Guide for Administrators and Shippers

UPS CampusShip®
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UPS CampusShip
administration

UPS CampusShip
Getting started

Once your UPS CampusShip representative has enrolled your company, you will receive two emails:

• The first is your Welcome Email containing your User ID and the URL to access the site.
• The second email contains your temporary password.

1. To log in, click on the link for your company’s unique UPS CampusShip Internet address, which you received via email, or log in at campusship.ups.com.

2. You will be asked to log in to your company’s UPS CampusShip system with the User ID and password provided in the two emails from UPS CampusShip. Please note that User IDs and passwords are case sensitive.

Optional step – If you would like to change the language on the Log In page, choose the appropriate language from the Languages drop-down menu. Then click the blue arrow.

3. As a new user, please read the UPS CampusShip Terms and Conditions and click the Accept button to continue.
Getting started (cont.)

As a UPS CampusShip administrator, your authority can range from all rights at the company level (Company Administrator) to certain rights granted for a specific location (Location Administrator).

As an administrator, you will have an Administration button next to the My Settings button, on the top navigation tool bar.

Click the Administration button to go to a screen that provides total access to the administration functions of UPS CampusShip.

1. Use the administration functions to manage your company’s locations, reference numbers, shipping privileges, address groups and users.
Manage company information

The Manage Company Information section allows you to enter and manage key information, such as company contact information. You may also choose either company or location name to be displayed on shipping labels, and you may add your logo to all UPS CampusShip screens and to your Commercial Invoices. Select the Administration button, and the appropriate link on the left navigation bar to edit company information at any time.

Reference number options: Located under the View or Edit Company Information link, you may set the default Reference Number display and validation for the entire company.

Log-on labels: Located under the View or Change Company Log-On Labels link, you may edit the field names on the Log-On page of UPS CampusShip (for example: you may replace User ID with Employee Number).

IP filter settings: As an added security measure, you may restrict users from accessing UPS CampusShip outside of your organisation’s network (with the exception of Travelling Users and Company Administrators). If users attempt to access UPS CampusShip from an IP address not in the recorded range, they are denied access and receive an error message. To utilise this feature, you need basic information about your company’s network; you may want to contact your company’s network administrator.

Import a company logo

1. Select the Administration button on the top navigation tool bar, go to the Manage Company link and select the View or change company logo displayed by the UPS CampusShip link.

2. Browse to the logo’s file location. UPS CampusShip supports two GIF file format image layouts/sizes: Portrait (62 pixels wide by 50 pixels high) and Landscape (124 pixels wide by 50 pixels high) with a maximum file size of 4KB. The logo must conform to these file specifications.

3. Select the Update button to display your company logo. 
   Note: Only Company Administrators can complete this task.
Manage company information (cont.)

Within the Manage Company screen, you can override all shipping privileges and set reference number options with these settings:

- Request that users enter reference numbers while processing shipments by selecting the tick box for references from List 1, 2 or 3 in Manage Reference Numbers.
- Allow users to select reference numbers from a list or display a Search link.
- Choose to validate the reference numbers that users enter against List 1, 2 or 3 in Manage Reference Numbers.

(See the Manage Reference Numbers section for instructions on how to create a list of reference numbers.)
Manage locations

A UPS CampusShip company location can be defined as a department, office, business unit, subsidiary or multiple departments sharing the same physical address. An unlimited number of locations can be set up in all countries offering UPS CampusShip, allowing for maximum flexibility in organising and naming locations within a single global company set-up. For any location, you can choose whether the location name or company name appears on the return address of all the packages that you send.

Set up a company location before you add or import users. Each location must be associated with a UPS® account number belonging to that location. Before you set up a new location, you must have the UPS account number available for that location. You may have multiple locations for one UPS account number (i.e. account 123456 may have a location called Post Room and a location called Accounting). Locations may be set up in any country that offers UPS CampusShip (i.e. a German company may set up their U.S. location under their German UPS CampusShip company).

