



API Tech Support Guide

UPS Developer Kit



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Welcome

Welcome to the UPS Developer Kit User Guide. This guide provides information on how to access developer kits and servers to test and transact with UPS. It also provides detailed information on technical support for the APIs including hours of operation and response times. The UPS Developer Kit offers flexibility in integrating UPS functionality directly into your business systems and e-commerce websites. UPS offers 14 functionalities via APIs that allow you to improve business process efficiencies and enhance your customers' Web experience.

UPS Developer Kit page at ups.com

To access this page, go to:

https://www.ups.com/upsdeveloperkit?loc=en_US&WT.svl=SubNav

Log In | Sign Up

ups

QUICK START | Tracking | Shipping | Service

Home > Services > Integrating UPS Technology > UPS Developer Kit

UPS Developer Kit

ANNOUNCEMENTS AND API UPDATES

The UPS Developer Kit APIs are updated in January and July each year. Enhancements can range from individual API functionality changes to brand new APIs. There are numerous enhancements to the APIs for January 2017. To view January 2017 and previous release changes please select the **More** link located in the bottom right corner of this box.

[More](#)

HOW TO GET STARTED

Step 1: [Sign up](#) for a ups.com® profile or [Log-in](#) now.
Step 2: Select an API.
Step 3: Download the API documentation.
Step 4: [Request an access key](#).

ACCESS AND ADMINISTRATION

[Manage Access Keys](#)
[Administration](#)
[UPS Developer Resource Center](#)

DEVELOPER APIS

Shipping/Rating Address Validation - City, State, ZIP Verify the city, state, and ZIP or postal code information is valid. Address Validation - Street Level Verify the street address, city, state, and ZIP or postal code information is valid. Dangerous Goods Validate Air, Ground, and International Dangerous Goods (hazardous materials) shipments are acceptable to UPS. Locator - Global Find a UPS location or The UPS Store nearest to you. Pickup Request a pickup for you or for one of your customers. Pre-Notification Notify UPS of Dangerous Goods shipments after shipment processing. Rating Compare delivery services and shipping rates to determine the best option for your customers. Shipping Validate addresses, compare rates, and print labels for your internal business processes. Time in Transit Compare shipping transit times of UPS services.	Visibility Quantum View® Stream Quantum View Data via XML over the Web and into internal applications. Tracking Provide accurate package status information to your customers. Tracking - UPS Signature Tracking® Automate Proof of Delivery for your shipments. International Trade Paperless Documents Upload document images and link to your international shipments. UPS TradeAbility® Generate cost estimates for duties, taxes, and transportation for international shipments; locate compliance and licensing information, and identify restricted trading parties.
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Getting started

To access the UPS Developer Kit on ups.com type in Search the following text, “Developer Resources”. Select the Developer Resource Center link. Once at the Developer Resource Center scroll down to Step 3 and select Access the UPS Developer Kit. You will land on the application page that will allow you to download developer kits and request access to UPS APIs.

The image shows a two-part screenshot of the UPS website. The top part shows the homepage with a search bar in the top right corner containing the text "developer resources". A red arrow points to the search button. Below the homepage banner is a search results page. The search bar contains "developer resources" and the search button is labeled "Search". Below the search bar, the results show "Search results for 'developer resources'" with "1 - 10 of 28 results". The first result is "Developer Resource Center-UPS", which is highlighted with a red box and a red arrow. Below the search results, there are several links: "View the UPS Developer Kit User Guide", "View the Quick Reference Guide", "View the Developer Kit FAQs", "Step 3: Developers: Download APIs", "Obtain and manage your API credentials and download developer kits.", "Access the UPS Developer Kit" (highlighted with a red box and a red arrow), and "Access Gemini Downloads and Tool Kit". On the right side of the page, there is a "Technical Troubles?" section with a "We're Here to Help" footer.

Getting started (cont.)

Step 1: Sign up for ups.com profile. If already signed up, skip to Step 3.

Step 2: Log In

Enter username. Click Next. You will then be prompted to enter password. You must be logged in to download document files.

Step 3: Select an API

Under Developer APIs, you will find the requirements for each of the APIs you require and can access downloadable files as well as availability for specific countries. You may also consult the API Detailed Descriptions section of this guide starting on page 18.

The image shows a screenshot of the UPS Developer Kit website. The main page is titled "UPS Developer Kit" and features a navigation bar with "QUICK START", "Tracking", and "Shipping". Below the navigation bar, there is a "Log in" button in the top right corner. The main content area is divided into several sections: "ANNOUNCEMENTS AND API UPDATES", "HOW TO GET STARTED", "ACCESS AND ADMINISTRATION", and "DEVELOPER APIS". The "HOW TO GET STARTED" section is highlighted with a red box and contains the following steps: Step 1: Sign up for a ups.com® profile or Log-in now. Step 2: Select an API. Step 3: Download the API documentation. Step 4: Request an access key. The "DEVELOPER APIS" section lists various APIs such as "Shipping/Rating", "Address Validation - City, State, ZIP", "Address Validation - Street Level", "Dangerous Goods", "Locator - Global", "Pickup", "Pre-Notification", "Rating", "Shipping", and "Time in Transit". A "Log in." form is overlaid on the bottom right of the page, featuring a "Log in." title, a "New To UPS? Sign up" link, and a "Use one of these sites." section with icons for Facebook, Twitter, Google, and Amazon. The form also includes a "Or enter your own information." section with fields for "Email or User ID" and "Password", and a "Show" button. The "Log in." form is also highlighted with a red box.

Getting started (cont.)

Step 4: Download the API documentation

- Download zip file for the chosen API
- When prompted, click on Save
- Extract file on local computer

The downloaded file contains the Software Developer Kit. Carefully review the entire Developer Guide for the APIs you will integrate. The Software Developer Kit also includes sample code and WSDLs.

