FedEx Express

FedEx Web Services 2023

Technical Upgrade Guide

Revision History

Title	Released Date	Version
FedEx Web Services 2023–Technical Upgrade Guide	19 September 2023	1.4

Contact

For any comments about this guide, please contact emeawebservices@fedex.com

Created by: FedEx Customer Technology Europe, September 2023

FedEx Web Services 2023

To benefit from our full range of services and enjoy a superior shipping experience, please make sure you've upgraded to the latest version of FedEx Web Services. These have been specifically designed to streamline and strengthen your operations, helping you plan, manage and track your shipments.

3 key facts you need to know

Only the latest versions of FedEx Web Services will offer the full range of services

We've added features that will allow you to enhance your own operations and unlock new opportunities for your business

Upgrading will mean you benefit faster from our expanding range of services, such as our dedicated new international Economy and Express services as well as our new domestic Express and Economy services

This document will guide you through the required changes for updating your existing Web Services version to the latest version of FedEx Web Services.

Not all features are covered in this guide. If you should encounter any issues or require further assistance, do not hesitate to contact us.

FedEx Web Services 2023
New International Services

Benefit from a wider choice of delivery times with the new FedEx International Priority® Express and FedEx International Priority® services that replaced our former International Priority service.

Unlock the potential of our integrated network with the new FedEx® Regional Economy and FedEx® Regional Economy Freight services that will offer new opportunities for your parcel and freight shipments within Europe.

Explore FedEx® International Connect Plus, a parcel delivery service designed for Business-to-Consumer (B2C) and Direct-to-Consumer (D2C) e-commerce deliveries.

To enable the new services, enter the following values into the <ServiceType> element of your Web Services request:

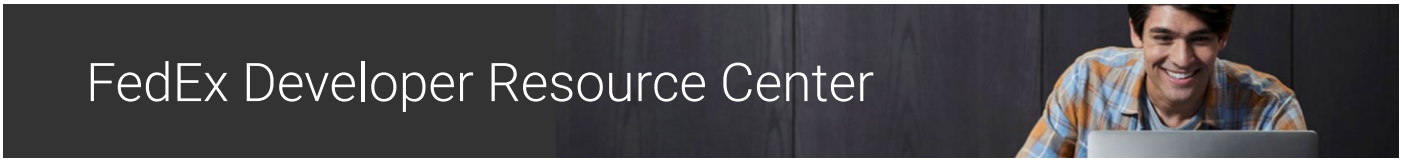
FEDEX_REGIONAL_ECONOMY
FEDEX_REGIONAL_ECONOMY_FREIGHT
FEDEX_INTERNATIONAL_PRIORITY
FEDEX_INTERNATIONAL_PRIORITY_EXPRESS
FEDEX_INTERNATIONAL_CONNECT_PLUS

Please note that FedEx Regional Economy, FedEx Regional Economy Freight as well as FedEx International Connect Plus are available to selected customers. If not done already, you can discuss further the details of when you will be enabled to access the service portfolio with your FedEx Sales representative.

Until the transition is completed, you can continue using our current services.

Only the latest versions of FedEx Web Services will support the new services.

If you need to get access to the latest WSDLs and the current Developer Guide, please contact us for this information.



FedEx® Regional Economy & FedEx® Regional Economy Freight Coverage

FROM \ TO	Austria	Belgium	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Netherlands	Norway	Poland	Romania	Slovenia	Spain	Sweden	Switzerland	United Kingdom
Austria		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Belgium	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Czech Republic	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Denmark	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Estonia	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Finland	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
France	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Germany	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Greece	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hungary	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ireland	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Italy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Latvia	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lithuania	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Luxembourg	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Netherlands	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
Norway	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
Poland	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓
Romania	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓
Slovenia	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓
Spain	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓
Sweden	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Switzerland	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
United Kingdom	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Electronic Trade Documents

FedEx® Electronic Trade Documents (ETD) is the best way to exchange customs paperwork information with us. It allows you to transmit customs documentation electronically for your international shipments.

We strongly encourage FedEx customers who have not adopted this setup yet to make the transition as soon as possible.

Benefits of ETD

Save time when preparing your shipments: you no longer have to print, sign, fold and attach your trade documents to each shipment

Minimise the risk of customs delays by allowing for a quicker documentation review: you are notified earlier of potential errors or missing paperwork

Save money and reduce your carbon footprint: lower your consumption of paper and toner for your international shipments, as only one shipping label is required

Implementing ETD

Choose one of the following three processes for using ETD:

Option 1 Let FedEx create the paperwork for you

This is ideal for simple shipping scenarios. FedEx can create a commercial or pro forma invoice and, where needed, a Certificate of Origin for you without the need for these documents to be printed.

