

# UPS Web Services Account Integration

04/30/2025 3:10 pm CDT

## Overview

In this article, you will learn how to integrate UPS Web Services into [Shipbridge](#) using the **UPS Web Services APIs** to see rates and get real-time shipping and tracking details.

UPS has recently implemented an OAuth 2.0 model for all APIs to enhance their security. As of June 3, 2024, you will no longer be able to use UPS APIs with an authentication **Access Key**. Instead, you will be required to update to **OAuth 2.0**. This means that your existing Shipbridge setup will stop working. You must ensure you have updated to the latest version of Shipbridge and then set up the integration with the new method described in this article.

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## Prerequisites

To integrate UPS Web Services with Shipbridge, log into UPS and create an application to obtain your API access credentials, known as **Client ID** and **Client Secret**.

1. If you don't have an existing UPS account, you must [Sign Up](#).
2. Sign in to your [UPS account](#).
  - a. Even if you are already logged into your UPS account, you must follow the link in this step and log in again to reach the correct page.
3. Click **My Apps** at the top right.
4. Click **Add Apps**.
5. Under **I need API credentials because**, select **I want to integrate UPS technology into my business**. Then select a shipper account or create a new one, check the box to accept the agreement, and continue.
6. For your contact details, consider using a group email available to others on your development team. You can't change this email later. Enter your **Primary Contact** information and continue.
7. Under **App Name**, type **Shipbridge**.
8. Under **Add Products**, select which UPS products to associate with the new API connection. Make sure to enable **Rating, Tracking, Authorization (oAuth), Shipping, and Address Validation**.
9. Click **Save**.
10. Under **Credentials**, you can now get your **Client ID** and **Client Secret**, which are required for the next steps in the setup.

For this setup to work, you must add all five products described in step 8—**Rating, Tracking, Authorization (oAuth), Shipping, and Address Validation**—to your UPS Account. For more information, see [Getting Started with UPS APIs](#).

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## Configure UPS Web Services in Shipbridge

To connect your UPS account to Shipbridge:

1. Go to **Menu > Options > Carriers > UPS**.

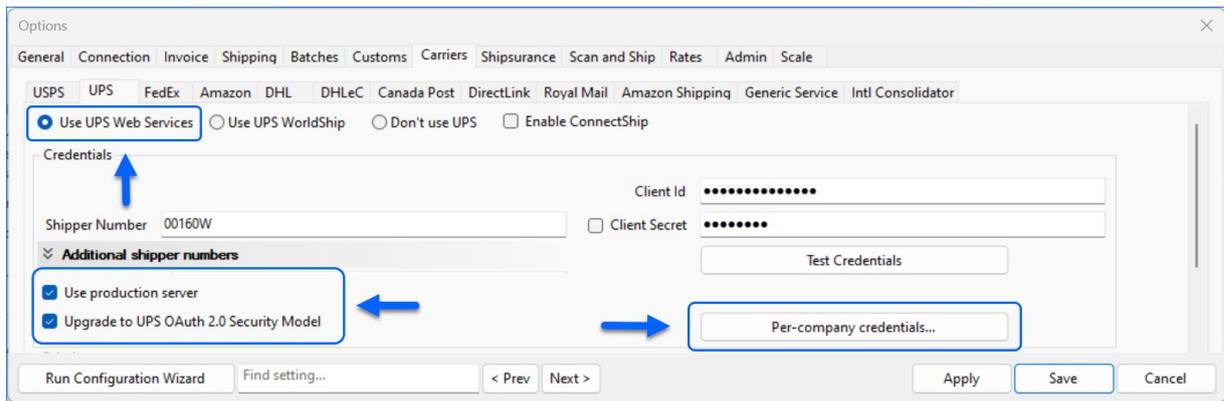
2. Select **Use UPS Web Services**.
3. Check **Upgrade to UPS OAuth 2.0 Security Model** and **Use production server**. Once these are enabled, the former **Username** and **Password** fields will be replaced with **Client ID** and **Client Secret**.
4. Fill in the **Client ID** and **Client Secret** fields with the **API Credentials** you got in Step 10 of the [Prerequisites](#) section.
5. Add **Shipper Number**:
  - a. If you are migrating an existing UPS integration, keep the **Shipper Number** you already have. If you are integrating for the first time, fill in this field.
  - b. Optionally, you can click **Additional shipper numbers** to add up to 2 more. They should be linked to the same UPS account. Once filled in, Shipbridge will take them into account when calculating rates and rate shopping.
6. Click **Save**.

