

UPS WorldShip[®] 8.0



User Guide

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Shipping

Processing Packages

Processing a Package

1. Specify the receiver's address.
2. Select a UPS service.
3. Select a package type.
4. Select a billing option.
5. Type the weight of the package.
6. Click **Process Shipment**.

Note: Once you have processed all your packages and shipments, complete the End of Day process.

UPS WorldShip®

File Edit Activities Tools UPS Web Access UPS Online Connect Window Help

Shipping Pickup Log Create UPS.com Tracking Address Book Send to UPS Paper Undo Void End of Day Help EXIT

Ship To Ship From Distribution

Customer ID: ☒ Update Address Book ☐ Residential Address

Company or Name: ABC Company

Attention:

Street: 123 Main Street

Room/Floor/Address 2: Building 3/ 4th Floor Department/Address 3:

Country: United States Postal/ZIP Code: 84170-6672

City: SALT LAKE CITY State/Prov: UT

Telephone: Email Address: sample@email.com

UPS Account Number: Tax ID Number:

Shipper: 888888 Profile: UPS Standard

Service Options Detail Reference

Shipment: UPS Service Package: Package

Ground

☐ Saturday Delivery

Billing Option: Prepaid

☐ Bill to Third Party

Declared Value: \$

Reference Number 1: (Printed on Label)

Reference Number 2: (Printed on Label)

Weight (pounds): Package: 1 Shipment: 1.0

☐ Electronic Scale Activated

Shipment Cost: \$4.15

Pkg: 1 is NEW

Add 1 Pkgs Delete Pkg

Process Shipment

Processing a Package with Options

1. Follow steps 1 through 5 under Processing a Package.
2. In the Shipping window, select the **Options** tab.
3. Select the check box next to the option(s) you wish to apply and complete the additional fields as needed for the option(s).
4. Click **Process Shipment**.

Ship To Ship From Distribution

Customer ID: ☒ Update Address Book ☐ Residential Address

Company or Name: ABC Company

Attention:

Street: 123 Main Street

Room/Floor/Address 2: Building 3/ 4th Floor Department/Address 3:

Country: United States Postal/ZIP Code: 84170-6672

City: SALT LAKE CITY State/Prov: UT

Telephone: Email Address: sample@email.com

UPS Account Number: Tax ID Number:

Shipper: 888888 Profile: UPS Standard

Service Options Detail Reference

Shipment Options:

☐ Handling Charge ☒ Quantum View Notify ☐ Return Services

Shipment Quantum View Notify:

Click the Recipients button to add or edit notification recipients

Recipients...

Options

Ship From Company or Name: UPS

Subject Line: Tracking Number

Failed E-mail Address: tbyoung@ups.com

Option Cost: \$0.00

Detail Cost: Total Cost: \$4.15

Shipping

Processing Shipments

With WorldShip, you can process multiple-piece shipments two ways:

For smaller shipments to a single consignee, follow these steps:

1. Specify the receiver's address.
2. Select a UPS service.
3. Select a package type.
4. Select a billing option.
5. Type the weight of the first package.
6. To add a package to the current shipment, click **Add** and type the weight of the package.
7. To add multiple packages with the same weight to the current shipment, type the number of packages in the **Pkgs** box and click **Add**.
8. When you've processed all packages in the shipment, click **Process Shipment**.

The screenshot shows the UPS WorldShip software interface. The 'Ship To' tab is active, displaying fields for Customer ID, Company or Name (set to 'McCall Company'), Attention, Street (123 Main Street), Room/Floor/Address 2 (Building 3/ 4th Floor), Country (United States), City (SALT LAKE CITY), Telephone, E-mail Address (sample@email.com), UPS Account Number, and Tax ID Number. The 'Service' tab is also visible, showing 'UPS Service' set to 'Ground', 'Package Type' set to 'Package', 'Declared Value' set to '\$', 'Reference Number 1' and '2' (both marked as 'Printed on Label'), 'Billing Option' set to 'Prepaid', and 'Weight (pounds)' set to '1.0'. The 'Shipment Cost' is displayed as '\$4.15'. At the bottom, there are buttons for 'Add', 'Delete Pkg', and 'Process Shipment F10'. The status bar at the bottom indicates 'Ver: 7.0.10 XOFY Pending: 0 Shpmt(s), 0 Pkg(s), Cost: \$0.00'.

This close-up shows the bottom right corner of the software interface. It features a 'Pkg:' field with a value of '1' and a button labeled 'is NEW'. Below this is an 'Add' button, a 'Pkgs' field with a value of '1', and a 'Delete Pkg' button. To the right of these buttons is a 'Process Shipment F10' button with a small icon of a box being loaded onto a truck.

Shipping

Processing Shipments *(continued)*

For larger shipments to a single consignee, follow these steps:

1. Specify the receiver's address.
2. Select a UPS service.
3. Select a package type and a billing option.
4. Select shipment and package options that apply to all packages.

UPS WorldShip®

File Edit Activities Tools UPS Web Access UPS Online Connect Window Help

Shipping Log Create UPS.com Tracking Addres Book Select UPS Repeat Undo Void Exit Day Help EXIT

Ship To Ship From Distribution

Customer ID: ☒ Update Address Book ☐ Residential Address

Company or Name: ABC Company

Attention:

Street: 123 Main Street

Room/Floor/Address 2: Building 3/ 4th Floor

Country: United States

City: SALT LAKE CITY

Telephone: () - ()

UPS Account Number:

Postal/ZIP Code: 84170-6672

State/Prov: UT

E-mail Address: sample@email.com

Tax ID Number:

Shipment: UPS Service: Ground

Package: Package Type: Package

Declared Value: \$

Reference Number 1: (Printed on Label)

Reference Number 2: (Printed on Label)

Billing Option: Prepaid

☐ Bill to Third Party

Weight (pounds): Package: 1 Shipment: 1.0

☐ Electronic Scale Activated

Shipment Cost: **\$4.15**

Shipper: 888888 UPS Standard

Package: 1 Pkgs Delete Pkg

Process Shipment

Ver: 7.0.10 XCOPY Pending: 0 Shpmt(s), 0 Pkg(s), Cost: \$0.00

5. From the **Activities** menu, select **Create Shipment**.

UPS WorldShip®

File Edit Activities Tools UPS Web Access UPS Online Connect Window Help

Shipping Log Create UPS.com Tracking Addres Book Select UPS Repeat Undo Void Exit Day Help EXIT

Create Shipment

Repeat Shipment

Undo Changes

6. In the Create Shipment window, type the total number of packages, select a package weight option, and type the total shipment weight in this window or the individual package weights in the Shipping window.
7. If a package option applies to only one package, use the navigation controls to locate the package and then select the package option.
8. Click **Process Shipment**.

Company or Name: ABC Company

Attention:

Street: 123 Main Street

Room/Floor/Address 2: Building 3/ 4th Floor

Country: United States

Create Shipment

Total Number of Packages: 20

Package Weight Options:

☒ Enter Total Shipment Weight: 20 lbs.

☐ Hundredweight Pricing Applied (Shipment will not be aggregated at End Of Day)

☐ Enter Package Weights on Shipping Window

Declared Value: \$

Reference Number 1: (Printed on Label)

Reference Number 2: (Printed on Label)

Shipping

Processing International Shipments

When you process a package to an international destination, WorldShip can generate the necessary export documentation.

Processing a Package

1. Specify the receiver's address.
2. Select a UPS service.
3. Select a package type.
4. Select a billing option.
5. Type a general description of the goods and the weight of the package.
6. Select the **Documents** tab to complete the necessary export documentation.
7. Click **Process Shipment**.

Disabling Export Documentation

If you currently produce your own export documents, you can disable the export documentation feature in WorldShip by following these steps:

1. From the **Tools** menu, select **Shipper Editor**.
2. Click **Modify**, then select the **International** tab.
3. Clear the check box(es) for the document(s) you do not wish to print.

