



Frequently asked questions

UPS® Developer Kit



Introduction

This document is intended to be a self-serve document for frequently asked questions regarding the UPS® Developer Kit, and is not meant to be all-encompassing. Please refer to the UPS Developer Kit community online at ups.com/developerkit for additional questions and an online forum.

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Address Validation

What countries does the Address Validation API validate?

The Address Validation API validates city, state and ZIP codes in the United States and Puerto Rico.

How much time will it take to program/implement the Address Validation API?

The implementation of the Address Validation API may vary and is strictly dependent on the skill level of the developer. An implementation may take as little as a week for a very skilled developer to as long as months for a less skilled developer.

How frequently are the databases updated for Address Validation API?

The database is updated every month.

Does the Address Validation API allow batch upload?

The API does not allow batch upload and only validates one address at a time as part of each transaction.

Does Address Validation API provide a candidate list for addresses that have suite/apt. information?

This API only validates city, state and ZIP code and does not provide any information for apartment or suite.

Does the Address Validation API classify addresses?

No.

Address Validation Street Level

What countries' addresses can be validated by the Address Validation Street Level API?

The Address Validation Street Level API only validates street level addresses in the United States and Puerto Rico. The API provides Residential/Commercial

classification addresses in the United States and Canada.

How frequently are the databases updated for Address Validation Street Level API?

For [Classification](#), information is updated weekly.

For [Validation](#), information is updated monthly.

Does Address Validation Street Level API offer the ability to batch upload?

No.

How exactly is Address Validation Street Level completed?

UPS Address Validation API's database is updated at monthly intervals with new address information from USPS.

Does Address Validation Street Level API 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.

How much time will it take to program/implement the Address Validation Street Level API?

The implementation of the API may vary and is strictly dependent on the skill level of the developer. An implementation may take as little as a week for a very skilled developer to as long as months for a less skilled developer.

Does the Address Validation Street Level API classify addresses?

The API classifies addresses in both United States and Canada. The API classifies addresses as Residential or Commercial in keeping with UPS standards.

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 than one valid match. If the address that was entered is returned as part of the candidate list then that address is valid and should be used.

Is the Address Validation Street Level API CASS-certified or the data we receive CASS-certified?

UPS address validation is not CASS-certified. For customers who do not already use CASS-certified address validation software, the Address Validation API can be used to help validate addresses for UPS shipments. UPS delivers to addresses that are not in the USPS database (some examples are addresses that are warehouses that do not accept mail, and areas where the USPS only provides post office 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.

How is the determination made as to whether or not an address is “ambiguous”?

“Ambiguous Address Indicator” is returned when the address validation score for the entire address is below a UPS-specified confidence threshold.

Address Validation Score is the average of detailed validation score and regional validation score.

Detailed Validation Score is calculated when street number, name, suffix, secondary information are validated based upon USPS feed using proprietary UPS validation database.

Regional Validation Score is calculated when city, state and postal code are validated based upon USPS feed using proprietary UPS validation database.

Example: 2724 S. PECK ROAD 91016

Detailed Score:

2724 S. PECK ROAD grade B

2724 PECK ROAD grade A

Regional Score:

91016 grade C

Monrovia CA 91016 grade 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 and state for the regional portion, then the score on the regional side would have been high enough that when we averaged the two, the average would have been raised over the threshold.

All APIs

Is XML coding knowledge required to integrate the UPS Developer Kit APIs?

The UPS Developer Kit APIs were designed to be implemented by customers with a prior knowledge of XML and other programming language. Integrate requires that the XML document must be submitted to our servers via a POST using HTTPS. UPS does not provide coding support. However, Java and other sample codes are supplied in the Developer Kits which can help guide application development.

Where can I find high-resolution UPS logos?

Customers are not routinely provided UPS logos and graphics without having a design/layout submitted to UPS Brand Management for approval. Customers should visit the [UPS Brand website](#) to download a limited set of sample images for layout. The website also outlines the process of how to secure an approval to use these assets.

