For example the code PO may be supplied in the XML and "Purchase Order" will print on the label next to the reference number. A complete list of Reference Number codes is available within the Developers Guide. Unfortunately, "parcel ID" is not listed as an available value.
Package	Shipping	Resi/Comm Indicator	How does a customer flag the rate to Ship TO a	Use the ResidentialAddress element outlined within the Shipping API - Package developer guide.

Transport Mode	API	Category	Question	Answer
			residential destination?	
Package	Shipping	Negotiated Rates	I need to know what additional flags and their values we will need in the XML submission to get the rate base on our negotiated plan?	Yes…utilizing the NegotiatedRatesIndicator within the API request the customer can view negotiated rates, provided they have been set up by their Account Representative for negotiated rates (Account Based Rates or ABR) within UPS systems for internet applications.
Package	Shipping	Voids	How are voids processed?	For forward and return movements send a VoidShipmentRequest element and UPS will return a VoidShipmentResponse. Forward movements must be voided within 28 days of shipping. Return shipments must be voided within 24hours.
Package	Shipping	Third Party Third Country Billing	A customer needs to have shipments picked up from a medical facility in Germany and delivered to a consolidation office in Germany; shipments picked up from a medical facility in France and delivered to a consolidation office in France, etc. is this possible using the Shipping API?	Thank you for your email. In performing some additional testing we have found that there are some scenarios that do support third party third country billing. However, an Account Number based in the origin country is still required even if it is not getting billed. This account number is contained in the Shipper element. A separate ShipFrom container is utilized if you are shipping from a different location than where the Account Number is registered. However, both locations must be in the same country. For example your Account Number is registered in Atlanta but you are shipping from New York. Having said that, the PaymentInformation container specifies who actually gets billed. This is where you can select billing options such as Prepaid, Third Party etc. The Third Party Account Number would be held in this element. We have tested a few successful third country scenarios so theoretically you could ship packages within France, Germany, etc and bill a US Account Number but you would still need an Account Number within each of those countries or else you would receive the below error message: <ErrorDescription>The ShipFrom country must be the same as the Shipper country</ErrorDescription> So it appears that the API can support third party third country billing for certain scenarios based on what we have tested. However, due to the fact that an Account Number is required for the origin country as well it may sort of defeat the purpose for some customers depending upon how they intend to use the API. They could potentially create Account Numbers for each country just for use in the XML and then never bill anything to those accounts. This is assuming that third party third country would even work for the specific country combinations in question. Without having real Account Numbers from these countries to test with it is difficult to say with any real certainty whether or not

Transport Mode	API	Category	Question	Answer
				it would work. The specific scenario we tested was a shipment going from the US to Germany but being billed to a Canadian Account Number. This combination produced a successful response from the API.
Package	Shipping	Tracking Numbers	Can a customer create their own tracking numbers using the Shipping API - Package?	No…a customer cannot create their own tracking numbers using the Shipping API - Package.
Package	Shipping	WorldEase	Does the Shipping API - Package support WorldEase?	No…the Shipping API - Package does not support WorldEase at this time.
Package	Shipping	Returns	Does the Shipping API - Package support returns capabilities?	Yes.
Package	Shipping	International Forms	Does the Shipping API - Package support international forms?	Yes.
Package	Shipping	Label	Does the Web Services version of the Shipping API - Package behave differently in rendering a label than the XML version of the Shipping API - Package?	The Web Services Shipping API - Package behaves similarly as the XML Shipping API - Package in that the label elements returned in the Shipment Accept response consist of two parts, both of which are base64 encoded data which must be decoded. Part one consists of the label image and part two contains the HTML which is used to properly size the label image in a browser for display and printing. When the two parts are combined they form a unit which will satisfy the requirements for printing a proper label to apply to a package. This ensures the label will meet the standards necessary for UPS to scan and process the label within the shipping system.