During shipment processing, you can disable the creation of an invoice by doing the following:

1. In the Shipping window, select the **Documents** tab.
2. Clear the **Create an Invoice** check box.

Note: If you disable the invoice creation feature in WorldShip, you should type the customs value for destinations within Canada and Puerto Rico in order to speed up customs clearance.

To electronically file an SED with the U.S. Census Bureau, you must first register and become an authorized user of the AESDirect Web site. Then follow these steps:

Enabling the AES Pre Departure Option

1. From the **Tools** menu, select **Shipper Editor**, click **Modify** and select the **International** tab.
2. Under Shipper's Export Declaration, select **AES Option 2 Pre Departure**, then click **OK**.

Processing an International Shipment using the AES Pre Departure Option

1. Complete the information on the **Ship To**, **Service** and **Options** tabs.
2. On the **Ship From** tab, type the Tax ID Number and select the Tax ID Type.
3. On the **Documents** tab, select the **SED** tab.
4. Type the AES Transaction Number, or click **UPS Generate** if you want WorldShip to create a unique number in the AES Transaction Number box.
5. Complete the remaining fields and click **Prepare Submission to AESWebLink**.
6. WorldShip provides a link to the AESDirect Web site. Be sure to read the Legal Disclaimer, then click **Submit SED to AESWebLink**.
7. Complete your submission to the U.S. Census Bureau.
8. After you return to WorldShip, click **Process Shipment**.

For more information, select **UPS WorldShip® Help** from the **Help** menu, type *About AESDirect and the Automated Export System (AES)* and click **Display**.

Shipping

International Shipper Agreement/Power of Attorney

UPS requires an International Shipper Agreement on file or a Power of Attorney (POA) attached to the lead package under any of the following circumstances:

- When WorldShip is not used to print the invoice
- When a shipment's value exceeds \$2,500
- When the currency on the invoice is not U.S. dollars
- When UPS is asked to complete export documentation — SED or Certificate of Origin (CO)
- When the original (registered) Ship From address is changed

In each of these circumstances, WorldShip automatically prompts you to print a POA before the shipping label prints. Sign the POA and include it with the export documentation attached to the lead package.

If you frequently ship packages requiring a POA, you may prefer to file an International Shipper Agreement with UPS for each account. This document gives UPS permission to prepare SEDs and COs for the exporter designated on the International Shipper Agreement. It also means the exporter need not provide a POA for each applicable shipment.

Note: *International shipments whose contents are NOT documents must have three copies of the invoice and any other required export documentation attached to the lead package.*

For more information, select **UPS WorldShip® Help** from the **Help** menu, type *When do I need a Power of Attorney or International Shipper Agreement?* and click **Display**.

Processing Shipments with Options

On the **Options** tab in the Shipping window, you can specify both shipment-level and package-level options. A shipment-level option applies to all packages in a shipment. A package-level option applies only to a single package in a shipment.

Shipment Options

Handling Charge: To add a handling charge you can add a flat rate per package or a percentage of the shipment cost.

Quantum View NotifySM: Send notifications of shipment status to as many as five recipients. There are three types of possible notifications:

- Ship Notification
- Exception Notification
- Delivery Notification

Saturday Delivery: A door-to-door optional service for packages to be delivered on a Saturday. Available for certain air services, typically for packages shipped on Friday.

Saturday Pickup: This option is available for domestic overnight and two-day air packages from most locations in the U.S. These shipments receive the same guaranteed delivery times as shipments picked up on Friday.

Package Options

Additional Handling: Indicates that a charge will be calculated for any package over 60 inches or 150 centimeters in length, or any package of unusual size, shape or packaging.

COD: Indicates that the UPS driver will collect funds from the recipient when delivering such a shipment. Some origin/destination combinations can specify how the funds should be collected, using secured funds and a specified currency.

(continued on next page)

Shipping

Processing Shipments with Options *(continued)*

Package Options *(continued)*

Declared Value: Each UPS domestic package or international shipment is automatically protected by UPS against loss or damage up to a value of US\$100 at no additional charge. If additional protection is desired, enter the declared value in excess of US\$100. An additional charge for amounts in excess of US\$100 will be assessed.

For customers in the U.S. or Puerto Rico: the maximum declared value for a package is US\$50,000 regardless of the value in excess of the maximum.

Delivery Confirmation: If selected, UPS provides confirmation of shipment delivery. To verify arrival of your package or shipment, UPS offers three types of optional delivery confirmation services:

- **Delivery Confirmation:** Provides automatic confirmation of delivery for any package you designate.
- **Signature Required:** Provides automatic confirmation with a printed copy of the recipient's digital signature.
- **Adult Signature Required:** Provides automatic confirmation with a printed copy of the adult's digital signature. The adult age requirement will vary by country.

Quantum View Notify: Send notifications of shipment status to as many as five recipients. There are three types of possible notifications:

- Ship Notification
- Exception Notification
- Delivery Notification

Shipper Release: By selecting Shipper Release, your time-sensitive shipment will be delivered on the first attempt with no signature required. No additional charges will be assessed on a shipment designated for Shipper Release.

Shipping

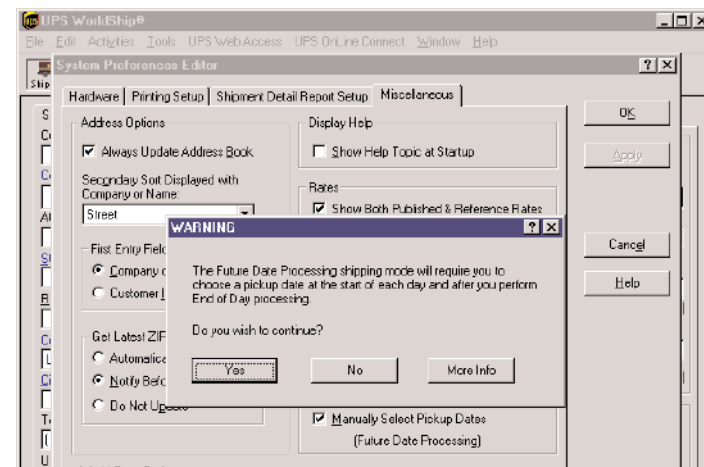
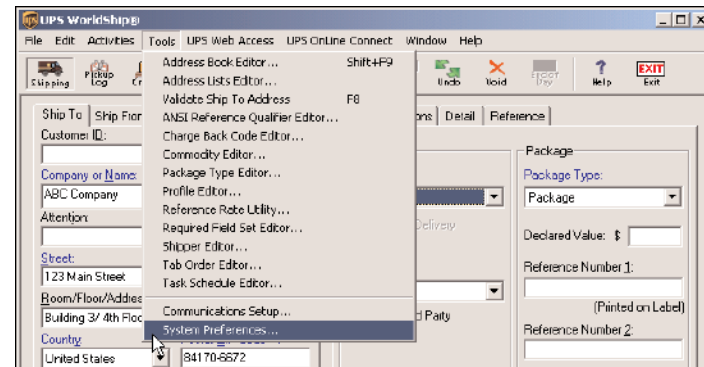
Processing Shipments with Future Pickup Dates

With WorldShip Future Date Processing, you can process shipments with a pickup date up to 183 calendar days in the future. Your UPS driver will pick up your package or shipment on that date.

Activating Future Date Processing

To process shipments with future pickup dates, activate this feature by following these steps:

1. From the **Tools** menu, select **System Preferences** and the **Miscellaneous** tab.
2. Select the **Manually Select Pickup Dates** check box under **Pickup Date Selection**. A warning message asks you to confirm your selection.
3. Click **Yes** and then **OK**.



