Quantum View® Manage Administration Guide

January 2010

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Overview

Introduction

Quantum View is a portfolio of services designed to provide increased visibility into the movement of goods. Visibility can help you improve the performance of virtually every function in your business — customer service, sales, accounts receivable, inventory management and more.

Quantum View® Manage:
Quantum View Manage is a free Web-based application that enables multiple users within your organisation to quickly and easily view, download and share up-to-date information about the status of all your UPS shipments from any computer connected to the Internet.

Quantum View Manage supports all UPS domestic and international modes of transportation, including small package and ground, air, and ocean freight services. It is available in the following countries: Australia, Austria, Belgium, Brazil, Canada, China, Czech Republic, Denmark, Finland, France, Germany, Hong Kong, Hungary, India, Ireland, Italy, Japan, Malaysia, Mexico, Netherlands, Norway, Philippines, Poland, Portugal, Puerto Rico, Romania, Russia, Singapore, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, the United Kingdom and the United States.

Quantum View® Data:
Quantum View Data is ideal for businesses that want to integrate visibility information into internal software applications and databases. Information about your inbound and outbound shipments is updated hourly. Files are available in popular data formats such as CSV, flat file or XML for easy importing.

Quantum View Data supports Small Package shipment visibility and is available in the following countries: Australia, Belgium, Brazil, Canada, China, Czech Republic, France, Germany, Hong Kong, Hungary, India, Ireland, Italy, Japan, Malaysia, Mexico, Netherlands, Poland, Romania, Russia, Singapore, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, the United Kingdom and the United States.

Quantum View Notify®:
Quantum View Notify can be used by anyone using an automated UPS or UPS-compatible shipping system. It can also be requested through Tracking on UPS.com or Quantum View Manage. This proactive e-mail service allows you to send and receive critical shipment updates from UPS.

The *Quantum View Administration Guide* will help you and your company get set up and manage your visibility services.

Important:

All information contained within Quantum View Manage is confidential and proprietary information, which is the property of UPS. As a result, the Quantum View Manage Company Administrator for whom you request access must be an employee of the company (or its subsidiaries).

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System Requirements

To access Quantum View Manage, you will need a computer connected to the Internet. Quantum View Manage works entirely through your Web browser, so you do not need any separate software. However, you will need to install Adobe Flash Player to your browser. If you have not previously installed Flash Player, visit the site below to get the latest plug-in for your Internet browser.

http://www.adobe.com

Firefox and Microsoft® Internet Explorer Web browsers are both supported for Microsoft Windows® 2000, Windows® XP, and Windows Vista™. Firefox and Safari Web browsers are both supported for Mac OS X 10.3+. Other browsers and platforms are not officially supported.

Enrolment

You will need to assign a Company Administrator for Quantum View Manage. They will be the point of contact for the UPS Account Executive for setting up and maintaining your account.

The Company Administrators will have visibility on all UPS account numbers or locations that were provided to your Account Executive at the time you enrolled. Quantum View users will have access to only the account numbers or locations assigned to them by the Company Administrator. To add any additional UPS account numbers or locations for visibility within Quantum View Manage, the Company Administrator should contact the UPS Account Executive for assistance.

Logging In

Upon enrolment, the Company Administrator will receive two separate e-mails containing a link to the Quantum View Manage site:

- The first provides your User ID;
- The second provides your temporary password.

Company Administrators have the ability to add, maintain or delete users. Each additional user that the Company Administrator adds will also receive two e-mails automatically from the Quantum View administration system. See the Quantum View Administrators' Guide for additional information.

New users will be prompted to change their temporary password, agree to the UPS Terms and Conditions for Quantum View and My UPS, and enter additional profile information. Users will then be able to update their preferences by selecting the Preferences button on the right between the Custom Views and Alerts buttons.

If you forget your password, click Forgot User ID or Password on the login page for Quantum View. A temporary password will be sent to your registered e-mail address.

Note:

User IDs and passwords are case-sensitive. Multiple failed attempts to log in will cause your ID to be locked out for a period of 20 minutes.