The screenshot shows the 'UPS Developer Kit Shipping' documentation page. The page content includes:

- Shipping**
- The Shipping API allows applications to access the following UPS shipping services:
 - Package
 - Less-than-Truckload (LTL)
- The Shipping API allows you to prepare and schedule package or freight shipments for delivery locally or internationally, manage returns, and cancel previously scheduled shipments.
- Prior to downloading this API you should be familiar with:
 - Programming URL or socket connections
 - Encoding and decoding XML documents
 - Designing and implementing a strategy into your existing software for handling errors
- Available version(s):** XML, Web Service, JSON
- Available mode(s):** Package, LTL or Freight
- Custom code that adapts your application's business logic and data to the API must be developed in order to integrate this API's functionality into your e-commerce applications.
- To help you effectively integrate Shipping, the following guide and reference materials are included with the API:
 - Developer's Guide (with technical FAQs)
 - UPS logos and banners
 - Code samples
 - DOTNET in C#
 - Java
 - Perl
 - PHP
 - XML

A red box highlights the 'Download the API' section, which contains a warning and a link to 'Shipping.zip':

Download the API
Warning: Shipping XML and Web Services provides access to Package, and Ground Freight. Test Access is provided upon request within the UPS Developer Kit home page. Production access must be approved for appropriate business models for Ground Freight. DO NOT start development or commit development resources until you thoroughly review the Package, and Ground Freight developer guides and their respective approval requirements to gain production access.
[Shipping.zip](#)

Below the warning, there are sections for 'Shipping API Frequently Asked Questions' and 'Availability' (listing 108 countries).

Overlaid on the bottom right is a 'Save As' dialog box. The file name is 'Shipping.zip' and the save type is 'WinZip File (*.zip)'. The dialog shows the current directory path as 'UPS Developer Kit > Communications > 2017 > UPS Developer Kit User Guide Update'.

Getting started (cont.)

UPS provides a testing environment that is accessible with an Access Key for all APIs. This will allow you to simulate request and response messaging to ensure you have properly formatted your XML or Web Service requests.

Most APIs provide immediate access to both test and production environments. However, there may be certain APIs that require a second request to activate production access. Please reference the web page and e-mail notification that display what APIs may require a second production access request.

Step 5: Request an access key

Once you have reviewed the Software Developer Kit, you should request access to the UPS test environment. You will be asked to:

- Provide account information
- Authenticate account information (using recent invoice or Pickup Postal Code on file with UPS)
- Once authentication is completed, you will be brought back to the Request Access Key page
- Click on the Request Access Key button at the bottom

Note: Account Invoice Authentication (AIA) is required for you to see your negotiated rates via the Shipping and Rating APIs. Ensure you have a copy of one of your most three recent invoices to AIA authenticate.

UPS Developer Kit

Request Access Key

Please enter your contact and account information and select **Request Access Key** to continue. Required fields are indicated with *

PRIMARY CONTACT INFORMATION: [Edit](#)

Editing your information updates your default profile information.

UPS Customer 1
John Doe
123 Main Street
Customer Service :
Alpharetta, GA 30005
USA
5555555555
email@sample.com

SECONDARY CONTACT INFORMATION

Please enter contact information for an additional contact within the company for which you are integrating the UPS APIs.

Company or Name:
Test 1

Telephone:
5555555555

E-mail:
email@sample.com

ADDITIONAL REGISTRATION INFORMATION:

UPS Account:
XXX000 - XXXX Test * → [Add a UPS Account](#)

Request Access Key

[Back to UPS Developer Kit](#)

Add an existing account.

Add an existing account to your profile.

We need to verify your information to make sure no one fraudulently uses your payment account.

* Indicates required field

Payment Account Type

Documents and Packages
 Air Freight

Account Number *

Nickname *

Country *

Postal Code for Pickup Address *

Make this my default payment method

[Cancel](#) [Next](#)

Getting started (cont.)

Confirm your account information. ✕

Use a delivery invoice from the last 90 days—or an international shipping invoice from the last 45 days—to find this information and continue.

** Indicates required field*

Account Number
XXXXXX

Country
United States

Invoice Number *
 ✓

Invoice Date *
 ✓

Amount Due *
 ✓

Control ID *
 ✓

Getting started (cont.)

Step 5: Request an access key (cont.)

View confirmation that your request was received and receive a confirmation e-mail.

The screenshot displays the 'Request Access Key - Confirmation' page within the UPS Developer Kit. The page includes a navigation bar with the UPS logo, 'QUICK START', and links for 'Tracking', 'Shipping', and 'Services'. The main content area is titled 'UPS Developer Kit' and 'Request Access Key - Confirmation'. It provides an 'Access Key' and a table of access types. Below the table, there are 'Notes' and 'Primary Contact Information'. An email preview is shown on the right side of the page.

Provides Access To:	DEVELOPER RESOURCE	ACCESS TYPE
	Address Validation - City, State, ZIP	Production
	Address Validation - Street Level	Production
	Dangerous Goods - Package	Production
	Locator - Package	Production
	Paperless Document	Production
	Pickup - Ground Freight	Production
	Pickup - Package	Production
	Pre-Notification - Package	Production
	Quantum View - Package	Production
	Rating - Ground Freight	Production
	Rating - Package	Production
	Shipping - Ground Freight	Production
	Shipping - Package	Production
	Time In Transit - Package	Production
	Tracking - Package, Ground Freight, and Air Freight	Production
	UPS Signature Tracking - Package	Production
	UPS TradeAbility - Package	Production

Notes:
 1. If you have Production access for an API, you can still access the Test environment. Please see documentation for instructions.

Primary Contact Information:
 UPS
 Test
 Address
 Customer Technology Marketing
 Alpharetta, GA
 US
 Telephone:
 E-mail Address:

Secondary Contact Information:
 Test 1
 Telephone:
 E-mail Address:

