



FedEx Web Services

Certification Guide

September 2016

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Foreword

This document describes how to certify a FedEx Web Services enabled application.

Audience

This document is intended for developers who have created and tested FedEx Web Services enabled applications, and who need FedEx certification before moving applications to production.

Note: The certification procedures described in this document do not apply to commercial developers (software providers or parties that resell and/or distribute a FedEx integrated solution). Commercial developers must be accepted to FedEx® Compatible and comply with its terms. See fedex.com/us/compatible for more information.

Scope

This document describes the step-by-step process required to certify FedEx Web Services enabled applications and how to move them to production.

Prerequisites

You must be familiar with FedEx Web Services and be able to successfully develop and test applications in the FedEx Web Services testing environment.

Related Documents

The following documents contain information related to this certification guide:

- *FedEx Service Guide* at fedex.com/us/services/pdf/
- FedEx Web Services Developer Guide at <https://fedex.com/us/developer/web-services/process.html?tab=tab1>
- *Web Services Online Help* at fedex.com/us/developer/get-support.html

Document Conventions

This document uses the following conventions to help you understand the different types of content:

- Code samples and information that you need to enter is formatted in Courier New
- Important notices begin with the word **Note**
- The names of user interface elements appear in **bold**
- Italics are used for emphasis, new terms, book titles, and transaction names
- Links to various information are formatted like this: fedex.com/developer

Support

Contact FedEx support based on the region that your FedEx account is supported.

United States

Technical Support hotline phone: 1.877.339.2774 (When prompted, please say "API") Pre-Production Assistance: FedEx Web Integrated Solutions Consultation Team

If you are in the pre-production stages of implementing a FedEx Web Integrated Solution and would like to speak with a FedEx team member, who can assist you in understanding FedEx Web Services, contact your aligned FedEx account executive or the technical support number: 1.877.339.2774 (Monday–Friday 7 a.m.–9 p.m., Saturday 9 a.m.–3 p.m. CST).

Canada

Technical Support hotline phone: 1.877.339.2774

Latin America and the Caribbean (LAC)

Brazil: ct-brazil@corp.ds.fedex.com

All other countries within LAC: TSC@corp.ds.fedex.com

Europe (EU)

Technical Support: emeawebservices@fedex.com

Middle East, India, and South Africa (MEISA)

Technical Support: meisawebservices@fedex.com

Asia-Pacific (APAC)

Technical Support: apacwebservices@fedex.com

Introduction

FedEx Web Services enabled applications must be certified before being moved into production. Certification is the process of determining if your implementation meets a number of requirements to achieve the safe, secure, and effective operation of your solution in the FedEx production environment.

The basic application development process includes design, development, testing, certification, and production. This document provides detailed procedures for the certification process.

Note: The certification procedures described in this document do not apply to commercial developers (software providers or parties that resell and/or distribute a FedEx integration solution). Commercial developers must be accepted to FedEx Compatible and comply with its terms. See fedex.com/us/compatible for more information.

See the FedEx Developer Resource Center at fedex.com/developer for more information about developing and testing FedEx Web Services enabled applications.

Note: See the FedEx Web Services Developer Guide for FedEx Web Services availability by location.

Document Organization

This document is organized in a tree structure, branching out from the top as follows:

- Corporate developer
 - Standard FedEx Web Services
 - Advanced FedEx Web Services without Shipping Labels
 - Advanced FedEx Web Services with Shipping Labels
- Consultant developer

Start at the next section, [Starting the Certification Process](#), to find your certification procedure.

Starting the Certification Process

For certification purposes there are two types of developers:

- **Corporate Developer:** You are developing FedEx Web Services enabled applications directly for your employer or for the business entity that you own. This document uses *corporate developer* and *developer* interchangeably. Corporate developers must be creating applications for a company with a FedEx account and a signed End-User License Agreement (EULA).
- **Consultant Developer:** You are a third-party consultant developing FedEx Web Services enabled applications on behalf of a FedEx customer. This document uses *consultant developer* and *consultant* interchangeably. Consultant developers (including independent consultants and other third parties) and their clients must execute a FedEx End-User License Agreement (EULA).