Shipping

Processing Shipments with Future Pickup Dates *(continued)*

Selecting an Active Pickup Date

Once you have set this system preference, the Select Active Pickup Date window asks you to choose a pickup date.

If you want to select today's date as the active pickup date, simply click **OK**. If you want to select a date in the future, click the down arrow, select the pickup date on the calendar and click **OK**. The active pickup date you select will appear on the title bar at the top of the Shipping and Pickup Log windows.

As you process shipments, they will be listed, by active pickup date, under Pending Pickup in the Pickup Log window. The letter "A" appears next to the active pickup date.

***Note:** If you do not require the ability to process shipments with a future date, no action is needed. Your system is already configured to process shipments for the current date.*

Changing an Active Pickup Date

To change an active pickup date prior to processing shipments, follow these steps:

1. In the Shipping window, select **Activities**, then **Select Active Pickup Date**.
2. In the Select Active Pickup Date window, click the down arrow, select the pickup date on the calendar and click **OK**.
3. Process your shipments as usual. They will appear in the Pickup Log window under the Pending Pickup group for that active pickup date.

To change a pickup date for shipments that have been processed:

1. In the Pickup Log window, highlight the shipment or Pending Pickup group for which you want to change the date.
2. From the **Activities** menu, select **Change Pickup Date**.
3. In the Change Pickup Date window, click the down arrow, select the pickup date on the calendar and click **OK**. The shipment(s) appear under the Pending Pickup group for that pickup date.

For more information, select **UPS WorldShip® Help** from the **Help** menu, type *About Future Date Processing* and click **Display**.

Processing Returns

UPS offers a comprehensive portfolio of return services to streamline your merchandise return process. Repeat a shipment in the Pickup Log as a return or create a new return package in the Shipping window.

Repeating a Return

1. Highlight a non-return shipment in the **Pickup Log**.
2. From the **Activities** menu, select **Repeat as Return Service Shipment**; or hold down the **Ctrl** key and press **F6**.
3. Process the shipment in the Shipping window.

***Note:** If the UPS service is invalid for a return, the service is changed to Next Day Air.*

Creating a New Return

1. Select a UPS service on the **Service** tab.
2. Select the **Options** tab and then select **Return Services** under Shipment Options.
3. Select the return service you want, that is Print Return Label, Electronic Return Label, UPS Prints & Mails Return Label, 1 UPS Pickup Attempt (Call Tag) or 3 UPS Pickup Attempts (Call Tag).
4. Specify the merchandise description for the package.
5. If you select Electronic Return Label, you must specify the Recipient E-mail Address.
6. Specify the Pickup From address.
7. Select the **Service** tab, then select a package type and a billing option, and type the weight of the package.
8. Click **Process Shipment**.

***Note:** Return Services are only available for UPS Next Day Air®, UPS 2nd Day Air®, UPS 3 Day SelectSM and Ground services. For definitions of these services, select **UPS WorldShip® Help** from the **Help** menu, type *Return Services [definition]* and click **Display**.*

Shipping

Editing Packages and Shipments

WorldShip allows you to edit packages and shipments you have already processed, but for which you have not yet run the End of Day process.

Editing a Package or Shipment Before End of Day

1. Under UPS Pickups in the Pickup Log window, select the individual package or shipment you wish to edit.
2. From the **Activities** menu, select **Edit/Reconcile Shipment**. Confirm which package/shipment you need to edit, and then make the appropriate changes.
3. Click **Process Shipment**.

Deleting a Single Package in a Multiple-Piece Shipment Before End of Day

1. Under UPS Pickups in the Pickup Log window, select the individual package you wish to delete.
2. From the Activities menu, select Edit/Reconcile Shipment. Confirm which package/shipment you need to edit, and then make the appropriate changes.
3. Using the navigation arrows next to **Process Shipment**, display the package you wish to delete.
4. Click **Delete Pkg**. Confirm that you want to delete the package.
5. Click **Process Shipment**. (You will be prompted to reapply for those packages in the shipment that were not deleted.)

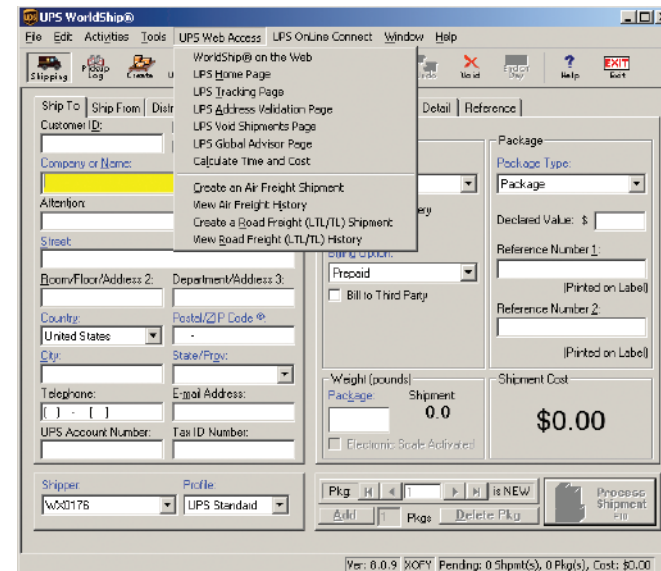
***Note:** For billing problems, call our Billing Department at 800-811-1648 and provide the tracking number(s) and pickup record number(s).*

Shipping

Processing Freight Shipments

Creating a Freight Shipment

1. From the **UPS Web Access** menu, select **Create an Air Freight Shipment** or **Create a Road Freight (LTL/TL) Shipment**.
2. You will be taken to an Internet-based shipping application to process your freight shipment.

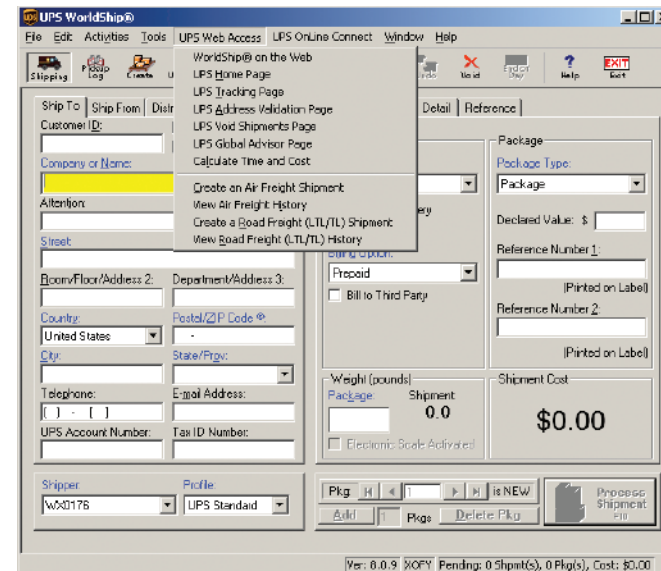


Shipping

Processing Freight Shipments *(continued)*

View Freight History

1. From the **UPS Web Access** menu, select **View Air Freight History** or **View Road Freight (LTL/TL) History**.
2. You will be taken back to the Internet-based shipping application to view freight shipping history.



Labels and Reports

Printing Labels

To print address labels with WorldShip, you may use a thermal label printer (available from UPS) or a Hewlett-Packard® LaserJet®-compatible printer.

Thermal Label Printer

WorldShip will automatically detect and install your thermal label printer. For installation instructions, select **UPS WorldShip® Help** from the **Help** menu, click the **Index** tab, type *Add a Printer* and click **Display**.