Additional Registration Information:
 UPS Account: Test Account

Email Preview:
 Subject: Request Access Key - Confirmation
 Dear JOHN Doe,
 Thank you for requesting a Developer Kit Access Key. Your Access Key must be embedded into your business system/application or e-commerce solution in order for you to have access to UPS APIs. If you require assistance for using your Access Key, check your API documentation.
 Your Access Key is: xxxxxxxxxxxxxxxxx
 Please note that your Access Key is only for testing purposes. You can use this Access Key to process transactions using the Developer APIs listed below. Note that for the Developer APIs listed as "Test Access Only" you must request production access in order to process production transactions.
 Production and Test Access:
 Address Validation - City, State, ZIP
 Address Validation - Street Level
 Dangerous Goods - Package
 Locator - Package
 Paperless Document
 Pickup - Ground Freight
 Pickup - Package
 Pre-Notification - Package
 Quantum View - Package
 Rating - Ground Freight
 Rating - Package
 Shipping - Ground Freight
 Shipping - Package
 Time In Transit - Package
 Tracking - Package, Ground Freight, and Air Freight
 UPS Signature Tracking - Package
 Test Access Only:
 xxxxxxxxxxxxxxxxx
 Your User ID, Password, and Access Key are your security elements and must be used in conjunction with each transaction request. Security elements are confidential and may not be shared with anyone else. The email was generated automatically by UPS. Please do not respond to this email.
 Copyright © 2017 United Parcel Service of America, Inc. UPS, the UPS logo, and the color brown are trademarks of United Parcel Service of America, Inc. All rights reserved.
 Please do not reply directly to the email. UPS will respond to you only via the UPS services on the property of their respective owners.
 For more information on UPS's privacy practices, click on the UPS Privacy Policy.
 For questions or comments, visit Contact UPS.
 The confidentiality or content of this e-mail may be confidential. If you are not the intended recipient, the sending, receipt, disclosure or other use of the contents of this e-mail is strictly prohibited and you are notified to delete this e-mail immediately.
 UPS Privacy Notice
 UPS: www.ups.com/usa/development/developingwiththeapi.htm
 Contact UPS

Getting started (cont.)

Requesting production access

Most APIs provide immediate access to both test and production environments. However, there may be certain APIs that require a second request to activate production access. Please reference the web page and e-mail notification that display what APIs may require a second production access request. Ensure that your implementation meets UPS requirements for gaining production access.

- Go the UPS Developer Kit page and select Manage Access Keys in the Access and Administration section.
- A dialog window will appear requesting that you review requirements for approval. Click Continue if ready to proceed.

Choose one or more APIs and select 'Next' to continue.

The image is a collage of screenshots from the UPS Developer Kit website. The main screenshot shows the 'Manage Access Keys' page. The page has a dark header with the UPS logo and navigation links for 'QUICK START', 'Tracking', and 'Shipping'. Below the header, there's a breadcrumb trail: 'Home > Services > Integrating UPS Technology > UPS Developer Kit'. The main content area is titled 'UPS Developer Kit' and 'Manage Access Keys'. It includes a section for 'VIEW/UPDATE ACCESS KEY' with a text input field for 'Access Key' and a 'View/Update Access Key' button. Below that is a 'REQUEST PRODUCTION ACCESS' section with a text input field for 'Access Key' and a 'Request Production Access' button. At the bottom, there's a 'REQUEST NEW ACCESS KEY' section with a 'Request New Access Key' button. A smaller inset screenshot shows the 'Request Production Access - Step 1' dialog box. It has a title 'Request Production Access' and a paragraph of text: 'Production access is granted based upon approval requirements outlined within the respective developer guide and is NOT guaranteed. Each request will be reviewed and approved or denied based upon UPS requirements for production access. DO NOT commence development or commit development resources until you thoroughly review approval requirements.' At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Continue', with the 'Continue' button highlighted by a red box.

Getting started (cont.)

Requesting production access (cont.)

- Receive online and e-mail confirmation of your request for production access.

The image shows a screenshot of the UPS Developer Kit interface and an email confirmation. The top part is a dark navigation bar with the UPS logo, 'QUICK START' dropdown, and links for 'Tracking', 'Shipping', and 'Services'. Below the navigation bar, the breadcrumb trail reads 'Home > Services > Integrating UPS Technology > UPS Developer Kit'. The main heading is 'UPS Developer Kit' followed by 'Request Production Access - Confirmation'. A message states: 'Thank you. Your request for access has been granted for the selected APIs. Your Requested Production Access for'. Below this, a table lists the access details:

Access Key:	XXXXXXXXXXXXXXXXXXXX
UPS Account Number:	XXXXXX
API(s):	Pickup - Ground Freight

Notes:

1. You can use the [Manage Access Keys](#) page to see your current access information.

At the bottom of the page is a link: [Back to UPS Developer Kit](#).

The bottom part of the image is an email confirmation from 'Global Locator Contact (96738)' to 'John Doe' on 'Fri 10/5/2012 4:24 PM'. The subject is 'RE: Request Production Access for Access Key'. The email body contains the following text:

Thank you for your interest in the Locator API. I would like to provide you additional details to help you in your understanding of how this API can be used. The Locator API allows you to find UPS retail locations to do the following:

1. Shipping - You can find a location that offers packaging supplies and have your item packed and shipped. You can also drop off a package that you have already packaged and manifested.
2. Manage returns - You can direct your customers to either drop off or ship a return from a UPS retail location such as The UPS Store(s) or if already pre-manifested a UPS Drop Box.
3. ADL - Find retail locations that would be Alternative Delivery Location (ADL). This allows you to provide more centralized locations and saves on windshield time for those technicians. It also provides a secure place to hold those packages until picked up. This is usually done through a contract involving UPS, The UPS Store CRS group, and yourself.
4. SPL - Find retail locations that would assist your customer in Service Parts Logistics (SPL) where you would have parts sent to one of our retail locations and your technicians go there to pick up the parts. This provides a more centralized location and saves on windshield time for those technicians. It also provides a secure place to hold those packages until picked up. This is usually done through a contract involving UPS, The UPS Store CRS group, and yourself.

If this is what you are looking to do, then the Locator API can help you. Please note that the location types will vary by country and I can provide you with a matrix that outlines what locations types are available and the services they offer by country.

NOTE: THIS APPROVAL IS FOR END USER DEVELOPMENT ONLY (I.E. you will use the Locator API for your business) IF YOU ARE A 3RD PARTY (software or application provider), YOU MUST SUBMIT A REQUEST for that approval. The Locator API has restrictions in functionality and how it can be used.

In addition, please note that the Retail Locations that the Locator API would be identifying do not currently support the following services.