What does XPCI mean and what version should be used in the Developer Kit APIs?

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 pertains to version of the API. However the APIs were not versioned so they currently do not carry significance. UPS will utilize these elements in the event the Developer Kit APIs are versioned.

How do I get technical support for the APIs at ups.com?

Go to ups.com. Under the Support tab, select Technology Support. Under **Tools and Resources** click on **Developer Resource Center**. If your questions are not answered on this page, then click on **email UPS**.

Are there any designated system down times for the Developer APIs?

The overall reserved downtime for UPS servers is Saturday 10:00 p.m. ET through Sunday 12:00 p.m. ET. However, the window may be shortened to two 15-minute intervals with one starting at 11 p.m. and the other occurring sometime between 1 and 3 a.m. ET Sunday morning for most weekends. Typically traffic is handled in such a way that there is very little impact to customers, and any impact which does occur does so during the small 15-minute intervals. This entire time is reserved for maintenance and UPS

informs customers of the possibility of experiencing issues throughout the time period. Sunday maintenance includes account-based rates and UPS Freight®.

Are the Web Services versions of the APIs ASMX-based?

No. All Web Services are XML-based.

What does the message: "XML document is well formed but the document is not valid" mean?

This error message is generally returned when an element in the XML request does not follow the requirement defined within the Schema of that API's developer guide. When the API returns this error it also indicates the invalid field in the "ErrorLocationElementName" element in the XML response. Ensure the XML request is being sent to the correct URL. The URL can be found in the Developer Guide for each API.

Is phone support provided for the UPS Developer Kit - Developer APIs? If so, what is the number and what are the hours of operation?

Phone support is provided for very basic API questions. Questions that cannot be answered verbally will be directed to the email support form at ups.com. Please go to the **Developer Resource Center** on ups.com for more information.

Are there any examples of API implementations to understand how to integrate the APIs?

Please refer to various ups.com applications as examples of how the APIs may be implemented for each function. For example, calculate Time and Cost application depicts how Rating and Time in Transit APIs can be used together; Tracking on ups.com is an example of how the Tracking API may be integrated.

Do the APIs support PHP or Perl with code sample within the Developer Guides or the Developer Kit zip files?

All available sample codes can be found in the Developer Kit of each API.

Within what countries are the Developer APIs available?

The Developer APIs are available in the countries listed on ups.com and vary by each API and by country under the UPS Developer Kit. 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.

Can Japanese Kanji characters be recognized by UPS Developer APIs?

No.

What APIs are available for Address Validation at UPS and how do they differ?

Address Validation (AV) API: This API is available within the UPS Developer Kit - Developer APIs section of ups.com. It uses the USPS address database.

Address Validation Street Level API (AVSL): This API is available within the UPS Developer Kit - Developer APIs. The backend uses the Trillium algorithms and database. Therefore, AVSL can only be used for the purposes of shipping.

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.

Quantum View®**Does the Quantum View API store data for the same time period as Quantum View Manage®? How many days does it store for 45 days?**

Visibility time spans are based on manifest scans:

Small Package

Forward Shipments – 45 days

Return Shipments – 120 days

Shipments with exceptions – 120 days

Inbound View – 52 days (45 previous days plus 7 future days)

Freight

Shipments – 120 days

Inbound Freight View – 127 days (120 previous days plus 7 future days)

Imports – 365 days, but only in 45 day increments

How long does it take PLD data for shipments from the Shipping API - Package to be populated into Quantum View API?

The numbers below represent the Quantum View Manage/QVD timeliness of manifest information (in minutes).

Note: they are averages across PLD compliant shipping solutions.

Billing Manifest Received can range approximately from 30 minutes up to 2.5 hours. The average is approximately 1 hour.

