

# Web Tools to USPS APIs Migration Webinar

## Getting Started

1. **When will the USPS Web Tools APIs be retired?**  
January 25, 2026. Please plan your migration accordingly.
2. **How do I receive the webinar recording?**  
Attend the webinar and provide your email address during registration. Upon request, an email with the link to the recording will be provided after the session.
3. **When are the new “modernization” endpoints live?**  
The new USPS API endpoints are available now, reference the [Developer Portal](#).
4. **I use a third-party platform or software which uses the USPS Web Tools APIs (WooCommerce, Volusion, Stamps.com, ShipStation, or Endicia). What should I do?**  
Contact your provider directly for next steps and to ensure they are migrating to the new USPS APIs.
5. **How do I start migrating?**  
Go to the [Getting Started](#) page and complete the process to onboard.
6. **Where can I find USPS APIs documentation?**  
Visit: [Developer Portal](#)
7. **Where is the USPS APIs GitHub repository?**  
Visit: [github.com/USPS](https://github.com/USPS)

## USPS APIs – Additional Details

8. **Can I use my existing USPS Web Tools credentials with the new USPS APIs?**  
No. The Web Tools API credentials are not compatible with the new USPS API platform. To use the new USPS APIs, you must generate an OAuth token which is part of the [Getting Started](#) process to onboard.
9. **How do I test the new USPS APIs?**  
The TEM (Test Environment for Mailers) environment is available for testing the new USPS APIs. This test environment is intended to mirror the production environment and therefore leverages production account information. To test, send API requests to the appropriate testing environment endpoints (TEM: <https://apis-tem.usps.com>). These test endpoints are published under each production environment endpoint (PROD: <https://apis.usps.com>) on the [Developer Portal](#). There are common tools (e.g., Postman) that can be used to create and test API requests and evaluate responses.
10. **Can I test the USPS APIs without fully onboarding and creating a Production account?**  
No. The TEM environment requires production account information. Integrators must fully onboard and generate a production account before testing the USPS APIs. We recommend integrators test in the TEM environment (<https://apis-tem.usps.com>) before sending API requests to the production environment (<https://apis.usps.com>).

#### **11. Are there usage limits for the new USPS APIs?**

Yes. The default product allows 60 API calls per hour per API. To request higher limits, contact [API Support](#):

- Indicate an API issue value of “USPS APIs” and Additional Details value of “Customer Access.”

#### **12. How do I request access to additional USPS APIs not included by default?**

To request access additional APIs, contact [API Support](#):

- Indicate an API issue value of “USPS APIs” and Additional Details value of “Customer Access.”

#### **13. Is there a cost for using USPS APIs?**

No. The APIs are free for valid USPS shipping/mailing use per USPS Terms and Conditions.

#### **14. Can I use the APIs for bulk or list-based address validation?**

No. The Addresses API is only for validating shipping addresses during label generation. Bulk use, batch reporting, or mailing list generation is not permitted.

### **Technical Support**

#### **15. Where do I go for support or migration assistance?**

Contact your USPS Account Representative. Otherwise, for detailed questions and technical support, contact [API Support](#):

- Indicate an API issue value of “USPS APIs” and Additional Details value of “Web Tools Migration.”

#### **16. Who do I contact for Business Customer Gateway (BCG) account (Mailer ID, Customer Registration ID) issues (e.g. disabled account, lost account credentials, deletion)?**

contact [API Support](#):

- Indicate an API issue value of “USPS APIs” and Additional Details value of “Customer Onboarding.”

### **Troubleshooting**

#### **17. Why am I receiving an “Access Denied” error after logging in to the Developer Portal?**

This is a known issue after account creation is successful.

Workaround:

- After logging in, click **Login** again.
- The top navigation will update.
- Click **APPS** — you should now be able to log in.

USPS developers are working on a fix.

#### **18. Where can I provide feedback or request API feature enhancements?**

Use the [Feedback Form](#) to suggest improvements or raise concerns. Please also contact us at [API Support](#):

- Indicate an API issue value of “USPS APIs” and Additional Details value of “Web Tools Migration.”