Transport Mode	API	Category	Question	Answer
Package	Shipping	Electronic Return Label Days Available	Does the customer have to utilize the label recovery capability within the Ship API to reprint a print return label? Either way, how many days is the label available to reprint?	Effective with the January 2009 ER, the time limit for retrieving an Electronic Return Label has been extended to 30 days. The prior limit was 10 days. This is noted in the latest Shipping Developers Guide. Also, the latest Shipping Developers Guide no longer references label recovery and the LabelLinkIndicator is no longer listed in the Xpath. An Electronic Return Label is specified by using Shipment/ReturnService/Code "8" in the Shipment Confirm Request. The ERL email will contain a link to the label so the recipient can print the label to attach to a package.
Package	Shipping	Maximum Packages within a shipment	Is there a difference between the Shipping API - Package Web Service versus XML versions in the number of packages that can be included within a forward movement?	There is no difference between the Shipping API XML or Web Service versions regarding the maximum number of packages allowed for forward movements. The Developer Guide indicates 200 is the maximum.
Package	Shipping	PLD Aging	How long after a label is created with the Ship API, do we "hold" the PLD? In other words, a customer set up on Scan Based Billing creates a label today but doesn't use it - how many days before the PLD is no longer available on our side to match with the label when it is used?	UPS holds the PLD for 90 days looking for scans. After 90 days closed loop billing business rules will kick in if the package enters the network.
Package	Shipping	Returns	Are the Returns capabilities the same within the Web Service versus XML versions of the Shipping API - Package?	Yes. The Returns capabilities are the same.
Package	Shipping			Pickups are no longer billed per package and based on service type. There is now a flat pickup charge per request for all service types.

Transport Mode	API	Category	Question	Answer
Package	Shipping			To be removed from Scan-Based Billing, process a billing message to Columbia with "SBB" as the first words in the message. Including the account number(s), account name(s) and the reason for wanting to switch back to PLD billing and send the request to sbbadmin@ups.com. Make sure you include "SBB Customer Removal" in the subject line of the e-mail. Columbia will answer the customer's questions and remove them from Scan-Based Billing, if necessary.
Package	Shipping	Reference Number Rules	What does the Shipping API - Package support in terms of Reference Numbers?	Supports Two Shipment Level Reference Numbers and two package level reference numbers You cannot use the Shipment Level and Package Level Reference numbers at the same time within a SHIP API shipment. Shipment Level Reference Numbers are only allowed for shipments that are not US to US (origin\destination) or PR to PR (origin\destination) Package Level Reference Numbers are only allowed for shipments that are US to US (origin\destination) or PR to PR (origin\destination). Reference Number Propagation 1. In a Ship API Shipment, if there is no Package Lvl. Ref# on the 1st package of the shipment, the Shipment Lvl. reference number(s) will be propagated to all packages. Reference Number Propagation In a Ship API Shipment, if there is no Shipment level reference number and there is Package Lvl. reference number on the 1st package, the 1st package's reference number will be propagated up to the Shipment Lvl.
Package	Shipping	Paperless Invoice Shipment	How does Paperless Invoice work in terms of the documentation being forwarded?	Those customers setup for paperless invoicing shipping internationally to a paperless supported country with the necessary data for paperless will have the invoice automatically sent to brokerage.
Package	Shipping	Shipping	In a large Strategic Account can they utilize the same UPS Account Number and change the ShipFrom element in the transaction request so the package will be picked up at their ShipFrom but be billed to the UPS Account?	The ShipFrom can be changed to represent from where the packages will be picked up as long as the country code is the same as the ShipperAddress.
Package	Shipping	Labeling	Does the Shipping API support ASC BIO labels like WorldShip does?	The Ship API does not support ASC BIO on the label it is a contract service and the PLD segments required to ship with this service are not available currently via the Ship API.

