Frequently Asked Questions – Address Validation Street Level

API	Category	Question	Answer
Address Validation Street Level	General	What countries' addresses can be validated by the Address Validation - Street Level API?	The Address Validation - Street Level API allows the validation of street level address in the US and Puerto Rico only. [Note: AVSL supports classification for US & Canadian addresses only.]
Address Validation Street Level	General	Does the Address Validation API classify addresses?	The Address Validation API does not classify addresses. The Address Validation - Street Level API classifies addresses in both US and Canada. The API classifies addresses as Residential or Commercial in keeping with UPS standards.
Address Validation Street Level	General	Why do we get back a candidate list of addresses even when the response has a Valid Address Indicator?	The API returns a candidate list even when there is a Valid Address Indicator because the parameters entered have more then one valid match. If the address that was entered as part of the request is returned as part of the Candidate list then that address is valid and should be used.
Address Validation Street Level	General	How exactly is street level AV completed? Do we use the USPS to update our information?	Currently the Address Validation Street Level API's database is updated at monthly intervals with new address information from USPS. Generally the database update will occur around the 15th of the month. The actual date changes from month to month dependent upon the amount of testing a given data set might require, issues that are found, and other factors that can contribute to the swiftness of data validation. The database updates should synchronize the information with the USPS. Any addresses not currently available through UPS will be added in the following month.
Address Validation Street Level	General	How much time will it take to program/implement the Address Validation - Street Level API?	The programming/implementation of the Address Validation - Street Level APIs may vary and is strictly dependent on the skill level of the developer. An implementation of Address Validation Street Level may take as little as a week for a very skilled developer to as long as months for a less skilled developer.

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Address Validation Street Level	Address Validation frequency of updates	How frequently are the databases updated for Address Validation Street Level?	Address Validation Street Level API 1. Classification = weekly on Sunday input from operations. 2. Validation = monthly day varies.
Address Validation Street Level	Batch Upload	Does either the Address Validation or Address Validation Street Level APIs offer the ability to batch upload?	No. Neither API provides batch upload. Only individual requests.
Address Validation Street Level	Suite/Apt #	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.
Address Validation Street Level	CASS Certified	Is the Address Validation Street Level API CASS certified or the data we receive CASS certified?	UPS doesn't provide any API or application with customer-facing CASS-certified address validation. CASS certification is required for discounts on USPS services, but not required for any UPS services or discounts. UPS address validation is not CASS-certified; it's also free as we are not competing with vendors that provide CASS-certified Address Validation software. The Address Validation API is provided to allow customers who don't already use CASS-certified Address Validation software, our Address Validation Street Level API can be used to help clean-up addresses for UPS shipments. UPS delivers to addresses that are not in the USPS database (some examples are addresses that are warehouses that don't accept mail and areas where the USPS only provides PO Box delivery) - so an invalid address may still be deliverable. Also, a valid address may be the wrong address, and still require an address correction. NOTE: The source of our data for address validation is the USPS that we subscribe to and refresh monthly. So for customers who do scrub their addresses with CASS-certified Address Validation software, the Address Validation API provided by UPS doesn't provide any additional benefit.

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Address Validation Street Level	Resi/Comm Indicator	Which APIs provide address classification?	The Address Validation Street Level API provides address classification only.
Address Validation Street Level	Ambigous Address Indicator	How do we determine whether an address is "ambiguous" or not?	Ambiguous Address Indicator = returned when the address validation score for the entire address is below a UPS specified confidence threshold. Address Validation Score = average of detailed validation score and regional validation score. Detailed Validation Score = street number information validated based upon USPS feed using proprietary UPS validation database. Regional Validation Score = city, state, zip validated based upon USPS feed using proprietary UPS validation database. UPS address information is updated monthly through a subscription with USPS. In the case of the address you specified... "2724 S. PECK ROAD 91016". <u>Detail portion</u> 2724 S. PECK ROAD gets a grade of B 2724 PECK ROAD gets a grade of A <u>Regional portion</u> 91016 gets a grade of C Monrovia CA 91016 gets a grade of A When the two scores were averaged the score was below the threshold and therefore the ambiguous address indicator returned. In this scenario, had you removed the "S." with the same information you provided the validation score average would have been high enough and the Valid Address Indicator returned. Also, had you provided the city & state for the regional portion then the score on the regional side would have been high enough that when we averaged the two it would have raised the average over the threshold, even though the detailed portion had the "S." included, and a Valid Address Indicator would have been returned.
Address Validation Street	Batch Upload	Does the Address Validation Street Level API offer the ability to batch upload?	No. The API does not allow batch upload but only individual requests.