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Navigation

Quantum View Manage is located under the Tracking tab on UPS.com. The application uses Tabs to organise various types of shipping data. You can view Outbound, Inbound, Third Party and Imports data on separate tabs. Additionally, a Combined tab aggregates all available transportation shipment data, including Outbound, Inbound and Third Party shipments based on your privileges. The navigation for each of the tabs is located in the top portion of the screen.

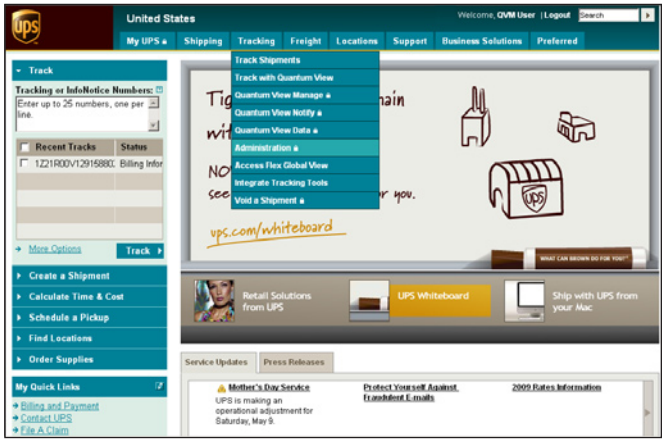
To view your Outbound, Inbound, Third Party and Imports shipping data, click the appropriate tab.

Each of these tabs provides standard features such as Search, Filters, Custom Views and Alerts (more information on this functionality is provided later in this guide).

A comprehensive Help section is also available by selecting the Help button on the top right side of the application screen.

You can navigate to other parts of UPS.com at all times by selecting any of the UPS.com tabs located in the top portion of your screen.

We encourage you to add Quantum View Manage to your Internet browser's Favourites or Bookmarks list in order to quickly navigate and find the Quantum View Manage login screen.



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Quantum View Administration

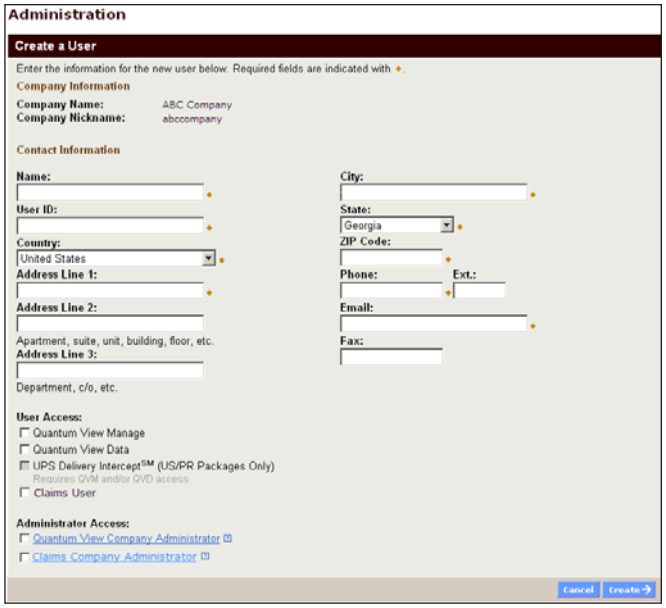
With the administration section of Quantum View, Company Administrators can:

- Create a User(s) and/or Administrator(s)
- Search for a User and/or Administrator
- Update Company Information
- Manage service information by assigning privileges or subscriptions to control access to the information available
- Edit account location nicknames
- Invite a User to Join your QV Company
- Transfer User Privileges

Create a User and/or Administrator

1. Select Create User.
2. Fill in the User/Administrator information.
3. In the User Access section, check Quantum View Manage.
4. You may also want to check the UPS Delivery Intercept™ User box which will grant the user rights to request a UPS Delivery Intercept for shipments within and between the United States and Puerto Rico.
5. In the Administrator Access section, check the box if you would like to grant administrative-level authority to the user.

   This will allow the user to view all available services and add, edit or delete users.



