

UPS Setup

Last Modified on 18/06/2026 7:23 pm IST

Seamless shipping is essential for a smooth customer experience, and integrating your webstore with UPS allows you to offer reliable shipping options. To set up the integration, follow these simple steps to connect your store with UPS and streamline your shipping process.

UPS REST Credentials

1. To obtain UPS credentials, create or log in to your **UPS account**:
https://www.ups.com/doapp/signup?loc=en_US.
2. Navigate to **My Profile** and click **Apps**.
3. Click **Create an Application** and follow the application process.
4. When creating your application, add the following products: **Shipping, Time in Transit, Rating, Address Verification**.
5. Copy the **Client ID** and **Client Secret** provided.
6. Your **Shipper Number** can be found in your UPS profile under **Accounts and Payment Options**.

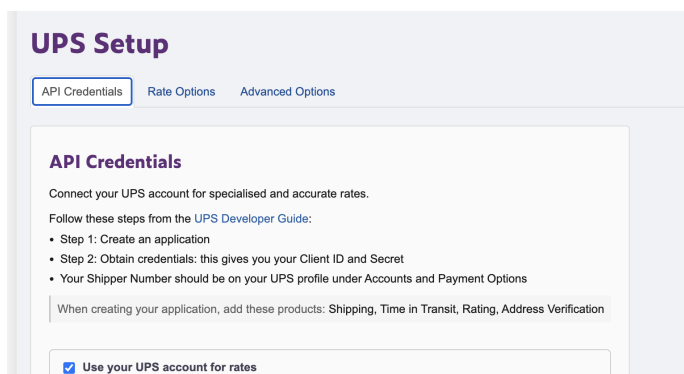
API Permissions

If you need to add or review API permissions, log in to the **UPS Developer Portal**:
<https://developer.ups.com/>.

1. Click **My Apps**.
2. Click the **App name**.
3. Under **Add Products**, ensure the following are added: **Shipping, Time in Transit, Rating, Address Verification**.

Configure UPS in WebStore Manager

In WebStore Manager, navigate to **Settings > UPS Setup**. The setup page is divided into three tabs: **API Credentials**, **Rate Options**, and **Advanced Options**.



API Credentials Tab

Use your UPS account for rates — Check this box to enable your UPS account credentials. If disabled, a test WebSell account is used. When enabled, the fields below will appear.

- **Client ID** — Enter the Client ID from your UPS application.
- **Client Secret** — Enter the Client Secret from your UPS application.
- **Shipper Number** — Enter your UPS Shipper Number (found in your UPS profile under Accounts and Payment Options).
- **Enable UPS negotiated rates based on your Shipper Number** — Check this to use the negotiated rates associated with your UPS account. If enabled, also set the Customer Classification to **Negotiated Rates (00)** on the Rate Options tab.
- **Test mode (standard rates used)** — When checked, the integration runs in sandbox mode using standard rates. Disable this when you are ready to go live.

Shipper Address

This is the origin address used when calculating shipping rates. It defaults to your store address but can be overridden here.

- **Address 1 / Address 2** — The street address of your shipping origin.
- **City** — The city of your shipping origin.
- **Zip Code** — The zip or postal code of your shipping origin.
- **Country** — The country of your shipping origin.
- **State** — The state or province of your shipping origin.

Click **Save** when done.

Rate Options Tab

Rates too high? Check these settings: enable negotiated rates if set up on your account, set the classification code to match your account type, and review your default package dimensions — these can dramatically affect rates.

Customer Classification

Sets what kind of shipper you are, which determines the base rate table UPS uses before any negotiated discounts are applied.

- **Negotiated Rates (00)** — Use this if you have negotiated rates enabled on your account.
- **Wholesale / Daily Account Rates (01)** — For accounts with daily pickup agreements.
- **Occasional Shipper Rates (03)** — For infrequent shippers.
- **Default Retail / Walk-in Rates (04)** — Standard retail rates (default).

Note: If you are using negotiated rates, select **Negotiated Rates (00)** to ensure UPS returns rates

based on your Shipper Number.

Default Package Dimensions

All measurements are in inches.

- **Length / Width / Height** – Default package dimensions (default: 12 x 12 x 12 inches).
- **Don't send package dimensions and only get a rate based on weight** – Check this to omit dimensions entirely from rate requests. Useful if dimensions are causing unexpectedly high rates.

Pickup Type

Sets how UPS receives your packages. Choosing a pickup option can add additional charges if UPS is collecting from you.

- **Daily Pickup (01)** – UPS picks up from your location daily.
- **Drop-off / Customer Counter (03)** – You drop packages at a UPS location (recommended).
- **One-Time Pickup (06)** – A single scheduled pickup.
- **On-Call Air Pickup (07)** – On-demand air pickup.
- **Retail Pricing (11)** – Suggested retail rates.
- **Letter Center Drop-off (19)** – Drop-off at a UPS Letter Center.
- **Air Service Center Drop-off (20)** – Drop-off at a UPS Air Service Center.