To find the certification process for your FedEx Web Services enabled application, select your role:

<u>Corporate Developer</u>	<u>Consultant Developer</u>
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Corporate Developer Certification

This chapter describes the process for certifying FedEx Web Services enabled applications created by corporate developers. The certification process varies based on the FedEx Web Services type:

- Standard FedEx Web Services: Applies to rating, service availability, postal code inquiry, tracking, signature proof of delivery, email notification, and drop-off locator applications.
- Advanced FedEx Web Services without Shipping Labels: Applies to courier pickup, pickup availability, shipment validation, close shipment, electronic trade documents/upload documents, email label, cancel email label, express tag availability, express tag, cancel express tag, ground call tag, cancel ground tag and address validation applications.
- Advanced FedEx Web Services with Shipping Labels: Applies to create shipment, cancel shipment, open ship, cancel open ship and async applications.

Select your application:

<u>Standard</u>	<u>Advanced without Labels</u>	<u>Advanced with Labels</u>
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Certifying Applications with Standard FedEx Web Services

Standard FedEx Web Services enabled applications may include the following depending on your location:

- Rate Services
- Validation Availability and Commitment Services
- Country Services
- Track Services
- Location Services

Note: See the *FedEx Web Services Developer Guide* for FedEx Web Services availability by location.

Log in to the FedEx Developer Resource Center at fedex.com/developer and go to the Web Services page fedex.com/us/developer/web-services/ for an up-to-date list of standard web services.

Corporate developers must complete the following steps to certify *standard* FedEx Web Services enabled applications.

Step 1. Develop and Test FedEx Web Services Enabled Application

Develop and test your standard FedEx Web Services enabled application. Complete testing using the test authentication credentials (test account number, test meter number, developer test key and test password). Your password is sent via a separate email communication. Record your test key as it cannot be recovered. If you lose it, you will be required to re-register.

Step 2. Register for Move to Production

Start the certification process by applying for FedEx production credentials at the FedEx Developer Resource Center.

Step 3. Obtain Production Credentials

Obtain your production credentials (production meter number, production authentication key and production password) online during the registration process. Your password is sent via a separate email communication. Record your credentials as they cannot be recovered. If you lose them you will be required to re-register.

Important Note: Due to the sensitivity of this information, the production authentication key is only displayed on the FedEx Developer Resource Center and not provided in the confirmation email (Step 4). Please retain this information for your records.

Step 4. Receive Registration Email

You will receive confirmation of your registration by email.

If you do not receive the registration email within a few minutes, please check your SPAM/Junk folder.

Step 5. Standard Applications Are Automatically Enabled

Standard FedEx Web Services transactions are automatically enabled for production.

Step 6. Replace URL and Credentials

Replace the test URL and test credentials with the production URL and production credentials. For detailed instructions please see [Updating Production Credentials](#) in this document.

This completes the certification process and moves your application to production.

Note: It is recommended that you immediately test the production version of the application using sample data.

For information about technical support at your location, see [Support](#).

Certifying Applications Using Advanced FedEx Web Services without Shipping Labels

Advanced FedEx Web Services enabled applications may include the following depending on your location:

- Pickup Services
- Close Services
- Address Validation Services
- In-Flight Shipment Services

Note: See the *FedEx Web Services Developer Guide* for FedEx Web Services availability by location.

Log in to the FedEx Developer Resource Center at fedex.com/developer and go to the Web Services page fedex.com/us/developer/web-services/ for an up-to-date list of advanced web services.

Corporate developers must complete the following steps to certify advanced FedEx Web Services applications.

Step 1. Develop and Test FedEx Web Services Enabled Application

Develop and test your standard Web Services enabled application. Complete testing using the test authentication credentials (test account number, test meter number, developer test key and test password). Your password is sent via a separate email communication. Record your test key as it cannot be recovered. If you lose it, you will be required to re-register.

Step 2. Register for Move to Production

Start the certification process by applying for FedEx production credentials at the FedEx Developer Resource Center.

Step 3. Obtain Production Credentials

Obtain your production credentials (production meter number, production authentication key and production password) online during the registration process. Your password is sent via a separate email communication. Record your credentials as they cannot be recovered. If you lose them you will be required to re-register.

Important Note: Due to the sensitivity of this information, the production authentication key is only displayed on the FedEx Developer Resource Center and not provided in the confirmation email (Step 4). Please retain this information for your records.

Step 4. Receive Registration Email

You will receive confirmation of your registration by email.

If you do not receive the registration email within a few minutes, please check your SPAM/Junk folder.

Step 5. Contact the Regional Web Integrated Solutions Team

Contact the Web Integrated Solutions Team for your region with your application information, which features/services you're implementing and your production key and production meter number. Request that your application be enabled using advanced FedEx Web Services.

