



Web Services Migration | Frequently Asked Questions

General

Why is FedEx migrating customers from API to Web Services?

FedEx Web Services is the next generation of application programming interfaces (API) for integrating customer applications with FedEx systems. FedEx transitioned to Web Services in June of 2007 and placed FedEx API and Direct in containment. This means that no new services or features have been added to the API solution. In May 2012, FedEx will be retiring the legacy API servers which will prevent users from submitting API transactions. We are strongly encouraging API users to migrate to FedEx Web Services to enjoy the latest services and features available.

How long do I have to migrate to FedEx Web Services?

The legacy API servers will be supported until May 2012.

What happens if I have not migrated from API to Web Services by May 2012?

The legacy API transactions will no longer be allowed to come through the FedEx systems. Customers using the legacy API solutions must upgrade to FedEx Web Services or another FedEx automation solution to continue using FedEx functionality.

Where can I find more information about migrating to FedEx Web Services?

Visit the Developer Resource Center (DRC) at fedex.com/developer to find out additional information about migrating to FedEx Web Services. You will find all the information you need about Web Services which includes documentation and sample code. Also, we periodically send information via email with the latest updates pertaining to the migration effort. To sign-up for the future emails, register your email address in our Alert Notification System located in the Web Services section of the DRC.

What are some of the new features I will get by migrating?

There are many new features only available in Web Services. To enjoy services and features such as FedEx SmartPost[®], FedEx Priority AlertSM, shipment validation, and estimated duties and taxes, begin incorporating FedEx Web Services into your development cycle today. Please check the Developer Resource Center for documentation on the latest services and features available through FedEx Web Services.

Technical Process and Support

Who can I contact to assist me with the migration to Web Services?

Customers using Standard Services with an in-house solution can visit the Developer Resource Center located at fedex.com/developer. Customers using Advanced Services can contact MigrationWebSupport@fedex.com for additional pre-production technical assistance.

If you are using a solution that was developed in-house and are having production issues, you can contact 1-877-339-2774 or websupport@fedex.com.

How long will it take to migrate?

It depends on the level of customer web services expertise and complexity of the customer system. Some customers have migrated in two weeks or less.

When will I need to upgrade again after I have moved to FedEx Web Services?

Customers using FedEx Web Services will need to upgrade their systems from time to time as WSDL versions are discontinued.

Can FedEx recommend a consultant to perform the upgrade?

FedEx does not endorse any specific consultant/development firms to assist customers with integrating FedEx Web Services.

Third Party Software (Compatible Solutions Program)

Who should I contact if I am using a solution that does not have a formal support process?

You should check the recent contributions and/or add-ons available where you first obtained your solution. It is possible that an updated version of your solution exists.

Who do I contact if I'm using a 3rd party software solution?

If you are using solution developed by a 3rd Party, you should follow their support processes for assistance.

Can FedEx recommend a 3rd Party software solution that is compatible with FedEx Web Services?

For a list of software providers that are members of the FedEx Compatible Solutions Program, refer to:
<http://www.fedex.com/us/compatiblesolutions/>