Setting Up the Thermal Label Printer

1. From the **Tools** menu, select **System Preferences** and the **Printing Setup** tab.
2. Click **Label Printer Setup**, then Change Label Printer.
3. In the Printer Selection window, select the thermal printer you want to use, then click **Select**.
4. In the Label Printer Setup window, click **Apply**.
5. Turn on the power for the thermal label printer using the toggle switch at the back of the printer. The power light turns green.
6. On the **Printing Setup** tab, click **Print Test Label** to test the printer.
7. If an error message appears and a test label does not print, turn off the printer, then repeat steps 2 through 6.

For more information, select **UPS WorldShip® Help** from the **Help** menu, type *Troubleshoot the Thermal Label Printer* and click **Display**.

Using the Thermal Label Printer

When using the thermal label printer, you can print 4" x 6¼" (Order #01774006), 4" x 8¼" (Order #01774008), 4" x 8¼" perforated (Order #0177400801) and 4" x 11" UPS World EaseSM (Order #01863201) labels.

Using the 4" x 8¼" label enables you to use preprinted label stock or to print any one of the following in the extended area of the label:

- An image from a selected graphic file
- Up to five reference numbers
- An additional barcode representing a reference number

To select one of the items, follow these steps:

1. From the **Tools** menu, select **System Preferences** and the **Printing Setup** tab.
2. Click **Label Printer Setup**.
3. Under Label Configuration, click the down arrow in the **Label Stock Dimensions** box and select **Thermal 4 x 8 or 4 x 8¼**.
4. Click the down arrow in the **Extended Area Usage** box and select the additional information to appear on the label, such as SSCC-18 Barcode (Serialized Shipping Container Code). Then click **Apply** and **OK**.

Inserting a Graphical Image in the Extended Area

For **Stand-Alone PCs**: From the **Tools** menu, select **Shipper Editor**. Highlight the shipper number, then click **Modify**. On the **Preferences** tab, click **Select Image** and specify the location of the graphic file. You can only use a PCX graphic file.

For **LAN Administrator PCs**: From the **Tools** menu, select **Shipper Editor**. On the **Preferences** tab, click **Select Image** and specify the location of the graphic file.

For more information about printing additional items on an address label, select **UPS WorldShip® Help** from the **Help** menu, type *Set Label Printer Preferences* and click **Display**.

Labels and Reports

Printing Labels *(continued)*

Laser Printer

As an alternative to a thermal label printer, you can use your own Hewlett-Packard LaserJet-compatible printer to print professional shipping labels.

If you use a Hewlett-Packard LaserJet-compatible printer to print address labels, you have two options:

Option 1: Peel-and-Stick Label

You may print shipping labels using standard peel-and-stick labels:

- 2 per page (Order #01774501)
- 4 per page (Order #01774504)

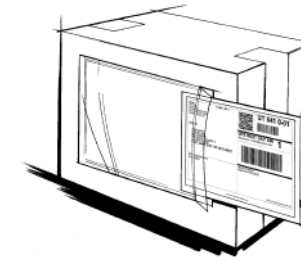
1. Insert the label stock into the laser printer to print.
2. Peel the label from its backing.
3. Apply the label to the package.



Option 2: Plain Paper Label with Address Label Pouch

You may print a shipping label on standard 8½" x 11" paper, and insert it into our handy label pouch (Order #171604).

1. Print the label on standard 8½" x 11" paper.
2. Fold the paper in half with the address side out.
3. Insert the folded paper into the address label pouch.
4. Affix the pouch to the package.



For more information about printing these labels, select **UPS WorldShip® Help** from the **Help** menu, type *Set Label Printer Preferences* and click **Display**.

Reprinting the Labels and End of Day Reports

Label and Reports can be reprinted by following these simple steps.

1. Under UPS Pickups in the Pickup Log window, select the shipment group for which you want to reprint the label(s) or report(s).
2. On the **Activities** menu, point to **Reprint Labels** or **Reprint Reports** and click the name of the label or report you want to reprint. The label(s) or report prints.

Labels and Reports


Printing Reports *(continued)*

Pickup Summary Barcode Report

Automatically prints during the End of Day process and summarizes shipment information about the packages your UPS driver is to pick up. This report includes:

- Your account information.
- A barcode that includes your account number, a unique shipping record identifier, and the total number of packages to be picked up.
- Summary information so the UPS driver can verify what is to be picked up.
- An area to record the name of the UPS driver who picks up the packages, the pickup time, and the total number of packages picked up by the driver.

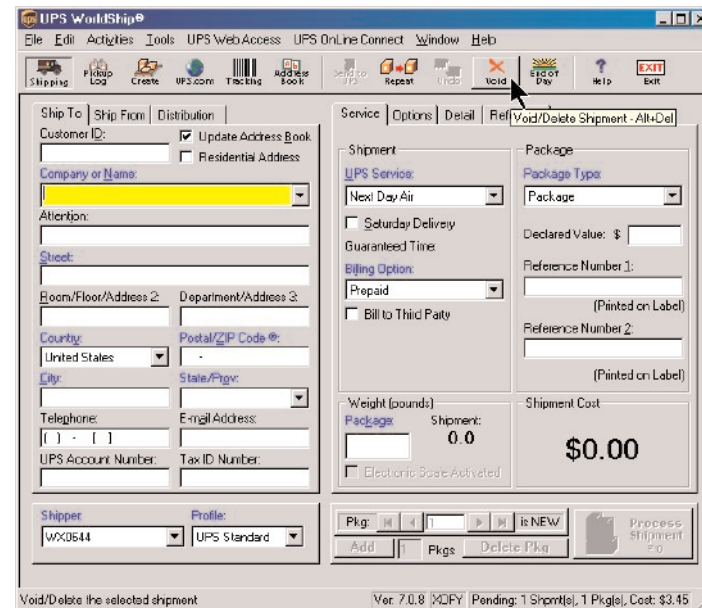
Important: Be sure to give this report to your UPS driver when he or she picks up the packages. The UPS driver scans the barcode on the report. Then the UPS driver signs the report and records the pickup time and the total number of packages on the bottom of the report. Since the UPS driver scans this report but does not take it, you may keep the report for your records.

| | |
|---|------------------------|
| PICKUP SUMMARY BARCODE REPORT | |
| SHIP DATE: SEP 13, 2004 | |
| SHIPPING RECORD: 6706 5630 10 | |
| ACCOUNT NUMBER: WX0 - 671 | |
| CUSTOMER | |
| UPS ISMD (DEV) | |
| 2311 YORK ROAD | |
| LUTHERVILLE TIMONIUM MD 21093 | |
| <hr/> | |
| 91 WX0 671 6706 56301 00002 8 | |
|  | |
| <hr/> | |
| DRIVER SUMMARY | |
| TOTAL NUMBER OF PACKAGES = 2 | |
| UPS CONTROL LOG REQUIRED | |
| 1DA 2 | INT'L pkgs 0 / shpts 0 |
| 2DA 0 | CODS 0 |
| 3DS 0 | |
| <hr/> | |
| SHIPMENTS SUBJECT TO TERMS OF AGREEMENT ON FILE | |
| Received By: _____ | |
| Pickup Time: _____ Pkgs: _____ | |

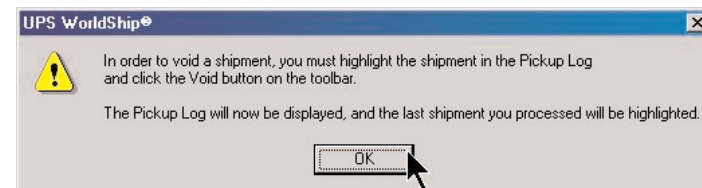
Voiding Packages or Shipments

Voiding a Shipment from the Shipping Window

1. From the Shipping window, click the **Void** button to void or delete a package or shipment.



2. Read the instructions on how to void a shipment, and click **OK**. The Pickup Log window appears, and the last shipment you processed is highlighted.

