FedEx Web Services 2011

Certification Guidelines May

Payment
You must remit payment in accordance with the FedEx Service Guide, tariff, service agreement or other terms or instructions provided to you by FedEx from time to time. You may not withhold payment on any shipments because of equipment failure or for the failure of FedEx to repair or replace any equipment.

Inaccurate Invoices
If you generate an inaccurate invoice, FedEx may bill or refund you the difference according to the FedEx Service Guide, tariff service agreement or other terms or instructions provided to you by FedEx from time to time. A request for refund on a FedEx® shipment must be made in accordance with the applicable Service Guide, or terms or instructions provided by FedEx from time to time. A shipment given to FedEx with incorrect information is not eligible for refund under any FedEx money-back guarantees. FedEx may suspend any applicable money-back guarantees in the event of equipment failure or if it becomes inoperative.

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Contents

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 integration solution). Commercial developers must be accepted to the FedEx Compatible Solutions Program (CSP) and comply with its terms. See fedex.com/us/compatible-solutions/provider/ 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 http://fedex.com/us/services/pdf/
- FedEx Web Services Developer Guide at
  https://www.fedex.com/wpor/web/jsp/drclinks.jsp?links=wss/index.html
- Web Services Online Help at
  https://www.fedex.com/wpor/web/jsp/drclinks.jsp?links=wss /index.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 in which your FedEx Account is supported.

United States

Technical Support hotline phone: 1.877.339.2774 (When prompted, please say "Web Services")

Pre-Production Assistance: FedEx Web Integration Solutions Consultation Team

If you are in the pre-production stages of implementing a FedEx web integration solution and would like to speak with a FedEx employee, 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

LAC (Latin America and the Caribbean)

[Brazil: ct-hdesk@mail.fedex.com](mailto:ct-hdesk@mail.fedex.com)

All other countries within [LAC: helpdesk@fedex.com](mailto:helpdesk@fedex.com)

EMEA (Europe, Middle East, Africa and Indian sub-continent)

Technical [Support: emeawebservices@fedex.com](mailto:emeawebservices@fedex.com)

APAC (Asia-Pacific)

Technical [Support: apacwebservices@fedex.com](mailto: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 the FedEx® Compatible Solutions Program and comply with its terms. See http://www.fedex.com/us/compatible-solutions/provider/ for more information.

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

Document Organization

This document is organized in a *tree* structure, branching out from the top as follows:
- Corporate developer
  - Standard Web Services
  - Advanced Web Services
  - Advanced 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 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 Web Services enabled application, select your role:

[Corporate Developer](#)	[Consultant Developer](#)

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 Web Services - Applies to rating, rate available services, service availability, tracking, signature proof of delivery, shipment notification, and drop-off locator applications.
- Advanced Web Services without shipping labels - Applies to courier dispatch, shipment validation, close shipment, reprint close report and address validation applications.
- Advanced Web Services with shipping labels - Applies to ship, cancel ship, express tag, cancel express tag, ground call tag, cancel ground tag, email label, and cancel email label applications.

Select your application:

Standard	Advanced without Labels	Advanced with Labels

Certifying Applications with Standard FedEx Web Services

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

- FedEx Rating
- FedEx Rate Available Services
- FedEx Service Availability
- FedEx Tracking
- FedEx Signature Proof of Delivery
- FedEx Shipment Notification
- FedEx Drop-off Locator

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

Log in to the FedEx Developer Resource Center at http://www.fedex.com/developer and go to the Get Started page
https://www.fedex.com/wpor/web/jsp/drclinks.jsp?links=wss/getstarted.html for an up-to-date list of standard web services.

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

Step 1. Develop and Test 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 security password) Your password was sent via a separate email communication.

Step 2. Register for Move to Production
Start the certification process by applying for a FedEx production meter number at the FedEx Developer Resource Center.

Step 3. Obtain Production Credentials

Obtain your production credentials (production meter number, production authentication key and production security password) online during the registration process. Your password was sent via a separate email communication.

Important Note: Due to the sensitivity of this information, the production authentication key is not provided in the confirmation email (Step 4). Please retain this information for your records.

Step 4. Receive Confirmation Email
You will receive confirmation of your registration by email.

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 Web Services enabled applications without shipping labels may include the following depending on your location:

- Courier Dispatch
- Address Validation
- Email Label

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

Log in to the FedEx Developer Resource Center at http://www.fedex.com/developer and go to the Get Started page http://www.fedex.com/wpor/web/jsp/drclinks.jsp?links=wss/getstarted.html for an up-to-date list of standard Web Services.

Corporate developers must complete the following steps to certify advanced Web Services applications *without* shipping labels.

Step 1. Develop and Test Web Services Enabled Application

Develop and test your advanced Web Services application without shipping labels. Complete testing using the test authentication credentials (test account number, test meter number, developer test key and developer test security password). Your password was sent via a separate email communication.

Step 2. Register for Move to Production

Start the certification process by applying for a FedEx production meter number at the FedEx Developer Resource Center.

