

From: uolteacts@ups.com
Subject: Technical Support / Developer Resources - Integration [Incident: 170301-047376]
Date: March 1, 2017 at 21:07
To: graham@explorationgeochem.com



Subject

Technical Support / Developer Resources - Integration

Response By Email (Desiree H.) (03/01/2017 09:07 PM) U.S. Eastern Standard Time (US EST)

Dear Graham,

I understand your concerns in regards to UPS.com showing your negotiated rates, but your webstore is not.

Negotiated Rates are only returned for qualified Shipper Account Numbers and eligibility is determined using the combination of User ID and the Shipper's Shipper Account Number in the XML request. If the User ID is qualified, both Published Rates and Negotiated Rates are returned. If the User ID or Shipper Account Number is not qualified for Negotiated Rates, only Published Rates are returned in the response.

The approved shipper number needs to be associated with the User ID used in the XML by adding it the Account Summary under Manage MyUPS at UPS.com.

To receive Negotiated Rates some XML additions are required that are slightly different from a basic request.

1. The approved User ID associated with the Negotiated Rates must be used in the AccessRequest container along with the Access Key and Password.
2. The approved shipper number must be included in the RatingServiceSelectionRequest/Shipment/Shipper/ShipperNumber container.
3. The empty node <NegotiatedRatesIndicator/> must be included in the RatingServiceSelectionRequest/Shipment/RateInformation container. The RateInformation container may need to be added as well.
4. The <StateProvinceCode> node is required in the RatingServiceSelectionRequest/Shipment/Shipper/Address container or RatingServiceSelectionRequest/Shipment/ShipFrom/Address container depending on the absence or presence of the ShipFrom container. If the <ShipFrom> container is present, the <StateProvinceCode> node is required there. In the absence of a <ShipFrom> container the <StateProvinceCode> node is required in the <Shipper> container. It is also required in the RatingServiceSelectionRequest/Shipment/ShipTo/Address container.

Please see the XML snippet below for examples of element placement. Note these are in addition to the already required tags for all Rates Tool requests:

```
<?xml version="1.0" encoding="UTF-8"?>
<AccessRequest>
<AccessLicenseNumber>XXXXXXXXXXXXXXXXXX</AccessLicenseNumber>
<UserId>XXX.XXX</UserId>
<Password>XXXX.XXXX</Password>
</AccessRequest>
<?xml version="1.0" encoding="UTF-8"?>
<RatingServiceSelectionRequest>
<Shipment>
<Shipper>
```

```
<ShipperNumber>XXXXXX</ShipperNumber>
<Address>
<StateProvinceCode>XX</StateProvinceCode> <!-- Required here if ShipFrom is not present
-->
</Address>
</Shipper>
<ShipFrom>
<Address>
<StateProvinceCode>XX</StateProvinceCode> <!-- Required here if ShipFrom is present -->
</Address>
</ShipFrom>
<ShipTo>
<Address>
<StateProvinceCode>XX</StateProvinceCode> <!-- Required -->
</ShipTo>
<RateInformation>
<NegotiatedRatesIndicator/>
</RateInformation>
</Shipment>
</RatingServiceSelectionRequest>
```

5. Negotiated rates are returned in the NegotiatedRates node of the XML response and only at the shipment level. Published rates are still returned in the normal locations.

```
<NegotiatedRates>
<NetSummaryCharges>
<GrandTotal>
<MonetaryValue>16.08</MonetaryValue>
</GrandTotal>
</NetSummaryCharges>
</NegotiatedRates>
</RatedShipment>
```

6. Lastly, please note that the Customer Integration Environment (CIE) only returns a 1% discount regardless of your actual negotiated rates. You will need to move to production to see your actual rates.

Please contact us if you need any additional assistance.

Desiree H.
UPS Technical Support

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Auto-Response By (Administrator) (03/01/2017 08:24 PM) U.S. Eastern Standard Time (US EST)

Thank you for submitting your request! Our technical support team will contact you shortly to address your issue.

The hours of operation for the UPS Developer Kit email support team are Monday through Friday, 8:00 am to 8:00 pm, US Eastern Time.

We are unavailable on Saturdays, Sundays, and the following UPS-observed holidays:

New Year's Day

New Years' Day
Memorial Day
Independence Day
Labor Day
Thanksgiving
Day after Thanksgiving
Christmas
New Years' Eve

More information is available at the UPS Developer Resource Center
(<https://www.ups.com/content/us/en/resources/techsupport/developercenter.html>)

If you have an emergency production issue, please contact the helpdesk at 1-800-247-9035.

Customer By CSS Email (Graham Fraser) (03/01/2017 08:24 PM) U.S. Eastern Standard Time (US EST)

Your Name: Graham Fraser

Your E-mail Address: graham@explorationgeochem.com

Support Category: Technical Support

Support Topic: Developer Resources

Are you the ...:

Your Telephone: 416-462-9124

Stage of Development: Integration

Developer Resource: Web Service[Rating - Package/Letter]

Attach File:

What is your question or comment? I am trying to get my online store, HikaShop, to return the correct pricing for my UPS shipments. I am using their UPS Plug-in.

Account: 4RF515

API Access Key: 6D21308BAC52566E

When I go to UPS.com and "calculate time and cost" my negotiated rates appear.

When my webstore contacts UPS only the non-negotiated rates appear. I checked my API and it says that all are in "production" mode but the connection to my rates does not seem to be happening.

Please help. Thanks Graham

Developer's Key: 2D21308BA37D4268

Question Reference # 170301-047376

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