



# Certification Guide

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# Contents

- Foreword ..... 4
- Audience ..... 4
- Scope ..... 4
- Prerequisites ..... 4
- Related Documents ..... 4
- Support ..... 5
- FedEx Office Web Services ..... 5
- Certification ..... 6
- Starting the Certification Process ..... 6
- Corporate Developer Certification ..... 7
  - Certifying Applications Using FedEx Office Web Services Integration ..... 7
- Consultant Developer Certification ..... 9
  - Certifying Applications Using FedEx Office Web Services Integration ..... 9
- Updating Production Credentials ..... 11
  - Examples ..... 11

# Foreword

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

## Audience

This document is intended for developers who have created and tested FedEx Office Web Service 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](https://fedex.com/us/compatible) for more information.

## Scope

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

## Prerequisites

You must be familiar with FedEx Office Web Service 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/](https://fedex.com/us/services/pdf/)
- FedEx Office Web Service Developer Guide at <https://www.fedex.com/en-us/developer/web-services/office/process.html#documentation>
- Web Services Online Help at [fedex.com/us/developer/get-support.html](https://fedex.com/us/developer/get-support.html)

# Support

## FedEx Office Web Service

### United States

#### Integration Consultants

Pre-Production Assistance: [officewebservices@fedex.com](mailto:officewebservices@fedex.com)

If you are in the pre-production stages of implementing a FedEx Office Web Integrated Solution and would like to speak with a FedEx Office team member who can assist you in understanding FedEx Web Services for Document Print, contact your FedEx Office account executive or email [officewebservices@fedex.com](mailto:officewebservices@fedex.com). A FedEx Office team member will contact you within 3 business days.

Production Support for Print Orders to FedEx Office: [officewsprodsupport@fedex.com](mailto:officewsprodsupport@fedex.com)

Your request will be sent to our internal team of FedEx Office Web Service specialists for document print services. They will address your questions as quickly as possible.

# Certification

FedEx Office Web Service 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](https://fedex.com/us/compatible) for more information.

See the FedEx Developer Resource Center at [fedex.com/developer](https://fedex.com/developer) for more information about developing and testing FedEx Web Services enabled applications.

## 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).

# Corporate Developer Certification

## Certifying Applications Using FedEx Office Web Service Integration

FedEx Office Web Service enabled applications include the following:

- Office Order Service

**Note:** See the *FedEx Office Web Service Developer Guide* for detailed information on FedEx Office Web Service.

Log in to the FedEx Developer Resource Center at [fedex.com/developer](https://fedex.com/developer) and go to the FedEx Office Web Service page [fedex.com/us/developer/web-services/office/](https://fedex.com/us/developer/web-services/office/) for an up-to-date list of services available through FedEx Office Web Service.

Corporate developers in the U.S. working on behalf of a FedEx customer must ensure that the client provides their contact information and a signed End User License Agreement to FedEx prior to initiating the following steps to certify FedEx Web Office Service enabled applications.

**Important Note:** By definition, Corporate Developer is an employee of the company for which you are developing this application. If you are a Consultant working on behalf of a customer, please refer to the [Consultant Developer](#) section of this guide.

### ***Step 1. Develop and Test FedEx Office Web Service Enabled Application***

Develop and test your FedEx Office Web Service enabled application. Complete testing using the test authentication credentials (developer test key, test password, test product ID and test product version). Documentation and sample code are available for reference in Java, C#, VB.NET, and PHP.

**Important Note:** By default, Developer Test Key is disabled for FedEx Web Service for Office and Print. You need to complete the 'Developer Test Key Enablement Request' form and submit it to [officewebervices@fedex.com](mailto:officewebervices@fedex.com) to enable your key to use the Office web service.

### ***Step 2. Submit FedEx Office Web Service Certification Application Request***

Start the certification process by submitting the FedEx Office Web Service 'Certification Application Request' form. Include detailed information about your business type, regarding who will use the application, how it will be used and for what purpose, past experience working with FedEx Office products, transaction volume for current implementation, and request for special considerations, if any. Application screen shots and/or access to the solution itself may be required by FedEx in order to certify your solution.

Upon receiving your completed FedEx Office Web Service Certification Application Request, you will be assigned a FedEx certification contact. FedEx will review the implementation material that you have provided and then contact you regarding the FedEx Integrator ID, Client Product ID, and Client Product Version values to use during certification testing.

### ***Step 3. Obtain Production Credentials***

To move forward with certification testing, use the Integrator ID from the above step to request for FedEx Office Web Service production credentials. Obtain your production credentials (production authentication key and production password) online during the move to production

registration process. By default, Production Test Key is disabled for FedEx Web Service for Office and Print. You need to complete the 'Production Test Key Enablement Request' form and submit it to [officewebservices@fedex.com](mailto:officewebservices@fedex.com) to enable your key to use the Office web services.

**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 production registration by email.

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

#### ***Step 5. Application Evaluation***

FedEx will perform a thorough review of the implementation material that Integrator has provided for Brand/Legal standards and Operations compliance. You will be notified of any certification requirements discovered during the evaluation process. Update your solution to address the points of failure and advise your FedEx certification contact when your solution is ready to be re-evaluated. FedEx will inform you when your solution has successfully completed certification.

**Note:** Anything that features the FedEx identity, including the FedEx logo, imagery, or service names, whether authored by FedEx or an outside party, must be submitted for brand approval. To learn more about FedEx Brand standards compliance, please go to [brand.fedex.com](http://brand.fedex.com).

#### ***Step 6. Prepare for Production Deployment***

Upon successful certification, FedEx Office 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 Office Web Service production keys, you'll need to inform FedEx Office 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 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 instructions on using FedEx Office Web Service, refer [Onboarding Checklist for Integrator](#).**

**Find answers to common questions and concerns, refer [FAQs](#).**

**Find the right contact for questions and additional information, see [Support](#).**



# Consultant Developer Certification

## Certifying Applications Using FedEx Office Web Service Integration

FedEx Office Web Service enabled applications include the following:

- Office Order Service

**Note:** See the *FedEx Office Web Service Developer Guide* for detailed information on FedEx Office Web Services.

Log in to the FedEx Developer Resource Center at [fedex.com/developer](https://fedex.com/developer) and go to the FedEx Office Web Services page [fedex.com/us/developer/web-services/office/](https://fedex.com/us/developer/web-services/office/) for an up-to-date list of services available through FedEx Office Web Services.

While the certification requirements associated with commercial software implementations are more rigorous than those associated with non-commercial solutions, the exact certification process will depend to some degree on the nature of the implementation.

### ***Step 1. Develop and Test FedEx Office Web Service Enabled Application***

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# 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 with your production credentials.
  - a. For Shipping, replace the Developer Test Key, Password, Account, and Meter Number.
  - b. For Office, replace the Developer Test Key, Password, Integrator ID, Client Product ID, and Client Product Version.
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>
```