XPOLogistics

API SOLUTIONS FREQUENTLY ASKED QUESTIONS

Is API a good fit?
If the shipper wants to bring on-demand spot pricing directly into their system, and the system is API-capable, an API integration is an ideal fit.

What APIs are available?
XPO currently has brokerage APIs available to provide full-truckload spot rates, less-than-truckload spot rates, and order creation.

What is the difference between API and EDI?
EDI is a standard data interchange in which one system uses a repetitive process to send large batches of data, such as groups of orders or invoices, to another. API uses a live feed of data to provide requested information on demand. An example is a real-time rate for any requested lane.

What is the difference between API and XPO Connect?
XPO Connect is a multi-modal technology platform for shippers and carriers. It offers a system for shippers to get rates, create orders and manage shipments. Shippers who prefer to use their own systems may still want to integrate directly with XPO's rating and order creation capabilities. API enables them to do this within their own system rather than logging into the XPO Connect platform.

Is there a cost for XPO's API?
There is no cost involved. API is a free service offered to our freight brokerage customers to help make doing business with XPO as efficient and simple as possible.

Is XPO's API solution secure?
The XPO API requires authentication using a unique key and token provided directly to the shipper. The key and token are like a username and password. They allow XPO to ensure that only authorized shippers and carriers can integrate their systems with XPO's APIs.

How long does it take to setup an API integration?
If a shipper requests standard access and capabilities, it typically takes two to four weeks to set up and test the integration. However, this timeline can vary based on individual shipper requirements.

I already have an XPO EDI integration. Can I use XPO APIs, as well?
Yes. Many shippers currently have an EDI integration with XPO's spot pricing APIs. When shippers see rates they like through the API and want to place an order, they can use their existing EDI connection with XPO.

I'm using a third-party TMS system. Will XPO's APIs still integrate?
If a shipper is currently using a subscription-based TMS system, an API integration may still be possible. The shipper needs to provide XPO with the contact information for their TMS provider. Please ask your XPO rep to connect with the XPO API team to determine if an integration is possible.

What technical resources are required for an API integration?
If a shipper wants to get real-time quotes and create orders on demand but does not have technical resources available to help the XPO team perform the API integration, XPO Connect would be a better fit. XPO Connect allows shippers to get quotes and create orders, with no technical integration needed.

Are contract rates available through the XPO API?
XPO currently does not provide contract rates through an API, but we're working to have this capability available as an option for shippers soon. Your XPO rep will notify you when it becomes available.

What if I have a requirement that is not yet met by the XPO API?
XPO is constantly evaluating and evolving the API offering. Please let your XPO rep know what you need or want.

Contact us: APIsolutions@xpo.com