7. Click **Test Credentials** to verify the connection.

## Per-Company Configuration

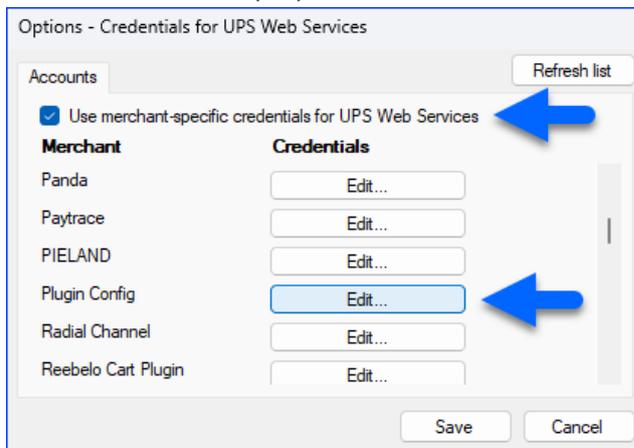
If you are using merchant-specific credentials for multiple companies, you must also migrate the per-company configuration to the new UPS OAuth 2.0. To enter your credentials per company:

1. Go to **Menu > Options > Carriers > UPS**.
2. **Use UPS Web Services**, **Use production server**, and **Upgrade to UPS OAuth 2.0 Security Model** must be enabled.
3. Click **Per-company credentials**.



4. Check **Use merchant-specific credentials for UPS Web Services**.

5. Click **Edit** next to a company in the list.



6. Enter your **Shipper Number**, **Client ID**, and **Client Secret**. Click **Test Credentials**.

7. If the test is successful, click **Save**.

## UPS-Specific Order Options

You can enable UPS-specific shipping and delivery options for your orders from Shipbridge, such as:

- Carbon neutral shipping
- Collect on delivery
- Verbal confirmation
- Dry ice shipping
- Quantum View notifications

To manage UPS-specific order options:

1. Right-click an order in the Shipbridge grid and select **Edit Order**.
2. Select the **Order Details** tab.
3. Set the **Shipping Service** to **UPS**.
4. Click the **UPS Accessories** button.

Order Date: 01/17/24 04:45 AM

Weight: 1.00 lbs 0 oz Read

L x W x H: 15.00 13.00 3.00

Declared Value: 22

*Customer did not pay for damage liability*

Damage liability: Inherit settings

Shipping Service: UPS® Standard 

Package Type: Default

Require Signature Confirmation

Require Delivery Confirmation

UPS Accessories 

Model No: SC-Tees

Customer paid for shipping: 10.00

Grand Total: 32.00 No. Of Units: 1

Custom Description: (leave empty for default)

Save Cancel

5. Enable and configure any preferred services and click **Save**.

UPS Accessories

UPS Carbon Neutral

Collect on Delivery

Amount: 0 USD

Cash

Verbal Confirmation

Name:

Phone:

Dry Ice

Weight: 0.0 KG

Regulation: CFR

Medical use

Quantum View Notify

Type	Email address
<input type="text"/>	

Add Edit Remove

Save Cancel

## Configure UPS Web Services in Sellercloud

To connect your UPS account and calculate rates in Sellercloud, you must configure your company's [Shipping API](#) settings. To do that:

1. Go to [Company Settings](#).

2. **Toolbox > Shipping > Shipping API Settings > Edit.**

3. Enable **UPS** in the **Shipping Rates** panel.

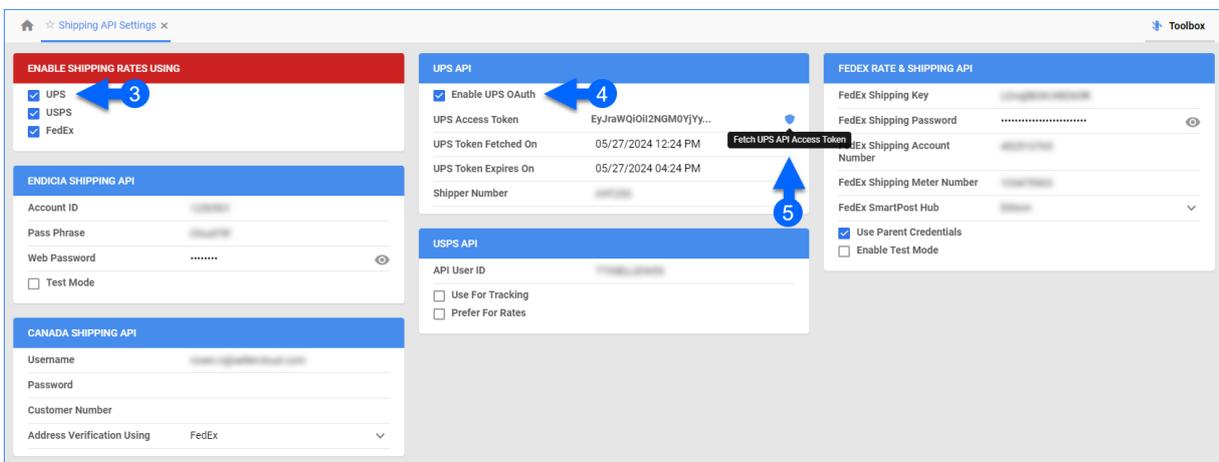
4. Next, select the **Enable UPS OAuth** checkbox in the **UPS API** panel.

5. Click **Fetch UPS API Access Token**

6. You will be directed to the UPS login page and prompted to enter your credentials.

7. If the login is successful, you will be redirected back to the **Shipping API** page and the token fields will automatically populate.

8. Click **Save**.



## Test Credentials

Once you've successfully obtained the UPS OAuth token, you can validate the connection by using the available actions:

- **Test UPS Rate Estimate**
- **Test UPS Address Validation**
- **Generate UPS Request/Response XMLs**