Appendix A - Rate Web Services Error Codes

To discover errors, check the ResponseStatusCode element. A “1” normally indicates a successful response, whereas a “0” indicates an error, either Transient or Hard. When an error occurs there will also be an error code, and an error description.

- Success – Successful responses may or may not include **Warnings**.
  - (without warnings) Request is processed as anticipated by the client.
  - (with warnings) *Warning* messages indicate that UPS was able to process the request; however (potentially) unanticipated results have also occurred. The warning contains information in the response that should be passed to the end user.
- Errors – will return two different levels of severity.
  - *Transient* errors are temporary errors, due to temporary high server loads or scheduled maintenance, for example. The application may re-issue the request at a later time.
  - *Hard* errors indicate that an error existed in the request that UPS could not resolve. These errors are critical and prevent requests from processing.

Applications should not re-issue requests with Hard errors without first correcting the error.

The following table lists the errors that UPS may return in response to a request.

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Error Code	Severity	Description
110001	Transient	XML Rating and Service Selection Service Unavailable
110500	Hard	RATING_NO_SERVICE_SELECTED. Null service sent into Rater
111000	Hard	Verify that the supplied country code for the ship from and/or ship to is correct and is in uppercase (Cannot locate site).
111005	Hard	COD and Call Tags cannot be applied to the same package.
111010	Hard	Hazardous materials cannot be shipped using Call Tags.
111015	Hard	Saturday Delivery and Call Tags cannot be applied to the same package.
111020	Hard	Delivery Confirmation and Call Tags cannot be applied to the same package.
111025	Hard	The maximum declared amount was exceeded.
111030	Hard	Packages must weigh more than zero pounds.
111031	Hard	Packages must weigh more than zero kg.
111035	Hard	The maximum per package weight for that service from the selected country is %country.maxPkgWeight% pounds.
111036	Hard	The maximum per package weight for that service from the selected country is %country.maxPkgWeight% kg.
111040	Hard	The Return Services accessories are unavailable with the requested service.
111045	Hard	The Saturday Delivery option is unavailable with the requested service.
111047	Hard	Saturday Delivery may not be combined with this product and container type.
111050	Hard	Package exceeds the maximum size total constraints of %maxLengthGirth% (length + girth where girth is 2 x width plus 2 x height).
111055	Hard	Package exceeds the maximum length constraint of 108 inches.
111056	Hard	This package exceeds the maximum length constraint of 270 cm.
111057	Hard	This measurement system is not valid for the selected country.
111060	Hard	Hazardous materials cannot be shipped in a UPS Letter.
111063	Hard	The requested accessory cannot be combined with the selected service.
111065	Hard	The shipment of Hazardous Materials to the selected location is unavailable.
111070	Hard	The requested accessory is not allowedwith this pickup method.
111075	Hard	The International Declared Value accessory is not valid with a domestic service.
111080	Hard	The Domestic Declared Value accessory is not valid with an international service.