Transport Mode	API	Category	Question	Answer
Package	Shipping	Label Reference Number	Can any of the reference fields be blocked from printing on the label through a Shipping API?	At this time we are unaware of a facility which suppresses reference number printing on the label when they are included in the shipment data. However, please note that reference numbers are not required and may be omitted if there is no need for them. Based on the information provided, if the customer is using reference numbers and does not want them to appear on the label, we would suggest they store them internally within their client application and then not pass them to UPS when creating shipments. This would also preclude them from being available within UPS' data and they would need to be managed outside of UPS.
Package	Shipping	Certification	What is required to certify for the Shipping API - Package?	The information below is needed for your approval and use of the Shipping API ever if it is a return service. We also need your user id, password, and access key for this process. The information requested is necessary for eDeployment to grant you approval. UPS requires the your development team to submit a test case with a Declared Value exceeding $999 USD and to capture a deliver a copy of the High Value Report to the UPS Implementation Support Team for certification. Approval is granted based on the validity of 39 files submitted with the correct extensions. The required files should be as follows: • ShipConfirms (10) Extension: Name.XML • ShipAccepts (10) Extension: Name.XML • Label Images (05) Extension: Name.GIF • Scaling Information (05) Extension: Name.HTML • Void Documents (08) Extension: Name.XML • Declared Value Report (01) Extension: Name .GIF
Package	Shipping	3rd Party/ Freight Collect UPS Account Validation	Does the Shipping API - Package validate whether or not an account to be used to bill 3rd Party or Freight Collect is a valid UPS Account?	Yes, for freight collect and third party billing options, the user has to enter a valid 6 digit UPS Account number. A call is made to UPS back-end systems to assure that this UPS Account is valid.
Package	Shipping	Signature Required	Does the Shipping API - Package support Signature Required service?	Yes.
Package	Shipping	Future Date Shipping	Is there a future date shipping capability within the Shipping API - Package?	No. We do not support future date shipping. However, if the customer saves the shipment digest or the shipment confirm response they can submit that at a later time frame (future date).

Transport Mode	API	Category	Question	Answer
Package	Shipping	Paperless Invoice Conditions	What are the pre-conditions required for a customer to be set up on Paperless Invoice?	The following information regarding paperless invoicing using the Shipping API which are listed below: 1. The Sold To country must be the same as the Ship To country. 2. The customer must have a paperless invoice contract and be set up in UPS back end systems. (The UPS Account Manager should set this up.) 3. The shipment is a non-document small package forward shipment requiring a commercial invoice. 4. The destination country is a valid paperless invoice destination. (A list of those destinations is available in the Developer's Guide.) 5. If additional export documents are required for the movement, the customer must specify an <AddtionalDocumentIndicator/> in the XML request. If the above conditions have been met an EDI (paperless invoice) or EDI PULL (paperless invoice and additional export document indicator) will appear on the bottom right corner of the label which is returned in the ShipAcceptResponse XML. This indicates that Paperless Invoicing has been requested. To implement paperless invoicing an <InternationalForms> container must be present in the XML to provide the information necessary to replace a paper invoice with a paperless (electronic) invoice. There is a section devoted to International Forms in the Developer's Guide which provides the XML structure for Certificate of Origin (CO), Invoice, North American Free Trade Agreement Certificate of Origin (NAFTA CO), or Shipper's Export Declaration (SED) as appropriate. The shipper needs to add the container along with the necessary international forms information for the shipment.
Package	Time in Transit	LTL Freight	Does the Time in Transit API - Package include LTL or Air Freight?	No. Time in Transit API - Package does not support LTL or Air Freight?
Package	Time in Transit	Resi/Comm Indicator	Does Time in Transit (TNT) API have residential/commercial indicator domestically or internationally?	Time in Transit API allows the customer to specify whether the address is residential or commercial. The API does not validate whether the address is residential or commercial. Additionally, the TNT API does not provide international residential/commercial validation.