6. Click Create. A Create User Confirmation will display. Verify all the information for the user/administrator just created.
7. Click the Go to Manage User Services hyperlink to assign the privileges for this user.

Note:

Indicate a Company Administrator by checking the box at the bottom of the screen to assign all privileges and all services.

Note:

Each user will receive two separate e-mails containing a link to the Quantum View site:

- The first provides the user ID;
- The second provides the temporary password.

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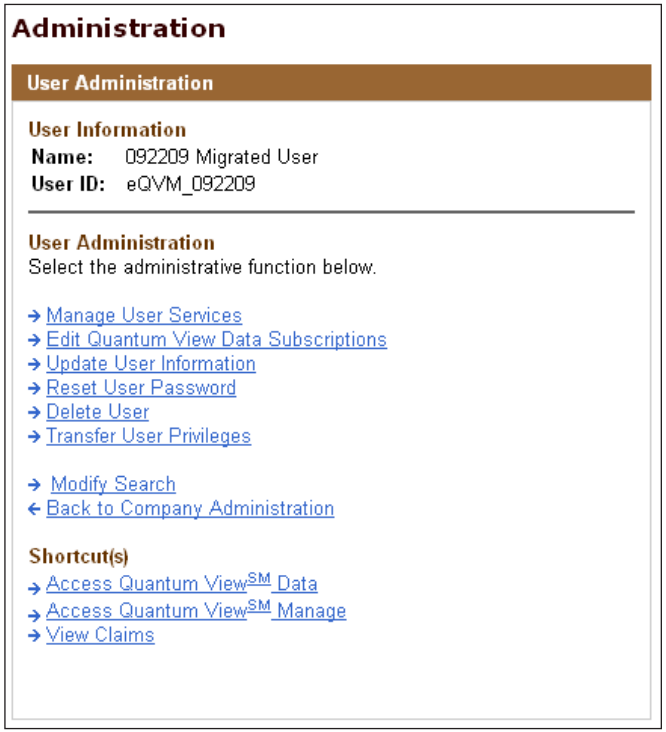
Assign Privileges

Once the Company Administrator has created users, the next step is to assign privileges. In other words, which services (Outbound, Inbound, Third Party, Imports and/or Claims) each user should have access to and for which accounts or locations.

You assign privileges from the User Administration page. You can access this page by:

- Clicking the Go to User Administration hyperlink when you create a new user.
- Or, clicking on the Search for a User hyperlink on the Administration home page. (Go to page 9 for instructions on "Search for a User.")

1. Click Manage User Services.



Note:

Company Administrators will have access to all privileges within the company, upon initial company creation.

For subsequent service and privilege additions, each user must be assigned the added service/ privileges for them to be viewable.

After suspending a privilege, the privilege for this user and service become Inactive and the link to suspend privileges now reads Unsuspend Privileges view (Outbound, Inbound Location ID, Third Party).

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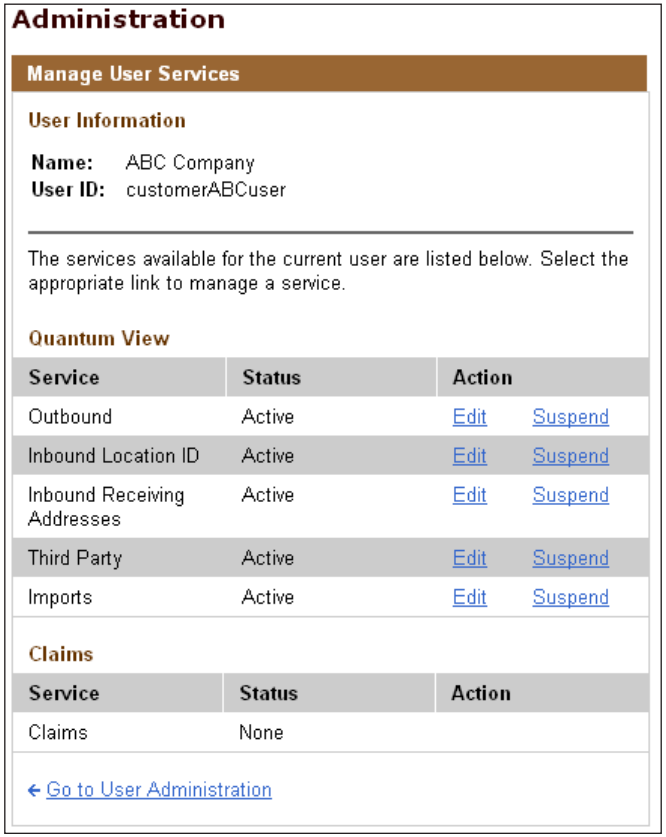
2. Click Edit next to the applicable service.
3. On the next page, select only the account number(s) or location(s) you wish the user to have access to.
4. Select UPDATE.
5. Repeat these steps to assign privileges for each service.