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Error Code	Severity	Description
111085	Hard	The requested accessory cannot be added to this shipment.
111086	Hard	Only one Authorized Return Service option is allowed.
111087	Hard	The Authorized Return Service option is not allowed for shipments.
111090	Hard	The requested billing zone is invalid for the selected product.
111091	Hard	The selected service is unavailable to an extended area.
111100	Hard	The requested service is invalid from the selected origin.
111105	Hard	The requested accessory key is invalid for the selected site.
111106	Hard	Unsupported country specified.
111107	Hard	An origin postal code must be specified.
111108	Hard	Shipments must have at least 1 package.
111109	Hard	Delivery Area Surcharge Tier is invalid.
111115	Hard	The COD amount must be greater than zero.
111120	Hard	The COD amount cannot exceed $1,000 when a cashiers check or money order is requested.
111121	Hard	The COD value entered exceeds the maximum allowed for cash of %COD.CashMax% (%COD.CurrencyCode%).
111125	Hard	The COD amount cannot exceed 50,000 (%COD.CurrencyCode%).
111126	Hard	The COD value entered exceeds the maximum allowed for check of %COD.CheckMax% (%COD.CurrencyCode%).
111130	Hard	The Saturday Pickup option cannot be combined with the Return Services option.
111135	Hard	The Saturday Pickup option cannot be combined with the Saturday Delivery option.
111140	Hard	The Saturday Pickup option is unavailable with the selected service.
111145	Hard	Only one Delivery Confirmation option is allowed.
111150	Hard	The Delivery Confirmation option is unavailable with the selected service.
111155	Hard	The COD option is unavailable with the selected service.
111160	Hard	The requested accessory option is unavailable with the selected billing option.
111165	Hard	The Verbal Confirmation of Delivery option cannot be combined with the Return Services option.
111170	Hard	The Delivery Confirmation option cannot be combined with the Verbal Confirmation of Delivery option.
111175	Hard	The Verbal Confirmation of Delivery option is unavailable with the selected service.
111190	Hard	Only one Return Services option is allowed.
111195	Hard	The requested billing option is unavailable with the selected service.
111196	Hard	The requested billing option is unavailable with UPS Letters.
111200	Hard	The requested service with Saturday Delivery is unavailable to the selected location.

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Error Code	Severity	Description
111205	Hard	The Additional Handling option is unavailable with the selected service.
111206	Hard	The Additional Handling option is unavailable with UPS envelopes.
111208	Hard	UPS Next Day Air Early A.M. service is not available to the requested destination. Please select UPS Next Day Air service as an alternative.
111209	Hard	RATING_INVALID_SERVICE_TYPE
111210	Hard	The requested service is unavailable between the selected locations.
111211	Hard	The requested accessory option is unavailable between the selected locations.
111212	Hard	The requested Package Type is unavailable for the selected service between the selected locations.
111213	Hard	The requested billing option is unavailable between the selected locations.
111214	Hard	Cannot ship between the selected locations.
111215	Hard	The requested service is unavailable to residential destinations.
111220	Hard	The Ship Notification option cannot be combined with the Return Services option.
111222	Hard	A shipment using the Return Services Electronic Return Label option must contain only Goods in Free Circulation.
111225	Hard	The Return Services option is unavailable to the selected location.
111230	Hard	Next Day Air Early AM is unavailable with the selected service.
111235	Hard	No more than %acsGrp.grpLimit% of the following may be combined : %acsGrp.grpMembers%.
111240	Hard	The requested accessory may not be applied to a package more than %accs.limit% time(s).
111245	Hard	The Saturday Pickup option cannot be combined with the Shipper Duty Fees option.
111250	Hard	The Saturday Delivery option cannot be combined with the Shipper Duty Fees option.
111255	Hard	The Shipper Duty Fee option is unavailable with the selected service.
111260	Hard	The Shipper Duty Fee option is unavailable with the selected billing option.
111261	Hard	The requested option is unavailable with the selected service.
111262	Hard	The accessory is not valid with the selected option.
111265	Hard	The requested billing option is unavailable to the selected location.
111266	Hard	The requested currency is not a legal tender in this country.
111275	Hard	Cannot create attribute %attrName%.
111280	Hard	Cannot remove attribute %attrName%.
111285	Hard	The postal code %postal% is invalid for %state% %country%.
111286	Hard	%state% is not a valid state abbreviation for %country%.
111290	Hard	The requested billing option is invalid.
111295	Hard	Package %child.index% failed validation in shipment.