TIP: If you need a UPS account number, go to ups.com® and select Open a UPS Account from the Shipping tab.

Create new company locations

1. Select the Administration button on the top navigation tool bar, go to the Manage Locations link and select the Create Location link.

2. A Location Details screen displays. (To stop this process, select the Cancel button on the bottom of the screen.)

3. Enter detailed information about the location (e.g. address, location contact name, email address, phone number and extension and the UPS account number and/or SCS account number for that location). If enabled by UPS, you have the option to display published or negotiated rates by location. It is also recommended that you enter information into the Location Support Information fields. This support information appears at the bottom of the UPS CampusShip screen for all users assigned to that location.

4. Ensure that the required fields in bold contain acceptable and accurate data, then select the Create button. If the update is unsuccessful, you will receive a message informing you of the fields that should be modified or completed.

Import new company locations

You may import location information from a comma-separated value (CSV) file. For information and instructions, please refer to the online Help, which can be accessed by clicking on the Help link on the left side of your screen.
Manage locations (cont.)

As a UPS CampusShip Administrator you may quickly search for a location by Name, Account Number or by a 9-Digit Air Freight Account Number.

Manage rates display

For the Manage Locations page, administrators must enable the display of account-specific negotiated rates for new or existing locations once UPS has activated your company and account(s) for Negotiated Rates.

1. Select Manage Rate Display Settings for All Locations.
2. Select Display Negotiated Rates for all locations with enabled accounts and then select Submit.

To verify a location’s rate display setting, select Search Locations, then view the Location Rate Type Display Setting as either published or negotiated. For users to view the negotiated rates, the Viewing of Negotiated Rates Activated by UPS column must say “Yes” if Negotiated Rates were activated by UPS.
Manage locations (cont.)

For any location, you can set the display for either negotiated or published rates by first viewing Location Details and then selecting Verify Rate Display Settings. If desired, select Display Negotiated Rates.
Manage shipping privileges

Privileges determine the shipping services and options that are permitted for a set of users. This feature allows you to quickly apply a set of privileges to the new users that you create. The available options described within Manage Shipping Privileges apply to small package services only.

Use default shipping privileges

To provide a baseline, UPS CampusShip features four default shipping privilege sets in Search Shipping Privileges.

The following are available for users in the U.S. or Puerto Rico:

• All services, all add-on services (domestic and international services with ALL add-on services).
• All services, limited add-on services (domestic and international services with a limited set of allowable add-on services).
• Domestic only, all add-on services (no international services with ALL add-on services).
• Domestic only, limited add-on services (no international services and a limited set of add-on services, such as Saturday Delivery).

The services within each privilege set shown below are the automatic defaults established for each UPS CampusShip geographic region.

• All services, all add-on services, North and South America.
• All services, all add-on services, Europe.
• All services, all add-on services, Asia.
• World travelling user (all shipping privileges).

These shipping privilege sets can be customised to meet your users’ specific shipping needs.
Manage shipping privileges (cont.)

Create new shipping privileges

If you would like to customise privilege sets for small package shipments, you must create them before you can assign users to them. To enable your users to ship Freight, you must select the Freight Services tick box.

1. Select the Administration button on the top navigation tool bar, go to the Manage Shipping Privileges link and select the Create Shipping Privileges link.

2. A Shipping Privilege Details page displays. (To stop this process, select the Cancel button at the bottom of the page.)

3. Enter a Shipping Privilege Name (i.e., “All Services”). Then confirm that the Shipping Privilege Countries are correct. If incorrect, select the Edit link to make the necessary changes. Next choose the shipping privileges that you would like to grant based on your company’s needs. There are two ways to build the privilege set:
   • Activate ALL privileges in a section.
   • Activate specific privileges by selecting individual tick boxes (e.g. allowable payment or billing methods, rate display settings and address book privileges).

4. Once you have entered all the information, select the Create button. If more information is required, you will receive a message that displays the fields that should be modified or completed.
Manage shipping privileges (cont.)

Administrators control the display of negotiated or published rates for users with new or existing shipping privileges. Administrators may also choose to not display rates to users.