Hazardous Materials, UPS Hundredweight, UPS WorldEase and UPS TradeDirect

It is helpful for my records to know what you plan on doing with the API so I can report back to my management on how the API is being utilized by our external customers and also will help in my decision making for future enhancements. In order to continue with the process of providing you an access key, I will need some additional information that was not completed in the original request received below:

Primary Country or Countries that you will be searching for UPS Locations:

Primary purpose for using the Locator API:

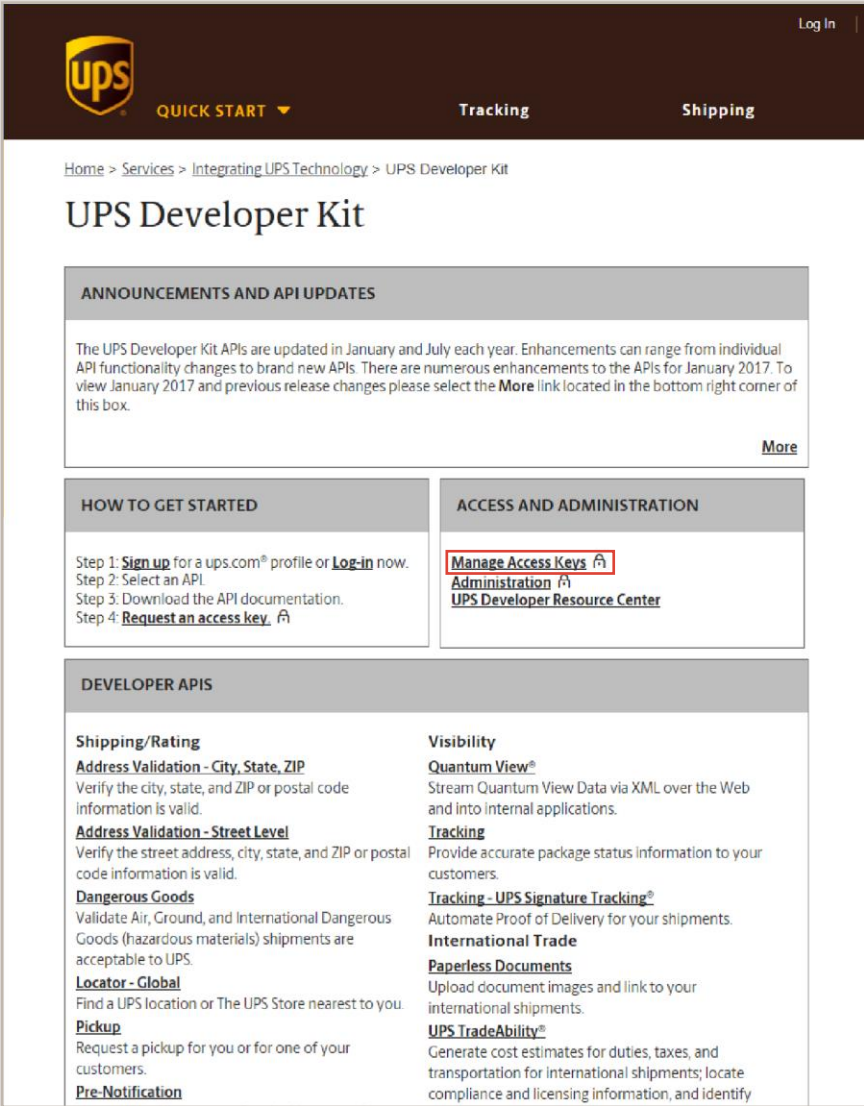
Feel free to contact me if you have further questions. Also let me know if you'd like a UPS Account Executive to call on you to discuss all of your UPS needs.

Regards,

Getting started (cont.)

[View/update access keys](#)

To manage and update access keys, go to the UPS Developer Kit page and select Manage Access Keys in the Access and Administration section



The screenshot shows the UPS Developer Kit website interface. At the top, there is a dark navigation bar with the UPS logo, a 'QUICK START' dropdown menu, and links for 'Tracking' and 'Shipping'. A 'Log In' link is in the top right corner. Below the navigation bar, a breadcrumb trail reads 'Home > Services > Integrating UPS Technology > UPS Developer Kit'. The main heading is 'UPS Developer Kit'. The content is organized into several sections: 'ANNOUNCEMENTS AND API UPDATES' with a paragraph about API updates and a 'More' link; 'HOW TO GET STARTED' with four numbered steps: 1. Sign up for a ups.com profile or Log-in now, 2. Select an API, 3. Download the API documentation, and 4. Request an access key; 'ACCESS AND ADMINISTRATION' with three links: 'Manage Access Keys' (highlighted with a red box), 'Administration', and 'UPS Developer Resource Center'; and 'DEVELOPER APIS' which is divided into two columns. The left column includes 'Shipping/Rating' with sub-sections for 'Address Validation - City, State, ZIP', 'Address Validation - Street Level', 'Dangerous Goods', 'Locator - Global', 'Pickup', and 'Pre-Notification'. The right column includes 'Visibility' with sub-sections for 'Quantum View', 'Tracking', 'Tracking - UPS Signature Tracking', 'International Trade', 'Paperless Documents', and 'UPS TradeAbility'.

Getting started (cont.)

View/update Access Keys (cont.)

Enter your Access Key in the View/Update Access Key section.

- The next screen will display a list of APIs with the status (Test or Production) for the key you entered.
- Note: From that page, you can also request production access or a new Access Key.

[Home](#) > [Services](#) > [Integrating UPS Technology](#) > [UPS Developer Kit](#)

UPS Developer Kit

Manage Access Keys

If you need to update a certain access key, request production access, or request a new access key select the appropriate action below. Required fields are indicated with *

VIEW/UPDATE ACCESS KEY

Enter an access key and select **View/Update Access Key** to update that key to provide access or the latest list of APIs.

Access Key: * View/Update Access Key

REQUEST PRODUCTION ACCESS

To complete your request for production access for the selected APIs, please provide the following information and select **Request Access**.

Access Key: * Request Production Access

REQUEST NEW ACCESS KEY

You can create a new access key to use with your new or existing applications.
[→ Request New Access Key](#)

VIEW/UPDATE ACCESS KEY

Enter an access key and select **View/Update Access Key** to update that key to provide access or the latest list of APIs.

Access Key:

Provide Access To:

DEVELOPER RESOURCE	ACCESS TYPE
Address Validation - City, State, ZIP	Production
Address Validation - Street Level	Production
Dangerous Goods - Package	Production
Locator - Package	Production
Paperless Document	Production
Pickup - Ground Freight	Production
Pickup - Package	Production
Pre-Notification - Package	Production
Quantum View - Package	Production
Rating - Ground Freight	Production
Rating - Package	Production
Shipping - Ground Freight	Production
Shipping - Package	Production
Time In Transit - Package	Production
Tracking - Package, Ground Freight, and Air Freight	Production
UPS Signature Tracking - Package	Production
UPS TradeAbility - Package	Production

Notes:
1. If you have Production access for an API, you can still access the Test environment. Please see the API documentation for instructions.

