Web Services Overview

1. Web Services Overview

Web Services is an automated way to communicate bi-directionally with your customers in a given industry. Web Services Testing is for corporations that are ready to move beyond online scheduling to electronic submission of appointments using Web Services. Web Services provides its users the following benefits:

- ➢ Allows the corporation and the USPS to identify and resolve Web Services related technical and functional issues in a non-Production environment
- ➢ Provides the corporation with a centralized source for assistance in effectively using Web Services to submit appointments
- ➢ Standardizes the process to verify that corporations are ready to use Web Services to submit their appointments in the FAST Production environment
- ➢ Provides an opportunity to consolidate commonly encountered issues/resolutions from the use of Web Services.
- ➢ Provides an opportunity to improve the existing technical and user information created by the USPS for use by the corporations

2. Web Services Testing

The two phased testing effort allows these corporations to verify their readiness to submit appointments in the FAST Production environment using Web Services.

- ➢ Phase 1 – Connectivity Testing with PostalOne!:
  - o Corporations verify connectivity to PostalOne! using Web Services
  - o PostalOne! and the corporation test basic communication between the corporation and the PostalOne! systems
  - o PostalOne! and the corporation test basic Web Services operations (Request and Response) for creating, updating, canceling, and communicating appointment closeout information
  - o PostalOne! validates the XML format, and pulls data from the PostalOne! Mail.dat database, if requested by the Web Services message from the corporation
- ➢ Phase 2 – Verification Testing with FAST:
  - o FAST verifies that appointments for the test scenarios are properly transferred from PostalOne! to FAST
  - o FAST assists in verification of business error handling, such as correct error messages being returned to the corporation
  - o FAST verifies all Web Services message types (i.e. corporate profiles, inquiry, create, update, cancel, close-out)

3. Issue Resolution

- ➢ During connectivity testing with PostalOne! in Phase 1, you work with PostalOne! to identify and resolve issues.
- ➢ During Phase 2 testing with FAST, you work with FAST to identify and assign issues for resolution:
  - o If the issue belongs to the corporation, FAST may be able to provide some support in identifying a resolution.

- o If the issue belongs to PostalOne!, FAST opens a trouble ticket with the Help Desk, which forwards the ticket to PostalOne! for processing.
- o If the issue belongs to FAST, it is assigned to a FAST representative for resolution.

4. Contact Information

For more information about Web Services, please contact FAST at FAST_Webservice@usps.gov.