Rating API - Ground Freight**Is the Fuel Surcharge listed as a separate line item in the response for the Rating API - Ground Freight?**

Yes. The fuel surcharge is listed as a separate line item within the response for Ground Freight shipments

Is Time in Transit available through the Rating - Ground Freight API?

Yes. Request must include the "TimeInTransitIndicator". Presence of the tag indicates Time in Transit (days in transit) information is requested and will be returned if available (ground freight only). Please note the days do not take into account weekends, holidays or non-work days.

How can I add locations to a contract? Do I need to work through my UPS Freight Account Manager?

Yes. Please contact our Freight sales representative to ensure accounts and locations are added to the UPS Freight LTL

negotiated rates. For more information, visit [UPS Freight](#).

Can I use any combination of origin/destination postal codes to receive ABR with Rating - Ground Freight API?

Rating API - Ground Freight does not behave like the Rating API - Package. In order to see negotiated rates for freight, the origin postal code must match the postal code on file with UPS Freight. When the correct origin postal code is not used the response will not include the correct rates.

Rating API - Package

Does the Rating API support Account Based Rating (ABR), Negotiated Rates or incented rates?

ABR, Negotiated Rates and incented rates are all the same. The Rating API (all versions) support ABR.

How does Rating API use address validation capability?

No address validation is performed by the API, however, postal code validation is performed.

Does the Rating API - Package include fuel surcharge?

Yes. However, fuel surcharge is not broken out separately and is returned with other charges.

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 response stating this charge has been added.

How do I get access to negotiated Package rates?

Contact your Account Representative to obtain negotiated rates through the UPS Developer Kit - Developer APIs.

Does UPS Rating API display the time of day delivery to rural areas? For example: UPS Next Day Air Saver® residential and UPS Next Day Air Saver® commercial scheduled delivery time in a rural area, etc.?

Yes. There is a scheduled delivery time within the response message.

Does the Rating API - Package support Time in Transit?

No.

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, an indication must be included in the Rating API 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.

Does the Rating API - Package support both International and U.S. Domestic shipments?

Yes.

Does the Rating API - Package support international extended area surcharges?

Yes.

Does the Rating API support international rates?

Yes. As long as the shipper number is from the origin country the requests will be validated.

What accessorial does the Rating API support?

Please see the Rating API - Package Developer Guide for a list of supported accessorial.

Does the Rating API - Package support Delivery Area Surcharge?

Yes. However, it is included within the total transportation charge in the rate response.

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.

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.

Are the rates that a customer gets via the Rating API - Package the same as the rates they receive at The UPS Store® locations or UPS Customer Centers?

The Rating API - Package allows ability to specify a Customer Classification Code that determines the Rate returned. Please refer to the Developer Guide for more information.

Can Rating API provide both published and negotiated rates within the same response?

Yes. Both published and negotiated rates are returned in one rates response if an account has ABR activated and the "NegotiatedRatesIndicator" is included in the request.

In what monetary denominations are the rates returned by the Rating API?

A list of currencies and currency codes are available in the Rating API Developer Guide in the appendices. For published rates the currency returned is based on the country of origin. For negotiated rates the currency returned is based on the country of the account number. For example, when rating a shipment from the United States to Canada with a Canadian

account number, the published rate will be in USD but the negotiated rates will be returned in Canadian dollars (CAD).

Does Rating API support Return Services?

Rating API supports Return Services only for all services.

Does Rating API automatically validate Residential versus 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 and if the address is commercial then the classification will be changed and the customer is notified of this in the rate response.

Does Rating API support Account Based Rating (ABR)?

Yes, Rating API does support ABR.

Does Rating API support UPS Hundredweight® Service contracts?

Yes, Rating API does support UPS Hundredweight Service 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 UPS account number. UPS account number must be included in the rate request.

Does Rating API support UPS Ground with Freight Pricing (GFP)?

ONLY Rating API - Package Web Service version supports UPS Ground with Freight Pricing.

Does Rating API - Package support full UPS Freight LTL or UPS air freight services?