Option 2 Create the paperwork yourself and upload it before you print the label

This is ideal if your paperwork is available before you create the FedEx shipping label.

Option 3 Upload the paperwork immediately after creating the FedEx shipping label

This is ideal if you use a complex process to generate the required documents and if you are unable to produce the paperwork before or during the creation of your FedEx shipping label.

When one or both of the origin or destination countries do not accept paperless clearance, ETD will trigger the 'Electronic with Original' (EWO) option.

EWO is stated in the Shipment Reply of your XML request to FedEx, and it is also printed on the FedEx label. This makes it easy to identify when to trigger printing for IT systems. And for personnel, it means they know when to attach paperwork to their physical packages.

In this case, you can seamlessly upload your customs documents electronically to benefit from an early broker review, but you will still have to attach printed copies of customs documents to your shipment to comply with regulatory requirements.

Contact your FedEx Sales representative for more details and guidance to optimise or implement ETD.

FedEx Web Services 2023
New Domestic Services

Benefit from a wider choice of delivery times with our new Domestic services.

We are introducing FedEx® First, FedEx® Priority Express and FedEx® Priority for your parcels up to 68 kg as we harmonise our portfolio across key markets in Europe. Plus, UK customers can also access our new domestic FedEx® Economy service.

Meanwhile, get your large shipments over 68 kg delivered safely and securely with our two new freight timed delivery options, FedEx® Priority Express Freight and FedEx® Priority Freight.

We'll start rolling out the new services first in Spain and Luxembourg on 02 October 2023. More countries including the UK to follow at later dates.

Upon launch, these new domestic services will replace the current FedEx Priority Overnight service in Spain and Luxembourg on 02 October 2023 and other countries later on. However, in the UK, they will replace FedEx Next Day by 9 a.m., FedEx Next Day by 10 a.m., FedEx Next Day by 12 p.m. / midday and FedEx Next Day services.

The new domestic services will be made available in Web Services versions WSXI3600 or above.

To enable the new services as from launch dates, enter the following values into the <ServiceType> element of your Web Services request:

FEDEX_FIRST
FEDEX_PRIORITY_EXPRESS
FEDEX_PRIORITY
FEDEX_PRIORITY_EXPRESS_FREIGHT
FEDEX_PRIORITY_FREIGHT
FEDEX_ECONOMY_SELECT

You can discuss further the details of when you will be enabled to access the new service portfolio with your FedEx Sales representative.

*FedEx Priority Express Freight will not be available in Luxembourg. For details please contact Customer Service.

Technical changes for upgrading FedEx Ship Requests v15 to v28 (2021)

Endpoints

There are new endpoints–in the future use for:

Production: https://ws.fedex.com:443/web-services/ship

Test: https://wsbeta.fedex.com:443/web-services/ship

The old endpoints are still working but will be decommissioned in the near future.

Since **May 29, 2021**, FedEx **no longer accepts** a security protocol below TLSv1.2 for any of our production web services gateway servers. Any communication requests submitted to FedEx **using a security protocol below TLSv1.2 will fail**.

FedEx Label on A4 (PDF)

For customers creating FedEx labels in A4 (PDF), a new AWB format has been introduced for FedEx shipping labels. Please hand all paperwork provided in the reply over to the courier. There are now two different formats in the reply, both are required for a complete FedEx shipment.

Pending Shipments

If you are creating pending shipments, please contact emeawebservices@fedex.com, as this is not possible in the ship request of the current version (v28) anymore.

Necessary changes in specific elements of the FedEx Ship Request

1) For your new international services

As indicated previously in this document, the **<ServiceType>** options in your current solution must be adjusted to accommodate the new FedEx service types:

FEDEX_REGIONAL_ECONOMY
FEDEX_REGIONAL_ECONOMY_FREIGHT
FEDEX_INTERNATIONAL_PRIORITY
FEDEX_INTERNATIONAL_PRIORITY_EXPRESS
FEDEX_INTERNATIONAL_CONNECT_PLUS

Version

Only the version ShipRequest (V26) and higher supports the new FedEx service portfolio.

If you need to get access to the relevant documentation and latest WSDLs or encounter issues when moving to the recommended version, do not hesitate to reach out to us via emeawebservices@fedex.com.