Need to update another Access Key?
Access Key: * View/Update Access Key

Getting started (cont.)

Edit account/contact information

To update primary and secondary contact information, as well as account information, go the UPS Developer Kit page and select Administration in the Access and Administration section.

The screenshot shows the UPS Developer Kit website interface. At the top, there is a dark navigation bar with the UPS logo, a 'QUICK START' dropdown menu, and links for 'Tracking' and 'Shipping'. A 'Log In' link is in the top right corner. Below the navigation bar, the breadcrumb trail reads 'Home > Services > Integrating UPS Technology > UPS Developer Kit'. The main heading is 'UPS Developer Kit'. A section titled 'ANNOUNCEMENTS AND API UPDATES' contains a paragraph about API updates and a 'More' link. Below this are two columns: 'HOW TO GET STARTED' with four steps (Sign up, Select an APL, Download documentation, Request an access key) and 'ACCESS AND ADMINISTRATION' with links for 'Manage Access Keys', 'Administration' (highlighted with a red box), and 'UPS Developer Resource Center'. A 'DEVELOPER APIS' section follows, listing various services like Address Validation, Dangerous Goods, Locator, Pickup, Pre-Notification, Visibility, Quantum View, Tracking, and UPS TradeAbility with brief descriptions.

Getting started (cont.)

Edit account/contact information (cont.)

Contact information will be displayed. Select Edit to make changes.

Note: It is very important for specific e-mail notifications regarding changes to UPS certificates and other major changes that the contact information is current. Also, if you used an integrator it is important that the contact information is changed to your company IT contact so they receive the important notifications.

A new screen will appear for you to make changes.

Click Save Changes once finished.

The image shows two overlapping screenshots of the UPS Developer Kit Administration page. The top screenshot shows the 'PRIMARY CONTACT INFORMATION' section with an 'Edit' button highlighted in a red box. The bottom screenshot shows the same page with the 'Edit' button removed and the 'Save Changes' button highlighted in a red box. The page includes sections for Primary Contact Information, Secondary Contact Information, and Additional Registration Information.

UPS Developer Kit Administration
Please enter contact information below.

PRIMARY CONTACT INFORMATION: [Edit](#)

Editing your information updates your default profile information.
UPS Customer 1
John Doe
123 Main Street
Customer Service
Alpharetta, GA 30005
USA
5555555555
email@sample.com

SECONDARY CONTACT INFORMATION

Please enter contact information for an additional contact within the company for which you UPS APIs:

Company or Name:

Telephone:

E-mail:

ADDITIONAL REGISTRATION INFORMATION:

UPS Account: → [Add a UPS Account](#)

[Save Changes](#)

UPS Developer Kit Administration
Please enter contact information below.

PRIMARY CONTACT INFORMATION

Editing your information updates your default profile information.

Company or Name: City:

Contact: State:

Country: ZIP Code:

Address Line 1: Telephone:

Address Line 2: Ext.:

Apartment, suite, unit, building, floor, etc. E-mail:

Address Line 3:

Department, c/o, etc.

SECONDARY CONTACT INFORMATION

Please enter contact information for an additional contact within the company for which you are integrating the UPS APIs:

Company or Name:

Telephone:

E-mail:

ADDITIONAL REGISTRATION INFORMATION:

UPS Account: → [Add a UPS Account](#)

[Save Changes](#)



Technical Support

UPS Developer Kit

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Technical Support

API Tech Support Email:

- uoltects@ups.com Monday-Friday, 7:30 a.m. to 9 p.m. ET
Email tech support is for sending API Request/Response Pairs for analysis and detailed questions.

API Tech Support Phone:

- 800-247-9035 (same hours as above and also for emergency outages during non-operating hours above).
Use this channel if you have questions about navigation to UPS Developer Kit or using the UPS Developer Kit application on ups.com to obtain SDKs and Access Key(s).

Technical support hours and response times for First-level email technical support

- Hours of operation are 7:30 a.m. to 9:00 p.m. EST Monday through Friday
- E-mail response time is planned to be within four business hours of the initial request
- Business hours are defined as hours of operation of the Tech Support desks when service technicians are working (UPS holidays excluded) Note: If you submit an e-mail request after business hours, the four hour response time frame will not begin until the following morning at 8:00 a.m. EST Monday through Friday

Escalation support hours and response times for Third level email technical support

- Hours of operation are 8:00 a.m. to 8:00 p.m. EST Monday through Friday
- Response time is planned to be within 24 hours during normal hours of operation
- Closed weekends and on UPS holidays
- Note: If you are sent an e-mail from first-level E-mail Tech Support stating your case log # has been escalated, the 24 hour planned response clock starts from the time you receive the e-mail from first-level E-mail Tech Support (provided the Escalation Support desk is open). If not, then the clock will begin when the Escalation Support desk opens. This means if your case log is escalated at 8:30 p.m. on Friday, you may not receive an e-mail response from the escalation Support desk until Monday at 8:00 p.m. at the latest (Saturdays, Sundays and holidays are excluded). Response times are from the time the case log was escalated plus 24 hours which does noted.



API Detailed Descriptions

UPS Developer Kit

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Address Validation API

Whether integrated into a Web page or a non-Web order system, the Address Validation API allows merchants to compare city-state-ZIP combinations provided by buyers with those maintained on UPS's central computers (servers). If the combination is not valid, UPS returns a list of possible city-state-ZIP combinations to the merchant's application. UPS provides up to ten alternate addresses.

Unapproved business models/uses

- "Scrubbing" address databases
- Validation of addresses for any uses other than UPS shipping

Approved business models

- Validation of addresses for shipments tendered to UPS for delivery by UPS

Availability

Available countries:	U .S. and Puerto Rico for all modes of transport
Available version(s):	XML and JSON
Available mode(s):	All modes
Access requirements:	One request for Test & Production access

API limitations

- Only validates U.S. and Puerto Rico addresses
- No latitude longitude coordinates provided in the API response
- Only validates city-state-ZIP combination — not street address
- Only validates one city, state, ZIP combination per request
- UPS address database updated monthly with information provided by the USPS
- NOT a CASS certified validation engine
- Does not replace requirement for CASS AV software

Address Validation Street Level API

Whether integrated into a Web page or a non-Web order system, the Address Validation Street Level (AVSL) API allows merchants to compare street-city-state-ZIP combinations provided by buyers with those maintained on UPS's central computers (servers). If the combination is not valid, UPS returns a list of possible street-city-state ZIP combinations to the merchant's application. UPS returns up to ten alternate addresses. Additionally, the AVSL API classifies addresses commercial/residential for a number of countries please check the developer guide for a current listing (classification is UPS internal operations classification not based upon USPS information).

