Integration and automation to improve your business processes

UPS® Developer Kit

UPS Developer Kit

Integrate UPS functionality directly into your business systems and e-commerce websites.

With this collection of eleven powerful Application Programming Interfaces (APIs), you can integrate UPS transportation functionality into your processes for small package, LTL and air freight shipments.

Integration is designed to increase internal efficiencies and overall customer satisfaction for:

- **Ordering** – Street Level Address Validation, Rating or Time in Transit APIs help improve order accuracy.

- **Shipping** – Pickup, Shipping and UPS TradeAbility™ APIs automate fulfillment and global shipping processes.

- **Customer service** – Quantum View™, Rating, Tracking, Signature Tracking™ and Locator APIs provide shipment visibility to customers and your customer service agents.

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Integration that delivers real benefits

- **Address Validation API** — Catch errors before they catch up with you

- **Address Validation Street Level API** — Reduce operating cost and improve customer service with help from UPS and the United States Postal Service®

- **Locator API** — Find UPS shipping locations with ease

- **Paperless Document API** — Upload document images and link to your international shipments

- **Pickup API** — Offer customers the option to schedule a pickup at their convenience

- **Quantum View API** — Access inbound and outbound shipment manifests

- **Rating API** — Offer your customers the option to compare delivery services and rates

- **Shipping API** — Deliver UPS shipping functionality from your website or enterprise system

- **Tracking API** — Visibility to up-to-the-minute status reports

- **Time in Transit API** — Give your customers insights into shipment and delivery timelines

- **Signature Tracking API** — Automate your Proof of Delivery process

- **UPS TradeAbility API** — Anticipate and manage trade regulation compliance

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Build
or buy

Who do I consult for expertise?

Making a decision involving complex technologies requires expertise. You should consult a technical team who is proficient in XML/Web Service coding. Based on whether you plan to build or buy, the type of developer will be different.

Build

- Secure an in-house development team or a third-party integrator
- UPS will provide technical support

Buy

- If you've decided to buy, your next step is to select a UPS Ready™ Provider. Learn more <u>here</u>.

UPS offers technical support during the integration process and for post-implementation or production issues. Technical support hours are: Monday through Friday: 7:30 a.m. to 9:00 p.m. EST, Saturdays and Sundays: 9:00 a.m. to 6:00 p.m. EST. Response time for e-mail technical support is typically four hours or less within the stated hours of operation.

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How do you determine which is best for you?

Examine the following steps to help you determine the expense and development time for integration. These steps take into account both business and technical planning processes. Consult a technical team who is proficient in XML or Web Service coding. Complete the steps outlined below to assist you in making a more informed decision whether to integrate the APIs or purchase a UPS Ready turnkey solution. Of course, this list is not comprehensive and is to be used as a guideline. Each customer has numerous variables that must be considered that are unique to their proprietary business processes and systems.

Step 1) Needs analysis
• Map and document business processes and pain points

• Document software functionality required to address pain points
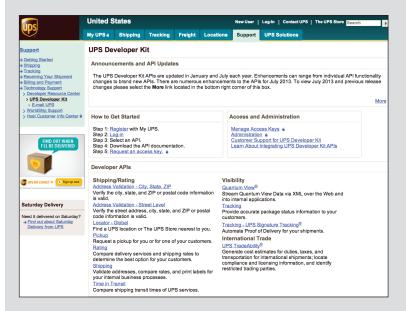
• Identify appropriate APIs to meet business needs

Step 2) Technical requirements
• Identify the number and type of platforms/systems impacted

• Pinpoint high-level impacts to interfaces and internal processing
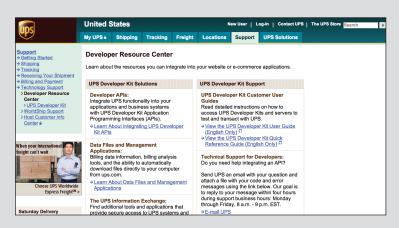 logic of each system

Step 3) Cost comparison
• Determine developer skill level required for XML or Web
  Service coding