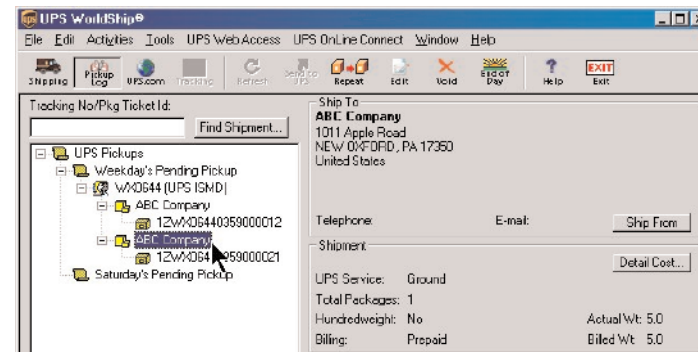


For a demonstration on how to void a package, go to worldship.ups.com and view the WorldShip Advanced Help Tutorial under the Online Resource section.

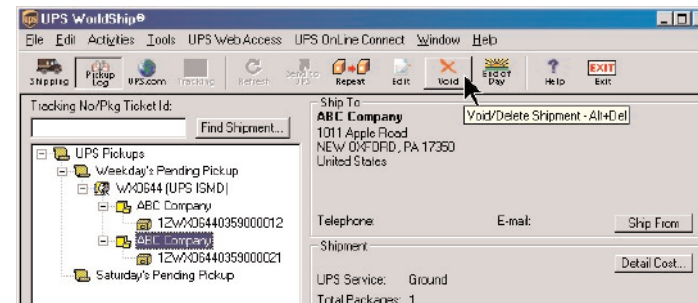
Voiding Packages or Shipments

Voiding a Shipment from the Shipping Window *(continued)*

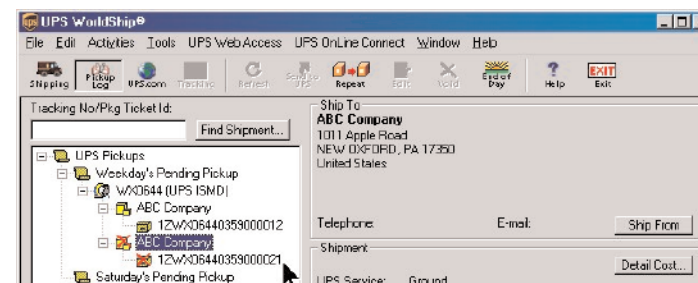
3. Confirm the correct shipment is highlighted. Select another shipment if needed.



4. Select **Void/Delete Shipment** from the **Activities** menu, or click the **Void** button.



5. Once you confirm the void, a Void icon appears next to the shipment/packages.

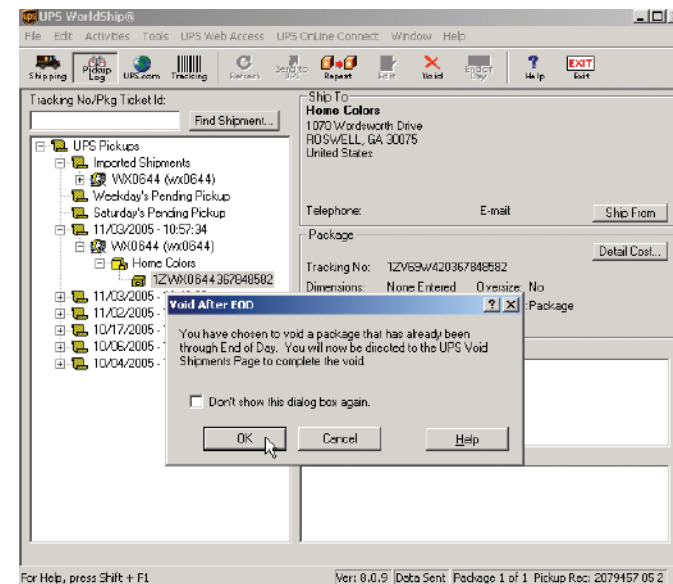


Voiding Packages or Shipments

Voiding a Shipment from the Shipping Window *(continued)*

6. If the package you are attempting to void has already gone through the End of Day process, you will be taken to the Void a Shipment application on UPS.com.

- Click **OK** in the UPS Void After EOD window.
- On the UPS Void a Shipment Web site, click **Void**.
- Review the void confirmation and return to WorldShip.

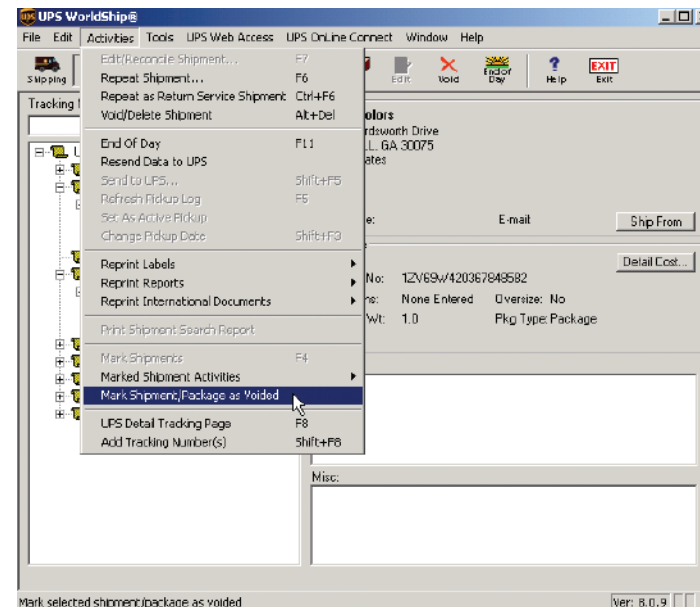


Voiding Packages or Shipments

Marking a Package or Shipment as Voided in the Pickup Log Window

When you void a package or shipment from the **UPS Void Shipments Page**, WorldShip will not automatically update the Pickup Log window to indicate you completed the void, but you can mark the package or shipment as voided. Since the actual status of the package or shipment will not change, you should complete the steps necessary to void the shipment or package on the **UPS Void Shipments Page** before using this procedure.

1. In the Pickup Log window, highlight the package or shipment you voided from the **UPS Void Shipments Page**.
2. From the **Activities** menu, select **Mark Shipment/Package as Voided**. Once you confirm the void, a Void icon appears next to the shipment or package.



End of Day

Completing the Process

WorldShip electronically transmits your shipment detail to UPS. Separate End of Day processes can be completed for the same pickup day.

Once you have finished processing packages for a Pending Pickup group, complete the End of Day process. These steps should be completed prior to the time of pickup.

Completing the End of Day Process

1. Select the Pending Pickup group in the Pickup Log and click **End of Day**.
2. Confirm you wish to proceed. WorldShip will print the End of Day reports. For more information, see **Printing the End of Day Reports**.
3. If Future Date Processing has been activated, the Select Active Pickup window appears. Click the down arrow to select the active pickup date from the calendar (up to 183 days in the future). Click **OK**.
4. Provide the Pickup Summary Barcode Report and the High Value Report, if applicable, to your UPS driver.

Validating and Reconciling Addresses

Validating Your Address Data

Use the address validation and reconciliation features to update, validate and reconcile your Ship To address to improve their accuracy.

There are three types of address validation in WorldShip:

- **Single address, city, state and ZIP Code™** validation that occurs automatically when shipping a package. WorldShip will suggest alternates if an address appears to be incorrect.
- **Single street level address validation** validates not only the city, state and ZIP Code, but the street address as well. To select this address validation option, press **F8** in the Shipping window or click the **Validate Address** option under the **Tools** menu. WorldShip will quickly check the address and return alternate suggestions if the address is believed to be incorrect or tell you if the address is valid. This process includes ZIP+4 assignments to your address data.
- **Address Book Validation** validates the street, city, state and ZIP Code of every address in the WorldShip address book. To validate the entire WorldShip address book, press **Shift** and **F9** or choose the **Address Book Editor** option under the **Tools** menu, then select the **Send Addresses for Validation** button in the lower right-hand corner of the **Address Book Editor** window. WorldShip collects all of the Address Book entries, validates them and then downloads them to your PC for reconciliation. This process also includes ZIP+4 assignments to your address data.

