UPS Digital Certificate Changes

Product Development - 2026-03-04 - Miscellaneous

On **March 10, 2026**, UPS is making updates to the digital certificate that it uses for onlinetools.ups.com. You may be impacted if you are running Windows Server 2012 or Windows 7 / 8 operating systems.

The following communication was provided from UPS to help determine if action is required to avoid disruption to your integration with the UPS Developer APIs. **SalesPad and ShipCenter do not require upgrades to work with UPS's changes**. However, there are some situations where other changes are required to avoid UPS shipping interruptions.

Per UPS:

What is changing?

- UPS is transitioning from Sectigo to **DigiCert** as its Certificate Authority (CA).
- This change provides enhanced security and improved certificate management capabilities for customers accessing onlinetools.ups.com.

How does one determine if they need to take action?

You **only** need to take action if your organization's systems:

- Require a **locally-maintained** certificate store to communicate with UPS services.
- Your applications, integrations, or systems validate certificates against a **local trust store** before communicating with UPS.

You **may not need to** take action if your organization's systems use:

- Browser-based access
- Cloud services with managed certificates
- Services that automatically trust public Certificate Authorities

If you are unsure whether your organization is impacted, **contact UPS Support**.

Key Changes:

- **Old Certificate Issuer:** Sectigo
- **New Certificate Issuer:** DigiCert

- **Certificate Chain:** Includes DigiCert G5 Root CA

Key Dates:

- **February 10, 2026:** New DigiCert certificates will be available in the Akamai Staging environment for downloading and testing.
- **March 10, 2026:** Production Cutover will occur

Required Action for Impacted Customers:

- Download and install the new DigiCert certificate change before the production cutover date.
- Refer to the attached **DigiCert-Certificate-Migration-Guide.pdf** document for detailed steps.

Future Considerations:

- Please also be aware that, in the future, all websites that transact on the Internet will be required to refresh certifications more frequently.
- The Certificate Authority / Browser Forum has voted to reduce certificate lifespans to 47 days by 2029.
    - For this reason, UPS strongly recommends implementing dynamic certificate updates to ensure future business continuity.

Technical Support:

If you have any technical questions or concerns related to this change, please contact the UPS API Help Desk in your region as follows:

1. Navigate to the UPS Developer Portal: https://developer.ups.com
2. Under the **Support** menu at the top of the page, select **Contact UPS**
3. This will display the help desk phone number for your region and display an **Email UPS** option that you can use to reach the UPS API help desk via email.