• Evaluate development time to integrate the APIs versus
  purchasing software with APIs integrated

• Complete cost benefit analysis

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Developer access

UPS Developer Kit — *This section of* <u>ups.com</u>® *provides access for developers to download developer guides, sample code and UPS logos. Developer can also request an Access Key to gain access to UPS test and production API servers. Complete instructions are available within the UPS Developer Kit User Guide.*

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Resource center

UPS Developer Resource Center — *This section of ups.com provides a comprehensive list of technical support options for your developer including the best channel for urgent technical support — the "E-mail UPS" option.*

UPS Developer Kit Community — *This section of ups.com provides developers a forum to share best practices and programming tips as well as access all API documentation online.*

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Quick-guide for developers

Key things to know before and during the integration process.

The UPS Developer Kit offers convenience in integrating UPS functionality directly into your business systems and e-commerce websites using the Internet. Choose from 11 UPS Developer APIs to help automate and improve internal efficiencies while enhancing end-to-end customer experience.

Technical considerations

Prior to downloading APIs, you should be familiar with:

· Programming URL or socket connections

· Creating a secure socket implementation that supports SSL standard for secure connections

· Encoding and decoding XML documents

· Designing and implementing a strategy into your existing software for handling errors

Access requirements

Review whether the particular API provides Test and Production Access with initial access key request or if additional Production Access requests are required, as well as the business models approved for use with each API.

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Quick-guide for developers (cont.)

Implementation

Review the requirements for each API carefully at the <u>UPS Developer Kit page</u>. Download the Software Developer Kit (SDK) and carefully review the entire developer guide for each of the APIs you will integrate. The Developer Kit also includes sample code and WSDLs. Once you have reviewed the Kit, you should request access to the UPS test environment. Most APIs provide immediate access to both test and production environments. However, the following APIs require a second request to activate production access: Address Validation Street Level, Locator, Pickup, Rating (LTL Freight only) and Shipping.

Testing and certification

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

LTL Freight and Locator APIs require an additional request to gain production access. Please <u>click here</u> to review the User Guide and the respective developer guides for details.

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Developer
support

Quick-guide for developers (cont.)

Resource center

UPS Developer Kit users can obtain support through
the <u>Developer Resource Center</u>, including:

- Data files and management applications

- The UPS information exchange

- UPS Developer Kit Community

- Technical support

- The knowledge base

Technical support

For general questions, you can download the Knowledge Base file.
This resource contains answers to hundreds of questions about the
APIs. You can also obtain e-mail support at **ups.com**.

1. Attach a file with your e-mail support request that includes your
   XML request/response messages and errors.

2. First-level Technical Support will respond the next day (this
   excludes U.S. holidays).

3. If your problem log is escalated to the next level of Technical
   Support, you will get a response by the next business day
   (excluding U.S. holidays).

4. Finally, if your issue is urgent and you need immediate
   assistance, you can call the first-level Technical Support desk
   in the U.S. at 1-877-289-6420.

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Build or buy,
you've got support

Wherever you are in the integration process, UPS offers a number of ways to find out what you need to know.

If you've decided to buy, your next step is to select a UPS Ready Provider. Learn <u>more</u>.

For builders, the UPS Developer Resource Center offers several support options. Learn <u>more</u>.

UPS Developer Kit support
(at UPS Developer Resource Center)

· **UPS Developer Kit Community** — Access online documentation, FAQs and share best practices and programming tips. However, if you need urgent technical support use the UPS Developer Resource Center "E-mail UPS" link outlined below under Technical Support.

· **Knowledge base** — This Knowledge Base PDF document is a downloadable PDF file that provides answers to your business and functionality questions regarding the UPS APIs.

· **Technical support** — Send UPS an <u>e-mail</u> with your question and attach a file with your code and error messages using the "E-mail UPS" link at the UPS Developer Resource Center. Our goal is to reply to your message within four hours during support business hours — Monday through Friday: 7:30 a.m. to 9:00 p.m. EST, Saturdays and Sundays: 9:00 a.m. to 6:00 p.m. EST.

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For more information on product
and service availability, visit
ups.com/developerkit.