Unapproved business models/usages

- "Scrubbing" address databases
- Validation of addresses for any uses other than UPS shipping

Approved business models

- Validation of addresses for shipments tendered to and delivered by UPS

Available countries:	U .S. and Puerto Rico for all modes of transport
Available version(s):	XML, Web Service and JSON
Available mode(s):	All modes
Access requirements:	One request for Test & Production access

API limitations

- Only validates U.S. and Puerto Rico addresses
- Only classifies (commercial/residential) U.S. and Canadian addresses
- Only validates one street, city, state, ZIP combination per request
- Only validates apartment or suite if an apartment or suite is provided within the API Request or if the apartment or suite are in the UPS database
- No latitude longitude coordinates provided in the API response
- UPS address database updated monthly with information provided by the USPS
- NOT a CASS certified application
- Does not replace requirement for CASS AV software

Dangerous Goods API

The Dangerous Goods API allows applications to validate dangerous goods shipments prior to shipping. The Dangerous Goods API verifies that dangerous goods shipments meet regulation set requirements as well as ensuring they are valid for carriage within the UPS transportation network.

Dangerous Goods validation and shipping require a UPS Contract so please check with your UPS Sales Person for available Dangerous Goods services prior to downloading the developer kit.

Functionality includes:

- Acceptance Audit Pre-check validates a Dangerous Goods shipment is acceptable to UPS. Validations include origin/destination country and postal code, UPS service, regulation set, transportation mode, and chemical record details (quantity, packing group, packing instruction, etc.).
- Chemical Reference Data Lookup retrieves Dangerous Goods chemical record details (i.e. allowable packing groups, packing instructions, etc.) based upon UN number or Proper Shipping Name. This functionality complements the Acceptance Audit Pre-check.

Regulation sets supported include:

- European Agreement Concerning the International Carriage of Dangerous Goods by Road (ADR)
- International Air Transport Association (IATA)
- United States – Code of Federal Regulations, Title 49 (49CFR) This API works in conjunction with the Rating and Shipping API or other manifesting systems.

Available countries:	31 countries for Small Package only
Available version(s):	Web Service and JSON
Available mode(s):	Package
Access requirements:	One request for Test & Production access

Unapproved business models/usages

- Validating shipments not intended for transport by UPS (Please note, the Dangerous Goods API is to be used for UPS shipments only.) API limitations
- Geographic validation updated monthly
- Dangerous Goods chemical validation updated quarterly

Approved business models

- Validating UPS Fully Regulated Dangerous Goods shipments (validates origin/destination and chemical details)
- Validating UPS Dry Ice, International Special Commodities – Biological Substances Category B, and/or Lightly Regulated Lithium Batteries shipments (origin/destination validation only)
- Use with manifesting systems that currently do not have hazmat validation. Can be used in conjunction with Shipping and Rating APIs to process UPS Small Package shipments.

Available Countries

- See available countries at [ups.com Approved Countries List](https://www.ups.com/assets/resources/media/dangerous-goods-service-areas.pdf) (<https://www.ups.com/assets/resources/media/dangerous-goods-service-areas.pdf>)

Locator API

The Locator API enables users to find local UPS service locations using an address or phone number. The Locator API provides UPS full-service and self-service locations, hours of operation and pickup times. The Locator API can be customized to present information in different configurations that include locations, additional services, program types, type codes and if a location is a retail location. In addition, the Locator API provides an interactive map that displays up to ten UPS locations and turn-by-turn driving directions (where available).

Find locations such as:

- UPS Access Point®
- The UPS Store®
- Mail Boxes Etc.®
- UPS Drop Boxes
- UPS Customer Centers
- UPS Express®
- Retail Chains
- UPS Authorized Shipping Outlet (ASO)
- UPS Authorized Service Providers

Available countries:	Available in 34 countries for Small Package only
Available version(s):	XML and JSON
Available mode(s):	Package
Access requirements:	One request for Test & Production access

Unapproved business models/uses

- Use by third-party logistics providers API limitations
- Latitude longitude coordinates are not provided
- Maps are not provided

Approved business models

- Use on merchant websites and non-Web, back-end systems

Pickup API

The Pickup API enables users to schedule a UPS pickup from their home or office. Users may also schedule the pickup of a previously processed package, freight shipment or new shipment. Additionally, UPS's environmentally friendly pickup options are available with the small package Pickup API.

Unapproved business models/usages

- Third-party hosting of pickup requests
- Use by third-party logistics providers

Approved business models

- Use on merchant websites and non-Web, back-end systems

Available countries:	Available in 51 countries for Small Package, LTL Freight (Gemini API for Air Freight)
Available version(s):	XML, Web Service and JSON
Available mode(s):	Package and LTL Freight (Gemini API for Air Freight)
Access requirements:	One request for Test & Production access

API limitations

- None

Pre-Notification API

The Pre-Notification API allows customer applications to inform UPS operations of dangerous goods shipments that have been processed and will enter the UPS transportation network prior to an upload of manifest information at the end of the day. This will assist in improved handling and fewer delays for dangerous goods shipments. The Pre-Notification API can be used in conjunction with other APIs after a dangerous goods shipment has been processed. Finally, the use of this API will be required for customers who have a dangerous goods contract and are shipping cargo quantities of dangerous goods or are shipping dangerous goods via road transport in Europe (European Agreement Concerning the International Carriage of Dangerous Goods by Road or ADR).

Functionality includes:

- Notify UPS of dangerous goods shipments once the shipment is processed.
- Notify UPS of voided dangerous goods shipments.

In addition, custom code that adapts your application's business logic and data to the API must be developed in order to integrate this API's functionality into your business systems.

