FedEx Shipping - Restful API Integration Set-up

Level 1 Support - 2026-04-08 - Shipping and Taxes

> IMPORTANT: The older FedEx "WEB Service" API is being discontinued by FedEx and will cease operation as of June 1st., 2026. It is highly recommended you set-up and use FedEx's new **Restful API integratio**n in your ShopFactory Shipping Setup ***as soon as possible***.

Before you begin...

For US / Canadian users to set-up and use FedEx Restful API, you must sign-up using the link below and register your shipping / billing account on the Developer Portal using the link below (Other countries: You may need to contact FedEx for the correct regional interface).

NOTE: During the sign-up process you may have to follow several "Sign-up emails" received from FedEx to be able to continue completing the Fedex Restful API KEY(S) set-up.

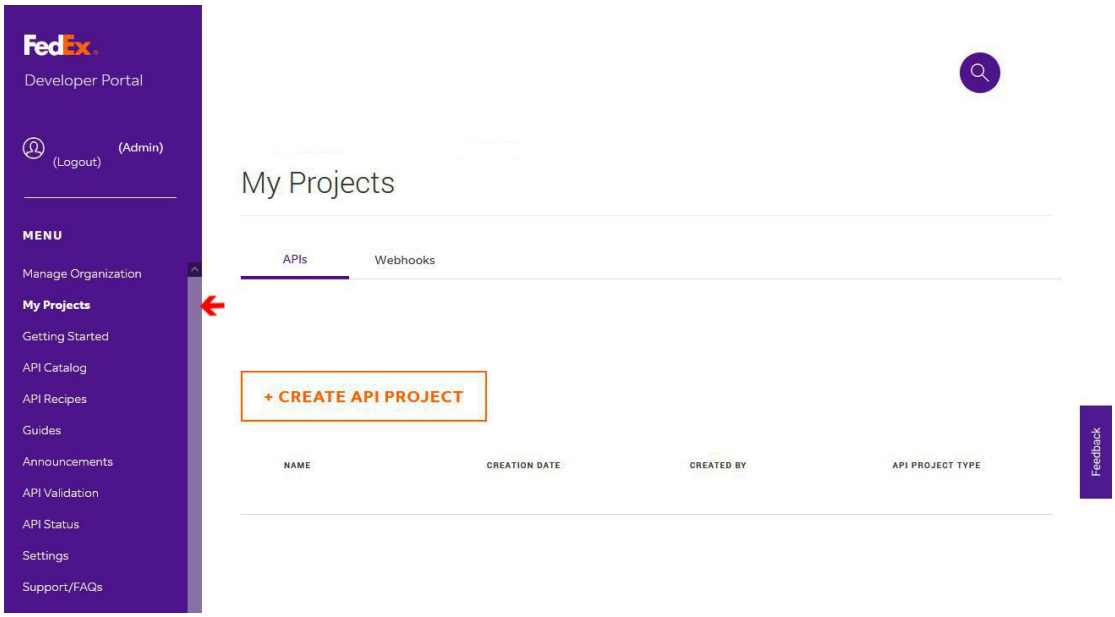
FedEx Shipper | FedEx Developer Portal

Once you have signed up and have access, you can follow these steps to generate the Restful API key(s).

Please read this full article before proceeding with set-up.

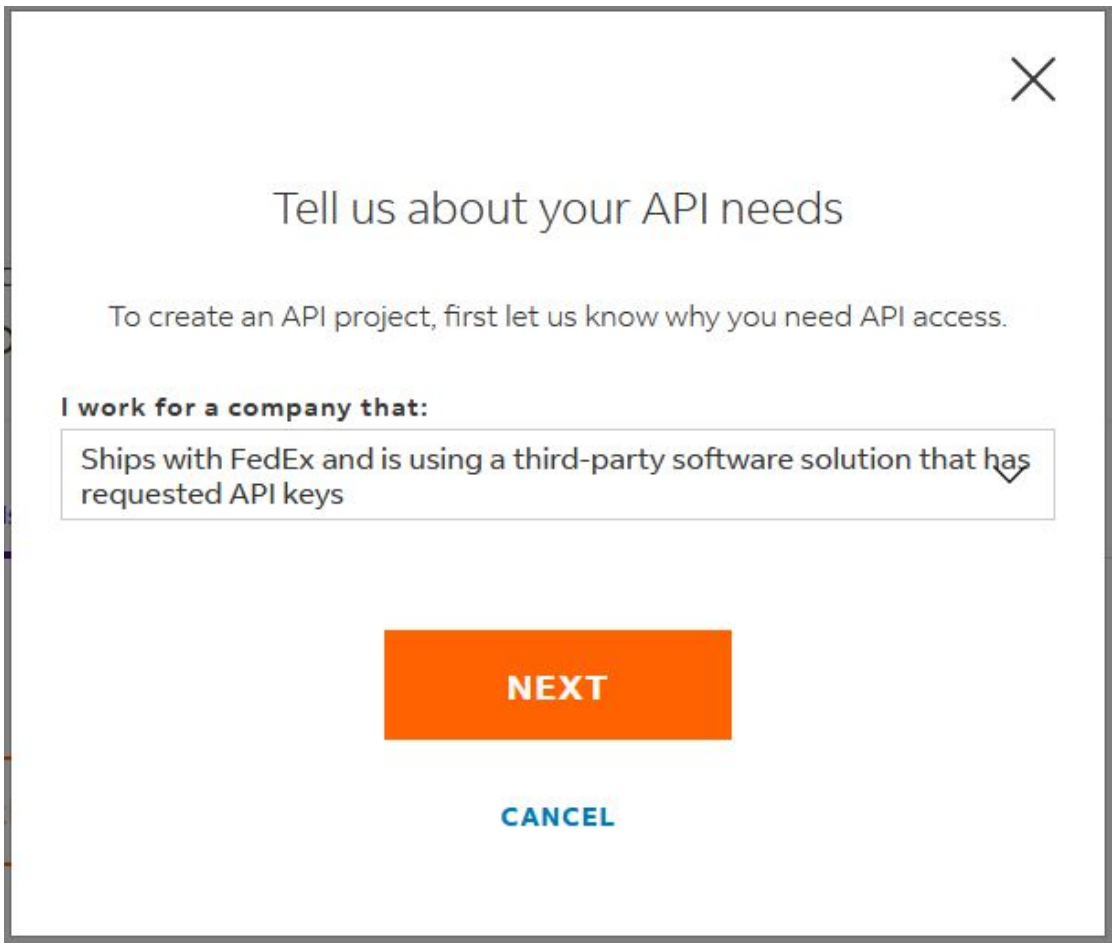
Go to the **MY PROJECTS** page in the FedEx Developer Portal.