Step 3. Obtain Production Credentials

Obtain your production credentials (production meter number, production authentication key and production security password) online during the registration process. Your password was sent via a separate email communication.

Note: A production meter number is required for each of your locations. It is acceptable to use the same authentication key and password among multiple locations.

Important Note: Due to the sensitivity of this information, the production authentication key is not provided in the confirmation email (Step 4). Please retain this information for your records.

Step 4. Receive Certification Instructions

You will receive confirmation of your registration by email.

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

Contact the Web Integration Solutions Team for your region with your application information and production credentials. Request that your application be enabled using advanced Web Services without shipping labels.

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 profile to transmit the identified advanced Web Services application. Once the application is enabled, the WIS team will send you an e-mail confirming your production status.

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 Web Services enabled applications with shipping labels include the following:

- FedEx Ship
- FedEx Cancel Ship Express Tag
- FedEx Cancel Express Tag
- FedEx Ground Call Tag
- FedEx Cancel Ground Tag
- FedEx Email Label
- FedEx Cancel Email Label
- FedEx Pending Shipment

See the FedEx Web Services Developer Guide to see FedEx Web Services availability by location.

Log in to the FedEx Developer Resource Center at http://www.fedex.com/developer and go to the Get Started page http://www.fedex.com/wpor/web/jsp/drclinks.jsp?links=wss/getstarted.html for an up-to- date list of standard Web Services.

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

Step 1. Develop and Test Web Services Enabled Application

Develop and test your advanced Web Services application with shipping labels. Complete testing using the test authentication credentials (test account number, test meter number, developer test key and security password). Your password was sent via a separate email communication.

Step 2. Register for Move to Production

Start the certification process by applying for a FedEx Production Meter Number at the FedEx Developer Resource Center.

Step 3. Obtain Production Credentials

Obtain your production credentials (production meter number, production authentication key and production security password) online during the registration process. Your password was sent via a separate email communication.

Note: A production meter number is required for each of your locations. It is acceptable to use the same authentication key among multiple locations.

Important Note: Due to the sensitivity of this information, the production authentication key is not provided in the confirmation email (Step 4). Please retain this information for your records.

Step 4. Receive Confirmation Email
You will receive confirmation of your registration by email.

Step 5. Contact the Regional Web Integration Solutions (WIS) Support Team
Contact the Web Integration Solutions Team for your region with your application information and production credentials. Request that your application be enabled using advanced 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 instructions for certifying labels generated by your application.

Step 7. Generate and Submit Test Labels
Generate test labels associated with the application and submit the test labels to the FedEx label evaluation teams for approval.

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

Step 8. Label Evaluation

The FedEx label evaluation teams evaluate the submitted test labels and approves or rejects the labels. The support team member 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 member for your region authorizes your profile to transmit the identified shipping label transaction and notifies you of successful certification.

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 Web Services enabled applications created by consultant developers.

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

Log in to the FedEx Developer Resource Center at http://www.fedex.com/developer and go to the Get Started page http://www.fedex.com/wpor/web/jsp/drclinks.jsp?links=wss/getstarted.html for an up-to- date list of standard Web Services.

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

Step 1. Develop and Test Web Services Enabled Application

Develop and test your Web Services enabled application. Complete testing using the test authentication credentials (test account, test meter number, developer test key and security password).Your password was sent via a separate email communication.

Step 2. Register for Move to Production
Start the certification process by applying for a FedEx production meter number at the Developer Resource Center.

Step 3. Obtain Production Credentials

Obtain your production credentials online during the registration process.

Note: A production meter is required for each of your locations. It is acceptable to use the same authentication key and security password among multiple locations.

Important Note: Due to the sensitivity of this information, the production authentication key is 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 Confirmation Email

As a consultant you will receive confirmation of your registration by email. The FedEx customer for whom you are developing your application will also receive a confirmation email that a consultant has registered on their behalf.

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

Contact the support team member for your region with your application information and production credentials to request that your advanced Web Services application with Shipping Labels be enabled.

For information about technical support at your location, see Support.

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

The support team sends an email entitled "FedEx Web Services – EULA Submission" to the 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 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 regional support team sends an email to the consultant with instructions to generate specific test labels associated with the application and to submit the test labels to the FedEx label evaluation teams for approval.

Note: The FedEx label evaluation teams require a 5-day turn-around time for label evaluation.

Step 10. Generate and Submits Test Labels

The consultant generates test labels associated with the application and submits the labels for certification.

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 have been approved for production by the label evaluation teams, the support team authorizes your profile to process the identified transaction and notifies you of successful certification.

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. Change the value of the attribute "location" in the element "address" to https://gateway.fedex.com:443/web-services

Examples

TEST LEVEL

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

Note: The test server url can be either https://gatewaybeta.fedex.com:443/web-services or https://wsbeta.fedex.com:443/web-services depending on the wsdl version being integrated

PRODUCTION LEVEL

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