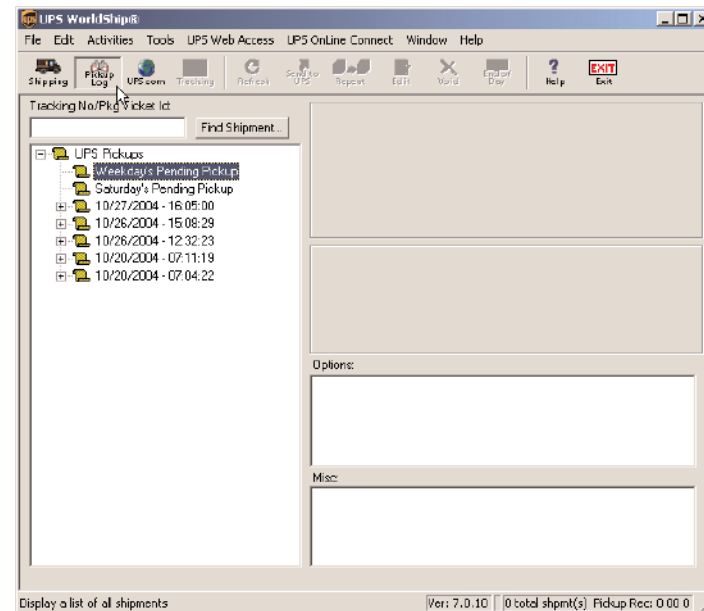
Reconciliation

Use the Reconciliation feature to select the best address from a list of possible candidates. For step-by-step instructions, select **UPS WorldShip® Help** from the **Help** menu, type *About the Address Validation and Verification Tool* and click **Display**.

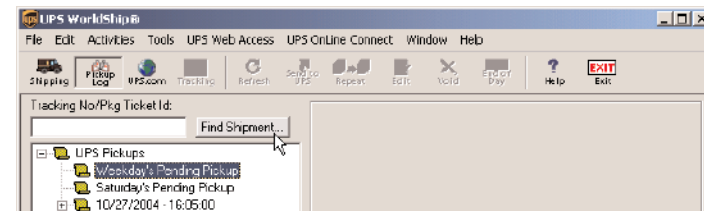
History and Tracking

Find Shipments

In order to find a shipment that you have processed in the past, click on the **Pickup Log** button on the tool bar.



Then select the **Find Shipment** button on the screen.



History and Tracking

Find Shipments *(continued)*

Then fill in the appropriate information you need to find the shipment you are looking for.

For more information about how to Find Shipments, select **UPS WorldShip® Help** from the **Help** menu, type *Find a Shipment* and click **Display**.

The screenshot shows a 'Find by' dialog box with the following fields and options:

- Customer ID:** Text input field.
- Company or Name:** Text input field with a yellow highlight.
- Attention:** Text input field.
- Street:** Text input field.
- Country:** Dropdown menu.
- Postal/ZIP Code:** Text input field.
- City:** Text input field.
- State/Prov:** Text input field.
- Telephone:** Text input field.
- Reference Number and Value:** Text input field.
- UPS Service:** Dropdown menu.
- Billing Type:** Dropdown menu.
- Tracking Number:** Text input field.
- Date Range: (MM/DD/YYYY):** Two date pickers showing 10/28/2004.
- Sort by:** Radio button options: Date (selected), Customer ID, Company/Name, Attention, Street, City, State/Prov, Postal/ZIP Code, Country, Telephone, UPS Service, Package Type, Tracking Number, Billing Type.
- Order:** Radio button options: Ascending (selected), Descending.
- Voided Shipments:** Radio button options: Exclude (selected), Include, Only.
- Buttons:** Find..., Clear, Cancel, Help.

History and Tracking

Tracking Packages or Shipments

Each package shipped with WorldShip automatically receives a tracking number. This number can be used to track a package from origin to destination and to verify delivery.

You can track packages one of two ways:

- Use the Pickup Log window for tracking information about packages shipped using your WorldShip software.
- Use the UPS Web site for tracking information about any package.

Tracking from the Pickup Log Window

1. To track a single package from the Pickup Log window, select a package by highlighting the tracking number. Select **UPS Detail Tracking Page** from the **Activities** menu, or press **F8**.
2. To track multiple packages from the Pickup Log window:
 - Highlight a date to track all packages shipped on a specific date, or highlight a shipment to track all packages in a shipment.
 - From the **Tools** menu, select **Tracking Number Manager**. In the Tracking Number Manager window, click **Add**, then **Track List**.
*Note: You can track packages for multiple dates and shipments by highlighting the specific date or shipment and continuing to click **Add**.*
3. WorldShip connects you directly to the Tracking Page on the UPS Web site and displays package information.
4. If desired, print the tracking information.
5. Close the Tracking Page window to return to WorldShip.

Tracking from the UPS Web Site

1. From the **UPS Web Access** menu, select **UPS Tracking Page**. WorldShip connects you directly to the Track by Tracking Number Page on the UPS Web site.
2. Type your UPS tracking numbers and click **Track**.
3. If you want to track by a reference number, select **Track by Reference Number** on the UPS Tracking Page and follow the instructions.
4. Close the Tracking Page window to return to WorldShip.

Billing and Rating Features

Fuel Surcharge

UPS fuel surcharges are automatically included in the rate displayed for each shipment. The surcharges can change potentially from month to month. A software update will be provided, and you will need to accept in order to incorporate into your displayed shipping rates.

For more details information on the UPS Fuel Surcharge, go to UPS.com.

Selecting Billing Options

Billing options can be selected on the Service tab located on the Shipping window.

UPS accepts shipments for Collect and Third Party Billing as long as the consignee or third party has a valid UPS account number and has agreed to accept the shipping charges.

Domestic Billing Options are:

Prepaid: The shipper pays all shipping charges.

Freight Collect (COL): The recipient or consignee of the package pays all shipping charges.

Bill Third Party: A designated third party other than the shipper or consignee pays all shipping charges. To select this option, the **Prepaid** billing option must already be selected. Select the **Bill to Third Party** check box, just below the Billing Option box. See step-by-step details for this option on the next page.

Selecting Billing Options *(continued)*

International choices are:

Prepaid: Shipper pays all shipping charges; consignee or importer pays import duties and Value Added Tax (V.A.T.).

Freight Collect (COL): Consignee or importer pays all shipping charges, import duty and V.A.T.

Free on Board (FOB): The shipper pays to ship the package or shipment to the port of export. The receiver pays the balance of all shipping charges, duties and V.A.T.

Cost and Freight (C&F): The shipper pays to ship the package or shipment to the port of import. The receiver pays the balance of all shipping charges, duties and V.A.T.

Delivery Duty Paid, V.A.T. Unpaid (DDP): Shipper pays shipping charges and duties; consignee pays V.A.T.

Shipping, Duty & Tax (SDT): Shipper pays destination country's duty and tax as well as all shipping charges. Also known as Bill Duty, Tax and Shipping Charges to Shipper or Free Domicile.

For international shipments, third parties can be billed the shipper's portion of the total charges. For example, if Prepaid is chosen, and the third party box is checked, the third party will be billed the freight, the receiver will be billed the duties and taxes. If *Shipping, Duty, & Tax* is chosen, and the third party box is checked, the third party will be billed all charges. The third party must have a valid UPS account number.