Select "**+CREATE API PROJECT**"

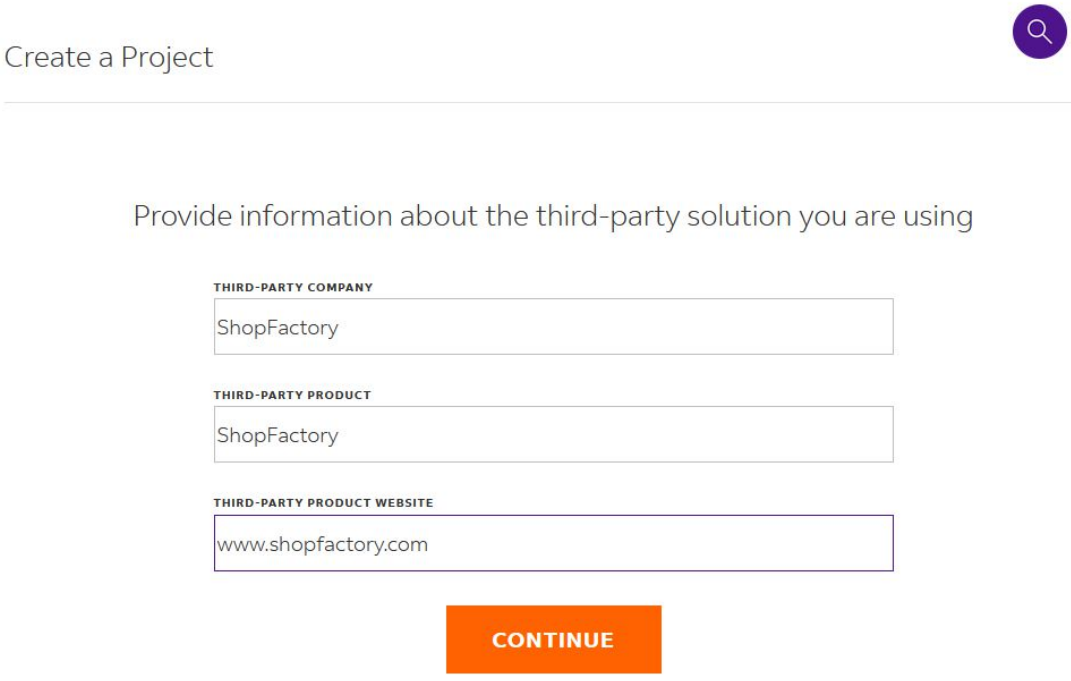


In the first selector window - choose the option "**Ships with FedEx and is using a third-party software**

