<table>
<thead>
<tr>
<th>Table of contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessing UPS marketplace shipping</td>
<td>1</td>
</tr>
<tr>
<td>Enrolling online stores</td>
<td>3</td>
</tr>
<tr>
<td>Viewing orders</td>
<td>12</td>
</tr>
<tr>
<td>Single orders</td>
<td>13</td>
</tr>
<tr>
<td>Combined orders</td>
<td>16</td>
</tr>
<tr>
<td>Multiple orders</td>
<td>18</td>
</tr>
<tr>
<td>WorldShip® integration</td>
<td>19</td>
</tr>
<tr>
<td>Order history</td>
<td>21</td>
</tr>
<tr>
<td>Support</td>
<td>24</td>
</tr>
<tr>
<td>Set preferences</td>
<td>25</td>
</tr>
</tbody>
</table>

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

Available for:

UPS Small Package
Accessing UPS marketplace shipping

Go to the ups.com Homepage.
Select the Shipping tab from the top of the page. The drop-down menu will display.
Select Manage Online Orders: Marketplace Shipping from the drop-down menu.
Accessing UPS marketplace shipping (cont.)

You must be a current marketplace seller and be logged in to ups.com.

If you are not logged in to ups.com, you will need to Log In.

If you do not have a ups.com ID, select Sign up to create a User ID and password.

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

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

If you are a new user of marketplace shipping, you will be directed to the Manage Online Store Enrollments page where you will need to add your stores.

If you already have an Online Store enrolled, you will be directed to the Ship Online Store Orders page where you can enroll additional marketplaces by selecting the Manage Online Store Enrollments link.
Enrolling online stores (cont.)

**eBay, Etsy**

On the Manage Online Store Enrollments page, select an **Online Store** from the drop-down menu.

Next, enter an **Online Store Nickname** of up to 35 characters.

**Amazon**

If you are enrolling an Amazon online store, select the country location of your marketplace from the **Online Store Country** drop-down menu.
Enrolling online stores (cont.)

**BigCommerce**

If you are enrolling a BigCommerce online store, additional enrollment information will be required. This information can be found in your BigCommerce Store's Dashboard under the Advanced Settings → Legacy API Settings menu.

Create a Legacy API Account* and copy your details into the Manage Online Store Enrollments required information 1 for your BigCommerce store. If you have an existing Legacy API Account, use the edit button under the Action menu to view and copy your settings.

**Shopify**

If you are enrolling a Shopify online store, enter your Store's generated Internet address. This information is based on your Shopify Store Name 2. It can be found as part of your Store's website Internet address. Use the part of the address that is before “myshopify.com.”

**Example:** If your store is located at https://my-demo-store.myshopify.com, enter “my-demo-store” for the Shopify Store Name.

*Don’t forget to click Save when creating a new Legacy API Account.*
Enrolling online stores (cont.)

Select the Add Online Store button to complete the enrollment process*.

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

Your Online Stores will be listed by nickname and type.

*After completing the Enrollment process, it may be helpful to set up your billing/payment information in the preference section. See pages 25-29 for the Set Preferences section.
Enrolling online stores (cont.)

Amazon Authentication

Enter your Amazon credentials and confirm UPS marketplace shipping access to your Seller account.

On the final page, select Continue to complete the enrollment.
Enrolling online stores (cont.)

eBay Authentication

Enter your eBay credentials and confirm UPS marketplace shipping access to your Seller account.

On the final page, select Agree to accept UPS marketplace shipping's terms of service and privacy policy.
Enrolling online stores (cont.)

**BigCommerce Authentication**

After creating a Legacy API Account in your BigCommerce Store Dashboard, copy and paste the account details to the UPS marketplace Enrollments screen.

*Note:* When first creating a Legacy API Account for your BigCommerce store be sure to click the Save button to finalize your details.
Enrolling online stores  (cont.)

Etsy Authentication

Enter your credentials to sign in to your Etsy Store. Click the Allow Access button to accept the permissions required for UPS marketplace shipping to connect to your Etsy account.
Enrolling online stores (cont.)

Shopify Authentication

When enrolling your Online Store, you will be taken to your Shopify store’s administration menu. Click Install app to allow UPS marketplace shipping to access and modify your store data.
Viewing orders

A number of Date Ranges, combined with selected Online Stores, can be used to sort and view your marketplace orders.

On the Order Summary tab of the Ship Online Store Orders page, you will see your last three days of orders displayed for all your enrolled Online Stores, which is the default. You can also select one of the other Date Ranges from the drop-down menu along with a group of your Online Stores:

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

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

Select the Get New Orders button to display orders once the Date Range and Online Stores are chosen.

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

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

The Ship Single Order radio button is the default selection.

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

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

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

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

Verify the Ship To address and select Edit if any updates are required.
Single orders (cont.)

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

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

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

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

Select the Ship or Combine Multiple Orders radio button on the Order Summary tab of the Ship Online Store Orders page.

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

Confirm the combined orders by selecting Yes in the Combine Selected Orders? dialog box.
Combined orders (cont.)

This is now marked as a combined order.

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

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

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

Your label and shipment receipt will be displayed for printing.
Multiple orders

You can process multiple orders from different buyers and marketplaces on a single screen for more efficient shipping. Select the Ship or Combine Multiple Orders radio button on the Order Summary tab of the Ship Online Store Orders page.

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

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

Labels and shipment receipts will be displayed for printing.
WorldShip® integration

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

Export

Select the Ship or Combine Multiple Orders radio button on the Order Summary tab of the Ship Online Store Orders page.

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

Next, select the Ship Using WorldShip link. When ready to export, select the Export Selected Orders button.
WorldShip integration (cont.)

Import

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

Choose the file you wish to upload.

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

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

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

Search

Enter an order or Ship To address and select the Search button.
Order history (cont.)

**Date Range**

Select a **Date Range** and the desired **Online Stores** from the drop-down menus:

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

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

Select the **Apply Filters** button.

**Online Stores**

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

Select the **Apply Filters** button.
Order history (cont.)

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

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

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

For additional information, visit: ups.com/marketplaceshipping

For support for WorldShip integration, download the integration guide at: http://www.ups.com/media/en/Marketplace_Integration.pdf

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

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

The shipping preferences page includes:
- Basic Details
- Returns
- Imports
- Custom Packaging
- References
- Payment
- Notifications
- Pickups
- Printing
- History Table Display
- Contacts
- Store Pickup Notifications

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

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

Payment options

Select + button in the Payment section to choose the default payment method for shipping charges, international duties and taxes.

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

- Shipper’s UPS Account
- Payment Card
- Receiver
- Third Party
- PayPal™

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

If using a payment card, select from the Payment Cards drop-down menu or select Edit Payment Card or Add a Payment Card.

You can also choose to Edit This PayPal Account or Add a PayPal Account.
Set preferences (cont.)

Payment options (cont.)

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

• Shipper’s UPS Account
• Receiver
• Third Party

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

• UPS Account Number
• Country
• Invoice Postal Code

Select Save to save your changes once all preferences are chosen.
Set preferences (cont.)

Shipping options

You can choose the following in the Basic Details section:
• Packaging
• Shipping Service
• Ship From Address
• Return Address

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

Select Save to finalize your changes once all preferences are chosen.
Set preferences (cont.)

Notifications

Select + button in the Notifications section to specify up to five e-mail addresses to use when sending e-mail notifications.

Choose the type of e-mail to send:

- Ship
- Exception
- Delivery

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

Select Save to save your changes once all preferences are chosen.