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API	Category	Question	Answer
Level			
Address Validation Street Level	Resi/Comm Database	What process does UPS use to apply residential/commercial designations?	Driver classification at delivery is used to create a database. All tools, all shipping applications, all Driver classifications, all center audits, and all Billing access the same database. The information entered by the driver for changes is audited and edited by the center team prior to changes to the database being entered.
All	General - security	Does UPS support chained or unchained digital certificates?	Currently, the Ship API uses an unchained cert which will be migrated to chained Sept '09. In the case of the Ship API, INET is responsible for those urls and corresponding Digital Certs. They are being renewed at the end of this month as unchained. They will migrate to chained in Sept '09.
All	General XML - Coding - Limited XML Coding Knowledge	I have no XML coding knowledge do you have any recommendations for how to get started?	Thank you for your inquiry. The only direct example of the XML APIs implemented is the Brown and Brown store whose demo can be viewed by clicking the following link and viewing the .pdf document: http://www.ups.com/content/us/en/bussol/offering/online_tools/downloads.html. To become more familiar with XML we would have to recommend reviewing some of the references listed in the Bibliography section at the end of the Rating API - Package Developer's Guide. There are also examples of XML in both the Developer's and Reference Guides. The Xpath in the Developer's Guide lists the descriptions of the XML tags and potential values. Once one is familiar with XML, the Xpath will help you fashion specific requests which can be posted to our servers and receive a proper XML response. The "readme.html" document in the Developer's Kit will help you get started using the two guides. Please note that the APIs were designed to be implemented by customers with a prior knowledge of XML along with a programming language. The main programming requirements the UPS Developer APIs have is that the XML document must be submitted to our servers via a POST using HTTPS (SSL). Depending upon your business needs and programming knowledge, your application can be simple or elaborate. Unfortunately, we do not support code directly; however, Java and Visual Basic code examples are supplied in the Reference Guide which can help guide customers to develop their own application.

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			These examples are for a theoretical implementation and one may use portions of the code provided based on their environment and their application's design. If you are still deciding if the UPS Developer APIs will fulfill your business needs, you may also want to contact your UPS Account Representative for further guidance.
All	UPS Logos High Resolution	How do I get access to higher resolution logos than what are available within the downloads for the UPS Developer Kit - Developer APIs?	Customers are not routinely provided these UPS shield graphics without having a design/layout submitted to UPS Brand Management for approval. The customer needs to visit: https://www.upsbrandexchange.com/brandHome.awsp This site will take them through the process for downloading a limited set of sample images for layout, and how to secure an approval for customer use, as well as the high-resolution graphics.
All	Technical Support email form	Is XPCI a required field within the email support form?	No.