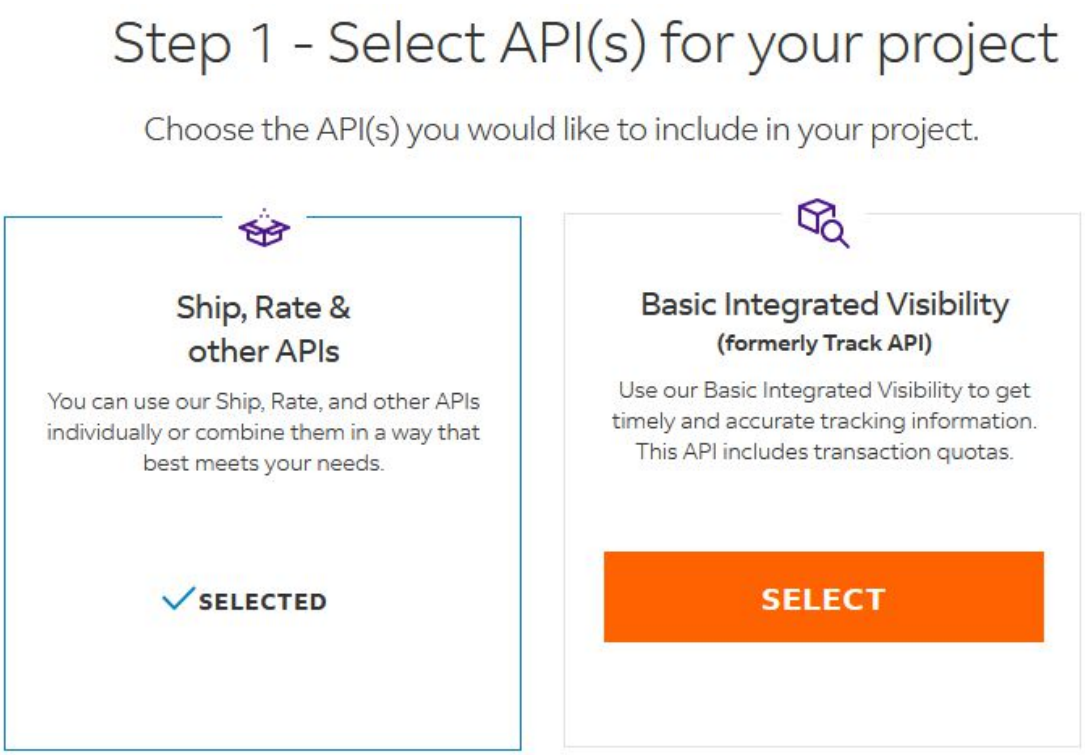
solution that has requested API keys.":



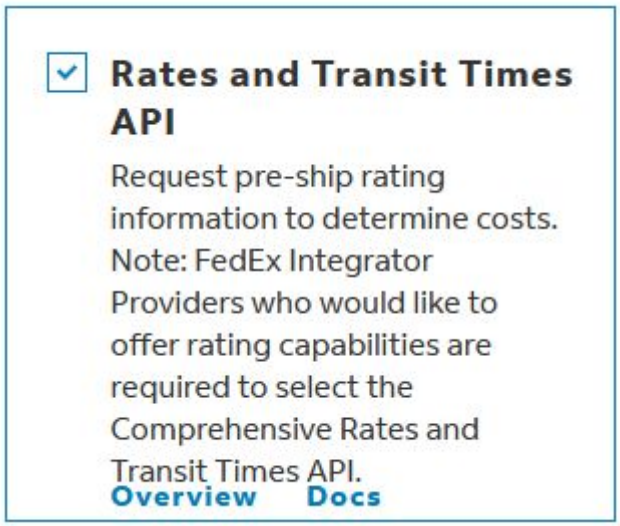
Enter in the **Third Party Provider** example information as shown here:



Once you select **CONTINUE** - you can **SCROLL** down the same page to access more information. Choose the "**Ship, Rate & other APIs**" option:



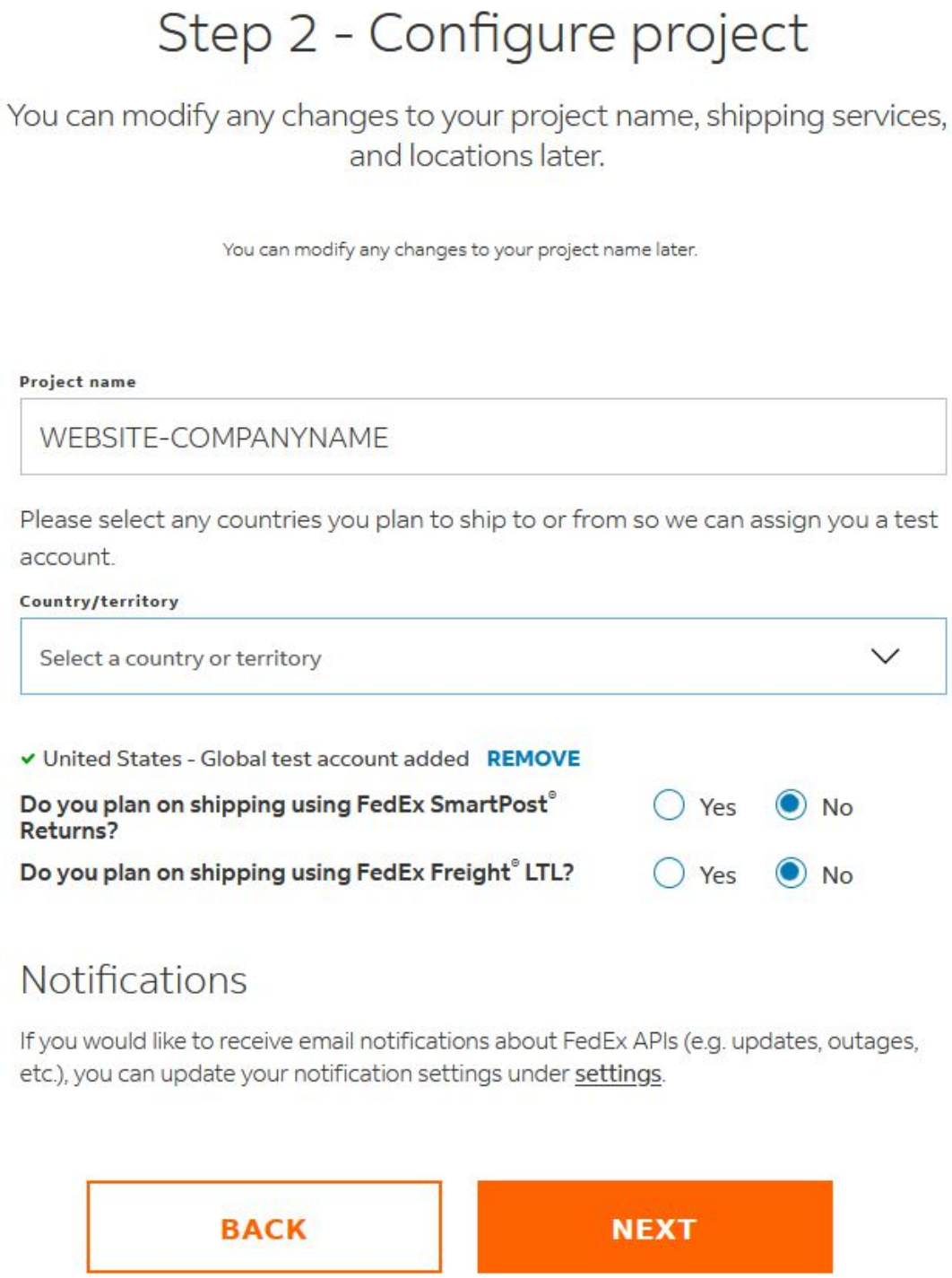
Scroll to continue again, and select only the "**Rates and Transit Times API**":