No, Rating API - Package does not support any ground freight service.

Can you ship and/or print labels via the Rating API - Package?

No, shipping is not available in the Rating API - Package. Neither, Rating API versions (XML or Web Service) support labeling.

Is there a comparison available for the differences between the XML Rating and Time in Transit APIs?

Yes. Tracking and Rating are the only HTML APIs available today. Please ask your Sales personnel to obtain the comparison for you.

Why does Rating API, Time in Transit API and Calculate Time and Cost on ups.com provide different results?

The Time in Transit API uses 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. There is a rule that states if ground service is as fast as or faster than an air service, i.e., UPS 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.

Does the Rating API - Package support time in transit results?

No.

Shipping API - Ground Freight

What is the maximum shipment weight for UPS Freight LTL?

Only less than truckload is allowed via the Ground Freight APIs. Any weight 10,000 lbs. to 19,999 lbs. is considered a truckload move. Any weight 20,000 lbs. and above will not return a rate on shipments. 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."*

Are there any rate structures that are not allowable for UPS Freight LTL?

No.

Is Time in Transit available through Shipping - Ground Freight API?

Yes. Request must include the "TimeInTransitIndicator"; Presence of the

tag indicates Time in Transit (days in transit) information is requested and will be returned if available. Ground Freight Only. Please note the days does not take into account Weekends, Holidays or non-work days.

If a customer wishes to add locations to a contract do they need to work through their UPS Freight Sales Manager or their Sales Representative?

Yes. Customers need to contact their sales representative to ensure the accounts are added to their UPS Freight LTL negotiated rates. Please reference the [UPS Freight](#) website.

What is the minimum weight limit for UPS Freight LTL shipments?

The minimum weight is 1 lb. for shipping UPS Freight LTL via the UPS Freight LTL Shipping API Web Service.

What are the valid origin countries for UPS Freight LTL?

Origin countries available match those available through UPS Freight LTL including the United States, Puerto Rico, Canada, and Mexico.

How do I get access to UPS Freight LTL negotiated rates?

Origin countries available match those available through UPS Freight LTL including the United States, Puerto Rico, Canada, and Mexico.

How is the Bill of Lading (BOL) formatted within the UPS Freight LTL Shipping API response?

The BOL data is returned within the UPS Freight LTL Shipping API response for the customer's use.

Within the Shipping API – UPS Freight LTL 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.

Does the Shipping API – UPS Freight LTL also support Air Freight?

No.

Shipping API - Package**Does UPS or the Shipping API support double-byte characters for entry of address fields and other fields?**

No. UPS backend systems nor shipping systems including the Shipping API do not support double-byte (Unicode, UTF 8) characters. Only Latin characters can be entered and submitted.

How does the Shipping API utilize address validation?

Shipping API performs 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.

How do I associate more than 99 account numbers for use with the Shipping API?

The Shipping API requires 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. Account Summary is limited to 99 accounts. If you need more than 99 please contact your UPS Account Representative for assistance.

What is the delay in activating a new or modified account for Account Based Rates (ABR) for Rating or Shipping APIs?New Contracts or Plans:

- Performance-tiered incentives will not be available until Monday of the second effective week of a new contract. The first week's volume calculation is needed after billing cycle is completed.
- Basic incentives are available the first effective week.

Re-started Contracts:

- ABR will reflect basic and performance-tiered incentives within 24 hours after the contract is re-started.

Change to Rolling Average (for example, from 52 weeks to 13 weeks):

- ABR will not reflect performance-tiered incentives until Monday of the second effective week of a new contract.

Addition of New Services to Existing Contracts:

- The new services on a contract will follow the time frame described above for new contracts.
- Existing services on the contract will not be impacted and therefore ABR will not be impacted.

Addition of New Accounts to Existing Contracts:

- ABR will reflect all incentives from the newly attached contract the following Monday.
- Accounts that were already on the existing contract are not impacted by the addition of new accounts.

