USPS Web Tools Secure HTTPS API Outage - September 17th, 2017

Web Tools API integrators and stakeholders – Web Tools database maintenance will result in an API outage affecting most secure/HTTPS requests. Details below:

Timing and duration: 3 hours on September 17, 2017 from 7:00 PM – 10:00 PM EDT.

APIs impacted: Secure/HTTPS (https://secure.shippingapis.com/shippingapi.dll) calls that involve updates to the WebTools database. For example:
- All Label APIs, including: eVS, Domestic Labels (e.g. DeliveryConfirmationV2, 3, 4; SignatureConfirmationV3, 4; ExpressMailLabel), International Labels and Customs Forms, SCAN Form, Forever Prepaid, Hold For Pickup, Open and Distribute, Package Intercept, Merchandise Return Service
- Package Pickup APIs (e.g. CarrierPickupSchedule)
- Others: OrderSupplies, Web Tools Registration, Hold Mail

Secure API calls that do not involve updates to the WebTools database will continue to work. For example:
-All AMS address APIs: GetAddress,Verify,ZipCodeLookup, etc.
-Tracking and PTR APIs
-Rate requests (RateV4, IntlRateV2)
-POLocator
-GXG
-Kahala
-Service Standards
-MeterStatus

The following error response will be returned during the outage for impacted APIs:
<Error>
  <Number>80040999</Number>
  <Source>Maintenance Outage</Source>
  <Description>USPS Web Tools APIs are currently not available due to scheduled maintenance until 10PM EDT. Please retry after maintenance has been completed</Description>
</Error>

The outage window proposed ensures minimal impact to normal daily processes and occurs during a relatively low volume period. Please let us know if you have any questions.

Thanks,
Web Tools Program Office