Transport Mode	API	Category	Question	Answer
Package	Time in Transit	Suppression of Service Types	This is a request for access to someone who can help us out with your API re: Rates & Services / Time in Transit functions. We've compared the behavior of the UPS.com web site with and a 3rd Party, and the UPS web site seems to have the same shortcomings. Rating API - Package returns: Next Day Services 2nd Day Services 3rd Day Select Ground International Express Saver International Worldwide Express International Worldwide Express Plus Time in Transit API - Package only appears to return: Next Day Air Ground International Worldwide Express International Worldwide Express Plus Obviously, this will impact the Price Shopping functionality we'll be delivering. Please let me know	The Time in Transit API - Package, on the other hand, does use logic in its calculations and will suppress more expensive services if they will not deliver the shipment any quicker than those shown in the Rating API. In other words, there is a rule at UPS.com that states if ground service is as fast as or faster than an air service, i.e. 2nd Day Air, then that air service will be suppressed in the Time in Transit API response. While the unlisted service is still a valid shipping option, the customer could save money choosing from the listed services. Another example is, if a shipment is going from one side of town to the other, typically it will only take one day for delivery, so services such as 2nd Day Air and 3-Day Select will not typically be listed in the Time in Transit API response, but may be returned in a Rating API response. So to reiterate the above point the Time in Transit API incorporates business logic in the responses it returns while the Rating API does not.

Transport Mode	API	Category	Question	Answer
			when we speak with someone to confirm this behavior.	
Package	Time in Transit	Lane Display	Does the Time in Transit API display available lanes only?	Yes…only available lanes are returned.
Package	Time in Transit	Minimum Request Elements	What are the minimum request elements required to have a response returned?	Date, # packages, weight [only if international], county, zip code, customer values [international only].

Transport Mode	API	Category	Question	Answer
Package	Time in Transit	Holidays	Does the Time in Transit API account for holidays?	Yes. The Time in Transit API takes into account UPS Holidays.
All	Tracking	Tracking	What is the UPS Tracking API and Signature Tracking API?	UPS Tracking API is an Internet-based application that adds a new level of customer service throughout your company and functionality to your e-commerce Web site or enterprise application. With UPS Tracking API, your customers can track products they have purchased online more efficiently than ever before. The APIs are: UPS Tracking API: Provide up-to-the-minute shipment status - from origin to delivery - to your online customers. UPS Signature Tracking API: Obtain proof of delivery containing a digitized signature and delivery address.
All	Tracking	Tracking	How much does the UPS Tracking API cost?	UPS Tracking API is free to license. There is no hidden fees or charges, though you may require IT resources or 3rd party developers depending on how complex your integration application is.
All	Tracking	Tracking	What is the difference between Tracking API and Signature Tracking API?	Basically the Tracking and Signature Tracking API is the same, with the exception for authorization to see full Delivery address, 'delivered to' name, and Signature image.
All	Tracking	Tracking	Can I track freight shipments with UPS Tracking API?	Yes. Consult the developers guide for the appropriate XML request.
All	Tracking	Tracking	Is Pre Pickup Visibility available when tracking freight shipments with UPS Tracking API	No. UPS Freight must bill the shipment before information is passed to UPS.com or QVM. UPS has a rule that header information must be established before the shipment can be displayed. Header information is established at the billing point, and that usually occurs the night of the shipment.
All	Tracking	Tracking	Can I use Tracking information in a Frame on my own site?	UPS strongly discourage the use of Framed information. See the UPS.Com Terms and Conditions accepted by all registered users.
All	Tracking	Tracking	Why can't I see my freight reference number in the XML response?	The Tracking API supports 2 reference numbers per freight shipment. However, freight shipments may contain many more reference numbers, the API is limited to 2.
All	Tracking	Tracking	Why is the Tracking Online Tools now called UPS Tracking API?	Online Tools described many different APIs. UPS Tracking API describes the Tracking API and registering for it is now simple and easier to use.
All	Tracking	Tracking	Could my Tracking API license be revoked?	UPS retains the right to revoke an access key or block access from any user that abuse the tracking system.