New ABR Customers:

- For new ABR customers or a new account with an existing ABR customer, only basic incentives will be returned during week one and all incentives at the start of week two.
- Depending on the business processes that will use ABR, it is suggested to wait until week two to start using the ABR rates.

Existing ABR Customers:

- For existing ABR customers, new services added to an existing contract will have the same delays as described above for a new contract, but that existing services on the contract would continue rating with ABR uninterrupted.

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".

What validation is the Shipping API using to validate addresses for U.S. and International addresses?

Shipping API does not do ANY address validation at the street level only regional validation; city, state, country (postal code optional).

How do I add a UPS account to My UPS ID account summary?

As a means of securing customer information, when adding an account to the My UPS profile, customers are required to authenticate their account by providing the following information: from one of the most recent invoices within the last 90 days:

- Invoice number
- Invoice amount
- Invoice date
- Control ID

The Control ID located just below the shipper number on the invoice.

How do I get access to negotiated Package rates?

Contact a UPS Account Representative to obtain negotiated rates for use within the Shipping API.

Does the Shipping API support the Dry Ice indicator?

Yes, the Shipping API will support Dry Ice. Dry Ice is not supported with any other Hazmat materials in the shipment and must meet additional requirements. Please refer to ups.com for more information.

Does the Shipping API support international returns and returns in international countries?

Yes. Shipping API supports international returns and returns in countries where the API is supported.

For the print return label option, is there an option to reprint the return label?

There is no option to reprint Print Return Labels using the Shipping API today. Reprint is only possible for Electronic Return Label. Print Return Labels must be saved locally to allow reprint.

Is UPS Delivery Intercept® service available through the Shipping API?

No.

Is Shipper Release available with the Shipping API?

Yes.

Is there a URL ONLY capability for returns within the Shipping API?

No.

Can a Return be voided? If yes, what is the cutoff timing to void a return?

A customer can void a Return shipment up to 2 a.m./3 a.m. the following night (e.g., Monday request, Tuesday 2 a.m./3 a.m. 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.

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 part of the transportation charges.

Can the Shipping API - Package generate a Code 128 reference number barcode below the 1Z? Can it generate a PDF417 Reference number barcode below the 1Z?

Yes. A Code 128 reference number barcode can be generated below the 1Z tracking number, as the Shipping API can print a barcode in reference field 1. The

Shipping API - Package does not support PDF417 barcode types.

Does the Shipping API - Package support currency conversions?

No. The Shipping API - Package does not support currency conversions.

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.

How does a customer include the suite/apt. no. within "From" address on the label returned for the Shipping API - Package?

The customer needs to include the suite/apt # in address lines two or three within the request.

How does the Shipping API - Package work with High Values? Does the paperwork come back 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.

Can a Pickup be requested through the Shipping API - Package?

For customers implementing the Shipping API - Package after January 2010, the Pick-up request functionality will not be available. The customer must request the Pickup API - Package. 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).

Is a receipt and confirmation number emailed via the Shipping API - Package?

There is no receipt provided. In addition, Shipping API only provides the ability to have the label emailed for Electronic Return Labels. For forward shipments the customer needs to handle emailing the label programmatically on their side.

Can a customer using the Shipping API enter an account number that doesn't belong to them to ship third-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 third Party/Freight Collect account number using the postal code and country code provided. The postal code must match the "pickup address" postal code included within UPS systems for that account number.

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 customer may log into ups.com® using the My UPS User ID and password passed in their XML request, then navigate to the shipping history section. Shipping History on ups.com will provide the ability to review shipments and reprint labels.

Are there any known issues with implementing Oracle® technology with the Shipping API - Package?

UPS is not aware of any issues customers may have implementing the Shipping API - Package using Oracle. The UPS Developer APIs are designed so that they can be integrated into almost any environment as long as the application can open a secure connection of SSL and perform an HTTP Post.

Does the Shipping API - Package support UPS Paperless® Invoice?