1. Select **Manage Shipping Privileges** and create or view an existing privilege.

2. Under **Additional Shipping Options** for **Rate display when shipping**, select **UPS Published Rates**, **UPS Published and Negotiated Rates** or **No Rates**.

Within **Shipping Privileges** you can control the types of **Delivery Confirmation**, **UPS Returns** and the types of **UPS Import Control** that users may access.
Manage users

Create new users

Create new UPS CampusShip users by entering their profile information into the system.

1. Select the Administration button on the top navigation tool bar, go to the Manage Users link and select the Create Users link.
   • Enter the requested user information. Required fields are shown in bold.
   • Assign the user to a company location. To find the location, select the Search link.
   • Assign a shipping privilege set to the user. To find a shipping privilege set, select the Search link.
   • Select the Create button. The user then receives his or her User ID and temporary password in two separate e-mails.

2. To set additional privileges, including administrative authorities, select the Modify This User’s Privileges link on the confirmation page.
   • To authorise the user to modify the Ship From address, set Travelling User Status to ON.
   • Company Administrators in the U.S. may allow users to order UPS supplies online from ups.com by setting Authority to Order UPS Supplies to ON.
   • To set administrative authority (the default is NO Administrative Authority):
     - Select either Company Administrator or Location Administrator.
     • If Location Administrator is selected, activate All Location Administrator Authority or assign the specific authorities by selecting the appropriate tick boxes.
     • To save and activate your choices, select the Update button.
Manage users (cont.)

If you have set a user to be a Location Administrator, you must edit the user again and add the locations that you would like the user to administer. To complete this:

- Select the **Search Users** link to find the user you have just created, then click on their **User ID** link.
- Select the **Edit** link next to the assigned locations.
- Type in the **Location Name** or select **Search for location names**, then select the **Add** button.
- You may assign multiple locations. Once all locations have been added, select the **Update** button.

Import new users

You may input user information from a comma-separated value, or CSV, file. For information and instructions, please refer to the online **Help**, which can be accessed by clicking on the **Help** link on the left side of your screen. To view the **Import File Format for Users**, click on the **Help** link in the upper right of the **Import Users** page.
Manage users (cont.)

Invite users to join your company

You may invite existing My UPS users to join your company so that they may begin using UPS CampusShip. By using the Invite Users link from the Manage Users page, simply enter the user’s My UPS User ID and e-mail address. The recipient will receive an e-mail inviting him or her to join the company. Once the user has accepted, a notification e-mail will be sent to the Company Administrator. Upon receipt of the acceptance e-mail, the Company Administrator must log in to UPS CampusShip, access the user profile using Search in Manage Users, and assign the user to a Shipping Location and a Shipping Privilege.
Shipping with 
UPS CampusShip

UPS CampusShip
Overview

UPS CampusShip is a web-based, UPS-hosted shipping solution that helps you to increase efficiency and reduce costs. UPS CampusShip’s powerful, full-featured functionality is designed to provide faster and more accurate shipping.

This Shipping Quick Start Guide to UPS CampusShip is a convenient, step-by-step reference that will help you to manage all of your small package and freight shipping needs.

If you have any questions or require additional information, please use the Help link on UPS CampusShip or contact your company’s UPS CampusShip Administrator by selecting Administrator Look-up.
Log in and initial steps

To log in, click on the link for your company’s unique UPS CampusShip Internet address, which you received via e-mail or log in to campusship.ups.com.

You will be asked to log in to your company’s UPS CampusShip system with the User ID and password provided in the e-mails from UPS CampusShip. User IDs and passwords are case sensitive.

As a new user, please read the UPS Technology Agreement (which contains Terms and Conditions) and click on the Accept button to continue.

Upon initial log in, you will be prompted to change your temporary password. After changing, select the Update button.

If you have forgotten your User ID or password, use the Forgotten User ID or Password? link and UPS CampusShip will send your User ID and a temporary password via e-mail.
Log in and initial steps (cont.)

