

# **Web Tools™**

# **FAQs**

## **USPS Web Tools™**

## **Frequently Asked Questions**

## **(FAQs)**

**Version 2.2 (08/25/2020)**



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## 1.0 General Questions

### 1.1 Are the USPS Web Tools APIs free?

Yes, we allow all customers who have registered for a Web Tools account and agreed to the terms and conditions of use access to USPS APIs free of charge.

### 1.2 How do I get access to Web Tools APIs and receive my user ID?

The first step to gain access to USPS APIs is to register for a Web Tools user account located at <https://www.usps.com/business/web-tools-apis/web-tools-registration.htm>. **Note:** USPS Web Tools credentials are separate from [www.usps.com](http://www.usps.com) login credentials (see 1.3). Upon successful registration, you will automatically receive an email containing your assigned Web Tools user ID. Upon receiving a Web Tools user ID, users can begin using the following APIs:

- Address Information
- Tracking and Delivery Information
- Price Calculator
- Package Pickup
- Service Standards and Commitments
- Hold for Pickup Facilities Lookup

### 1.3 Why are my Web Tools credentials not working when I try to log in on [www.usps.com](http://www.usps.com)?

This is a common misconception with our users. There is no "login" functionality/user interface for Web Tools APIs. Your user ID (i.e. "1234ABCD567") will allow you to make API requests to the Web Tools servers. Your credentials are only intended to be (or input into), 1) the login interface of your third-party software or 2) incorporated into your back-end API programming within the XML request. The login page shown on the usps.com website is not associated to Web Tools APIs. Please review the technical documentation at <https://www.usps.com/business/web-tools-apis/technicaldocumentation.htm> for additional integration information.

### 1.4 Why did I not receive an email when I completed registration for USPS Web Tools?

The confirmation email containing your Web Tools credentials may have been moved to your spam inbox or junk folders, so we recommend checking there first. If you still did not receive it, then contact the USPS IT Help-Desk at <https://usps.force.com/emailus/s/>. Select 'Web Tools' and describe the issue in detail.

### 1.5 I tried registering for USPS Web Tools but I'm receiving an error, what do I do?

If you are experiencing an error message on the Web Tools registration page, please contact the USPS IT Help-Desk at <https://usps.force.com/emailus/s/>. Select (Web Tools) and include the email address you used to register as well as the date where you received the error message.

### 1.6 I have registered for Web Tools, what are the next steps?

For shippers using a third-party shipping software or shopping cart provider we recommend you coordinate directly with your service provider for instructions to begin offering USPS services.

Registered users should take note of relevant information provided in the registration email and links below. For developers integrating Web Tools into a custom application we specifically recommend:

- Step-by-Step Instructions for All USPS Web Tools (important information when getting started): <https://www.usps.com/business/web-tools-apis/general-api-developer-guide.pdf>
- API User's Guides (API specific technical/integration information): <https://www.usps.com/business/web-tools-apis/technical-documentation.htm>
- USPS Web Tools website: (contains all these resources and more): <https://www.usps.com/business/web-tools-apis/welcome.htm>

## 1.7 Service Level Agreements (SLAs)?

All terms and conditions are listed on our microsite ([www.usps.com/webtools](http://www.usps.com/webtools)). There are no service level agreements. Web Tools APIs are always available. For more information, please visit our [Developers Guide](#).

## 1.8 How do I know if I am eligible to use eVS Shipping Label APIs?

Users interested in creating labels through our eVS APIs will need to first complete eVS setup/enrollment.

In general, eVS:

- Requires 50 pieces or 50 pounds per mailing
- Requires a permit imprint
- Requires payment via ACH debit daily (no other forms of payment)
- Handles origin entered mail (no destination entry or presort)
- Requires enrollment and new Mailer IDs (MIDs) and permits
- Will do domestic/international/apo/fpo/dpo/US Territories

If you want to explore using eVS, please first contact the [eVS@usps.gov](mailto:eVS@usps.gov).