Scroll to continue and Enter in "**Step 2 - Configure project**" - Input a "**PROJECT NAME**" - IE: **Website-Company**. This is just a tag for the project if you handle multiple sites.

- Select the COUNTRY or territory you are shipping from, it will self populate once you click on the country.
- *We do not recommend choosing the Smartpost returns."

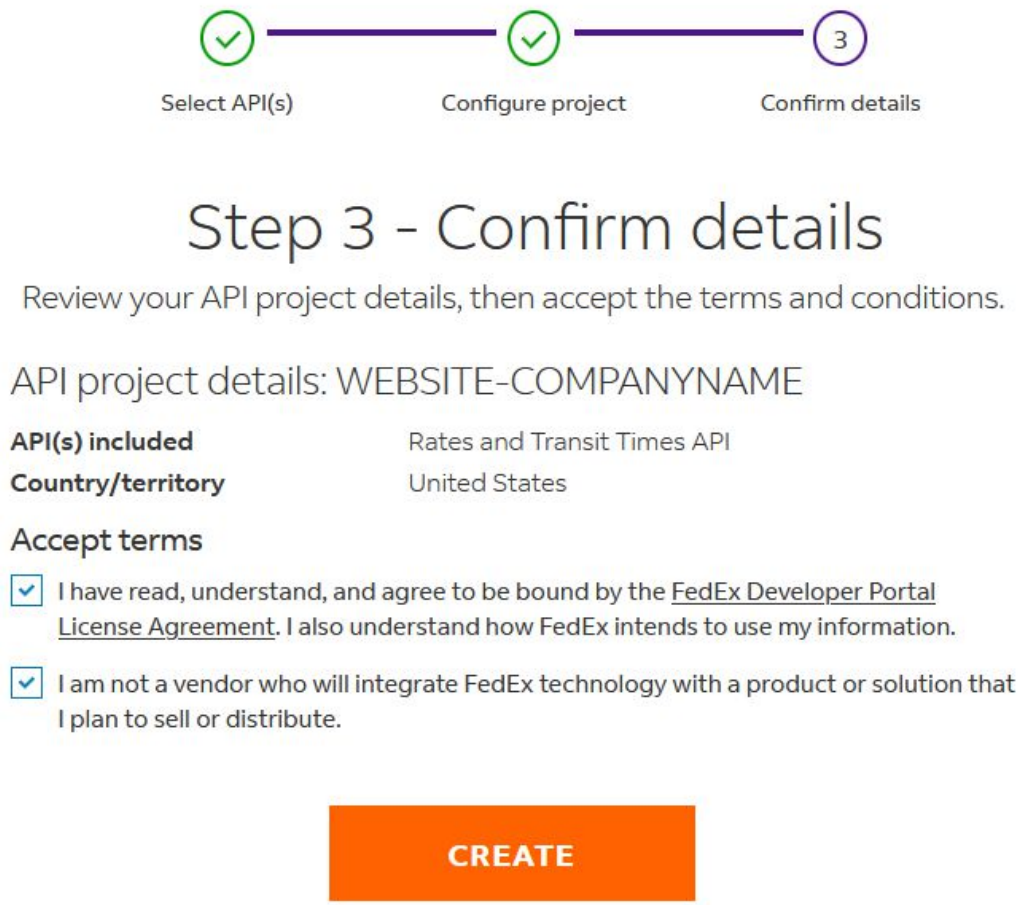
- You can select the LTL option if your using larger format shipments.
- Then select **NEXT**