Transport Mode	API	Category	Question	Answer
All	Tracking	Tracking	Why am I not receiving a response on my tracking number that I just created? Information unavailable.	If a shipment was created with the UPS Shipping API, UIS or UIFS, do not attempt to track it immediately because it will not be available until the UPS database has been populated with the manifest details, usually 5 to 10 minutes. If a shipper used a shipping system like WorldShip and fails to upload manifest details by completing EOD, UPS will not have the manifest information, and Tracking will not be able to return a response until a subsequent event, example: origin scan.
All	Tracking	Tracking	How do I add shipper accounts for authorization to Signature Tracking API?	To add shipper account for Signature tracking the user can access myUPS on UPS.Com by logging in with the user ID and password associated with the access key, and adding the account to the account summary. A recent invoice will be needed to provide the latest invoice date, amount, and control number (if applicable)
All	Tracking	Transport Modes	What transport modes are available within the Tracking API - Package?	All modes of transport are available within the Tracking API - Package for; package, LTL Freight, Air Freight, and Ocean Freight.
Package	Tracking	HTML - Reference Tracking	I would like to use the HTML Tracking API. We have multiple account numbers. Do we have to know and pass the origin UPS Account Number even if all accounts are listed in their MYUPS.com profile that is associated with their access key?	Sender shipper account number is an optional field in the tracking of a reference number with the HTML API. This is to narrow down the possible results as one reference number can correspond with many candidate shipments. If this field is used the country should also be included. For tracking 1Z or PTN tracking numbers, the HTML request does not include their accounts in their MyUPS profile.
Package	Tracking	Scan Types	Does a scan type display when a driver scans a Pickup Summary Barcode (PSB) in the Tracking API?	UPS receives PSB scans at the shipment level (when available), but we don't display the information within our tracking systems.
Package	Tracking	Scheduled Delivery Date (SDD) and Rescheduled Delivery Date (RSD)	Does the Tracking API - Package provide a Scheduled Delivery Date?	Yes. ScheduledDeliveryDate container described within the Developer Guide. If the SDD changes then a date is returned within the RescheduledDeliveryDate container.

Transport Mode	API	Category	Question	Answer
Package	Tracking	Basic tracking	Does the Tracking API - Package support Basic service?	Yes, we display tracking info for BASIC on ups.com and in XOLT just like for any other small package service. However it is important to remember that the Delivery is made by the post office and a delivery scan may be delayed or not available at all. SDD/RDD are NOT displayed with Basic services tracking statuses. As for an In Transit status, the status is triggered by a movement scan, just like for our other small package offerings. An origin, pickup, arrival or departure scan will display In Transit status. Here is an example 1Z in production if you want to check: 1Z2W99W3PP20791577
Package	Tracking	Reference Number Tracking	If a customer processes 7 packages in one shipment will reference number tracking in the Tracking API play-back all seven packages or just the lead package or any one of the packages in some type of order?	You can track a shipment through reference 1 or reference 2 only. When tracking a multiple-piece shipment if you use the lead number it will show you the information for all the packages within that shipment however, if you track with other than the lead number it will only show the tracking information for that individual package.
Package	Tracking - UPS Signature Tracking	Storage of electronic image	How long is data stored for Signature Tracking signature image?	18 Months
Package	Tracking - UPS Signature Tracking	Storage of electronic image	Is there a watermark behind the signature image returned by the UPS Signature Tracking API?	Yes. It is part of the signature image returned by the UPS Signature Tracking API and cannot be modified in any way, transferred etcetera. Electronic Signature Images and POD Letters. The information you receive through the API may include electronic signature images. Electronic Signature Images, other than as part of a POD Letter, may not be stored, distributed to any third party, copied or modified. Each POD Letter generated or developed as the result of using or access to the Tracking API may be stored in electronic format until eighteen (18) months after the delivery of the shipment referenced in the POD Letter. Your application may not distribute a POD Letter electronically to third parties, other than as a facsimile transmission.
Package	Tracking - UPS Signature Tracking®	Transmission of electronic image	Can the POD Letter generated through a POD image be emailed?	No. Only faxed or mailed. It can be stored electronically for 18 months but cannot be emailed.