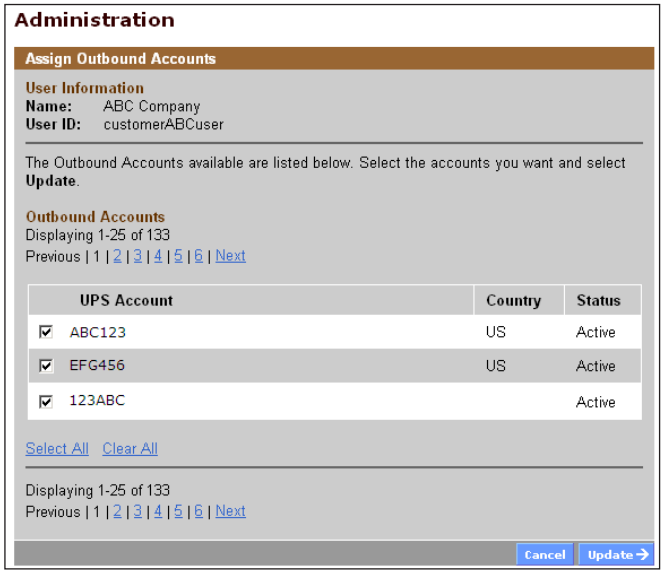
The Manage User Services screen will confirm that the privileges assigned to the user are active.



The Suspend Privileges link appears on the Manage User Services screen after privileges have been assigned. You may use this link to remove or suspend all privileges for a user.

Remove or Suspend Privileges

Select Suspend Privileges next to the applicable service.



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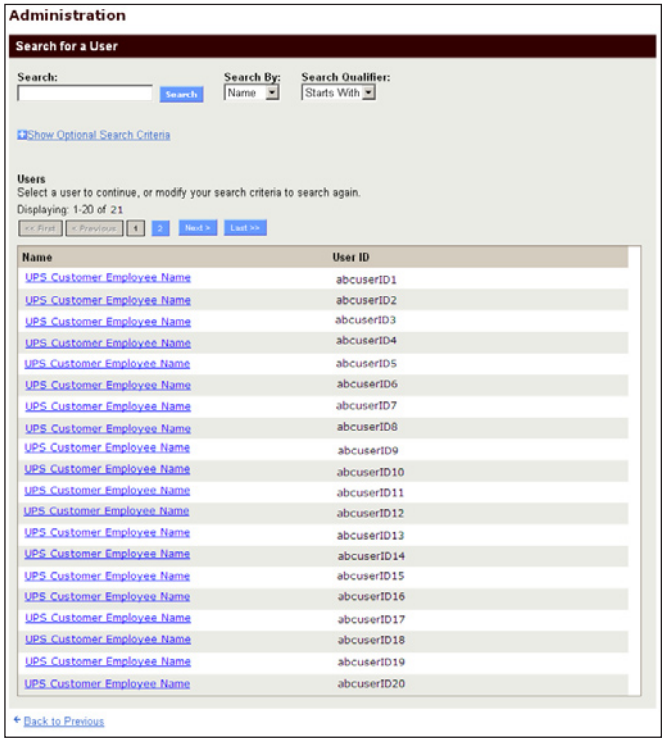
Search for a User and/or Administrator

1. Select the criteria you would like to search by using the pull-down menu to select Name or User ID.
2. Select the search criteria by using the pull-down menu to select Contains, Starts With or Equals.
3. Enter the Name or User ID you are searching.
4. Click SEARCH.