Available countries:	Available in 31 countries for Small Package
Available version(s):	Web Service and JSON
Available mode(s):	Package
Access requirements:	One request for Test & Production access

Unapproved business models/usages

- None

Approved business models

- Use with manifesting systems to notify UPS of processed Fully Regulated Dangerous Goods shipments

API limitations

- None

Rating API

The Rating API provides rates (daily pickup, on-demand, or retail) for available UPS small package and UPS® Freight LTL service levels to any destination served by UPS. The Rating API can be configured to present all rates available (“Shop” option) or rates for specific service levels (“Rate” option). Published rates are provided by default; account-specific negotiated rates can be enabled by Account Invoice Authentication in the Account Summary or Account Maintenance pages at ups.com.

The Rating API provides delivery date and time for all services except Ground (the Time-in-Transit API must be used for this information).

The Rating API supports HazMat.

Unapproved business models/uses

- Display of UPS rates side by side with competitor rates Rating API supports hazmat rating

Approved business models

- Use on merchant websites and non-Web, back-end systems

Available countries:	Available in 109 countries for Small Package, 4 countries for LTL Freight and 36 countries for Air Freight (Gemini APIs)
Available version(s):	XML, Web Service and JSON (see notes)
Available mode(s):	Package, LTL Freight (1), Air Freight (2)
Access requirements:	Two separate requests for Test & Production access for LTL Freight and manual request for Air Freight via the Gemini APIs request form (see links at UPS Developer Kit at ups.com)

Notes:

- (1) Web Service only for LTL Freight
- (2) Air Freight through Gemini APIs XML only

API limitations

- Rating for Air Freight requires use of the Gemini APIs. Please see the UPS Developer Kit home page as well as the Announcements and API Updates section for a link to the Gemini APIs request form and developer guide. Please read the request form thoroughly for gaining access to this API.

Shipping API

The Shipping API supports the integration of UPS's shipping functionality across enterprise systems and websites. Integration allows for use of data from the shipper's applications without requiring key-entry by the user while supporting internal processes with convenient and controlled access to shipping. The Shipping API also supports the entire small package UPS Returns® portfolio, including international returns. UPS residential/commercial address classification and city, state and ZIP validation are also provided. Integration of the UPS Shipping API requires significant programming time and expertise.

Note: The Shipping API supports HazMat shipping.

How the Shipping API works -

The process consists of two phases: the Ship Confirm phase followed by the Ship Accept phase. An XML request/response pair is exchanged between the client and server in each phase. Please note that cancelling or voiding a shipment requires its own procedure and message types.

Unapproved business models/usages

- Display of UPS rates side by side with competitor rates
- No side-by-side comparisons with competitors on external or Web-based implementations
- No hosting of Shipping API on any website

Approved business models

- Use on merchant (UPS Ready® Provider) websites and non-Web, back-end systems
- When integrated on a website with controls for access
- Use by third-party application vendors strictly controlled through the UPS Ready program

Available countries:	Available in 109 countries for Small Package, 4 countries for LTL Freight and 36 countries for Air Freight (Gemini APIs)
Available version(s):	XML and Web Services (see notes)
Available mode(s):	Package, LTL Freight (1), Air Freight (2)
Access requirements:	Two separate requests for Test & Production access for LTL Freight and manual request for Air Freight via the Gemini APIs request form (see links at UPS Developer Kit at ups.com)

Notes:

(1) Web Service and JSON for LTL Freight

API limitations

- Not supported:
 - World Ease® functions, Trade Direct functions, End of Day processing, Batch Processing and UPS Hundredweight Service® aggregation.

Time-in-Transit API

The Time-in-Transit API lets users compare the speed of delivery of different services so they can select the service most appropriate for a shipment. This API provides access to all available UPS shipping services for anywhere UPS delivers around the world. The information includes the scheduled delivery date and time as well as the number of days in transit. Provides date and time of delivery for ground packages which take into account UPS holidays and weekends.

Unapproved business models/usages

- Use by third-party information logistics providers who are not a party to the transaction
- For creating Time-in-Transit tables from UPS proprietary information

Approved business models

- Use on merchant websites and non-Web, back-end systems

API limitations

- None

Available countries:	Available in 109 countries for Small Package only
Available version(s):	XML, Web Service and JSON
Available mode(s):	Package
Access requirements:	One request for Test & Production access for UPS approved business models

Quantum View® API

Quantum View® Data provides comprehensive tracking information that can be seamlessly integrated into in-house applications, from spreadsheets and simple databases to ERP systems. Shipment status updates can be automatically downloaded to internal system, as frequently as every hour if needed, in a number of common data file formats (CSV, XML, TXT or EDI ANSI or EDI EDIFACT).

- Outbound
- Inbound
- Third-party – Current information on shipments billed to a UPS account via Freight Collect, third-party or Consignee Billing.

Understanding XML Quantum View services

Quantum View information is presented as “events”. With this API, your application can automatically retrieve Quantum View events and integrate the information into your systems’ processes.

Subscriptions

This feature gives you a way to indicate which types of Quantum View events you wish to retrieve. You can set up subscriptions for outbound shipments, inbound shipments and shipments using alternate billing. These subscriptions can include manifest, origin, exception and delivery events. Quantum View subscriptions are created by you through ups.com. Managing the type of information you receive and the type of subscription is all completed at ups.com. To activate your subscription you must contact your sales representative.

Bookmarks

For users with high volume of activity and to ease the burden on network resources, the Quantum View API may limit the amount of information returned for any single request. This limit is approximately 150KB for multiple combined files or 500KB for a single file. For files exceeding the limit, UPS returns part of the information and appends a special bookmark element to the response. To retrieve the additional information, re-issue the original request with the bookmark element added.

Available countries:	Available in 33 countries for Small Package only
Available version(s):	XML and JSON
Available mode(s):	Package
Access requirements:	One request for Test & Production access

Information format

When your application requests Quantum View events, the API returns only events that have not been viewed before. File name and date/time requests are the only exceptions to this rule.

Quantum View® API (cont.)

Unapproved business models/usages

- Use by third-party logistics providers

Approved business models

- Use on merchant websites and non-Web, back-end systems

API limitations

- Updates are batch and limited to every 30 minutes with updates • Files must be appended to existing data, in that only what has changed is included in the hourly file updates
- Only Manifest, Exception and Delivery scans are provided within the files. No intermediate scans (in transit scans)

Tracking API

The Tracking API provides transparency in allowing customers to track their shipments from an e-commerce site using a reference or order number. Customers can find specific details about their shipment's status, including the time and location of each scan as the package moves toward its final destination. Additionally, tracking information can blend seamlessly with the look of your site.

