

Fedex Carrier Account Setup

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Overview

On August 31, 2024, FedEx will transition from their previous SOAP-based Web Services platform to a new RESTful API system. Order Time has proactively adapted to this change by updating our Carrier Rate calculators and displays to seamlessly integrate with the new FedEx API.

To ensure uninterrupted service, please follow the instructions below to reconnect your FedEx Carrier account with Order Time.

Fedex Carrier Account Setup - New REST API connections

1. You will start off by going here: <https://developer.fedex.com/api/en-us/get-started.html#step2>
 - Follow Step 2 and Log in with your Fedex Credentials
 - Follow Step 3 and Create Organization
 - If you create an organization, you will automatically be listed as the Admin of that organization.
 - You can name it your company name
 - If you already have an Organization created for other Fedex integrations, you can use that one
 - Follow Step 4 and Add your Shipping Account
 - You will need your nine-digit Fedex account number
 - Fill out the Company billing address and info
 - Accept the End User License Agreement
 - Follow Step 5 and add your Billing account
 - If you already have a Fedex Billing account, add it to your Organization
 - Follow Step 6 and Add Users to your Organization
 - This is optional but just remember, the user that creates the Organization in Fedex becomes the Admin
2. Once all of this is set up, go back to the top of that link: <https://developer.fedex.com/api/en-us/get-started.html>
 - Click on the tab that says, "Create API Project"
 - Follow Step 1 and Create the API Project
 - When asked, select I work for a company that: "Ships with FedEx and needs to integrate FedEx APIs into their system"
 - When asked to Select APIs, choose: "Ship, Rate & other APIs" and choose these and click Next
 - Rates and Transit Times API
 - Address Validation API
 - Postal Code Validation API
 - Fedex Locations Search API
 - When asked, you can name your Project "YOURCOMPANYNAME - OrderTime"
 - Choose No on SmartPost and Freight

- Fill in the other details and then accept the license agreement and Confirm
- Next we're going to move your project to Production, so go to the Project Overview page just like it shows in Step 2
- Then skip to Step 3 and follow the instructions for switching to Production
 - Make sure to select the same Account that was set up in the previous steps.
 - It will take you to the Get Project Keys section
 - Copy the API Key to a safe place
 - Copy the Secret Key to a safe place
 - Click Next
 - Now on the Project Overview page, in the Production Key section you will see your Account, and API Key and a Creation Date. These are the credentials you will need within Order Time

▪ Please note we have heard from our development team that the API Key and Secret Key provided by FedEx can **take up to 24 hours to activate**. So even though you have received the keys, it may throw errors when used within Order Time. You'll know because when you click Get Rates it will give you a "Service Unavailable" 503 Error.

3. Go back to Order Time, log in and head to:

<https://app.ordertime.com/profile/e/ShippingCarrierAccount>

- Add a new record, Name it FedEx or something similar
- Choose Carrier: FedEx
- Here you will enter the information:
 - Shipping Account #
 - API Key
 - Secret Key
 - All of this is found in the Production Key Section of your Project Overview page
- Choose your specific rates if necessary and then CLICK SAVE
- On a Sales Order or Ship Doc that is in Processing stage, click on the Shipping Rate calculator link, it is found in the Summary section
 - Choose the Shipping Carrier you just created
 - Enter the From and To Info and click on **Get Rates** to test the connection

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