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Error Code	Severity	Description
111300	Hard	The Shipper Pays Duty - VAT Unpaid option is unavailable with the selected option.
111305	Hard	The Shipper Pays Duty - VAT Unpaid option is unavailable with the selected service.
111310	Hard	The Shipper Pays Duty - VAT Unpaid option is unavailable with the selected billing options
111315	Hard	The Authorized Return Service option is unavailable with the selected accessory.
111320	Hard	The Authorized Return Service option is unavailable with the selected service.
111325	Hard	The Authorized Return Service is unavailable with the selected billing option.
111330	Hard	The Certificate of Origin is unavailable with the selected accessory.
111335	Hard	The Certificate of Origin is unavailable with the selected service.
111340	Hard	The Certificate of Origin is unavailable with the selected billing option.
111343	Hard	The Certificate of Origin is unavailable from the selected origin.
111345	Hard	The Shipper Export Declaration is unavailable with the selected accessory.
111350	Hard	The Shipper Export Declaration is unavailable with the selected service.
111355	Hard	The Shipper Export Declaration is unavailable with the selected billing option.
111360	Hard	UPS Express Plus is unavailable with the selected service.
111363	Hard	The One Time Pickup is unavailable with the selected service.
111365	Hard	The requested service is not available through the selected acquisition type.
111370	Hard	Unsupported acquisition type.
111375	Hard	The requested service is not valid for shipments with more than 1 package.
111380	Hard	The requested Package service may not be consolidated with the selected shipment service.
111385	Hard	The requested Package billing option does not match the selected shipment billing option.
111390	Hard	The requested Package billing tier does not match the selected shipment billing tier.
111395	Hard	Package consignee %pkg.dest.company% does not match the shipment consignee %ship.dest.company%.
111400	Hard	Package consignee street address %pkg.dest.street1% does not match the shipment consignee street address %ship.dest.street1%.
111405	Hard	Package consignee street address %pkg.dest.street2% does not match the shipment consignee street address %ship.dest.street2%.
111410	Hard	Package consignee street address %pkg.dest.street3% does not match the shipment consignee street address %ship.dest.street3%.
111415	Hard	Package consignee city %pkg.dest.city% does not match the shipment consignee city %ship.dest.city%.
111420	Hard	Package consignee state %pkg.dest.state% does not match the shipment consignee state %ship.dest.state%.
111425	Hard	Package consignee postal code does not match the shipment consignee postal code.
111430	Hard	Package consignee country does not match the shipment consignee country.

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Error Code	Severity	Description
111431	Hard	All packages in the shipment must have the same UPS shipper number as the shipment.
111435	Hard	All packages in the shipment must have the Saturday Delivery option if 1 package has it.
111440	Hard	All packages in the shipment must have the Saturday Pickup option if 1 package has it.
111445	Hard	UPS does not allow Hazardous Materials in shipments consisting of more than one piece.
111450	Hard	Only one type of Return Service option is allowed per package.
111455	Hard	All packages in the shipment must have the Return Services option if 1 package has it.
111456	Hard	All packages in the shipment must have the Residential option if 1 package has it.
111457	Hard	Shipments with the Residential option set must have the Residential option set on all packages.
111460	Hard	Shipments cannot exceed a COD amount of $5,000 when requesting a cashiers check or money order.
111465	Hard	The selected Package access method does not match the shipment access method.
111500	Hard	The selected service is not valid with the selected packaging.
111501	Hard	The selected packaging is not valid with the requested accessory option.
111510	Hard	Unsupported packaging requested.
111511	Hard	Unsupported accessory requested.
111512	Hard	Unsupported billing option requested.
111513	Hard	Unsupported service requested.
111515	Hard	Weight of %weight.actual% exceeds maximum for rating the requested packaging. Using standard package rates.
111519	Hard	The selected Package rating category does not match the shipment rating category.
111000	Hard	Only one type of LargePackage can be set on a package.
113005	Hard	The selected service may not guarantee early AM arrival to the requested location.
113010	Hard	Package(s) within the shipment contain warnings.
113020	Hard	The Origin postal code is invalid for the selected location.
113021	Hard	The Ship To postal code is invalid for the selected location.
119000	Hard	Oversize 1 indicator has automatically been set on Package %package.index%.
119002	Hard	An Extended Area surcharge has been added to the service cost.
119007	Hard	Oversize 2 indicator has automatically been set on Package %package.index%.
119008	Hard	Weight is greater than or equal to %localOverSize1MinWeight%lbs. and less than %localOverSize2MinWeight% lbs., Oversize 2 has automatically been set on Package %package.index%.
119009	Hard	Oversize 1 does not apply, and has automatically been removed from Package %package.index%.
119010	Hard	Oversize 2 does not apply, and has automatically been removed from Package %package.index%.

