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UPS Shipping REST API Configuration

Cavallo Support - 2026-01-28 - [Miscellaneous](#)

Overview

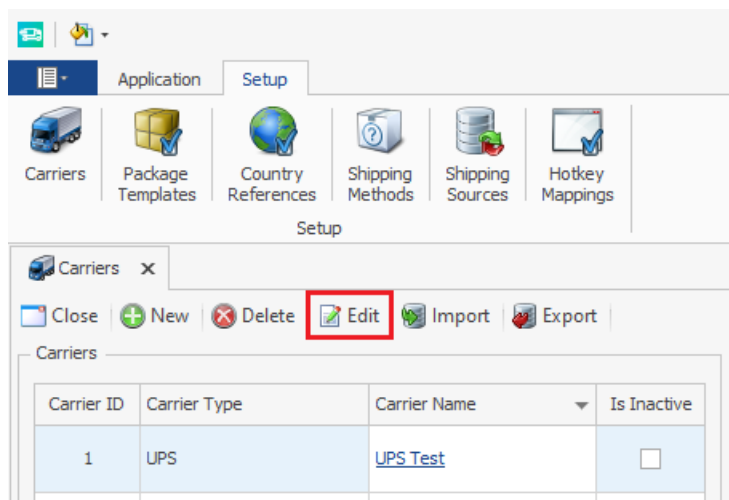
UPS has deprecated access key authentication in favor of an OAuth 2.0 security model and REST API. Beginning Aug 5, 2024, access keys will no longer be supported for authentication to any UPS APIs. After this date, all integrations must utilize OAuth 2.0 authentication and the REST API to continue to transact with UPS services.

For more information, please see UPS's [Access Key to OAuth 2.0 Migration Guide](#).

REST API Configuration

To switch an existing UPS carrier in ShipCenter to the new REST API, follow these steps:

1. Open ShipCenter and select Carriers from the Setup tab on the ribbon.
2. On the Carriers screen, select the existing UPS carrier, and click the Edit button.



3. On the Carrier Editor window change the API Type from "Web Services (Legacy)" to "REST API".

Carrier Editor - UPS®

General

Carrier Name

Write Back Rate

Default Weight UoM

Default Dimension UoM

☐ Is Inactive ☐ Auto Create Return Shipment

Custom Reports

Rate Adjustment

Markup Percent

Markup Amount

Rounding Option Decimal Places

User Settings

Default Printer

Company Address

Company Name*

Title*

Attention*

Address*

City* State*

Country Zip*

☐ Is Residential

Phone* Fax

Email*

Tax ID Number

Default Ship From Address

☒ Use Company Address

Company Name*

Title

Attention

Address*

City* State*

Country Zip

☐ Is Residential

Phone Fax

Email

Tax ID Number

UPS® API Settings

Restricted Services

Endpoint Type ☒ Production ☐ Test

API Type

Customer Classification

Default Pickup Type

☒ Import Customs Lines ☐ Send Extended Reference Fields to UPS

☐ Paperless Commercial Invoice

Default Label

Shipper Account

Account Information

Account Name

Shipper Number*

Postal Code* Country Code*

☐ Account has generated an invoice in the last 90 days

OK

Cancel

Endpoint Type ☐ Production ☒ Test

API Type

Customer Classification

Default Pickup Type

☒ Import Customs Lines ☐ Send Extended Reference Fields to UPS

Default Label

There will be additional access token options in the Carrier Editor. It is necessary to generate an access token for ShipCenter to interact with the UPS REST API.

4. Click the Add Key button to generate a new access token. Note that production and test environments require separate tokens.

Shipper Accounts

+

Add Existing Shipping Account

✔

Set Default

Account Name	Shipper Num...	Postal Code	Country Code	Default
SalesPad	W599Y7	49525	US	<input checked="" type="checkbox"/>

REST API

Test

Access Token

Production

Access Token

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The UPS login screen will launch and require logging in with UPS credentials. Enter your UPS username and password and click the Log In button to continue.

UPS Login

https://www.ups.com/asso/signin?client_id=HPoJ3RwJGIATsAXxJSldzrJBCod9HdUqftFRnAXS4n9duj1L&redirect_uri=https://127.0.0.1/upscallback&response_type=...

Log In >

Log In

Don't have a profile? [Sign up](#)

Email or Username

☐ By continuing, I agree to the [UPS Technology Agreement](#) and authorize **ShipCenter** to access data associated with my UPS.com username listed above, including UPS shipping account numbers, contact information, rates, and package tracking status.

Continue >

Forgot Username/Password

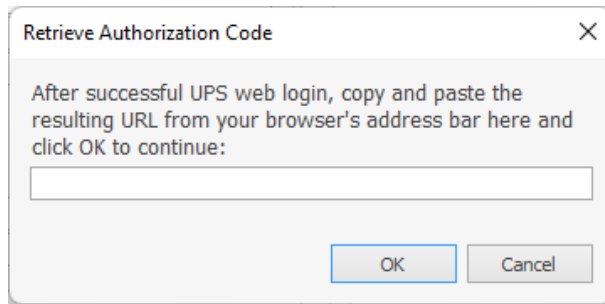
Feedback

A prompt should display that the token was generated successfully.

NOTE: If there are any issues with the built-in UPS login, a manual login method is available. Hold the ALT key when clicking the Add Key button, and a separate browser window will open. After logging in, copy the resulting URL up until the & symbol (example below) from the browser's address bar and paste it into the prompt in ShipCenter, and click OK. ShipCenter will parse out the authorization code and generate an access token.