Note: Your shipping services and options may be limited by your Administrator. Contacting your Administrator first is the best way to get an apparent issue resolved. Use the Administrator Look-up tool to find your Administrator contact information or use the Company Support phone number and e-mail link on the bottom of each page.

From Resources, select UPS CampusShip Support for the help-desk phone number in your region.
My settings

Begin by setting your Shipping Preferences which saves time and ensures a tailored shipping experience. Select My Settings, then Edit Shipping Preferences to set default shipping options, reference values, payment method, e-mail notifications, collection information, printing preferences and more.
**My settings** (cont.)

My Settings is where your personal and corporate address books are found. Selecting recipients from an address book saves time and reduces errors. Here, you can also enter a new address, import addresses or create a distribution list of up to 100 recipients, helpful when you are sending the same type of shipment to everyone on your list.
Shipping

When you are ready to begin shipping, log in to access the Shipping page. From here you can Create a Shipment for Package (less than 68 kg/150 lbs) or for Freight (over 68 kg/150 lbs) shipments. Then, select the desired option to begin your shipment.

The next few pages will cover the process to complete a Package Shipment.

**Note:** In order for you to complete a Freight shipment, your company’s UPS CampusShip Administrator will need to enable Freight Services in Administration.
Package shipping

Where is this shipment going? First, enter or select a contact or a distribution list by typing into the field provided. You can also access the Corporate Address Book, or select External Address Book to select a contact from your Microsoft® Outlook® address book.

Where is this shipment coming from? Verify your Ship From Address and select Edit to modify. The Ship From Address is used for determining rates and available services, so it should reflect the actual address from which a shipment will originate. If needed, you can specify a different return to address in case the shipment is undeliverable.

Note: You will only be able to modify these addresses if your Company Administrator has set you up as a travelling user.

What are you shipping? Specify the number of packages in the shipment (up to 20), and whether the packages are the same. Provide a weight. Specify dimensions for a more accurate rate.

Visit the Help link for further detail.

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Package shipping (cont.)

*How would you like to ship?* Select the UPS service that you would like to use from the drop-down menu. Select the **Compare Service Options** link for estimated transit times and rates. You can also select **additional services** from this page. Additional information will be requested on a subsequent page for some options.

**Note:** If enabled, your account specific negotiated rates will be displayed.

*Would you like to add reference numbers?* Your Administrator may require references for your shipment. You can search for or enter references in the fields provided.
Package shipping (cont.)

How would you like to pay? Specify a payment method using the drop-down menu. You may select Shipper’s UPS Account, Bill Receiver, Bill Third Party or Payment Card.

Note: Enter new payment cards in your Shipping Preferences.

Would you like to Schedule a Collection? After selecting a payment method, your default pickup options will be displayed, including previously scheduled pickups and the option to Schedule an On-Call Collection. Select the tick box to schedule a collection.
Review shipment details

Verify that all shipment details are correct. To make changes, select the Edit link. When you are satisfied with all shipment details, select the Ship Now button and your shipment data will be sent to UPS. For additional support, please refer to the Help link or contact your UPS CampusShip Administrator.
Shipment confirmation

Complete shipment

At this point, UPS has received your shipment data. Now print the labels, affix them to the packages and give the packages to UPS.

Check the Label and/or Receipt boxes to print your label and/or receipt. You may change your printing preferences (laser printer or thermal printer) for this shipment only, in the Printing Preferences section at the bottom of the screen. Then, select the Print button. You can also specify if you want instructions printed.

The Complete Shipment screen contains tips on suggested Next Steps for getting your shipments to UPS, obtaining shipping history and instructions for shipping again.
Shipping ticket

Administrators may give users the ability to partially process shipments. This feature is useful for users who want to process a package with UPS CampusShip before they know the actual weight or when the shipment will be complete for processing.

At the time of shipment processing, the user who created the Shipping Ticket or another designated Shipping Ticket processor can access the shipment, enter or modify shipment data, complete the shipment and print the label when the Ship Now button is selectable.