2) For your new domestic services

As indicated previously in this document, the **<ServiceType>** options in the recommended solution must be adjusted as from the date the services launch per country – 02 October 2023 in Spain and Luxembourg – to accommodate the new FedEx service types:

FEDEX_FIRST
FEDEX_PRIORITY_EXPRESS
FEDEX_PRIORITY
FEDEX_PRIORITY_EXPRESS_FREIGHT
FEDEX_PRIORITY_FREIGHT
FEDEX_ECONOMY_SELECT

For more technical details, you can email our team emeawebservices@fedex.com.

Technical changes for upgrading FedEx Rate Requests v9 or earlier to v31 (2021)

Note: *There are no changes required for version higher than v16 of the Rate WSDL to comply with the current 2021 release of the Rate WSDL (v31).*

For changes to <RateRequestTypes> until version 14, please see related chapter further down.

Endpoints

The new endpoints for Rating are:

Production: https://ws.fedex.com:443/web-services/rate

Test: https://wsbeta.fedex.com:443/web-services/rate

The old endpoints are still working but will be decommissioned in the near future.

Since **May 29, 2021**, FedEx **no longer accepts** a security protocol below TLSv1.2 for any of our production web services gateway servers. Any communication requests submitted to FedEx **using a security protocol below TLSv1.2 will fail**.

<PackageDetail>

The optional <PackageDetail> element has been removed without replacement.

New elements have been introduced, to be provided under <RequestedPackageLineItems>.

While <SequenceNumber> and GroupPackageCount> are mandatory, <GroupNumber> is optional.

Version 9 and before	Version 31 (current)
... <BlockInsightVisibility>false</BlockInsightVisibility> <RateRequestTypes>ACCOUNT</RateRequestTypes> <PackageCount>2</PackageCount> <PackageDetail>INDIVIDUAL_PACKAGES</PackageDetail> <RequestedPackageLineItems> <Weight> <Units>KG</Units> <Value>2</Value> </Weight> <Dimensions> <Length>30</Length> <Width>20</Width> <Height>20</Height> <Units>CM</Units> </Dimensions> </RequestedPackageLineItems> <RequestedPackageLineItems> <Weight> <Units>KG</Units> <Value>2</Value> </Weight> <Dimensions> <Length>30</Length> <Width>20</Width> <Height>20</Height> <Units>CM</Units> </Dimensions> </RequestedPackageLineItems>	... <BlockInsightVisibility>false</BlockInsightVisibility> <RateRequestTypes>LIST</RateRequestTypes> <PackageCount>2</PackageCount> <RequestedPackageLineItems> <SequenceNumber>1</SequenceNumber> <GroupNumber>1</GroupNumber> <GroupPackageCount>1</GroupPackageCount> <Weight> <Units>KG</Units> <Value>2</Value> </Weight> <Dimensions> <Length>30</Length> <Width>20</Width> <Height>20</Height> <Units>CM</Units> </Dimensions> </RequestedPackageLineItems> <RequestedPackageLineItems> <SequenceNumber>2</SequenceNumber> <GroupNumber>1</GroupNumber> <GroupPackageCount>1</GroupPackageCount> <Weight> <Units>KG</Units> <Value>2</Value> </Weight> <Dimensions> <Length>30</Length> <Width>20</Width> <Height>20</Height> <Units>CM</Units> </Dimensions> </RequestedPackageLineItems>

<RateRequestTypes>

<RateRequestTypes> indicates the type of rates to be returned. Valid values are:

- **LIST** — Returns both account-specific (discounted) rates and standard published rates.
- **PREFERRED** — Returns account-specific rates in the currency specified in the <PreferredCurrency> element, if the element is included in the request.
- **NONE** — Returns no rates in response.

To receive account-specific rates in your base currency only, do not send this element in the request at all.

The previously used value ACCOUNT was valid until v14, thereafter it has been removed. For comparable functionality, use PREFERRED.

Version 14 and before	Version 31 (current)
<RateRequestTypes>ACCOUNT</RateRequestTypes>	<RateRequestTypes>PREFERRED</RateRequestTypes>

If you wish to have account-specific rates returned in a currency different to the base currency of your account, use the new optional element <PreferredCurrency> to specify the desired currency of the rate quote. This may differ from the currency you declare in your ship request.

Example:

Version 14 and before	Version 31 (current)
Not available	<RequestedShipment> <ShipTimestamp>2021-02-10T09:30:47-01:00</ShipTimestamp> <DropoffType>REQUEST_COURIER</DropoffType> <PackagingType>YOUR_PACKAGING</PackagingType> <TotalWeight> <Units>KG</Units> <Value>3</Value> </TotalWeight> <PreferredCurrency>CAD</PreferredCurrency>

Should you encounter issues when moving to the recommended version of FedEx Web Services, do not hesitate to reach out to us.

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