Frequently Asked Questions – Rating Package

API	Category	Question	Answer
Rating	Rate versus Shop	What is the difference between a "Rate" request versus a "Shop" request using the Rating API - Package?	A “Rate” request returns the rate for a single service for each package, while a “Shop” request returns the rates for all services available between a given origin/destination pair for each package.
Rating	Choosing a service	Can a customer compare services for a shipment using the Rating API - Package?	Yes, if a user chooses the "Shop" option in the rate request, as opposed to the "Rate" option, the application will return all available services for the specified lane pair, then the customer chooses which they want. On the contrary, the "Rate" options require that the user specify the service that they want in the request. If the service is not valid for the lane pair then an error message will be returned in the rate response. If it is believed that the services the Rating API is returning is incorrect, a user may compare it with what Calculate Time and Cost displays for the same request criteria on UPS.com.
Rating	Return Services	Does Rating API support Return Services?	No, Rating API does not support any Return services
Rating	Number of packages per shipment	What is the maximum number of packages you can rate per shipment via Rating API - Package?	You can rate a max of 200 packages per shipment via this API.
Rating	Time in Transit Support	Does the Rating API - Package support time in transit results?	No.
Rating	Rating for Web applications	Are rates across all UPS Web applications always the same?	Yes, this is intended. The rates for other Web applications should not differ from the Rating API. The only time rates would be different is if there is a defect within the applications; otherwise it should be assumed that they are all in sync, as each are validated by the engine on the backend. If a user questions rates returned by the Rating API, he could generate the exact rate request on Calculate Time and Cost on UPS.com, to confirm if rates are accurate.
Rating	Shipping/ Labeling	Can you ship and/or print labels via the Rating API - Package?	The Rating API does not support the printing of labels and also does not allow shipping. Its only functionality is to provide shipment rates.
Rating	Testing and Production environments	Are there separate test ID's necessary to access the test verses production environment?	No the User ID obtained from the Developer Resource Center on UPS.com to obtain test access to the Rating API - Package will also allow the user to access the Production environment.

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Rating	Resi/ Comm	Does Rating API automatically validate Residential verses Commercial addresses?	If the residential indicator is included in the rate request then the shipment will be classified as residential. There is a second validation done by the backend and if the address is really supposed to be commercial then the classification will be changed and the customer is notified of this in the rate response.
Rating	Rating Scheduled Time	Does UPS Rating API display the time of day for example: 1da saver residential and 1da saver commercial in a rural area, etc.?	Yes. There is a scheduled delivery time within the response message.
Rating	International Rates	Does the Rating API support international rates?	Yes. As long as the shipper number is from the origin country the requests will be validated.
Rating	Accessorials	What accessorials does the Rating API support?	Please see the Rating API - Package section for a listing of supported accessorials.
Rating	Maximum Packages Rated	What is the maximum number of packages that can be rated through the Rating API - Package?	When using the "Rate" function there is a maximum of 200 Package containers allowed in each API request. One Package container contains the information for one individual package. In addition, when using the "Shop" function there is a maximum of 50 package containers allowed in each API request.
Rating	Hundredweight Warning Message	How is Hundred Weight (CWT) handled in the Rating API?	HundredWeight (CWT) is applied automatically by the Rating API when the shipper number is already set up for HundredWeight and the shipment meets the necessary criteria. There is no indicator to include in the rate request. ABR will provide contract rates based off of the tier associated with the shipper's number. Shipper number must be included in the rate request. The rate response doesn't mention that hundredweight has been applied either.
Rating	99 Account Number Limitation	How do I associate more than 99 account numbers for use with the Rating APIs?	The Rating API requires that the account (shipper) number and User ID used in the rate request are associated within the My UPS Account summary of the User ID. This can be accomplished by logging in to UPS.com and navigating to [MyUPS]->[Manage My UPS]->[Account Summary]->[Add a UPS Account]. IMS validates the User ID/password combination.
Rating	Extended Area Surcharge	Is Extended Area Surcharge included within the rating response?	The Extended Area Surcharge (EAS) will be included with the transportation charges. Additionally, if EAS applies for a shipment then a warning is returned in the XML response stating this charge has been added. However, international extended area surcharges are not supported.
Rating	Delivery Area Surcharge	Does the Rating API - Package support Delivery Area Surcharge?	Yes. However, it is included within the total transportation charge in the rate response.