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

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All	System Down-Times	Are there any designated system down times for the Developer APIs?	Yes. The overall reserved downtime for the CGI servers is Saturday 10:00 PM ET through Sunday 12:00 PM ET. However, often the window is shortened to two 15 minute intervals with one starting at 11 PM and the other occurring sometime between 1 and 3 AM ET Sunday morning for most weekends. The back end goes through numerous updates typically beginning at 11:00PM Saturday through 4:00AM Sunday. Typically traffic is handled in such a way that there is very little impact to customers, and any impact which does occur does so in the small 15 minute intervals mentioned previously. Having said this as this entire time is reserved for maintenance we inform customers of the possibility of experiencing issues throughout this time period so that if there are any issues which occur during maintenance we have a time window to troubleshoot and perform measures to resolve. On Sunday, the maintenance is really relegated to just ABR and freight.
All	ASMX	Are the Web Services versions of the APIs ASMX based?	No. All Web Services are XML based. This is described in the section 'UPS OnLine Tools Technologies' of every developer's guide
All	Web Services - Empty folders within the documentation zip file.	The ship_dev_guide and Ship_Reference_guide folders have some sub folders that look like they should contain some code examples / samples but they are all empty? XML_Samples Visual_Basic Code_samples All empty?	Unfortunately code samples are not provided with the Shipping API - Web Services version. The reason being is that a WSDL is included which provides all of the necessary information needed to successfully implement the API. These folders are typically utilized in the XML version of the APIs as there is no WSDL present. If the customer wishes to view the samples contained in the Shipping API they can download the documentation by logging into UPS.com, navigating to the UPS Developer Kit, and then clicking on the Shipping API link.

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API	Category	Question	Answer
All	Pointing to the wrong URL for API	I keep getting, "XML document is well formed but the document is not valid." error message. What am I doing wrong?	The "XML document is well formed but the document is not valid" error message is generally returned when an element in the XML request does not adhere to the formatting defined within the Xpath section of that API's developer guide. When the API returns this error it indicates the field which is not valid in the ErrorLocationElementName element in the XML response. When we test the XML provided by you earlier in this email chain we are able to receive a successful response. This would indicate that you may be posting to an incorrect URL. The error message returned from the API should have contained a line similar to the following: <ErrorLocationElementName>XPATH TO FIRST ELEMENT WHERE XML DOESN'T MATCH EXPECTED FORMAT</ErrorLocationElementName> As previously stated, this element is included in the XML error response to point you to the element of the posted request which is not valid for the Tool. When further clarification is needed you can look up the element in question in the Xpath section of the Developer Guide for the particular API. If this element lists another API's request such as "TrackRequest" it would indicate that you are posting to that API's URL and need to adjust the URL you are sending your XML to.
All	Phone Support	Is phone support provided for the UPS Developer Kit - Developer APIs? If so, what is the number and what are the hours of operation?	Yes. Phone support is provided at 1st Level only and for basic API questions. This includes integration questions and production questions. However, customers questions that cannot be answered verbally will be directed to the email support form at ups.com to escalate to 3rd level via email.Phone Support Hours:M-F 730am- 9pm ESTSa-Su 9am - 6pm EST877.289.6420

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All	Examples of API Implementations	Are there any examples of implementations that we can review to understand how best to utilize the APIs?	We do not share customer implementations of our tools amongst customers. On occasion we do post case studies on ups.com and articles in customer-facing newsletters, but that is only after gaining permission from the customer and working with Legal, Customer Communications, etc. Please understand that the XML tool is only data, which is transparent to the end user. How the developer implements the tool and presents results back to the end user can vary from web site to web site. These web sites may not highlight the full functionality of the tool. We need to be able to describe the value proposition of the tool without depending on another customer's usage. If they must see a visual, Daniel Franz, the Online Tools product manager refers customers to a UPS Ready provider that actually shows a demo of our tools. This may be better than just a screenshot from one customer's web site. Interactive example at shipworks.com http://www.interapptive.com/shipworks/quicktour.html Also, UPS is a user of our tools. Our Calculate Time and Cost application uses our Rating and Time in Transit Tools; Internet Shipping using our Shipping Tool; and Tracking at ups.com uses our Tracking Tool.
All	Code languages supported	Do the APIs support PHP or Perl with code sample within the Developer Guides or the developer kit zip files?	No. We do not currently support PHP or Perl with sample code.

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