Step 3 - Accept terms and check off the "I am not a vendor who..." option as shown, then click on **CREATE**:

- **NOTE: After this step is complete, you can then create API Key and Secret Key.**

- **We recommend opening up NOTEPAD on your computer, or save keys to a secure location for later use in ShopFactory.**

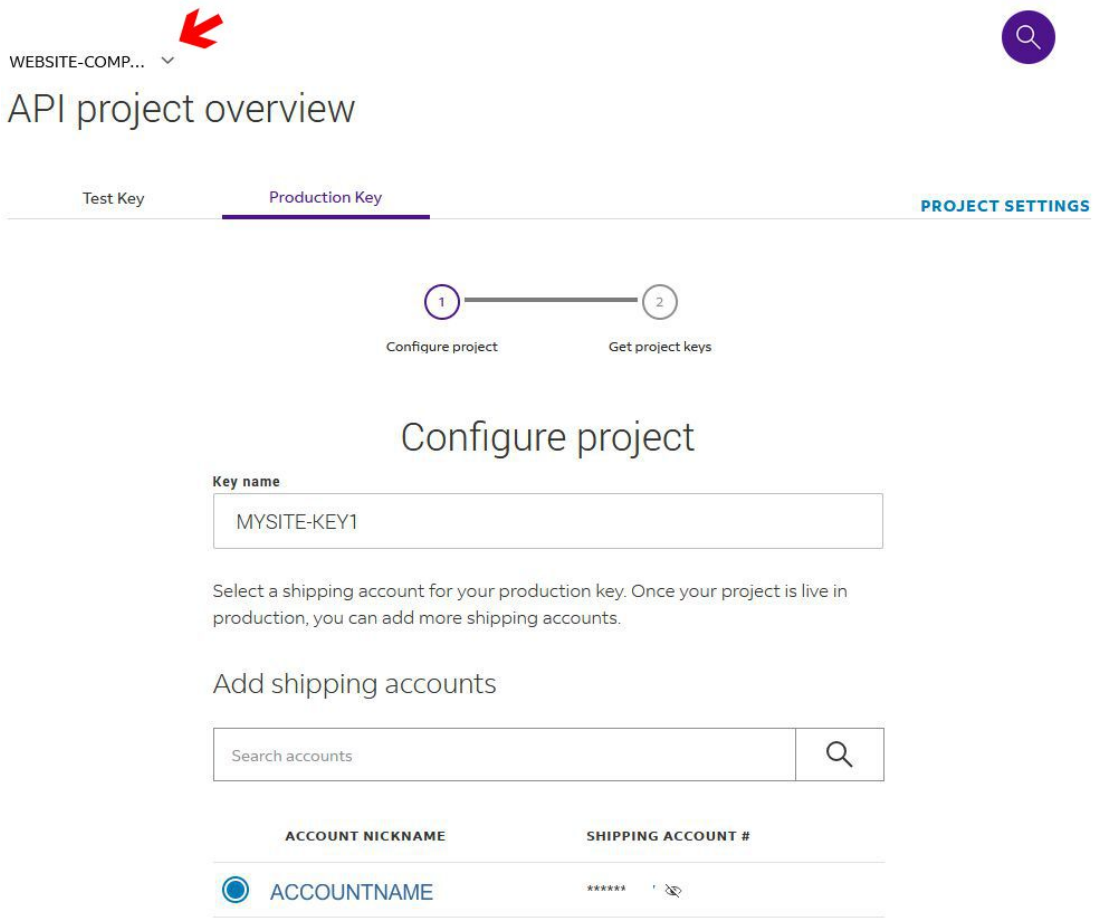


You will then be presented with an "**API PROJECT OVERVIEW**" window.

Select the **PRODUCTION KEY (tab)** near the top - ensure you are on the **WEBSITE-COMPANY project** you created earlier (it's easy to miss, as show in this screen shot).