Unapproved business models/uses

- Use by third-party information logistics providers who are not a party to the transaction
- Use by "robots" that track every outbound package until a specified event

Approved business models

- Use on merchant websites and non-Web, back-end systems

API limitations

- Limit of 64KB per response regardless of the size of a shipment
- Shipments with 50 packages may only return the first 15 packages dependent upon how much tracking information is available on the packages
- Transactional not batch and no batch upload of tracking numbers
- The API only tracks a single tracking or reference number with each tracking request
- Package scans and weight information is available for six months
- Reference number tracking is available for four months
- Delivery scan information is available for 18 months

Available countries:	Available in 109 countries for all transport modes
Available version(s):	XML, Web Service and JSON
Available mode(s):	All modes
Access requirements:	One request for Test & Production access

UPS® Signature Tracking® API

The UPS Signature Tracking API provides the same information as the Tracking API plus:

- Receiver's name and address
- C.O.D. collected amount
- Proof of Delivery (POD) signature image

Merchants can integrate a POD letter image into their systems to automatically e-mail, mail or fax a POD letter to buyers proactively or in response to non-payment or requests for POD. Since the POD letter includes the receiver's signature (when collected), this solution can meet the demands of buyers not satisfied with the "clarified" (typed by UPS driver service provider) signature information provided by the standard Tracking API.

Note: Processing requests requires that the account number is included. Tracking numbers generated by other accounts will not work unless those accounts are added to the My UPS ID Account Summary for the My UPS ID used in the XML Request.

Unapproved business models/usages

- Use by third-party information logistics providers who are not a party to the transaction
- Use by "robots" that track every outbound package until a specified event

Approved business models

- Use on merchant websites and non-Web, back-end systems

API limitations

- Same as Tracking API
- Additional limitation of storage of signatures for 18 months

Available countries:	Available in 52 countries for Small Package only
Available version(s):	XML, Web Service and JSON
Available mode(s):	Package only
Access requirements:	One request for Test & Production access for UPS approved business models

Paperless Document API

Paperless Document API provides you the ability to upload your document images in conjunction with your shipments. This eliminates the need to attach paper shipping documents to the package and the associated issues of processing delays. This API is used in conjunction with other manifesting systems as well as the Shipping API. This capability essentially eliminates the hassle of lost or damaged paperwork and allows for seamless and automated linking of shipments and the document images required for processing.

Note: You must have a valid six-digit account number and be enabled by your UPS Account Manager for your account within the UPS back-end systems to use the Upload My Forms at ups.com or the Paperless Document API. If the shipper number is not enabled within back-end systems for the Upload Forms, the Paperless Document API will throw a hard error.

Understanding Paperless Document API processing

- The Paperless Document API Web Service consists of three operations:
 1. Upload documents to Forms History (See API Limitations on page 34).
 2. Delete uploaded documents (one document ID per delete request).
 3. Push uploaded documents to Image Repository.

Note: You will need to build input screens that collect information needed by the application to initiate upload, delete and push requests for document images created.

There are two options when you use the Paperless Document API with the Shipping API or other manifesting systems.

Option 1:

- Step 1: Go to Paperless Document API and complete an Upload Request. Upload your documents to Forms History and receive a Document ID.
- Step 2: Go to Shipping API and submit a request to create a domestic or international shipment with the Document ID from Step 1. Shipping API will internally push the documents to a Forms Repository and return Forms Group ID in response back.

Option 2:

- Step 1: Go to Paperless Document API and complete an Upload Request. Upload your documents to Forms History and receive a Document ID.
- Step 2: Go to Shipping API and submit a request to create a domestic or international shipment. You will receive a Shipment Identification number and Tracking Number(s).
- Step 3: Go to Paperless Document API and provide the Document ID from Step 1 along with the Shipment Identification number and Tracking Number(s) from Step 2. Complete a Push To Image Repository Request, which will push the documents to Forms Repository which will return a Forms Group ID back to you.

Paperless Document API (cont.)

Approved business models

- Use with shipments that require documentation within internal business processes or other back-end systems. This is not for hosting on the Web.

Unapproved business models/uses

- Use by third-party logistics providers
-

API limitations

- The API is capable of handling multiple files and multiple documents in each file.
 - Maximum allowable size for each file is 1MB with a total maximum allowable size limit for all files of 5MB.
 - Maximum of 13 files are allowed per request with no more than 13 documents in each file or in total per shipment
- There are two steps to each document image.
 - Step 1: Upload the image.
 - Step 2: Submit the image either through the Shipping API or the Paperless Document API.

Available countries:	Available in 68 countries for Small Package
Available version(s):	Web Service and JSON
Available mode(s):	Small Package
Access requirements:	Single request for Test & Production access for UPS approved business models

UPS TradeAbility® API

UPS TradeAbility suite of information-based services enables the effective management of the movement of goods across international borders. The UPS TradeAbility APIs can help improve regulatory compliance, reduce operating expenses, and streamline global supply chains and international trade processes.

- Landed Cost API
 - Estimates the cost of international shipments: including duties, customs fees and taxes. Preferential duty rates may be included in Landed Cost estimates by default. For these rates to be applied when shipping, shipper must submit proper documentation along with the shipment. Allows transactions containing up to 99 products per shipment from one origin country to one destination country. To provide the most accurate estimate of landed cost, the service may refine its estimate through a series of interactive queries and responses using the QueryRequest element. User re-issues the request and includes answers using EstimateRequest elements. Once UPS has received all the information needed, a landed cost estimate will be provided.
- Denied Party Screener API
 - From one source, determines who is on the U.S. government watch lists, ensuring current and accurate compliance with government regulations. Allows single transactions and the selection of different match settings to allow broader searches and checks a single source for named parties and destination countries, plus it provides specific reasons for denial and list sources.

Unapproved business models/usages

- No hosting of UPS TradeAbility APIs by unapproved third parties

Approved business models

- Approved for End Users and UPS Ready® Providers

API limitations

- No Harmonized Code lookup functionality
- No Import Compliance functionality
- No Export License Detector functionality

Available countries:	Available in 37 countries for Small Package
Available version(s):	Web Service and JSON
Available mode(s):	Package
Access requirements:	Single request for Test & Production access for UPS approved business models