Optional search criteria are available on the lower portion of the screen. Search for All Users, Administrators Only or Non-privileged Users Only in a selected view.

Delete a User

1. Search for the user's profile as described above.
2. If the user is an administrator, click the Update User Information link and remove Company Administrator authority and select UPDATE.
3. Click Delete User.
4. Select Delete.
5. You may skip step 2 if the user is not an administrator.



Note:

If you need to make changes to a particular user's privilege set, you must use the search functionality to find that user's information within the system.

Deleting a user removes their Quantum View privileges as well as any My UPS privileges for that User ID.

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Update Company Information

This section allows you to edit information such as your company name, address and primary company contact information.

1. Select Update Company Information.
2. Enter the appropriate changes, then click UPDATE.

Manage Company Services

The Manage Company Services section provides Company Administrators with an overview of subscribed services (Outbound, Inbound, Third Party, Imports and/or Claims) and a listing of your company accounts or locations (privileges) associated with those services.

To view:

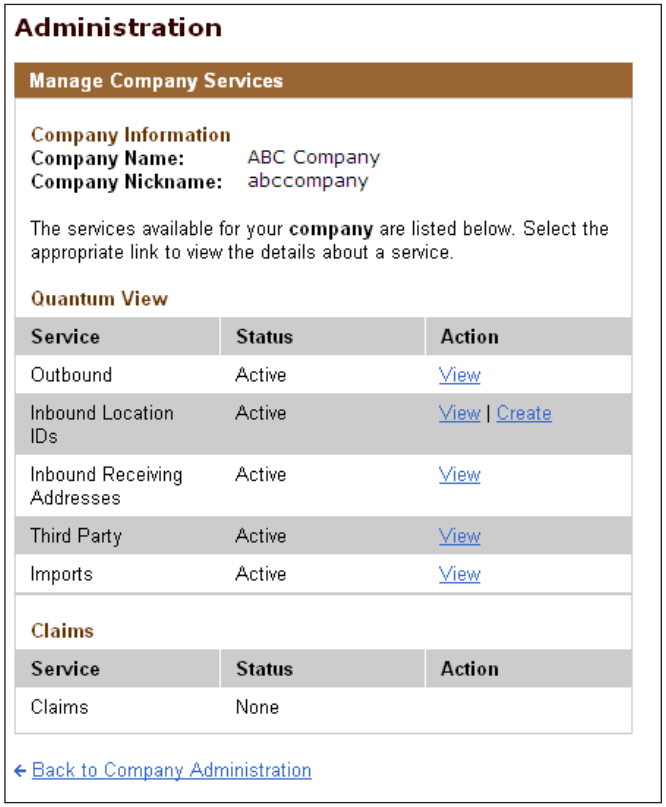
1. Click the Manage Company Services hyperlink.
2. Click View next to the service you wish to review.

If you would like to add or remove an account or location, please contact your UPS Account Representative.

Quantum View Administration allows you to edit your Inbound Receiving Address nicknames, in addition to your LTL, air and ocean freight account nicknames.

To edit an Inbound Receiving Address or Freight nickname:

1. Select View from the Manage Company Services screen to view the details about a service/privilege.
2. Select the nickname you wish to edit.
3. Enter a new nickname and select UPDATE.