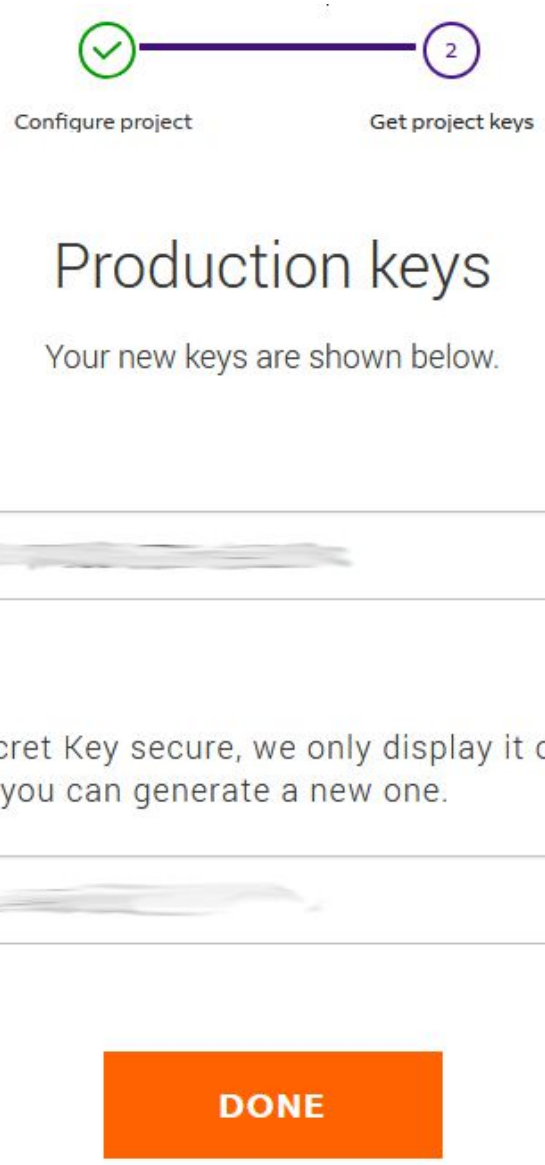
Enter in the **KEY NAME** you prefer to use for your ShopFactory API key.

Make sure you select the **"BILLING / SHIPPING ACCOUNT" dial** option.

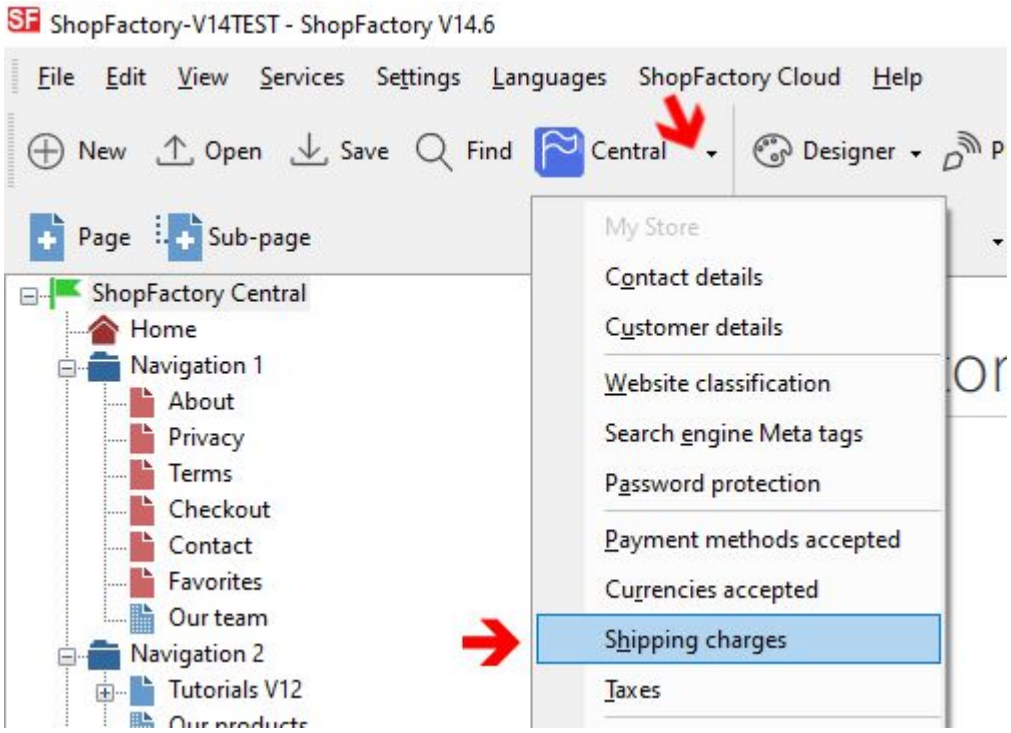


Once you select continue - you will be presented with the **API KEY** and **SECRET KEY** - which you will need for the ***ShopFactory FedEx shipping set-up inside your shop***.