Yes. The developer guide for the Shipping API - Package lists the valid countries for UPS Paperless Invoice. The account number must be enabled for paperless invoicing. 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 by the Shipping API. This indicates that paperless invoicing has been requested.

How does UPS Paperless® Invoice work in terms of the documentation being forwarded?

Those customers set up for paperless invoicing shipping internationally to a paperless supported country with the necessary data for paperless will have the invoice automatically sent to brokerage.

Can a UPS Paperless Invoice shipment be voided through the Shipping API - Package? If yes, what happens to the invoice information?

Yes, a UPS 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 UPS Paperless Invoice data that was uploaded for the shipment is not used to create an invoice image and is eventually purged.

Can a customer implementing the Shipping API - Package "rename" reference value 1 through the API? That is, can customers replace the Reference #1 field name with any other value?

There is some limited ability to control the label for the Reference number one 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 Developer Guide.

How does a customer flag that the SHIP TO is a residential destination?

A SHIP TO can be flagged as residential by using the "ResidentialAddress" element outlined within the Shipping API - Package Developer Guide.

How are voids processed?

For forward and return movements please refer to the Void section of the Shipping API Developer Guide. Forward movements must be voided within 28 days of shipping. Return shipments must be voided within 24 hours.

Can a customer create their own tracking numbers using the Shipping API - Package?

No. The Shipping API - Package generates the tracking numbers for the customer.

Does the Shipping API - Package support World Ease® shipping?

No.

Does the Shipping API - Package support returns capabilities?

Yes.

Does the Shipping API - Package support international forms?

Yes.

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.

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 XML Tool and Web Service Tool regarding the maximum number of packages allowed for forward movements. The Web Service Developer Guide indicates 200 is the maximum.

What does the Shipping API - Package support in terms of reference numbers?

The Shipping API 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 shipment.

Shipment level reference numbers are only allowed for shipments that are not U.S. to U.S. (origin/destination) or PR to PR (origin/destination).

Package level reference numbers are only allowed for shipments that are U.S. to U.S. (origin/destination) or PR to PR (origin/destination).

Reference Number Propagation:

1. In a shipment, if there is no package level reference number on the first package of the shipment, the shipment level reference number(s) will be propagated to all packages.
2. In a shipment, if there is no shipment level reference number and there is a package level reference number on the first package, the first package's reference number will be propagated up to the shipment level.

Can any of the reference fields be blocked from printing on the label through a Shipping API?

No. Please note that "reference numbers" are not required when creating a shipment with the API. If you are using reference numbers and do not want them to appear on the label we suggest storing them internally within your application and 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.

Does the Shipping API - Package support "Signature Required" accessorial?

Yes.

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).

Time in Transit API

Why does Rating API, Time in Transit API and Calculate Time and Cost on ups.com provide different results?

The Time in Transit API uses 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. There is a rule that states if ground service is as fast as or faster than an air service, i.e., UPS 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.

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.

Does the Time in Transit API display available lanes only?

Yes, only available lanes are returned.

Does the Time in Transit API account for holidays?

Yes. The Time in Transit API takes into account UPS holidays.

What are the minimally required elements for the "Request" to have a "Response" returned?

The minimum requirements for the Response are:

- Date
- Number of Packages
- Weight (only for international movements)
- Country
- ZIP Code or Postal Code
- Customer Values (only for international movements)

Tracking API

What is the UPS Tracking API?

UPS Tracking API provides up-to-the-minute shipment status - from origin to delivery.

How much does the UPS Tracking API cost?

UPS Tracking API is free to license. Integration may require IT resources or third-party developers depending on the complexity of your system.

What is the difference between Tracking API and Tracking - Signature Tracking API?

Both APIs are the same, with the exception the Signature Tracking API provides authorization to see full delivery address, "delivered to" name and Signature image.

Can I track freight shipments with UPS Tracking API?