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Error Code	Severity	Description
119016	Hard	Weight is greater than or equal to %localOverSize2MinWeight% lbs., Oversize 3/Large Package has automatically been set on Package %package.index%.
119017	Hard	Oversize 3/Large Package indicator has automatically been set on Package %package.index%.
119018	Hard	Oversize 3/Large Package does not apply, and has automatically been removed from Package %package.index%.
110099	Hard	RATING_FAILURE.Rating failure, no more specific reason available.
110000	Hard	XML Rating and Service Selection Service Unavailable
110003	Hard	Maximum number of packages exceeded ({0})
110950	Hard	Customer Classification Code is required with the requested Pickup Type
115582	Hard	Invalid Customer Classification Code
110208	Hard	Missing/Illegal ShipTo/Address/CountryCode
110308	Hard	Invalid or unsupported origin country code
110548	Hard	A shipment cannot have a KGS/IN or LBS/CM as its unit of measurements
110646	Hard	Package Level COD is not valid for the shipment origin and/or destination
110647	Hard	Invalid COD currency code. Please use the destination country currency code.
250002	Hard	Invalid UserId/Password
110920	Warning	When user indicated Residential indicator is different from AMS Classification.
119076	Hard	All package types must be pallets.
119078	Hard	The maximum dimensions for a pallet are 200 cm by 160 cm by 120 cm.
119079	Hard	The requested service is not valid with pallets with a weight greater than 1000kg. Please select Dedicated Package Courier Same Day Service.
119083	Hard	Pallet {0} exceeds maximum weight.
110971	Warning	For all successful response it will return message as Your invoice may vary from the displayed reference rates
113005	Warning	The selected service may not guarantee Early AM arrival to the requested location.
113010	Warning	Package(s) within the shipment contain warnings.
113020	Warning	The Origin postal code is invalid for the selected location.
113021	Warning	The Ship To postal code is invalid for the selected location.
119001	Warning	Additional Handling has automatically been set on Package %package.index%.
119002	Warning	An Extended Area surcharge of %xtndCharge% has been added to the service cost.
119003	Warning	The requested service may not guarantee Next Day arrival to the selected location.
119004	Warning	Check the UPS Service Guide for supported Saturday delivery destinations within the selected country.
119005	Warning	The requested service may not guarantee Second Day arrival to the selected location.

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Error Code	Severity	Description
119006	Warning	The Second Day Air service may not guarantee Second Day arrival to the selected location.
119011	Warning	The maximum declared value amount for the 1-Attempt option is $1,000.
119012	Warning	The maximum declared value amount for the Print and Mail option is $1,000.
119013	Warning	The maximum declared value amount for the Print Return Label option is $1,000.
119014	Warning	The maximum declared value amount for the Electronic Delivery option is $1,000.
119015	Warning	The maximum declared value amount for the 3-Attempt optionis $50,000.
119017	Warning	Large Package indicator has automatically been set on Package %package.index%.
119018	Warning	Large Package does not apply, and has automatically been removed from Package %package.index%.
119020	Warning	Large Package and Additional Handling both cannot exist on a Package
119070	Warning	Large Package Surcharge has been added to Package %package.index%.
119071	Warning	Large Package indicator has been set and Large Package Surcharge has been added to Package %package.index%.
119072	Warning	Additional Handling has been removed. Large Package Surcharge has been added to Package %package.index%.
119077	Warning	A dimensional surcharge has been added to pallet {0}.
113060	Warning	The weight exceeds the limit for the UPS Letter/Envelope rate and will be rated using the weight.
111582	Hard	Missing/Invalid InvoiceLineTotal Monetary Value
9110001	Hard	Missing pickup type Code.
9110002	Hard	Missing customer classification code.
9110003	Hard	Missing shipment information.
9110004	Hard	Missing shipper information.
9110005	Hard	Missing shipper number.
9110006	Hard	Missing shipper address information.
9110007	Hard	No more than 3 address line information can be given for shipper address.
9110008	Hard	Missing shipper country code.
9110009	Hard	Missing ship to information.
9110010	Hard	Missing ship to address information.
9110011	Hard	No more than 3 address line information can be given for ship to address.
9110012	Hard	Missing ship to state province code.
9110013	Hard	Missing ship to country code.
9110014	Hard	Missing Ship From address information.
9110015	Hard	No more than 3 address line information can be given for ship from address.