Example URL: `https://127.0.0.1/upscallback?code=123abc&scope=read`

URL to Paste into ShipCenter: <https://127.0.0.1/upscallback?code=123abc>



A dialog box titled "Retrieve Authorization Code" with a close button (X) in the top right corner. The text inside reads: "After successful UPS web login, copy and paste the resulting URL from your browser's address bar here and click OK to continue:". Below the text is a text input field. At the bottom are two buttons: "OK" and "Cancel".

Access Token

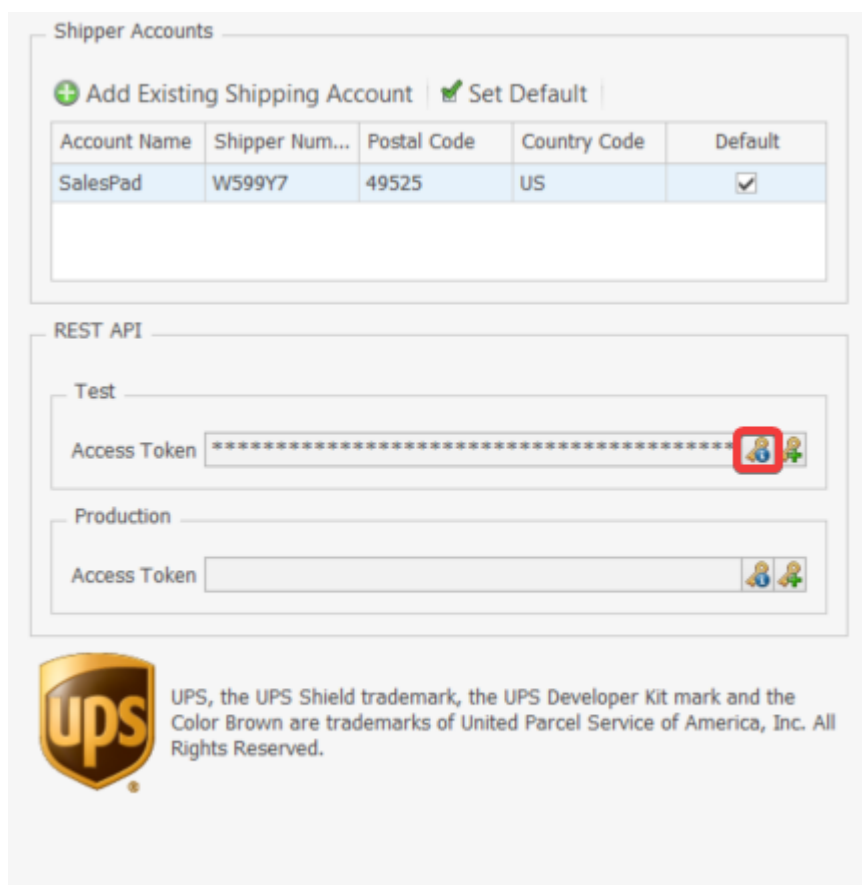
The access token must be refreshed every four hours for ShipCenter to continue interacting with the UPS REST API. ShipCenter will refresh this token automatically when making an API call. Further action from the user is not required.

Refresh Token

The refresh token is returned when a new access token is generated, and it is used to refresh the access token. Unlike the access token, **the refresh token lasts three months and must be refreshed manually**. A refresh token expired error will appear if a transaction is attempted to be processed with an expired refresh token. A new refresh token can be obtained by generating a new access token after the refresh token expires.

Token Information

The current token information can be viewed by clicking the Key Information button.



The "Shipper Accounts" section contains a table with the following data:

Account Name	Shipper Num...	Postal Code	Country Code	Default
SalesPad	W599Y7	49525	US	<input checked="" type="checkbox"/>

The "REST API" section contains two fields for "Access Token". The "Test" field is filled with asterisks and has a red box around the "Key Information" icon. The "Production" field is empty and also has a "Key Information" icon.

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This will open the Access Token Information window which displays various token properties such as issue date,

expiration date, and status.

Access Token Information

Token Type	Bearer
Token Status	approved
Token Issued	12/4/2023 10:32:52 AM
Token Expires	12/4/2023 2:32:51 PM
Token Scope	
Refresh Token Status	approved
Refresh Token Issued	12/4/2023 10:32:52 AM
Refresh Token Expires	2/2/2024 10:32:51 AM
Refresh Count	


Cancel

Token Expiration Reminder

When a user logs into ShipCenter, and a UPS access token will expire in the next 7 days or is already expired, then a popup message will appear. This will display information on whether the token is already expired, or when it expires, in order to notify that the manual token refresh step must be handled soon.

When a UPS access token will expire in the next 7 days, a warning will appear:

Access Token Expiration Alert




UPS Test access token expires on 5/7/2024 2:31:47 PM.

Contact your ShipCenter administrator to refresh the token before the expiration date to avoid shipping interruptions.

OK

When a UPS access token is expired, an error will appear:

Access Token Expiration Alert



UPS Test access token expired on 5/7/2024 2:31:47 PM.

Contact your ShipCenter administrator to refresh the token and avoid shipping interruptions.

OK

Only active carriers will provide these reminders. Carriers can be marked as inactive on the Carrier Editor screen:

Carrier Editor - UPS®

General

Carrier Name

Write Back Rate ▼

Default Weight UofM ▼

Default Dimension UofM ▼

☐ Is Inactive ☐ Auto Create Return Shipment

Custom Reports ▼

User Settings

Default Printer ▼ ✕

Company Address

Company Name* ...

Rate Adjust

Markup Per

Markup Am

Rounding C

UPS® API

? Res

Endpoint

API Type

Customer

Note that token expiration reminders are available as of ShipCenter 1.3.0.1.