User Guide

UPS® marketplace shipping
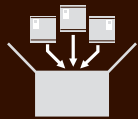
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UPS marketplace shipping User Guide

UPS marketplace shipping allows you to connect your online marketplace store to UPS® shipping. It provides sellers with a consolidated view of all their marketplaces and one location to process single orders, combine multiple orders from the same buyer and marketplace into a single shipment, and ship multiple orders from different buyers and marketplaces. Orders are integrated with UPS Internet Shipping and can be exported using WorldShip®.

Available for:

UPS Small Package

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Accessing UPS marketplace shipping

Go to the **ups.com**® Homepage.

Select the **Shipping** tab from the top of the page.
The drop-down menu will display.

Select **Ship Marketplace Orders** from the drop-down menu.

Accessing UPS marketplace shipping (cont.)

You must be a current marketplace seller and be logged in to My UPS.

If you are not logged in to My UPS, you will need to log in.

If you do not have a My UPS ID, select **Register Now** to create a My UPS ID and password.

This login will grant you access to applications on **ups.com**, including UPS marketplace shipping.

Enrolling marketplaces

You can enroll up to 10 marketplaces per marketplace type. If you're a new user or want to add to your existing marketplaces, you'll need to enroll your marketplaces before you begin shipping.

If you are a new user of marketplace shipping, you will be directed to the **Manage Marketplace Enrollments** page where you will need to add your marketplaces.

If you already have a marketplace enrolled, you will be directed to the **Ship Marketplace Orders** page where you can enroll additional marketplaces by selecting the **Manage Marketplace Enrollments** link.
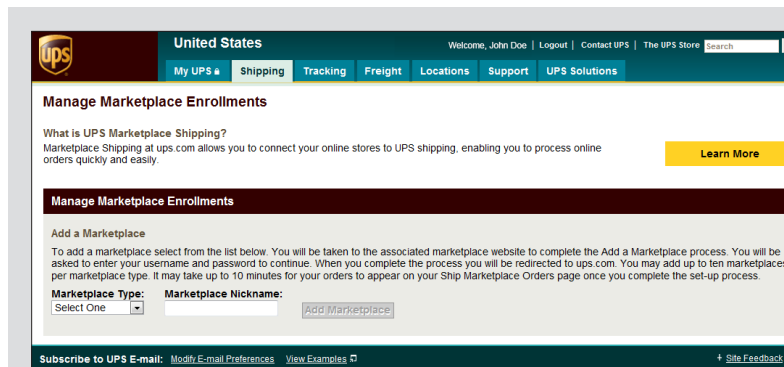
Enrolling marketplaces (cont.)

On the **Manage Marketplace Enrollments** page, select a **Marketplace Type** ❶ from the drop-down menu.

Next, enter a **Marketplace Nickname** ❷ of up to 35 characters.

If you are enrolling an Amazon marketplace, select the country location of your marketplace from the **Marketplace Country** ❸ drop-down menu.

Enrolling marketplaces (cont.)

Select the **Add Marketplace** button to complete the enrollment process.

*Note: You will be taken to the associated marketplace website to complete the **Add Marketplace** process. You will be asked to enter your username and password to continue. When you complete the process you will be redirected to **ups.com**. It may take up to 10 minutes for your orders to appear on your **Ship Marketplace Orders** page once you complete the set-up process.*

Your marketplaces will be listed by nickname and type.

Set preferences

Once your marketplaces are enrolled, you can set your shipping and rating preferences. These allow you to create time-saving default settings that can also help avoid costly errors, especially when routinely shipping packages of the same size and weight.

The shipping preferences on the **Set Preferences** page include:

• Shipping Options

• Return Service Options

• UPS Import Control® Options

• Custom Packaging Types

• Payment Method

• Quantum View Notify®

• Pickup Preferences

• Shipping History

• Address Book

What follows is additional detail on selections for three of these preferences.

On the **Manage Marketplace Enrollments** page, select **Go to Shipping Preferences** at the bottom.
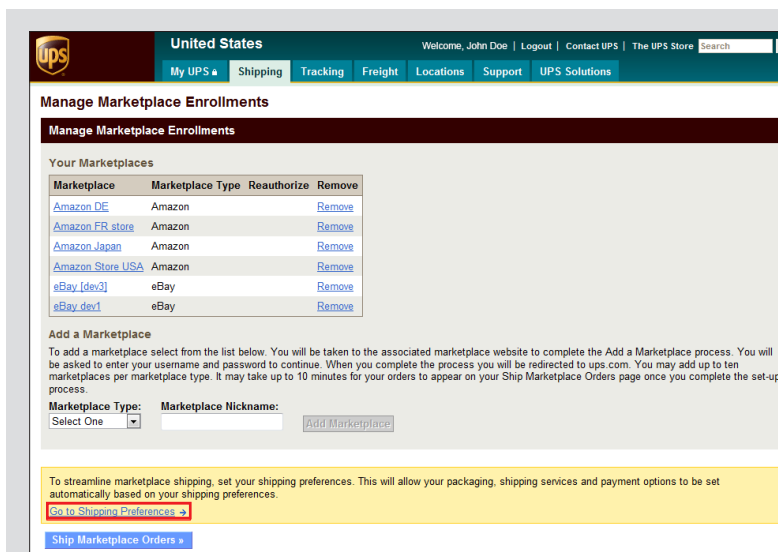
Set preferences (cont.)