If you are creating a shipping ticket, in order for someone else to process the ticket and finalise your shipment, select the tick box to Save as Shipping Ticket.

To review your details, including price before completing your shipment, keep the tick box selected before completing your shipping ticket or shipment. When complete, select Next.

*Note: These UPS CampusShip features are only available if assigned by your Administrator.*
Batch file shipping

You may import a batch of up to 250 shipments from a CSV file. This will enable you to quickly batch process shipments to multiple destinations. All batch shipments’ Ship From Address and payment method (bill to Account Number or Third Party only) must be the same for all shipments in the batch.

An Error File will be generated for any failed shipments in the batch, enabling users to easily download, correct and re-import the shipments.

Note: You will only be able to ship using a Batch File if your Company Administrator has assigned you to this privilege.
Air freight shipping

Like Package shipping, the first step to air freight shipping is to let UPS know where the shipment is going. You can either key enter an address or select a saved address from your Address Book.

*Where is this shipment coming from?* Verify your Ship From Address and select *Edit* to modify. The Ship From Address is used for determining rates and available services, so it should reflect the actual address from which a shipment will originate. If needed, you can specify a different return to address in case the shipment is undeliverable.

**Note:** You will only be able to modify these addresses if your Company Administrator has set you up as a travelling user.

*How are you shipping?* Select the UPS service that you would like to use from the drop-down menu. You may also enter the estimated weight for your shipment. This will help UPS to determine the most accurate cost for your shipment. Next, select the date of your shipment and the time that the shipment will be ready for UPS to collect and the latest time that the shipment may be collected by UPS.
Air freight shipping (cont.)

How are you shipping (cont.)? Specify a payment method using the drop-down menu. You may select Shipper Pre-paid, Freight Collect or Third Party.

For Shipper Pre-paid selected as the Bill To option, you may select either your six-digit or nine-digit UPS Account Number.

Note: In order for a nine-digit account number to be displayed, your Company’s Administrator must add the account to the UPS CampusShip Location you are assigned.

Enter shipment details. You have up to five commodity lines available per shipment for you to input the specifics about the shipment such as: “will the shipment be placed on a pallet” or “will the shipment consist of loose items”. The information contained in the section must be completed.

Pallets or loose items that have the same length, width and height can be entered in the same row. You will also need to provide the average weight of the pieces in each row.

You may also specify a reference number for the Shipper and a reference number for the Receiver in this step.
Air freight shipping (cont.)

Select shipment options. You may provide a Declared/Insured Value for your shipment. Specify any Special Instructions for your shipment and provide up to five e-mail addresses to receive Ship or Delivery notifications. You may also provide a personalised message for the e-mail recipients.
Air freight shipping (cont.)

Review shipment details

Like the Package shipment process, you will have an opportunity to verify that all your shipment details are correct. To make changes, select the **Edit** link. When you are satisfied with all the shipment details, select the **Ship Now** button and your shipment data will be sent to UPS. For additional support, please contact your UPS CampusShip Administrator.
Air freight shipping (cont.)

Shipment confirmation

When you have completed your shipment, you may View/Print your shipment documents which include your Air Waybills.

Three copies of the Air Waybills will be printed.
1. One copy must be signed and given to your UPS driver
2. The second must be signed and attached to the shipment
3. The third should be retained for your records

In order to modify or cancel an air freight shipment, or find the nearest air freight drop-off location, please call.

**Avonmouth / Avon:** 44 1179 379860
**Berkshire:** +44 1753 760100
**Coventry:** +44 2476 701040
**Crawley:** +44 (0) 1293 577030
**Derby:** +44 1332 576427
**Manchester:** +44 (0) 161 436 9200
**Newcastle:** +44 191 2863121
**Paisley:** +44 141 8877777
**Wakefield:** +44 1924 876125
Shipping history

Select **View History** on the menu bar. To schedule a collection, show detail or print a receipt, track, ship again, request an intercept or void, select the **tick box** for the shipment, then select the appropriate button.