

New Penn Web Services - Frequently Asked Questions

Last Updated: 09/27/2017

Q-1: What is needed to setup a new web service account?

A-1: The following items are **required** to get a web service account:

- 1) New Penn website user name you are registered under (see Q-3)
 - 2) Customer number(s) registered under that user name (they are up to 7 digits). If this is unknown, then a website username and password would be needed and we will add the customer numbers listed under your website account (see Q-8/Q-9).
 - 3) TMS name you are using (KUEBIX, 3PLSystems, etc...) or if you are using a "home-grown" one. If home grown, then which services would be needed (PODBOL, quoting, pickups, transit, tracking)? Testing will be required for any TMS not documented with us yet (see Q-16).
 - 4) (If third party only): Letter of approval from customer of the account number(s) above OR password associated with each website login (see Q-10).
- Please send the info requested above to WebServices@newpenn.com

Q-2: Where can I find documentation on your web services?

A-2: Web service documentation can be found at: <https://www.newpenn.com/resources/web-queries/>

Q-3: How do I get a website login?

A-3: Please visit our main page <https://www.newpenn.com/> and click register to begin the registration process. Once complete, our website support team will review and get back to you. For website assistance please contact WebsiteSupport@newpenn.com

Q-4: Why are my credentials not working for web services?

A-4: Please be sure you are using your web service credentials and not your website credentials. Our website and web services use two different sets of usernames and passwords. Web service usernames will end with "WS". Also check that there isn't an extra space in your password.

Q-5: Why am I getting the error "Web Service is not activated. Contact webservices@newpenn.com to activate"?

A-5: Some possible items to check:

- 1) Check to see if you are using the correct endpoint. We have a test server and a production server. The test URL will start with "http://TEST." and production will start with "http://WWW."
- 2) Check your username and password. Make sure you are not using your website login.
- 3) You may not be authorized to the service, and would need to contact webservices@newpenn.com to set up a test before production activation.

Q-6: Why is my tracking number not found?

A-6: This is most likely due to the tracking number getting replaced by the driver during pickup. This will happen in the event the driver is unable to find the pre-approved pickup label number and barcode on the BOL at the time of pickup. The driver does not know what your pre-approved number is before the pickup, and what gets scanned at the time of the pickup becomes the tracking number for the shipment. For example: When drivers get to their pickup locations, they will need a BOL and on it they look for a barcode which contains a New Penn pre-approved label value. If found, it is scanned into our system and can be used to track the shipment. If a New Penn barcode is not clearly defined on the BOL, the driver will then assign one of their own New Penn barcodes and attach it to the BOL. This would then override any existing pre-approved number.

Q-7: What number do I use to track my shipment?

A-7: For our web services, you can only track a shipment by the 8-digit pickup label number or by a New Penn pro number. The barcode number will contain the same value as the label number, but with an extra check digit at the end. The check digit will be chopped off when tracked via the API. Currently, only the website allows tracking of other numbers (BOL, confirmation #, etc.).

Q-8: Can multiple New Penn customer numbers be assigned to a username?

A-8: Yes, but it is up to you or your TMS provider to distinguish between which one is being used at the time of the web service call.

Q-9: Can different customer numbers under the web service account be setup differently?

A-9: No. A web service ID is a blanket account for all customer numbers linked to it. If quoting is turned on for customer 'A' then it is also turned on for 'B'. You would need a new set of web service credentials to keep them separate.

Q-10: Do I need a letter of approval for each customer number?

A-10: Yes. We need to confirm you have permission to view the information that comes back from the API. A letter of approval (or website ID and password) is required under the following conditions:

- 1) You are a third-party service requesting the initial setup of a web service for a customer.
- 2) Your company name does not match that of the name associated with the requested number.

Q-11: Why am I getting different results between the website and web services?

A-11: Some possible reasons include:

- 1) If you are testing a web service through our test server then the output will most likely be different than our website which accesses our live data.
- 2) Check to make sure your input values are the same between the two
- 3) Incentive charges may be involved which we offer through the website

Q-12: Why does my bill not reflect my rate quote?

A-12: A rate quote is not a guarantee of what you will be billed. Our fuel surcharges are updated weekly to reflect DOT values. Please contact our pricing or traffic department regarding specific charges.

Q-13: Why am I getting certain rate quote errors?

A-13: Here are a few reasons why a quoting request may be invalid:

- 1) The payor number (customer number) must be in our system as a shipping point when using PPD
- 2) Third party accounts are usually not shipping points and would need to use TRD
- 3) The zip code you are using may need updated in our system (please contact our pricing department)

Q-14: Why am I not getting any response back from the API?

A-14: Please check to make sure you are including all the request parameters, and if you are not using one it still needs to be sent with at least a blank value. If you are using our test server, then it may be temporarily down for maintenance. Also check you are using the correct/complete endpoint. For example, with a pickup request to our production server:

- **Good:** <http://www.webservices.newpenn.com/bolPuReturn9NP/services/BolPuReturn9>
- **Incomplete:** www.webservices.newpenn.com

Q-15: What does “pricing requires special handling” mean?

A-15: Please contact our Traffic Department at 800-950-5046 x4360. They would need to handle the quote.

Q-16: I am using a “home-grown” TMS, is there anything different I need to do?

A-16: Yes. All new TMS requests are **required** to test their API calls for each service they wish to use. The following are the steps needed:

- 1) Please refer to our documentations page to find our test server endpoints for each service (see Q-2).
 - 2) When ready, contact WebServices@newpenn.com with the top form filled out (see Q-1). You will be notified once you are setup on our test server and can begin testing.
 - 3) Our test server data is a snapshot in time and can be up to 2 months old, but we will provide you with the date you can test up to.
 - 4) Two successful tests are needed per service requested.
 - 5) Please email us once testing is complete (for 1 or more services), and we will review our logs to confirm the tests and notify you if you are good for production or not (for those tested).
 - 6) Switch your endpoint to production (you will eventually get deactivated from test). Test and production credentials are the same.
 - 7) You are now good for production/live data and we will update our documentation to include you as a TMS for each successful service request.
- As a note, you can have some services setup in test and others in production at the same time. You just need to manage your endpoints to point to the correct server. For example, you may be setup in production for quoting but then later want to test pickups. We keep your production account active but would just activate only pickups on your test account.

Q-17: Are there any plans for additions/changes to your web services?

A-17: Additional web services may be added in the future, but there is no time table for them. We don't make changes to our request/response parameter formats since it would impact all our users. Values returned, however, could still be updated over time and are updated on our documentation pages.

Q-18: How can I get an additional customer number added to my account?

A-18: To add a customer number to your web service account, please send an email to WebServices@newpenn.com that includes your web service username, customer number(s) you want added, and a letter or approval from the company of the customer number (or their website username and password) (see Q-10). For any customer numbers that need added to your website account, please contact WebsiteSupport@newpenn.com instead.

Q-19: Who should I contact with further web service questions not answered above?

A-19: Please contact WebServices@newpenn.com for additional web service assistance. Several people monitor the email address, and we will try and get back to you as soon as we can. Please keep the web service email address as a CC when responding to our direct emails. Thank you!