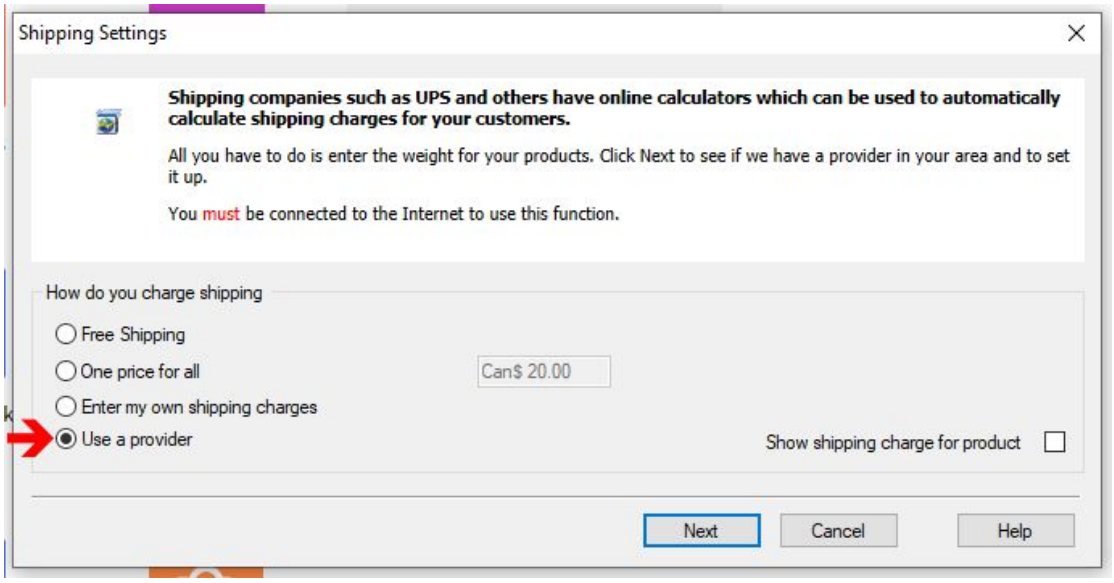
- **Again - please NOTE: We recommend opening up NOTEPAD on your computer, or save keys to a secure location for later use in ShopFactory.**



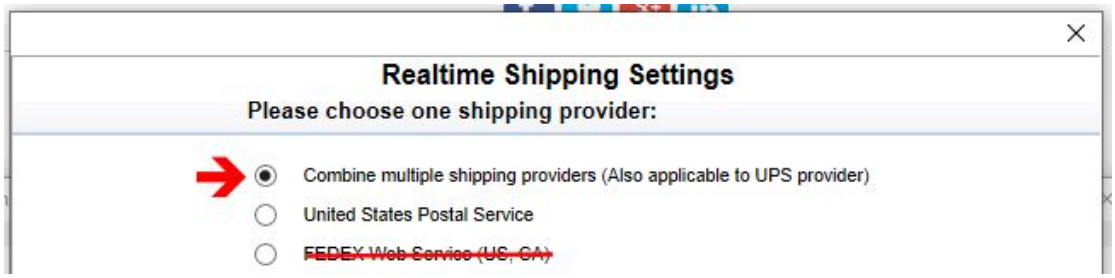
You can then open your **ShopFactory Site Project file** inside ShopFactory and go to **CENTRAL / SHIPPING CHARGES**:



In the next window - Choose "**Use a provider**":

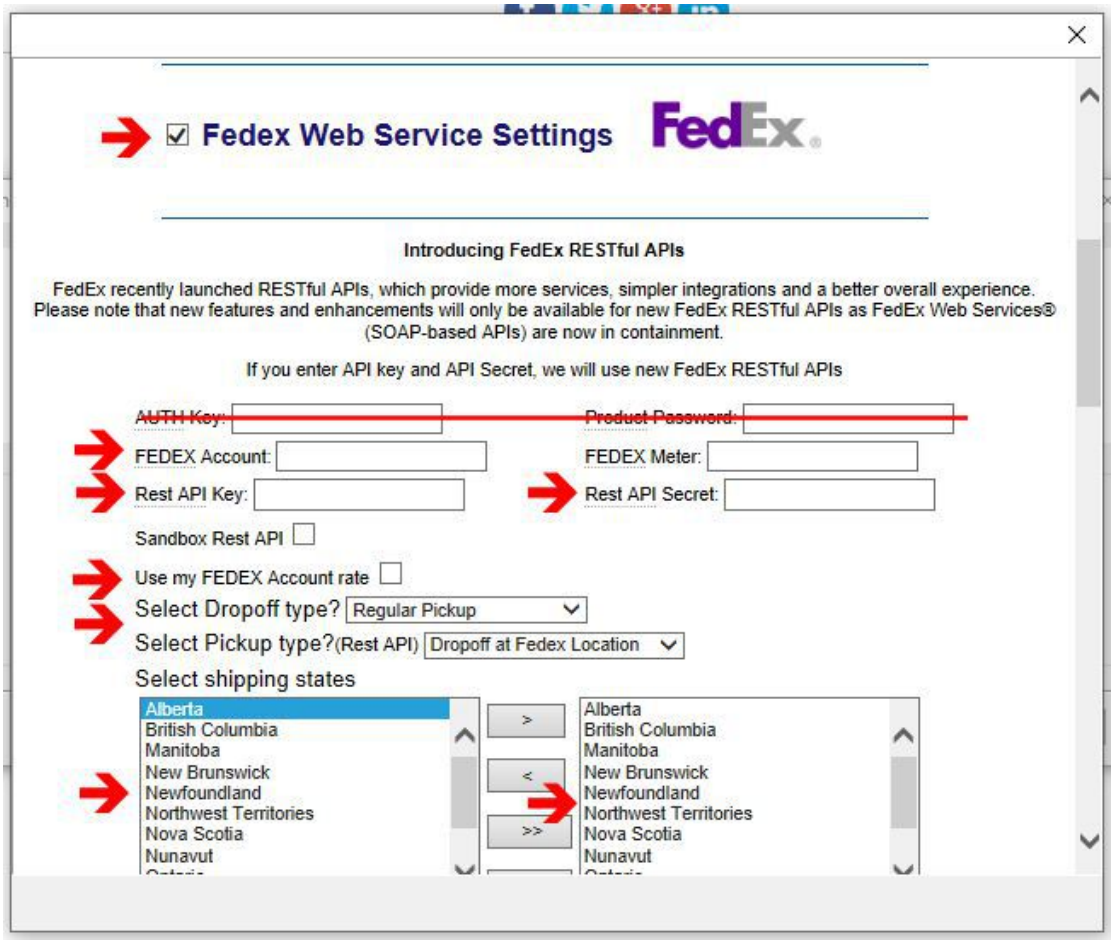


In the next window, choose "Combine multiple shipping providers":



