

Migrating FedEx Web Services (SOAP) Shipping Accounts to REST API for SendPro® Enterprise Customers

FedEx is retiring its legacy **Web Services (SOAP)** and requiring customers to migrate to the newer **REST-based FedEx API** to continue shipping. This carrier-mandated change applies to **all SendPro Enterprise customers who ship with FedEx** and is required to maintain access to rates, labels, and services.

To support this transition, Pitney Bowes is upgrading SendPro Enterprise and providing tools to help you complete the FedEx migration.

What You Need to Do

What you need to do depends on **how you use SendPro Enterprise**. Please review the section below that best matches your environment.

If You Are a SendPro Enterprise SaaS Customer

(General Population, Early Adopters, Late Adopters, Premier Support)

- Your SendPro Enterprise tenant will be upgraded to **version 8.68** during a scheduled maintenance window in May 2026.
- After the upgrade, a **FedEx API Migration App** will be available in SendPro Enterprise for users having the Supervisor and Administrator role.
- **A Supervisor or Administrator must log in and run the FedEx API Migration App** as soon as possible.
 - The app will guide you through authenticating your FedEx shipping account and preparing for the REST API transition.
- No changes to your internal systems are required.

You will receive advance notice of your maintenance window by email.

If You Are a SaaS Black Box Customer

- Your SendPro Enterprise environment must still be upgraded to **version 8.68**. This will occur during one of the scheduled maintenance windows in May 2026.
- You **must run the FedEx API Migration App** to set up FedEx REST API credentials and disable SOAP.
- After the upgrade, a **FedEx API Migration App** will be available in SendPro Enterprise for users having the Supervisor and Administrator role.
 - **A supervisor or administrator must log in and run the FedEx API Migration App** as soon as possible.
 - The app will guide you through authenticating your FedEx shipping account and preparing for the REST API transition.
- You are responsible for **updating your host system** to:
 - Replace SOAP-based FedEx identifiers (services, packages, options) with REST-based FedEx API identifiers.
 - Use the provided [SOAP-to-REST API translation table](#).
- End-to-end testing of FedEx shipping from your host system is required.

You will receive advance notice of your maintenance window by email.

If You Are a Self-Hosted Customer

- [Upgrade your environment](#) to **SendPro Enterprise 8.68 or later**.
 - The FedEx API Migration App is **not installed automatically**.
 - *Contact SendPro Enterprise Software Support* to:
 - **Request the FedEx API Migration Kit**
 - Import the Migration App and required scripts
 - Once installed, **run the Migration App** to complete the FedEx REST API setup.
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If You Use PlanetPress or OL

- If your PlanetPress/OL environment ships with FedEx:
 - Complete the SendPro Enterprise FedEx migration first.
 - Your instance will be upgraded and readied as described above in the SaaS Customer section.
 - Contact PlanetPress/OL Software Support to have your project reviewed and updated.
- Some customers may be contacted directly to coordinate next steps.

Important Timing Reminder

FedEx has announced plans to begin retiring SOAP connections starting **June 1**. Customers that do not complete the migration may experience **loss of FedEx shipping capability**.

Completing the migration as soon as possible helps avoid service disruption.

Need Help?

SendPro Enterprise Software Support—and your Premier Support representative, if applicable—are available to assist with preparation, migration steps, and troubleshooting.