Guide for Administrators and Shippers

UPS CampusShip®
# Table of contents

**UPS CampusShip Administration**

- Getting started .......................................................... 2
- Manage company information ........................................ 4
- Manage locations .......................................................... 6
- Manage shipping privileges .......................................... 9
- Manage users ............................................................... 12

**Shipping with UPS CampusShip**

- Overview ................................................................. 16
- Log in and initial steps ................................................ 17
- My settings ............................................................... 19
- Shipping ................................................................. 21
- Package shipping ......................................................... 22
- Review shipment details ............................................. 25
- Shipment confirmation ................................................ 26
- Shipping ticket .......................................................... 27
- Batch file shipping ....................................................... 28
- Air freight shipping ...................................................... 29
- Shipping history .......................................................... 34
UPS CampusShip Administration
Getting started

Once your UPS CampusShip representative has enrolled your company, you will receive two e-mails:
- The first is your Welcome E-mail containing your User ID and the URL to access the site.
- The second e-mail 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 e-mail, 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 e-mails 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 a selection labeled “CampusShip Administration” listed in your Quick Start menu.

Select CampusShip Administration from the Quick Start menu to go to a screen that provides total access to the administration functions of UPS CampusShip.

1. Select CampusShip Administration from the Quick Start menu to access the administration functions of UPS CampusShip.

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

Administration

The links below offer access to your UPS CampusShip Administration tasks.

Administrative Tasks

- Manage Company
  - Modify Company Profile
  - Modify Log In Labels
  - Modify Company Logo

- Manage Locations
  - Search Locations
  - Create Location
  - Import Locations
  - Export Locations

- Manage Reference Numbers
  - Edit Reference Number List Names
  - Search Reference Number Lists
  - Create Reference Numbers
  - Import Reference Numbers
  - Export Reference Numbers
  - Download Scheduled Import Tool

- Manage Shipping Privileges
  - Search Shipping Privileges
  - Create Shipping Privileges

- Manage Address Groups
  - Search Address Groups
  - Create Address Groups

- Manage Users
  - Search Users
  - Create User
  - Delete Users
  - Change User Locations
  - Import Users
  - Export Users
  - Invite Users to Join Company

- Import / Export Files
  - Import / Export Status
  - Import Corporate Address Book
  - Export Corporate Address Book

- Administrative FAQs
  - Manage Privileges
  - Manage Company
  - Manage Reference Numbers
  - Manage Users
  - Manage Locations
  - Using Import Tools
  - Using Export Tools

© 2017 United Parcel Service of America, Inc. All rights reserved.
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 CampusShip Administration from the Quick Start menu, then select Manage Company 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 organization’s network (with the exception of Traveling 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 utilize 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 CampusShip Administration from the Quick Start menu, then select Manage Company. Choose the View or change company logo displayed by 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 privilege set reference number options with these settings:

- Require users to enter reference numbers while processing shipments by selecting the check 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 directions 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 organizing and naming locations within a single global company setup. For any location, you can choose whether the location name or company name appears on the return address of all packages 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 Mail 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).

Create new company locations

1. Select CampusShip Administration from the Quick Start menu, then select Manage Locations. Choose Create Location to add a new company location.

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, e-mail 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, or CSV, file. For information and instructions, please refer to the online Help, which can be accessed by clicking the Administration Help option in the CampusShip Support menu.

TIP: If you need a UPS account number, go to ups.com and select Open a UPS Account from the Shipping tab.
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 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 traveling user** (all shipping privileges).

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

Create new shipping privileges

If you would like to customize 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 check box.

1. Select CampusShip Administration from the Quick Start menu, then select Manage Shipping Privileges and choose Create Shipping Privileges.

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 check boxes (e.g., allowable payment or billing methods, rate display settings and address book privileges).

4. Once you have entered all 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 users may access.
Manage users

Create new users

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

1. Select CampusShip Administration from the Quick Start menu, then select Manage Users and choose Create Users.
   - 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 authorize the user to modify the Ship From address, set Traveling 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 check 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 you would like the user to administer. To complete this:

• Select the Search Users link to find the user you 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 the Administration Help option in the CampusShip Support menu. To view the Import File Format for Users, click the Help link in the upper right of the Import Users page.
Manage users (cont.)

Invite users to join 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 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 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 Lookup.
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 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 forgot your User ID or password, use the Forgot 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 Lookup 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. Access your Profile Preference Center by clicking the downward arrow next to your name in the upper-right corner of the screen. Select My Settings, then Edit Shipping Preferences to set default shipping options, reference values, payment method, e-mail notifications, pickup 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 150 lbs) or for Freight (over 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 traveling 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.

*Microsoft and Outlook are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.*
Package shipping (cont.)

How would you like to ship? Select the UPS service 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 display.

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 Pickup? After selecting a payment method, your default pickup options will be displayed, including previously scheduled pickups and the option to Schedule an On-Call Pickup. Select the check box to schedule a pickup.

Your account may be set up to use Smart Pickup. Package processing and other functionality is the same as Daily Pickup. But, unlike Daily Pickup, a Smart Pickup is only completed when you process a package in UPS CampusShip.
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 finalize your shipment, select the check box to Save as Shipping Ticket.

To review your details, including price before completing your shipment, keep the check 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 traveling user.

How are you shipping? Select the UPS service 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 pickup and the latest time that the shipment may be picked up by UPS.
Air freight shipping (cont.)

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

For Shipper Prepaid 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 personalized 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 print.
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 1-800-443-6379.
Shipping history

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