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Error Code	Severity	Description
9110016	Hard	Missing ship from state province code.
9110017	Hard	Missing ship from country code.
9110018	Hard	Missing shipment service code.
9110019	Hard	Missing package type code for package {0}.
9110020	Hard	Missing package dimensions unit of measurement information for package {0}.
9110021	Hard	Missing or invalid package dimensions unit of measurement code for package {0}. Valid values are: IN or CM.
9110022	Hard	Missing package weight unit of measurement information for package {0}.
9110023	Hard	Missing or invalid package weight unit of measurement code for package {0}. Valid values are: KGS or LBS.
9110024	Hard	Delivery confirmation option cannot be combined with the cod information under package service options for package {0}.
9110025	Hard	Missing schedule information for on call pickup.
9110026	Hard	Missing pickup day for on call pickup.
9110027	Hard	Missing method for on call pickup.
9110028	Hard	Atleast one shipment rating option either negotiated or FRS rates indicator is required
9110029	Hard	Missing COD Funds Code Information for {0}.
9110030	Hard	Missing COD Amount Information for {0}.
9110031	Hard	Missing COD currency Code for {0}.
9110032	Hard	Missing package declared currency code for package {0}.
9110033	Hard	Missing package declared monetary value for package {0}.
9111000	Hard	Invalid RSS Request Document
9110035	Hard	FRS Indicator is not allowed with Rate request option as Shop
9110036	Hard	Missing FRS Payment Information
9110037	Hard	Missing FRS payment Type.
112031	Hard	Missing or Invalid FRS payment Type code.
9110039	Hard	Missing Account Number for FRS Payment Information.
9110040	Hard	Missing Address for FRS Payment Information.
9110041	Hard	Missing Country Code for FRS Payment Information Address.
9110042	Hard	Missing Commodity for package {0}.
112002	Hard	Missing or Invalid Commodity Freight Class for Package {0}.
9110044	Hard	Missing NMFC Prime Code for package {0}.
9110045	Hard	Missing Ship To Postal Code.

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Error Code	Severity	Description
9110046	Hard	Missing Ship From Postal Code
9110047	Hard	Missing Package Weight container information for package{0}.
9110048	Hard	Missing Packaging Type for package{0}.
9110049	Hard	Missing Service Information.
9110721	Hard	Invalid Shipment Delivery Confirmation Type
110002	Hard	No packages in shipment.
110610	Hard	Missing or invalid COD monetary value for {0}. Valid length is 0 to 8 numeric and can hold up to 2 decimal places.
110601	Hard	Missing or invalid package weight for package {0}.
110604	Hard	Invalid package declared monetary value for package {0}. Valid length is 0 to 8 numeric and can hold up to 2 decimal places.
110609	Hard	All package dimensions are required and each must be greater than 0 for package {0}.
110626	Hard	Invalid COD Funds Code for {0}.
110710	Hard	Invalid package Delivery Confirmation type for package {0}.
110527	Hard	Cannot use multiple types of currency in a shipment.
110528	Hard	A shipment can have only one type of UnitOfMeasurement for Dimensions.
110529	Hard	A shipment can have only one type of UnitOfMeasurement for a Weight.
110720	Hard	The Account Number for FRS Payment is not FRS Enabled.
110921	Hard	UPS account number that was provided as the payment method is missing or invalid.
9110034	Hard	Missing or invalid request option.

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