Transport Mode	API	Category	Question	Answer
Package	UPS TradeAbility	Supported Denied Party Screening Lists	Do we have a list of Denied Party screening list that are supported via UPS TradeAbility® API?	A listing of Denied Party screener listings can be found at ups.com at the following url: http://www.ups.com/content/us/en/resources/sri/shipping_itl34.html?srch_pos=2&srch_phr=denied+party
Package	UPS TradeAbility®	Landed Cost - Answer Optional Questions	When I submit my LandedCostRequest I receive a Query Response which includes a number of questions I don't want to answer, is there any way around this?	Unfortunately, there is no way to completely prevent the Query Response from being returned. Having said this when a Query Response is returned you can respond without providing any answers to the questions provided. You would want to respond with an EstimateRequest which only includes the TransactionDigest.Please find an example below: <?xml version="1.0" encoding="UTF-8"?> <env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:auth="http://www.ups.com/schema/xpci/1.0/auth" xmlns:lc="http://www.ups.com/schema/xpci/1.0/lc" xmlns:wsf="http://www.ups.com/schema/wsf"> <env:Header> <auth:AccessRequest xml:lang="en-US"> <auth:AccessLicenseNumber>ACCESSKEY</auth:AccessLicenseNumber> <auth:UserId>USERID</auth:UserId> <auth:Password>PASSWORD</auth:Password> </auth:AccessRequest> </env:Header> <env:Body> <lc:LandedCostRequest> <lc:Request> <lc:RequestAction>LandedCost</lc:RequestAction> </lc:Request> <lc:EstimateRequest> <lc:Shipment> <lc:Product> <lc:TariffCode>1905.90.20.00</lc:TariffCode> </lc:Product> </lc:Shipment> <lc:TransactionDigest>rO0ABXNyABtjb20udXBzLnhvbHQudGEub<lc:TransactionDigest> </lc:EstimateRequest> </lc:LandedCostRequest> </env:Body> </env:Envelope>

Transport Mode	API	Category	Question	Answer
Package	UPS TradeAbility®	Landed Cost - No Access and Authentication Credentials provided	I am receiving an "Invalid Landed Cost Request document" error or "No Access and Authentication Credentials provided" error.	Check to make sure that namespace URLs do not include https
Package	UPS TradeAbility®	Landed Cost Estimates	My landed cost estimate is not correct	Make sure all currency codes are valid and the customer expects the landed cost to be returned in the proper landed cost value. If a request does not specify "Currency Code" for "Unit Price" Landed Cost defaults the currency code to the destination country's currency code.
Package	UPS TradeAbility®	Landed Cost - Tariff Code Alert	I do not want to receive Tariff Code Alerts	Set your TariffCodeAlert element to false as detailed on page 27 of the Developer's Guide
Package	UPS TradeAbility®	Landed Cost - Tariff Code Alert	My partial tariff code is not working even with the TariffCodeAlert set to false	While generally a 6 digit tariff code is sufficient that rule is not true 100% of the time as there is some exceptions by country and product. If you are unable to use a partial tariff code you will need to use a more detailed tariff code
Package	UPS TradeAbility®	Landed Cost - Value Added Tax Estimates	For some reason I am not receiving VAT taxes back in my Landed Cost Response.	The VAT is only returned when certain conditions are met. Those conditions differ depending upon the origin, destination, and product utilized
Package	UPS TradeAbility®	Landed Cost Estimates	What are the formulas to determine duties and fees for Landed Cost? Are they in the Developer's Guide?	Landed Cost algorithms are not published in the developers guide and do not exist in a format suitable for our user community.
Package	UPS TradeAbility®	Contact Trade Support	How do I contact ups with questions on transaction results?	Business or trade specific inquiries can be submitted to the UPS Trade Content Group on ups.com. Login to UPS.com utilizing the user id and password entered into the Access Request of your UPS TradeAbility® API requests. Once logged in you should navigate to the Shipping Tab, and on the menu to the left of the page select "Use International Tools". Under the "Use International Tools" sub menu you should click the link to "View Transaction History". Clicking this link will bring up a page with a listing of all TradeAbility transactions submitted, both via the website and via the API. You should click the link to the transaction which you have a question regarding which will open a page for that specific transaction. Midway down this page you should click the link to "Contact Trade Support" to fill out the form and submit your inquiry. Entering this type of inquiry via this method references the transaction in question and will be electronically delivered to our Trade experts.