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Rating	Fuel Surcharge	Does the Rating API (Package) include fuel surcharge?	Yes, however it is not broken out separately it is returned with other charges.
Rating	Ground Freight Pricing	Does Rating API support Ground Freight Pricing (GFP)?	ONLY Rating API - Package Web Service version supports Ground Freight Pricing.
Rating	Saturday Delivery	Will the Rating API - Package allow a customer to know if Saturday delivery is available if they are shipping on a Thursday?	Since Saturday delivery is an accessorial, the customer would input this information in the Rating API rate request. If it is available then the response will specify that the delivery will be on Saturday. The Rating API does not specify guaranteed delivery times but the Time in Transit API does.
Rating	Time in Transit	Does the Rating API for Package support Time in Transit?	No it does not. Time in Transit information can be obtained from the Time in Transit API.
Rating	3rd Party Billing	Does the Rating API - Package support 3rd Party billing requests?	No. The rates provided by the Rating API are not dependent on billing type.
Rating	Currencies	Does the Rating API (Package) return any other currency other than USD? If yes, what currencies are supported?	A list of the currencies and currency codes are available in the Rating API (Package) Developers Guide in the appendices. Currencies will be returned based on the country in which the API was registered.
Rating	ABR/ Negotiated Rates	Does Rating API support Account Based Rating (ABR)?	Yes, Rating API does support ABR (negotiated rating)
Rating	Published & Negotiated Rates (ABR) Response	Can Rating API provide both published and negotiated rates (assuming ABR has been activated) within the same response?	Yes. A customer can see both published rate and the negotiated rate (ABR) in one rate response assuming the customer has ABR activated.
Rating	Account Based Rates (ABR) or Negotiated Rates	Is there a delay in activating a new or modified account in ABR for Rating or Shipping APIs?	New Contracts or Plans: ABR will not reflect performance-tiered incentives until Monday of the second effective week of a new contract. This is a side effect caused by the way our Billing systems behave during the first week of a new contract. It requires one bill closeout to calculate the first week's volume. Basic incentives are available the first effective week. Re-started Contracts: ABR will reflect basic and performance tiered incentives within 24 hours after the contract is re-started. Change to rolling average (for example, from 52 weeks to 13 weeks): ABR will not reflect performance-tiered incentives until Monday of the second effective week of a new contract. Addition of New Services to Existing Contracts: The new services on a contract will follow the timeframe described above for new contracts.

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			Existing services on the contract will not be impacted and therefore ABR will not be impacted. Addition of New Accounts to Existing Contracts: ABR will reflect all incentives from the newly attached c
Rating	Negotiated Rates	How do get access to negotiated Package rates?	Contact your Account Representative to obtain negotiated rates through the UPS Developer Kit - Developer APIs.
Rating	Negotiated Rates	Can a customer with a US Account number rate a package being shipped from another country?	Account Based Rating or negotiated rates are not being returned when the shipper number is US-based and the origin (Ship From) country is a non-US country. The fundamental requirement is the shipper's country and the origin country must match to process a shipment and this follows for negotiated rates as well. A potential workaround would be to set up a shipper number based in the non-US country with a negotiated rates contract so rates could be quoted for shipments from the Non-US country to US.
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 Certifications. They are being renewed at the end of this month as unchained. They will migrate to chained in Sept '09.
All	API availability	Within what countries are the Developer APIs available?	The Developer APIs are available in the countries listed at ups.com by API and by country under the UPS Developer Kit - Developer APIs. Click on any particular API to go to the API page and scroll to the bottom of the page to get the country listing for that particular API.
All	Mail Innovations	Is Mail Innovations available within any of the Developer APIs?	There is no UPS API available for Mail Innovations services at this time nor did we see one at http://www.upsmailinnovations.com. Additionally we are not aware of any plans to support the services through the UPS Developer APIs. The customer may however contact a Mail Innovations representative by clicking the Support tab of the site for any additional questions or concerns.
All	UPS Logos High Resolution	How do I get access to higher resolution logos than what are available from the downloads in 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/forward.do?destination=brandHome 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.
All	Characters	Can Japanese Kanji character be recognized by UPS Developer APIs?	No.
All	Basic	Do any of the Developer APIs support Basic service?	No. Basic is not supported within the Rating or Shipping APIs but is supported within the Tracking API available within the UPS Developer Kit - Developer APIs.
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 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

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			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
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 Developer API 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.
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.

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			Phone Support Hours: M-F 730am- 9pm EST Sa-Su 9am - 6pm EST 877.289.6420
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.
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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