Billing and Rating Features

Third Party Billing

1. Process Packages as outlined on page 1 of this guide.

- Specify the receiver's address.
- Select a UPS service.
- Select a package type.
- Select a billing option.
- Type the weight of the package.

UPS WorkShip

File Edit Activities Tools UPS Web Access UPS Online Connect Window Help

Shipping Pickup Create UPS.com Tracking Address Book Send to UPS Repeat Undo Void End of Day Help EXIT

Ship To | Ship From | Distribution

Customer ID: ☒ Update Address Book
☐ Residential Address

Company or Name: Apple Stock Suppliers

Attention: Betsy Goody

Street: 18 Paradise Avenue

Room/Floor/Address 2: Department/Address 3:

Country: United States Postal/ZIP Code: 21093

City: HEWVILLE TIMONIUM State/Prov: MD

Telephone: () - () E-mail Address:

UPS Account Number: Tax ID Number:

Shipper: 999900 Profile: UPS Standard

Service | Options | Detail | Reference

Shipment: UPS Service: Next Day Air

☐ Saturday Delivery

Guaranteed Time:

Billing Option: Prepaid

☐ Bill to Third Party

Package: Package Type: Package

Declared Value: \$

Reference Number 1: (Printed on Label)

Reference Number 2: (Printed on Label)

Weight (pounds): Package: 0.0 Shipment: 0.0

☐ Electronic Scale Activated

Shipment Cost: \$0.00

Pkg: 1 is NEW

Add 1 Pkg Delete Pkg

Process Shipment F10

2. Select the **Bill to Third Party** check box.

UPS WorkShip

File Edit Activities Tools UPS Web Access UPS Online Connect Window Help

Shipping Pickup Create UPS.com Tracking Address Book Send to UPS Repeat Undo Void End of Day Help EXIT

Ship To | Ship From | Distribution

Customer ID: ☒ Update Address Book
☐ Residential Address

Company or Name: Apple Stock Suppliers

Attention: Betsy Goody

Street: 18 Paradise Avenue

Room/Floor/Address 2: Department/Address 3:

Country: United States Postal/ZIP Code: 21093

City: HEWVILLE TIMONIUM State/Prov: MD

Telephone: () - () E-mail Address:

UPS Account Number: Tax ID Number:

Shipper: 999900 Profile: UPS Standard

Service | Options | Detail | Reference

Shipment: UPS Service: Ground

☐ Saturday Delivery

Billing Option: Prepaid

☒ Bill to Third Party

Package: Package Type: Package

Declared Value: \$

Reference Number 1: (Printed on Label)

Reference Number 2: (Printed on Label)

Weight (pounds): Package: 10 Shipment: 10.0

☐ Electronic Scale Activated

Shipment Cost: \$4.65

Pkg: 1 is NEW

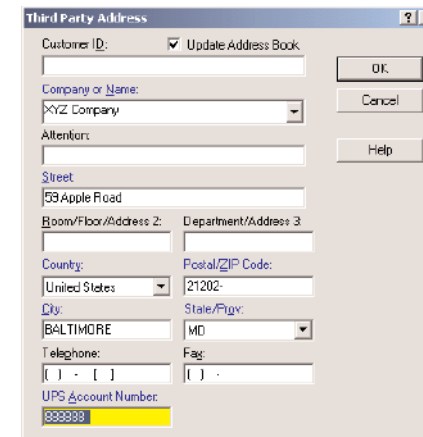
Add 1 Pkg Delete Pkg

Process Shipment F10

Billing and Rating Features

Third Party Billing *(continued)*

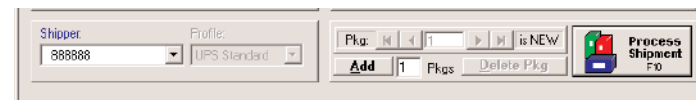
3. The **Third Party Address** window appears. Type the address of the person or company that will pay all of the charges that the shipper would pay for the current shipment. Then click the **OK** button.



The 'Third Party Address' window is a standard Windows-style dialog box. It contains the following fields and controls:

- Customer ID:** A text input field.
- Update Address Book:** A checked checkbox.
- Company or Name:** A dropdown menu with 'XYZ Company' selected.
- Attention:** A text input field.
- Street:** A text input field with '53 Apple Road' entered.
- Room/Floor/Address 2:** A text input field.
- Department/Address 3:** A text input field.
- Country:** A dropdown menu with 'United States' selected.
- Postal/ZIP Code:** A text input field with '21202' entered.
- City:** A text input field with 'BALTIMORE' entered.
- State/Prov:** A dropdown menu with 'MD' selected.
- Telephone:** A text input field with '() - []' as a template.
- Fax:** A text input field with '() - []' as a template.
- UPS Account Number:** A text input field with '8888888' entered and highlighted in yellow.
- Buttons:** 'OK', 'Cancel', and 'Help' buttons are located on the right side.

4. The **Shipping** window appears. Click the **Process Shipment** button.



The 'Shipping' window is a horizontal panel. It contains the following elements:

- Shipper:** A dropdown menu with '888888' selected.
- Profile:** A dropdown menu with 'UPS Standard' selected.
- Pkg:** A text input field with '1' entered.
- is NEW:** A checkbox.
- Add:** A button.
- Delete Pkg:** A button.
- Process Shipment:** A button with a green and blue icon.

Billing and Rating Features

Reference Rate Utility

WorldShip includes a Reference Rate Utility that helps modify the way shipping charges are displayed by WorldShip. Using this utility doesn't affect the UPS billed shipping charges.

To open the Reference Rate Utility, select **Tools** in UPS WorldShip and then select **Reference Rate Utility**. When the Reference Rate Utility opens, you will notice the window is divided into two panes: left and right (See at right):

The left pane displays the shipper number and all available UPS services, Additional Charges, Delivery Area Surcharges, and Residential Services. Each UPS service type expands to display the container types available for that service. When a container type is selected in one of the services, the rates (based on weight and zone) for the container type display in the right pane.

| Weight\Zone | 10Z | 103 | 104 | 105 | 106 | 107 |
|-------------|---------|---------|---------|---------|---------|---------|
| 1 1 | \$14.75 | \$19.25 | \$21.50 | \$23.25 | \$25.25 | \$26.75 |
| 2 2 | \$16.75 | \$19.50 | \$24.00 | \$26.25 | \$28.50 | \$29.75 |
| 3 3 | \$17.25 | \$20.50 | \$26.75 | \$28.75 | \$31.75 | \$32.75 |
| 4 4 | \$18.25 | \$21.50 | \$29.50 | \$31.50 | \$34.50 | \$35.75 |
| 5 5 | \$19.25 | \$22.50 | \$32.00 | \$34.00 | \$37.25 | \$37.75 |
| 6 6 | \$20.00 | \$23.75 | \$34.00 | \$36.75 | \$40.25 | \$40.75 |
| 7 7 | \$20.75 | \$25.25 | \$36.25 | \$39.50 | \$43.25 | \$43.75 |
| 8 8 | \$21.50 | \$26.75 | \$38.50 | \$42.00 | \$46.25 | \$46.75 |
| 9 9 | \$22.25 | \$28.25 | \$41.00 | \$44.75 | \$49.25 | \$50.00 |
| 10 10 | \$23.00 | \$29.25 | \$43.50 | \$47.25 | \$52.00 | \$53.00 |
| 11 11 | \$23.75 | \$30.50 | \$45.75 | \$49.75 | \$54.50 | \$56.00 |
| 12 12 | \$24.50 | \$31.50 | \$48.00 | \$52.25 | \$57.00 | \$59.00 |
| 13 13 | \$25.25 | \$32.75 | \$50.25 | \$54.50 | \$59.50 | \$62.00 |
| 14 14 | \$26.00 | \$33.75 | \$52.50 | \$56.75 | \$62.00 | \$65.00 |
| 15 15 | \$26.75 | \$35.25 | \$54.75 | \$59.25 | \$64.25 | \$68.00 |
| 16 16 | \$27.75 | \$36.25 | \$56.00 | \$60.75 | \$65.75 | \$69.00 |
| 17 17 | \$28.50 | \$37.25 | \$57.50 | \$62.50 | \$67.50 | \$70.00 |
| 18 18 | \$29.25 | \$38.00 | \$59.00 | \$64.25 | \$69.00 | \$72.00 |
| 19 19 | \$30.00 | \$38.75 | \$60.50 | \$65.75 | \$70.50 | \$73.00 |

If you want to modify the rates displayed for a particular UPS service, select **Tools** and then select **Rate Editor Wizard**. When the Rate Editor Wizard opens, select the type of rate you wish to edit and follow the instructions in the Wizard. Keep in mind that any changes you make in the rates displayed within WorldShip will not change your actual billed UPS rates.