For a complete list of regional support contact information see [Support](#) in this document.

Step 6. Regional WIS Team Enables the Application

The support team authorizes your production credentials to transmit the identified advanced FedEx Web Services features. Once your production credentials are enabled, the WIS team will send you an email confirming your production status.

Note: Your approval is on a per key basis, meaning if you generate additional FedEx Web Services production keys, you'll need to inform your regional support team in order to resolve any authentication errors.

Step 7. Replace URL and Credentials

Replace the test URL and test credentials with the production URL and production credentials. For detailed instructions see [Updating Production Credentials](#).

This completes the certification process and moves your application to production.

Note: It is recommended that you immediately test the production version of the application using sample data.

For information about technical support at your location, see [Support](#).

Certifying Applications Using Advanced FedEx Web Services with Shipping Labels

Advanced FedEx Web Services enabled applications with shipping labels include the following:

- Ship Services
- Open Ship Services
- Upload Document Services
- Dangerous Goods Data Services
- Dangerous Goods List Detail Services

Note: See the *FedEx Web Services Developer Guide* for FedEx Web Services availability by location.

Log in to the FedEx Developer Resource Center at fedex.com/developer and go to the FedEx Web Services page fedex.com/us/developer/web-services/ for an up-to-date list of advanced web services.

Corporate developers in the U.S. and Canada must complete the following steps to certify advanced FedEx Web Services applications with shipping labels.

Step 1. Develop and Test FedEx Web Services Enabled Application

Develop and test your standard FedEx Web Services enabled application. Complete testing using the test authentication credentials (test account number, test meter number, developer test key and test password). Your password is sent via a separate email communication. Record your test key as it cannot be recovered. If you lose it, you will be required to re-register.

Step 2. Register for Move to Production

Start the certification process by applying for FedEx Production credentials at the FedEx Developer Resource Center.

Step 3. Obtain Production Credentials

Obtain your production credentials (production meter number, production authentication key and production password) online during the registration process. Your password is sent via a separate email communication. Record your credentials as they cannot be recovered. If you lose them you will be required to re-register.

Important Note: Due to the sensitivity of this information, the production authentication key is only displayed on the FedEx Developer Resource Center and not provided in the confirmation email (Step 4). Please retain this information for your records.

Step 4. Receive Registration Email

You will receive confirmation of your registration by email.

If you do not receive the registration email within a few minutes, please check your SPAM/Junk folder.

Step 5. Contact the Regional Web Integrated Solutions (WIS) Team

Contact the Web Integrated Solutions Team for your region with your application information, which features/services you're implementing and your production key and production meter number. Request that your application be enabled using advanced FedEx Web Services with Shipping Labels.

For a complete list of regional support contact information see [Support](#) in this document.

Step 6. Regional WIS Team Provides Instructions for Submitting Labels

The support team of your region sends an email with detailed instructions for certifying shipping labels generated by this application.

Step 7. Generate and Submit Test Labels

Generate test labels within the FedEx test environment associated with the application then submit the test labels to the FedEx label evaluation team(s) for approval.

Note: The FedEx label evaluation teams require a three business day turn-around time for label evaluation.

Step 8. Label Evaluation

The FedEx label evaluation teams evaluate the submitted test labels and approve or reject the labels. The support team in your region contacts you regarding the approval or rejection of the submitted labels. If the labels are approved, continue to the next step. If the labels are rejected, correct the labels as instructed and resubmit them for approval.

Step 9. Regional WIS Team Enables the Application

Once the test labels are approved for production status by the label evaluation teams, the support team for your region authorizes your production credentials to transmit the identified shipping label transaction and notifies you via email of successful certification.

Note: Your approval is on a per key basis, meaning if you generate additional FedEx Web Services production keys, you'll need to inform your regional support team in order to resolve any authentication errors.

Step 10. Replace URL and Credentials

Replace the test URL and test credentials with the production URL and production credentials. For detailed instructions see [Updating Production Credentials](#).

This completes the certification process and moves your application to production.

Note: It is recommended that you immediately test the production version of the application using sample data.

For information about technical support at your location, see [Support](#).

Consultant Developer Certification

This section describes the process required to certify FedEx Web Services enabled applications created by consultant developers.

Note: See the *FedEx Web Services Developer Guide* for FedEx Web Services availability by location.

Log in to the FedEx Developer Resource Center at fedex.com/developer and go to the Web Services page fedex.com/us/developer/web-services/ for an up-to-date list of web services.