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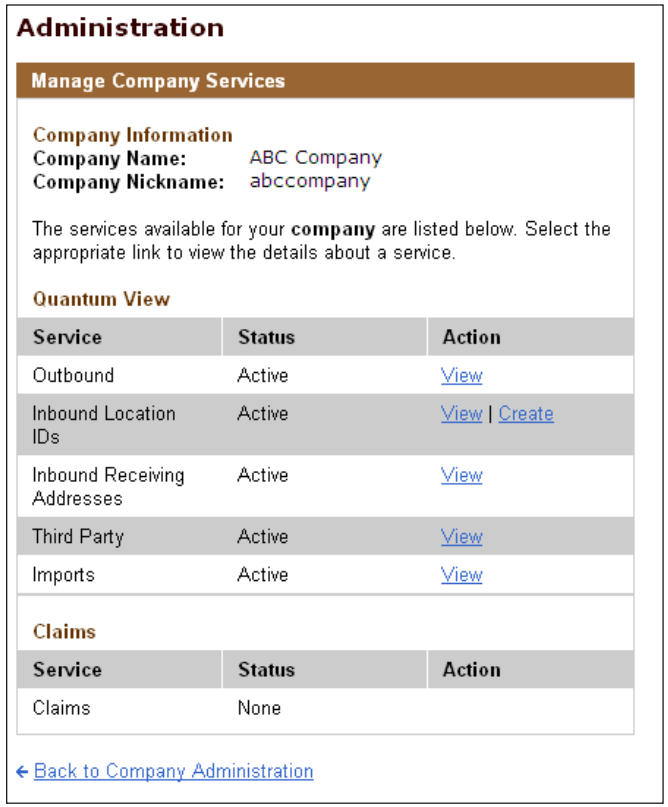
Create Inbound Location IDs (LIDs)

Location IDs are a unique set of characters that are assigned to each of your vendors so that your inbound packages can be monitored.

You create a LID from the Manage Company Services section.

To create:

1. Click on the Manage Company Services hyperlink.
2. Press Create next to Inbound Location IDs.



3. Enter the desired list for the vendor and click NEXT.
   Note: It must be 3-10 characters, all capital letters and no periods or dashes.

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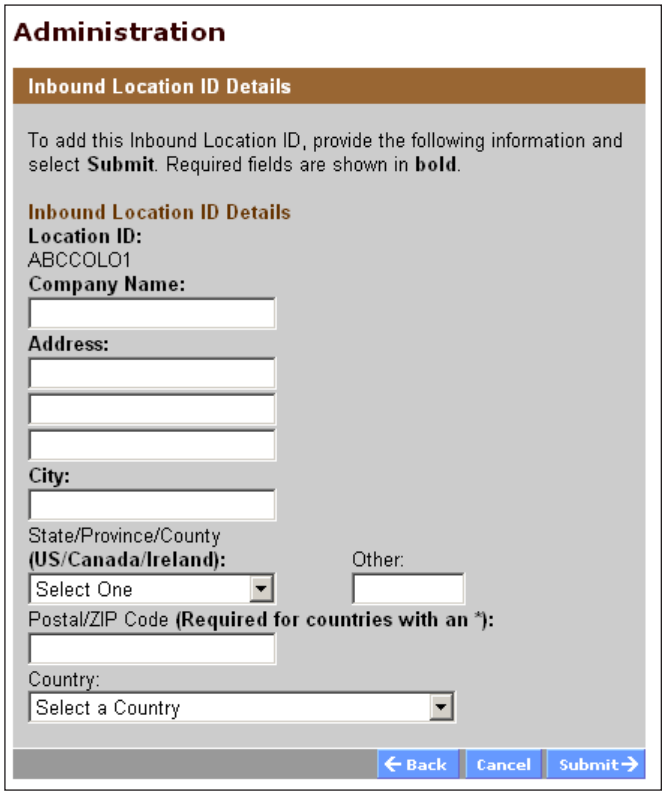
4. Enter the vendor's contact information, and then click SUBMIT.

Now e-mail this LID to your vendor(s) so they can include it on all your shipments.

There is a Location ID field already integrated into the address book of UPS Internet Shipping, UPS CampusShip® and UPS WorldShip™.