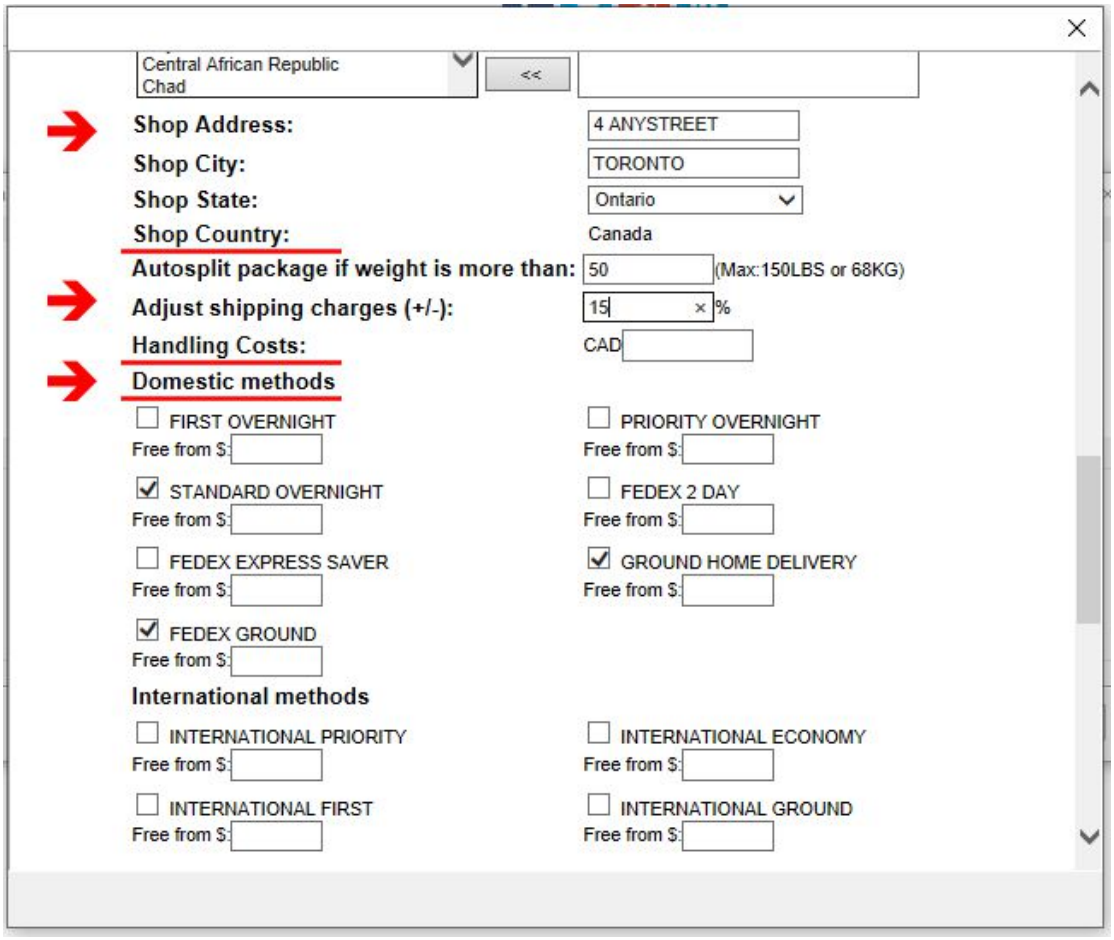
Check off “FedEx Web Service Settings”:

- Enter in the your **FEDEX ACCOUNT**, **RESTFUL API KEY** and **RESTFUL API SECRET KEY**.
- Choose “**Use my FEDEX Account Rate**” if desired.
- Leave the “Dropoff at FedEx Location” option selected if you do NOT have daily regular pick-up service.
- **Select any Regions + Countries you ship to** from the left side box - move them to the right side box (Canadian region example shown, US will include US States).



Continue down and enter your **Shipping Address** and review the additional items: **Split Packages** (check with FedEx for more information), **Adjust Shipping Charges / handling** costs if you require mark-up or **Handling Cost** coverage added on your displayed rates.

- Choose any **SERVICES - METHODS** you will be offering for rate calculation.



Once the above is completed (reviewed) - you can then click **SAVE SETTINGS** (scroll down):



You can then go to your live website and test shipping rates live in your ShopFactory shop.