Yes. Please search the Tracking Developer Guide using the keyword "Freight" for more information.

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 tracking. 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.

Why can't I see my freight reference number in the API response?

The Tracking API supports two reference numbers per freight shipment. Freight shipments may contain many more reference numbers, however, the API is limited to two.

Could my Tracking API license be revoked?

UPS retains the right to revoke an access key or block access for any user that abuses the tracking system and does not adhere to the usage rules included in the Developer Guide.

Why am I receiving a response stating "information unavailable" for my tracking number that I just created?

If a shipment was created using Shipping API or on ups.com®, do not track until the UPS backend has been populated with the shipment details. This usually takes 5 to 10 minutes. If a shipment was created using WorldShip® technology, tracking will be unavailable until End of Day is completed or UPS receives origin scans for the package.

What transport modes are available within the Tracking API?

All modes of transport are available within the Tracking API: Package, Ground Freight, Air Freight and Ocean Freight.

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.

Does the Tracking API - Package provide a Scheduled Delivery Date?

Yes, it is provided within the "ScheduledDeliveryDate" container described within the Developer Guide. If the Scheduled Delivery Date changes then a date is returned within the "RescheduledDeliveryDate" container.

How long is data stored for tracking information?

Transit scans are removed after three months, Exceptions are available for up to nine months and Signature Images and Delivery Information are available for 18 months.

In what order are the reference numbers in the Tracking Response on a multiple-package shipment sorted?

You can track a shipment through reference one or reference two 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 tracking number that is not of the lead package, it will only show the tracking information for that individual package.

Can I use Tracking information in a frame on my site?

UPS strongly discourages the use of "framed" information. See the ups.com® "Terms and Conditions" or "UPS Technology Agreement" accepted by all users for regulations and restrictions for the usage of UPS technology.

How are multi-piece shipment information and reference information returned by the API? What is the order of the information?

Shipments can be tracked using reference 1 or reference 2 numbers (no other reference numbers can be used). When tracking a multi-piece shipment using the lead shipment tracking number will show the information for all packages within the shipment. However, tracking with the child package tracking number only provides information for the child package and not the entire shipment.

Is the "Billing Information Received" event the same as the "Order Processed: Ready for UPS" event on ups.com?

Yes, the events are the same.

Why isn't there a "Scheduled Day of Delivery" (SDD) returned with the "Billing Information Received" event?

Since these are packages that can be injected into the UPS network from any channel UPS waits until possession of the package prior to including an SDD.

What is the "UPS Internal Activity" scan or event and why is this not returned by tracking on ups.com?

UPS Internal Activity scan is a generic description for one of several internal operations scans which are filtered by the web-tracking application. These scans are not used externally. You may consider dropping these records in your process.

Can I obtain Ground Freight delivery receipts?

Yes, there is a linkage at UPS Freight® where it is determined if the My UPS ID is associated with either the shipper, the consignee or the third party. That My UPS ID is allowed to see specific document types and to see additional information contained in the Tracking response. Each shipper, consignee or third-party customer has an account number. If any of those accounts match any of the accounts associated to the My UPS ID then they have additional privileges. See your Account Manager for additional information.

What are the guidelines for high-frequency tracking?

- Ensure tracking requests are valid.
- When errors like “tracking number not found”, “invalid tracking number” are returned, fix the issue before continuing to track with the same number.

Tracking - Signature Tracking® API

What is the UPS Tracking - Signature Tracking API?

UPS Signature Tracking API provides proof of delivery containing a digitized signature and delivery address.

How do I add shipper accounts for authorization to Signature Tracking API?

To add shipper accounts for Signature Tracking API, the user can access My UPS.com® by logging in with the user ID and password associated with the access key, and adding the account number to the account summary. A recent invoice will be needed to provide the latest invoice date, amount and control number (if applicable) for authentication.

What tracking number should be used to track a UPS Mail Innovations® shipment?