Consultants must complete the following steps to certify FedEx Web Services enabled applications.

Step 1. Develop and Test FedEx Web Services Enabled Application

Develop and test your standard FedEx Web Services enabled application. Complete testing using the test authentication credentials (test account number, test meter number, developer test key and test password). Your password is sent via a separate email communication. Record your test key as it cannot be recovered. If you lose it, you will be required to re-register.

Step 2. Register for Move to Production

Start the certification process by applying for FedEx production credentials at the Developer Resource Center.

Step 3. Obtain Production Credentials

Obtain your production credentials (production meter number, production authentication key and production password) online during the registration process. Your password is sent via a separate email communication. Record your credentials as they cannot be recovered. If you lose them, you will be required to re-register.

Important Note: Due to the sensitivity of this information, the production authentication key is only displayed on the FedEx Developer Resource Center and not provided in the confirmation email (Step 4). Please retain this information for your records. The authentication key must also be provided to the FedEx customer for whom you are developing your application.

Step 4. Receive Registration Email

As a consultant you will receive confirmation of your registration by email. This email will also contain your password and meter number. The FedEx customer for whom you are developing your application will also receive a confirmation email that a consultant has registered on their behalf, but their email will not contain the password, only the account number and meter number.

If you do not receive the registration email within a few minutes, please check your SPAM/Junk folder.

Step 5. Contact the Regional Web Integrated Solutions (WIS) Team

Contact the Web Integrated Solutions Team for your region with your application information, which features/services you're implementing and your production key and production meter

number. Request that your application be enabled using advanced FedEx Web Services with Shipping Labels.

For information about technical support at your location, see [Support](#).

Step 6. Regional WIS Team Emails Instructions for End-User License Agreement (EULA)

The support team sends an email entitled "FedEx Web Services – EULA Submission" to your end customer. This email instructs the end customer to complete the EULA and return it to the support team.

Step 7. Regional WIS Team Receives EULA

The support team receives the completed EULA from the end customer.

Step 8. Regional WIS Team Enables Application or Requests Test Label

If the application is standard or advanced without labels, it is manually enabled by the support team. In this case, proceed to step 13. If the application is advanced with shipping labels, continue to the next step.

Step 9. Receive Instructions for Submitting Labels

The support team of your region sends an email to the consultant with detailed instructions for certifying shipping labels generated by this application.

Step 10. Generate and Submit Test Labels

The consultant generates test labels within the FedEx test environment associated with the application and submits the test labels to the FedEx label evaluation team(s) for approval.

Note: The FedEx label evaluation teams require a three business day turn-around time for label evaluation.

Step 11. Label Evaluation

The FedEx label evaluation teams evaluate the submitted test labels and approve or reject the labels. The regional support team contacts you regarding the approval or rejection of the submitted labels. If the labels are approved, continue to the next step. If the labels are rejected, correct the labels as instructed and resubmit them for approval.

Step 12. Regional WIS Team Enables the Application

Once the test labels are approved for production status by the label evaluation teams, the support team for your region authorizes your production credentials to transmit the identified shipping label transaction and notifies you via email of successful certification.

Note: Your approval is on a per key basis, meaning if you generate additional FedEx Web Services production keys, you'll need to inform your regional support team in order to resolve any authentication errors.

Step 13. Replace URL and Credentials

Replace the test URL and test credentials with the production URL and production credentials. For detailed instructions see [Updating Production Credentials](#). This completes the certification process and moves your application to production.

Note: It is recommended that you immediately test the production version of the application using sample data.

For information about technical support at your location, see [Support](#).

Updating Production Credentials

This section describes how to change the WSDL endpoint to point to the FedEx production environment from the FedEx test environment:

1. Open the <service name> WSDL and scroll down to the end of the WSDL.
2. Remove the word "beta" from the attribute value of the "address location" element.
3. Replace your test credentials (Developer Test Key, Password, Account, and Meter Number) with your production credentials.
4. Sign up for Web Services Alerts and Outage Notifications (<http://emails.fedex.com>).

Examples

TEST LEVEL

```
<service name="TrackService">
<port name="TrackServicePort" binding="ns:TrackServiceSoapBinding">
<s1:address location="https://wsbeta.fedex.com:443/web-services/track"/>
</port>
</service>
```

PRODUCTION LEVEL

```
<service name="TrackService">
<port name="TrackServicePort" binding="ns:TrackServiceSoapBinding">
<s1:address location="https://ws.fedex.com:443/web-services/track"/>
</port>
</service>
```