Additional Features

Integrating WorldShip

Integrate WorldShip with an External Data Source

WorldShip integration occurs through the built-in UPS OnLine Connect feature using Open Database Connectivity (ODBC) to import and export data between applications. The WorldShip importing and exporting process can be summarized in three basic steps:

- Create an ODBC data source name, or DSN, that identifies the external database containing the information you want to exchange with WorldShip through the Connection Assistant under the UPS OnLine Connect menu option.
- Map the fields in your external database to WorldShip and define any translations. An import or export map links fields in the WorldShip database with corresponding fields in the external database. Translations specify how WorldShip should interpret data as it is exchanged with an external database.
- Select the type of import or export you want to use to process your shipments. Importing shipments can be done in batch or selectively on a key that you define, such as an order number. Exports can also be done manually in batches or automated after each shipment is processed, or completed at the end of the day.

You can learn more about integrating WorldShip and download detailed step-by-step integration instructions from worldship.ups.com by clicking on the **Integrate WorldShip** link under the **Next Steps** section on the right hand side of the Web page.

Advanced Functions

Address Book Editor allows you to add, edit, or delete customer information in your customer database using the Address Book Editor window. You can also validate a single address or all the addresses in your Address Book.

Address Lists Editor allows you to create or modify address lists using the Address Lists Editor window.

ANSI Reference Qualifier Editor allows you to add or modify ANSI Reference Qualifiers using the ANSI Reference Qualifier Editor window.

Charge Back Code Editor allows you to create or modify charge back codes using the Charge Back Code Editor window.

Commodity Editor allows you to create and modify a list of commodities using the Commodity Editor window.

Package Type Editor allows you to add, modify, or delete a custom package type using the Package Type Editor window. You cannot use this command to modify or delete the UPS standard package types.

Profile Editor allows you to add, delete, or modify a profile using the Profile Editor window. A profile is a saved collection of predefined preferences including various service options, package options, shipment options, and reference numbers.

Required Field Set Editor allows you to add, modify, or delete a required field set using the Required Field Set Editor window. You can change optional fields to required fields. You cannot use this command to modify or delete the UPS Standard required field set.

Shipper Editor (for LAN-Based PCs) allows you to add or change an alternate Ship From and to set shipper preferences (such as your profile, a graphical image to print on the label, factors to aggregate shipments, and the international export documents you want the system to generate and print).

Additional Features

Advanced Functions *(continued)*

Shipper Editor (for Stand-Alone PCs) allows you to add and modify shipper information and preferences for multiple shippers.

Tab Order Editor allows you to create, delete, or modify a custom tab order using the Tab Order Editor window. A tab order is the sequence of the cursor's movement through the fields in a window when you press the Tab key. You cannot use this command to modify or delete the UPS Standard, Quick Ship, and Quick Ship w/Options tab orders.

System Preferences Editor allows you to identify and modify system preferences for modems, printers, labels, the Daily Shipment Detail Report, and other miscellaneous preferences using the System Preferences Editor window.

Task Schedule Editor allows you to schedule a task using the Task Scheduler window.

Communications Setup allows you to set up or change a communication connection to the UPS Data Center using a series of windows.

For more information about any of these functions, select **UPS WorldShip® Help** from the **Help** menu, type the name of the function and click **Display**.

Resources

Accessing Help

You have several options for accessing help.

1. Within the software:

UPS WorldShip® Help

- To search for specific information, select **UPS WorldShip® Help** from the **Help** menu. On the **Index** tab, type the name of the task, term or concept and click **Display**.
- To find general information about WorldShip, select **UPS WorldShip® Help** from the **Help** menu, select the **Contents** tab and select a topic.
- To find out what to enter in a specific field, click the **?** (question mark) in the upper-right corner of the window, then click on the field. If you do not see a **?**, move the cursor to the field, then hold down the **Shift** key and press **F1**.

2. On the Web:

Go to worldship.ups.com to find additional support documents under the WorldShip Online Resource section.

Additional Help and Resources

- To view the *UPS Rate and Service Guide*, select **UPS Home Page** from the **UPS Web Access** menu, select the **Resources** tab, and then select a topic of interest.
- To download the latest *UPS Rate and Service Guide*, select **UPS Home Page** from the **UPS Web Access** menu and then select the **Resources** tab, go to the **Customer Service** section, and select **Download Rate and Service Guide**.

Calling for Support

3. By phone:

If you have technical questions about WorldShip that cannot be answered by this guide or WorldShip Help, call 888-553-1118.

Be sure you have the following information when you call:

- Your UPS account number and WorldShip Software Version (found in the lower right-hand corner of the WorldShip screen).
- Name and version of your PC operating system and type of printer.
- Communication method (Direct Access or Dial-up Access).

You may also access our Frequently Asked Questions this way: Select **UPS WorldShip® Help** from the **Help** menu, click the **Index** tab, type *Technical FAQs on the Web*, click **Display**, and click the arrow to the left of Technical FAQs on the Web.

For general information, call 1-800-PICK-UPS® (1-800-742-5877). For international shipping information, call 800-782-7892.

Resources

Ordering Supplies

To order the following items, visit our Web site by selecting UPS Home Page from the UPS Web Access menu, and then selecting Order Supplies under Quick Links, or call 800-727-8100.

- Address Label Pouch #171604
- Peel-and-Stick Label, 2 per page #01774501
- Peel-and-Stick Label, 4 per page #01774504
- Thermal Label Printer (additional fee may apply)
- Thermal Label Printer Cleaning Pen #02115601
- 4" x 6¼" Thermal Label #01774006
- 4" x 8¼" Thermal Label #01774008
- 4" x 8¼" Perforated Thermal Label #0177400801
- 4" x 11" UPS World EaseSM Thermal Label #01863201
- UPS Worldwide Services Highlight Sticker #01019110505
- UPS Next Day Air[®] Early A.M.[®] Highlight Sticker #01019524505
- UPS Next Day Air[®] Highlight Sticker #010191105
- UPS Next Day Air Saver[®] Highlight Sticker #010191104
- UPS 2nd Day Air[®] Highlight Sticker #010191149
- UPS 2nd Day Air A.M.[®] Highlight Sticker #01019114901
- UPS 3 Day SelectSM Highlight Sticker #018602
- UPS Saturday Delivery Sticker #011189
- UPS Heavy Package Sticker #011468
- Other Supplies

UPS, the UPS brandmark, the color brown, UPS.com, UPS WorldShip, UPS Next Day Air, UPS Next Day Air Early A.M., UPS Next Day Air Saver, UPS 2nd Day Air, UPS 2nd Day Air A.M., UPS 3 Day Select, Quantum View Notify, UPS.com, UPS World Ease and 1-800-PICK-UPS are service marks, trademarks or registered trademarks of United Parcel Service of America, Inc.

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