For registration please visit: <https://www.usps.com/postalone/evs.htm>

If that will not work for you, then you can follow up with [sales@usps.gov](mailto:sales@usps.gov) (or your local Postmaster or USPS Sales Manager) for additional solutions outside of the Web Tools APIs.

## 2.0 API Technical Questions

### 2.1 Why are the production server URLs I received not working when I click on them?

The production URLs included in the email confirming your registration with Web Tools are not links to a viewable website. These URLs must be included in the XML Request used to connect to our APIs (please reference our technical documents for more information <https://www.usps.com/business/web-toolsapis/welcome.htm>). If you are using a third-party ecommerce software, it is possible that these URLs are not required and therefore do not apply to all customers using our APIs. Contact your software provider directly for more details concerning your specific integration requirements.

### 2.2 The labels I am printing contain a "SAMPLE - DO NOT MAIL" watermark. How can I print actual labels?

The API containing "Certify" is our testing API which will only print labels with the sample watermark. In order to generate actual labels, you must remove "Certify" from your Web Tools XML requests.

See below 2.3 for additional details. Integrators should note that our “Certify” test APIs are intended for limited functional verification of API requests/responses. Any secondary processes, such as creation of a SCAN Form or Shipping Services File, are not supported with “Certify” APIs. For expanded functional testing support of Web Tools APIs, users should contact the USPS IT HelpDesk at <https://usps.force.com/emailus/s/> Select (Web Tools) and describe your testing needs in detail.

## **2.3 Does USPS have an Every Door Direct Mail® (EDDM) API available?**

Please visit: <https://eddm.usps.com/eddm/customer/routeSearch.action> for information on EDDM tools and offerings.

## **2.4 How do I obtain Tracking Service (i.e. API(s)= “PTS\*”) API Access?**

Four tracking service APIs are offered in conjunction with “Revision = 1” of the Track and Confirm “Fields” API (API=TrackV2) which require additional permissions:

- Tracking by Email (API=PTSEmail)
- Proof of Delivery (API=PTSPod)
- Tracking Proof of Delivery (API=PTSTPod)
- Return Receipt Electronic (API=PTSRre)

When you request access for these APIs, please identify your anticipated API volume, mailer ID and how you will be utilizing this API. A mailer identification number (MID) is a 6 or 9-digit number assigned to a customer through the USPS Business Customer Gateway (BCG). Please refer to the following links for help:

- <https://gateway.usps.com/eAdmin/view/knowledge?securityId=MID>
- <https://postalpro.usps.com/mailing/mailer-id>

## **3.0 Troubleshooting Questions**

### **3.1 I am using a third-party ecommerce software to connect to USPS Web Tools APIs and I am having issues integrating. Can USPS help me?**

USPS does not have insight into the specific requirements of third-party software tools and plugins. We recommend customers first contact their provider directly to troubleshoot issues with third-party software.

### **3.2 I have contacted my software provider and I still have questions for USPS, how do I proceed?**

USPS will be happy to assist all customers provided the following information is included when contacting USPS IT Help-Desk at <https://usps.force.com/emailus/s/>. Customers should select (Web Tools) and provide:

- Name of API
- Detailed description of the exact issue you are experiencing
- Sample API XML request and response resulting in the issue or error

**Note:** Without the above details provided, our USPS agents will not have sufficient information to investigate Web Tools API issues properly.

### **3.3 Have there been any recent or upcoming changes to Web Tools APIs?**

In order to provide the very best API offerings, we periodically update our systems which may require current customers to update their software or integrations. To determine if these changes/updates apply to you, please refer to our most recent Release Notes posted in our “Announcements” section on the Web Tools website: <https://www.usps.com/business/web-tools-apis/welcome.htm>. This document contains all new changes and steps to resolve if you are impacted. Please remember to first contact your software provider for any questions related to third-party shipping software or plugins.