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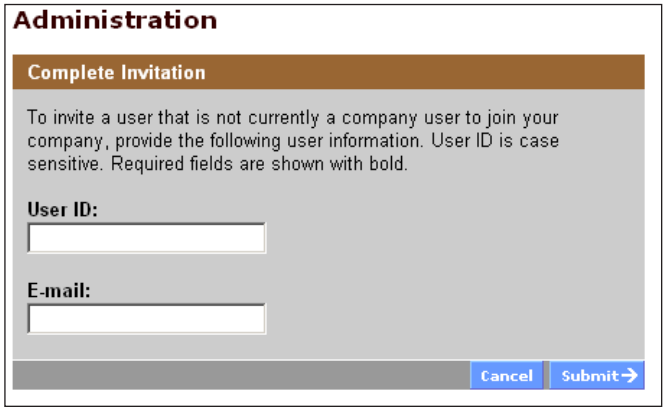
Invite User to Join Company

Quantum View Administration allows you to invite a registered My UPS user that is not currently a user within your Quantum View Company registration. Once the user accepts the invitation, the Company Administrator will be able to grant access to shipment status information on your privileged accounts and/or locations.

To invite a user:

1. Select Invite User to Join Company.
2. Complete the invitation by providing the User ID and e-mail address.
3. Select SUBMIT.



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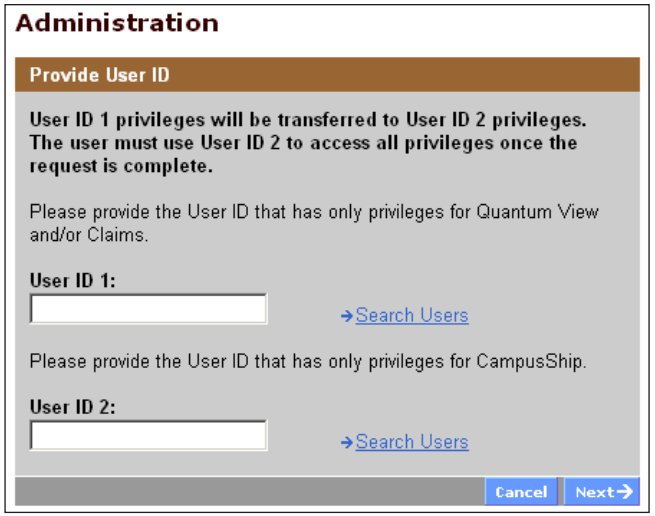
Transfer User Privileges

Quantum View Administration will allow you to transfer all Quantum View rights and/or administrative authority to a User ID that has only CampusShip privileges.

Note: Both users must exist within the same UPS company registration.

To transfer privileges:

1. Select Transfer User Privileges.
2. In the User ID 1 field, enter the User ID that has only privileges for Quantum View and/or Claims.
3. In the User ID 2 field, enter the User ID that has only privileges for CampusShip.
4. Select NEXT.
5. Review the confirmation of the transfer request.



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Technical Support

Technical support is available by phone. See the list below by country.

Australia	1800 148 934
Austria	0800 312 407
Belgium	080021877
Brazil	5511 5694 6606
Canada	1-877-336-1100
Czech Republic	800-143 268
China	10 800 852 06 98
Denmark	80 33 22 55
Finland	0800 1 877 2255
France	0805 025550
Germany	0800 100 2630
Hong Kong	8206 2133
Hungary	068 0016482
India	00 0800 852 1113
Ireland	1800 202227
Italy	800 122732
Japan	00531 85 0020
Malaysia	800 80 4709
Mexico	01 800 741 6535
Netherlands	08002225587
Norway	800 32 255
Philippines	1800 765 8065/180080850020
Poland	0222030321
Portugal	800 783458
Puerto Rico	800-247-9035
Romania	+4021 233 88 77
Russia	7 495 961 2211
Singapore	8008523362
South Korea	00798 8521 3669
Spain	90022 58 77
Sweden	020 120 2255
Switzerland	0800 82 25 54
Taiwan	00801 855 662
Thailand	0 2713 6050~9 (local)/0018008523658
Turkey	90 212 4440066
UK	0800 331 6010

For customers in the U.S. and Puerto Rico: Technical support is available by phone on 800-247-9035.

To e-mail a support question, access UPS Technical Support at: *http://www.ups.com/forms/e-mail/technical?loc=en_US*.

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