

Web Tools to USPS APIs Migration Webinar

Getting Started

1. **When will the USPS Web Tools APIs be retired?**
The USPS Web Tools APIs were retired effective January 25, 2026.
2. **How do I receive the webinar recording?**
Please find the full recording on the USPS Web Tools microsite under [Video: How to Transition to USPS APIs](#)
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
8. **Where can I receive migration support live?**
There will be daily migration Zoom calls beginning Monday, January 26, 2026, for customer support. Review the latest Industry Alert at <https://postalpro.usps.com/node/14807>.

USPS APIs – Additional Details

9. **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.
10. **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.
11. **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>).

12. 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 [USPS API Support](#):

- Under “Step 1: Tell Us about Your Inquiry”, please select API Onboarding

13. How do I request access to additional USPS APIs not included by default?

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

- Under “Step 1: Tell Us about Your Inquiry”, please select API Onboarding

14. Is there a cost for using USPS APIs?

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

15. 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.

16. Where can I find release notes?

Please find the release notes posted on the [PostalPro website](#).

Technical Support

17. Where do I go for support or migration assistance?

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

- Under “Step 1: Tell Us about Your Inquiry”, please select API Onboarding

18. 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 [USPS API Support](#):

- Under “Step 1: Tell Us about Your Inquiry”, please select API Issue or API Onboarding. Under additional details select the applicable dropdown for your issue.

Troubleshooting

19. 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 [USPS API Support](#):

- Under “Step 1: Tell Us about Your Inquiry”, please select API Issue or API Onboarding. Under additional details select the applicable dropdown for your issue.