The Shipping API returns in the response both the “ShipmentIdentificationNumber/TrackingNumber” and the USPS PIC number. The USPS PIC number is USPS Package Identification and it should be used for tracking UPS Mail Innovations shipments.

How long is data stored for Signature Tracking signature image or POD (Proof of Delivery)?

The UPS Technology Agreement (UTA) allows storage of a POD letter for a maximum of 18 months.

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. The information received 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 18 months after the delivery of the shipment referenced in the POD Letter. The application may not distribute a POD Letter electronically to third parties, other than as a facsimile transmission.

UPS TradeAbility® API

Do we have Denied Party screening lists that are supported via the UPS TradeAbility® API?

A listing of Denied Party screener listings can be found on ups.com [here](#).

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. 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”.

An example:

```
<?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>r00ABXNyABtjb20udXBzLnNh
bHQudGEub</lc:TransactionDigest>
  </lc:EstimateRequest>
</lc:LandedCostRequest>
</env:Body>
</env:Envelope>

```

Why am I receiving an “Invalid Landed Cost Request document” error or “No Access and Authentication Credentials provided” error?

This may be because the namespace URLs do not include https.

Why is my landed cost estimate incorrect?

Make sure all currency codes are valid and the proper landed cost value is returned. If a request does not specify “Currency Code” for “Unit Price” Landed Cost defaults the currency code to the destination country’s currency code.

How do I remove Tariff Code Alerts?

Setting the “TariffCodeAlert” value to ‘0’ (false) will prevent Tariff Code Alerts to be sent.

Why is my partial tariff code not working even with the “TariffCodeAlert” set to false?

While generally a six-digit tariff code is sufficient, that rule is not true 100% of the time as there are 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.

Why am I not receiving Value Added Tax (VAT) 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.

What are the formulas used to determine the duties and fees for Landed Cost and are they available in the Developer Guide?

Landed Cost algorithms are not published in the Developer Guide and do not exist in a format for use.

How do I contact UPS with questions on TradeAbility API transaction results?

Follow the steps below to submit a business- or trade-specific inquiry to the UPS Trade Content Group:

1. Login to ups.com with the same User ID and Password used in your API request.
2. Go to the “Shipping” tab.
3. Click the menu option “Use International Tools”.
4. On the left navigation menu click the link marked “View Transaction History”.
5. Select the appropriate options and click “Search”.
6. Click the transaction in question.
7. Scroll down the results page and click the link labeled “Contact Trade Support”.
8. Fill out the form and click “Submit”.

This will send your question to our Trade experts who will review your information and email a response.

How often are updates made to the “Denied Party Screening” list?

Denied Party Screening data is updated on a daily basis, five days a week (business days). Data is acquired through a combination of both manual and automated extractions that are compiled, tested and then uploaded to production through a scheduled process that runs every day at 2 p.m. ET.

How often are updates made to “Import Compliance”?

Like the tariff, there is no scheduled update for import compliance data. Generally, these changes are usually prompted by legislation or rulings enacted by a country. These updates are also based on prioritization by country, severity of the change and the customer usage levels for that particular destination. Most common updates for compliance-level data usually involve a simple change to the URL.

How often are updates made to “Harmonized Tariff Codes”?

There is no formal or synchronized schedule in which Tariff Codes are updated by country. For example, some countries update their Tariff Codes once per year while others make updates once every few years. The United States and Canada make updates throughout the year. Brokerage experts at UPS monitor these changes and make changes every six months or year. These updates are based on prioritization by country, severity of the change and the customer usage levels for that particular destination country.

Why did the TradeAbility API landed cost estimate not include the additional fees included in the actual invoice?

Brokerage charges are not included in the landed cost estimate. Neither the ups.com TradeAbility application nor the API can

provide these estimates as the fees will vary by broker.

What taxes and/or fees are included in the “Other taxes and fees” category of the landed cost?

The “Other taxes and fees” category are taxes and fees imposed by the government and are unrelated to the product.