Shipping options

Select **View/Edit** in the Shipping Options section. You can choose:

· Packaging

· Service

· Ship From Address

· Return Address

In addition, you can select other options, such as reviewing shipping detail including price before completion, as well as UPS carbon neutral to offset the impact of your shipments.

Select **Update** to save your changes once all preferences are chosen.

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Set preferences (cont.)

Payment options

Select **View/Edit** in the Payment Options section to choose the default payment method for shipping charges, international duties and taxes.

In the **Bill Shipping Charges to** drop-down menu, you can select:

· Shipper's UPS Account

· Payment Card

· Receiver

· Third Party

· PayPal™

If using a UPS Account Number, select from the **Default UPS Account Number** drop-down menu or select **Add another Account**.

If using a payment card, select from the **Existing Payment Cards** drop-down menu or select **Modify Existing Payment Card** or **Enter New Payment Card**.

You can also choose an **Existing PayPal Account** or modify the account.

Edit Payment Method
You can select a default payment method for shipping charges, international duties and taxes.

Bill Shipping Charges to:
Shipper's UPS Account ▾

Default UPS Account Number:
1YE595 - John Doe ▾   Add another Account

Existing Payment Cards:
None Selected ▾   Modify Existing Payment Card
                         Enter New Payment Card

VISA

Existing PayPal Account:
PayPal   Modify PayPal Account

P PayPal

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Set preferences (cont.)

Payment options (cont.)

In the **Bill Duties and Taxes to** drop-down menu, you can select:

• Shipper's UPS Account

• Receiver

• Third Party

When Third Party is selected as a payment method, add default information:

• Third Party UPS Account

• Country

• Third Party Postal Code

Select **Update** to save your changes once all preferences are chosen.

Bill Duties and Taxes to: Receiver

☐ Bill Declared Value Charges to Shipper (Third Party and Receiver)

Split Duties and Taxes
Selecting Split Duty VAT for your shipment indicates a payer for shipping and duties, and a different payer of taxes (VAT). Any non-shipping charges will be calculated during transit and reflected on the final bill for the shipment. There is a small charge on your final bill for splitting duties and taxes.

☐ Split Duty VAT ⊡

Third Party Account Information
You can enter default third party account information that will be used when you choose to bill shipping charges to a third party.

Third Party UPS Account:

Country:
United States

Third Party Postal Code:

Cancel   Update

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Set preferences (cont.)

Quantum View Notify®

Select **View/Edit** in the Quantum View Notify section to specify up to five e-mail addresses to use when sending e-mail notifications.

Choose the type of e-mail to send:

・Ship

・Exception

・Delivery

You can also enter a **Default E-Mail Subject Line** from the drop-down menu, as well as enter an **E-Mail Message** to include with notifications.

Select **Update** to save your changes once all preferences are chosen.

Edit Quantum View NotifySM

You can specify up to five e-mail address to use when sending e-mail notification. For each e-mail address you can also specify what kind of e-mail to send (Ship, Exception, and Delivery).

E-mail Address	Ship ?	Exception ?	Delivery ?
Sender - use Ship From Email	☐	☐	☐
Recipient - use Ship To E-mail	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐

Default E-mail Subject Line:
Tracking Number ▾

E-mail Message (Max. 150 Characters):

If any notification is undeliverable, please E-mail:

Cancel   Update

Viewing orders

A number of day ranges can be used to sort and view your marketplace orders.

On the **Order Summary** tab of the **Ship Marketplace Orders** page, you will see your last three days of orders displayed, which is the default. You can also select one of the other day ranges from the drop-down menu:

• Last 7 Days

• Last 14 Days

• Last 30 Days

• Custom Date Range

The **Custom Date Range** allows you to specify any range within the last 60 days.

Select the **Get New Orders** button to display orders once the day range is chosen.

Confirm the refresh of your order data by selecting **Yes** in the **Refresh Orders** dialog box.

Single orders

A consolidated view of all your unshipped orders is available on the **Order Summary** tab of the **Ship Marketplace Orders** page.

The **Ship Single Order** ❶ radio button is the default selection.

Your orders are displayed on the left. Search by order number, Ship To address and other criteria in the **Search Orders** ❷ field. You can also sort by **Order Date**, **Ship To** address and **Description** ❸ by selecting the column names.