Click **Save** when done.

Advanced Options Tab

Commercial Rates

Commercial and residential addresses can attract different surcharges and rates from UPS.

- **Use the UPS Address Lookup to automatically determine if an address is commercial** – UPS verifies the address in real time and applies the appropriate rate.
- **Use Commercial rates when the Customer Company is filled in** – Treats an order as commercial if the customer has entered a company name.
- **Ignore Commercial checks and treat all addresses as residential** – Always uses residential rates regardless of address.

Free UPS Ground Shipping

Offer free UPS Ground shipping when a customer's order total meets or exceeds a threshold you set.

- **Enable Free UPS Ground Shipping** – Check to activate free ground shipping.
- **Minimum Total Order** – The order total (before shipping) that qualifies a customer for free UPS Ground shipping.

Unavailable Services

Controls how the checkout displays shipping options that are unavailable (e.g. ground shipping not available for the destination, invalid weight, or a UPS server issue).

- **Don't display shipping methods that are not available** — Unavailable options are hidden from the customer.
- **Display the shipping method (greyed out and disabled) along with the error from UPS** — Unavailable options are shown but cannot be selected, with the reason displayed.

Stripe and PayPal Express Checkout Surcharges

During Express Checkout on Next Gen Templates, only the ZIP/postcode, state, and country are available — the full address is not yet known. This means residential surcharges may not be included at this stage, so the rate shown can be lower than the final charge.

After the customer completes checkout and provides their full address, shipping is recalculated using the complete address and the customer is charged the accurate UPS rate. A base surcharge can be configured here to reduce the gap between the estimate shown at Express Checkout and the final rate.

Note: It is highly recommended to enable the setting *"Don't cancel transaction if shipping or tax rates calculated don't match amount shown on express checkout window"* in both your Stripe and PayPal Checkout settings. This ensures the recalculated total can still be charged without the transaction being cancelled due to the mismatch.

- **Enable UPS surcharge displayed on Express Checkout** — Check to add a flat surcharge to UPS rates shown during Express Checkout.
- **Surcharge Amount** — The flat amount added to the estimated rate shown on the Express Checkout screen. This is not added to the final shipping charge.

Click **Save** when done.

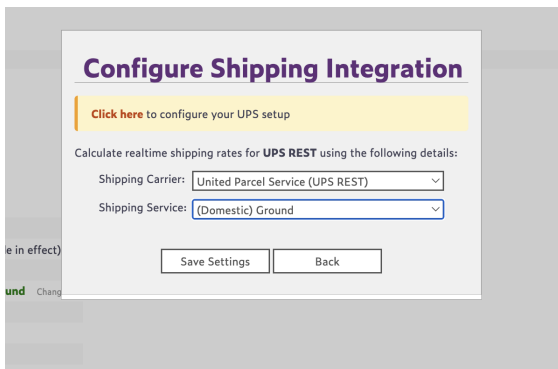
Connect UPS to a Shipping Method

1. In WebStore Manager, navigate to **Fulfillment & Taxes > General Set-up**
2. Select your **Country**, then scroll down to **Fulfillment Methods** and click the **Shipping option** you want to use with UPS.
3. Under the **Shipping Integration** section, select **United Parcel Service (UPS REST)**. Select your UPS service in the dropdown.

The screenshot shows a configuration panel for 'UPS REST'. It includes the following fields and options:

- Available to:** United States
- Calculation Method:** By Total Cost (UPS REST Shipping Integration override in effect)
- Range:** Up to maximum of ?999999
- Shipping Integration:** United Parcel Service (UPS REST) - (Domestic) Ground (with a 'Change...' link)
- Shipping Schedule:** Configure
- Tipping Panel:** Configure
- Shipping Rules:** No Rules defined.. Add Shipping Rule...

At the bottom of the panel are two buttons: 'Delete' and 'Close'.



Support

Verify Credentials

To confirm your credentials are working correctly:

1. Go to https://developer.ups.com/api/reference?loc=en_US#tag/Rating_other.

2. Click **Try it** in the rating request section and fill in the following:

- **SECURITY:** Enter your **Client ID** and **Client Secret**, then click **Request Token**.
- **BODY:** Replace all shipper number sections with your actual **Shipper Number**.
- **PARAMETERS:** Enter **Rate** in the request option field.

3. Send the request. A successful response confirms your account is configured correctly.

If you receive an **Invalid Authentication Information** error, check that the required API products (**Shipping, Time in Transit, Rating, Address Verification**) have been added to your application in the UPS Developer Portal.

If you still encounter any issues, please reach out to our team for support.