Clicking the order you wish to process will highlight that order in green. All the shipment detail information for that order will display in the **Order Details** area of the page.

Single orders (cont.)

If there is missing information in the selected order, an **Order Missing Data** alert will appear in the order details on the right.

This may require input of details such as dimensions and weight.

Verify the **Ship To** address and select **Edit** if any updates are required.

Single orders (cont.)

Select the **I need additional shipping options (multiple packages, other shipping options)** check box to customize the shipment to your needs and your customers. These options include Saturday delivery and UPS carbon neutral shipping. Selecting this option will direct you to UPS Internet Shipping to complete your options.

For a final verification of shipping information before processing, select the **Review Shipping details and price before completing this shipment** check box. Selecting this check box, will direct you to UPS Internet Shipping confirmation page where you can edit the shipment details information as well as view the charges associated with your shipment.

If neither check box option is selected, you may select the **Ship Now** button. When you are ready to ship your order, select the **Ship Now** button. Your label and shipment receipt will be displayed for printing.

Combined orders

Simplify shipping to a single buyer in a marketplace by combining their orders into one shipment.

Select the **Ship or Combine Multiple Orders** ❶ radio button on the **Order Summary** tab of the **Ship Marketplace Orders** page.

Select the orders to combine by checking the box to the left of the individual orders or to the left of **Order Date** ❷ to select all. Then select the **Combine Selected Orders** ❸ button.

Confirm the combined orders by selecting **Yes** in the **Combine Selected Orders?** dialog box.

Combined orders (cont.)

This is now marked as a combined order.

The **Order Details** information on the right is updated with order numbers and descriptions combined into one shipment. While marketplace shipping automatically calculates the weight of all combined orders, you will need to provide the dimensions for your packaging.

Select the check boxes in the bottom right for additional shipping options or to review shipping details and price before completing this shipment.

Selecting this check box, will direct you to UPS Internet Shipping confirmation page where you can edit the shipment details information as well as view the charges associated with your shipment. When you are ready to ship, check the box next to the combined order and select the **Ship Selected Orders** button.

Your label and shipment receipt will be displayed for printing.

Multiple orders

You can process multiple orders from different buyers and marketplaces on a single screen for more efficient shipping.

Select the **Ship or Combine Multiple Orders** ❶ radio button on the **Order Summary** tab of the **Ship Marketplace Orders** page.

Select the orders by checking the box to the left of the individual orders or to the left of **Order Date** ❷ to select all.

When you are ready to ship, select the **Ship Selected Orders** ❸ button.

Labels and shipment receipts will be displayed for printing.

WorldShip® integration

If you are a WorldShip user, you can easily process your orders and update the marketplace with the tracking number by completing the steps outlined in this section.

Export

Select the **Ship or Combine Multiple Orders** ❶ radio button on the **Order Summary** tab of the **Ship Marketplace Orders** page.

Select all orders to export by checking the box to the left of **Order Date** ❷, or select the check box located next to each order you would like to export.

Next, select the **Ship Using WorldShip** link. When ready to export, select the **Export Selected Orders** ❸ button.

WorldShip integration (cont.)

Import

Locate your XML file for import by selecting the **Browse** button.

Choose the file you wish to upload.

Once your files are imported, your order history will be revised and the UPS tracking numbers will be updated to the marketplace.

Order history

Once processed, you can view orders, check the status of pending deliveries or void a shipment.

From the **Order History** tab on the **Ship Marketplace Orders** page, search for particular orders or filter results by order date or marketplace.

Search

Enter an order or Ship To address and select the **Search** button.

Order history (cont.)

Order date

Select one of the day ranges from the **Order Date** drop-down menu:

- Last 3 Days
- Last 7 Days
- Last 14 Days
- Last 30 Days
- Custom Date Range

The **Custom Date Range** allows you to specify any range within the last 90 days.

Select the **Apply Filters** button.

Marketplace

Select the check boxes to the left of the marketplaces you wish to use as a filter, or select **All Marketplaces**.

Select the **Apply Filters** button.

Order history (cont.)

Search results

When your search results are returned, you can check the status of a shipped order by selecting the tracking number. This directs you to package tracking at **ups.com**.

Void

Cancel a pending shipment by selecting the **I need to void a shipment** link.

Note: *Shipped orders also appear in **View History** at **ups.com** for a consolidated view of all shipments completed in UPS marketplace shipping and UPS Internet Shipping.*

Support

For additional information, visit:

ups.com/marketplaceshipping

For support for WorldShip integration, download the integration guide at:

http://www.ups.com/media/en/Marketplace_Integration.pdf

UPS marketplace shipping is not sponsored or endorsed by participating Third Party marketplaces. Your use of the Third Party marketplace remains subject to any applicable policies and terms and conditions of that Third Party marketplace.

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