



WorldShip[®] 2021

Installation Guide

An easy guide to installing and upgrading WorldShip software.



WorldShip 2021 pre-installation checklist

1. Check Compatibility:

You may have integrated WorldShip with a UPS-Ready® (or third-party) vendor application. Due to changes in the WorldShip database structure, these applications may not be compatible with WorldShip 2021.

Do not upgrade until you contact the UPS Ready (or other third-party) vendor.

2. Check Operating System and Service Pack:

The WorldShip 2021 upgrade requires that you have Microsoft® Windows 8.1 or Windows 10 to begin installation.

To identify which Operating System and Service Pack you have (non-Windows 8 systems):

- Click **Start** on the Windows task bar, point to **Programs, Accessories** and **System Tools** and select **System Information**.

- The Operating System version and Service Pack will display in the System Information window.

Memory recommendations:

- **Windows 8.1 (1 GB – 32-bit and 2 GB – 64-bit)**
- **Windows 10 (1 GB – 32-bit and 2 GB – 64-bit)**

CAUTION: Do not proceed if your system is not at the proper Operating System and Service Pack version.

3. Check for Administrative Rights:

Ensure that the user account used to log in to Microsoft Windows operating systems has full PC administrative rights. If unsure, consult the computer technical support staff at your company. Due to security enhancements, Microsoft Windows 8.1/Windows 10 users may be required to authenticate with administrative rights during the installation process. The User Account Control (UAC) prompt may appear several times during installation asking you for permission to let WorldShip install its components. You must acknowledge the UAC prompt and allow the installation to continue.

Also, if you need to access the WorldShip Support Utility for any reason, you must run this utility with administrative rights. To perform this task:

- On Windows 8.1: In the **Start** window, right-click the **UPS WorldShip Support Utility** tile and select **Run as Administrator**.
 - On Windows 10, in the Start window, click **All Apps**, then **UPS** and then right-click **UPS Support Utility** and select **Run as Administrator**.
- ### 4. Archive WorldShip Shipping History to improve performance and improve processing:
- Start WorldShip.
 - On the **Home** tab, select **History**.
 - On the **Home** tab, select **Archive/Restore** and then **Archive Shipments**.
 - In the Archive Shipments window, select **All Shipments**, or specify a date range, and then click **OK**.
 - In the Save As window, click **Save**.
 - Click **Yes** in the confirmation window.
Note: The last 14 days of history will not be deleted, and the history that is deleted may be restored when needed.
 - Click **Done** when 100% is reached in the Archive Shipments window.
 - Click **Yes** in the window that appears requesting the database back-up to be performed.
- ### 5. Check for anti-spyware, anti-malware and virus scanner software:
- Disable anti-spyware, anti-malware and virus scanner software that may conflict with the WorldShip installation.
- ### 6. Shut Down Open Applications:
- Shut down all other programs running on the task bar, including Microsoft Outlook®, Internet Explorer®, Excel®, etc.



CAUTION: Microsoft Windows 8.1/Windows 10 users please read below.

At the completion of the WorldShip installation process, your PC will be required to reboot. After reboot, Microsoft Windows 8.1/Windows 10 may prevent automatic launching of the WorldShip application. Please launch WorldShip using the icon on your desktop should this happen. If you chose not to place the WorldShip icon on your desktop, you may launch WorldShip as follows:

- On Windows 8.1: In the **Start** window, click the **UPS WorldShip** tile.
- On Windows 10: In the **Start** window, click **All Apps**, then **UPS** and then click the **UPS WorldShip** tile.

Upgrading

WorldShip 2021 may have different system requirements. A complete list can be found at worldship.ups.com (US only).

Note: WorldShip 2021 will only upgrade WorldShip 2019 (v22) and WorldShip 2020 (v23).

1. Complete the End of Day process prior to upgrading (if needed). Restart WorldShip once End of Day has completed.
2. Download and run the web install (<https://www.ups.com/content/us/en/resources/techsupport/worldship/downloads.html>).

3. On the WorldShip Set-up screen, choose the following:
 - Application Language – Select the language in which you want WorldShip installed.
 - Install Location – This field is read-only.
 - Country/Territory of Installation – This field could be read-only.
 - When you have finished, click **Next**.
4. On the Licence Agreement screen, accept the UPS® Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Install**.
5. Wait while the installation process upgrades WorldShip. At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

Auto download upgrading

If a WebInstall package is downloaded, WorldShip prompts you to upgrade now or later. If you do not upgrade now, an Install button is added to the custom toolbar for your use later.

Note: WebInstall is available for all systems.



Installing

You can install WorldShip on a Single workstation or on a workstation that's part of a Workgroup. WorldShip should not be installed on a server.

Installing on a single workstation:

1. Download and run the web install (<https://www.ups.com/content/us/en/resources/techsupport/worldship/downloads.html>).
2. On the WorldShip Set-up screen, choose the following:
 - Application Language – Select the language in which you want WorldShip installed.
 - Installation Location – **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you choose.
*Note: The Install Location cannot be a network, DVD, RAM or virtual drive. While removable hard drives can be used, they are **not** recommended.*
 - Country/Territory of Installation – Select the country/territory where WorldShip is to be installed.
 - Select or clear the **Add Shortcut to UPS WorldShip on Desktop** checkbox as needed.
 - Select the **Finish Moving WorldShip Data** checkbox to restore a previously backed up WorldShip database.
Note: Only select this box when moving an existing WorldShip system from one PC to another PC.
 - When you have finished, click **Next**.
3. If you selected the **Finish Moving WorldShip Data** box, the Finish Moving WorldShip Data screen appears. Complete this window and click **Next**.
4. On the Licence Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.
5. On the Installation Type Selection screen, select **Single Workstation** and click **Install**.
*Note: This screen does not appear if you selected the **Finish Moving WorldShip Data** box.*
6. Wait while the installation process copies the files. At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

Installing in a Workgroup configuration:

If you want to allow multiple shippers to process parcels using the same database, then you may install WorldShip in a Workgroup configuration grouping. Installing WorldShip in a Workgroup configuration requires that a single Workgroup Administrative workstation be installed first. After the Workgroup Administrative workstation has been installed, one or many Workgroup Remote workstations may be installed to share the database that is located on the Workgroup Administrative workstation. WorldShip is designed to have the database reside on the Workgroup Administrative workstation. WorldShip is not designed to have the database shared on a network file server. Additionally, a Workgroup configuration grouping requires that a 'shared network drive folder' be defined. The shared network drive is the location for files (other than the database) that will need to be accessed by all of the workstations in the Workgroup configuration grouping.

*Note: You can configure the Task Scheduler in WorldShip to make daily back-ups of the database. Those back-ups could be stored on a server. For step-by-step instructions, select **WorldShip** on the **Support** tab and then **UPS WorldShip Help**; type Task Schedule Editor Procedures.*

Pre-installation instructions: Create a folder in which to install the shared WorldShip files. This folder must be a shared Microsoft® folder and can reside on either the Workgroup Administrative workstation or on any drive that is accessible from the Workgroup Administrative workstation as well as the Workgroup Remote workstations. These files should be installed in a different folder from the local files.



Workgroup Administrative workstation:

1. Download and run the web install (<https://www.ups.com/content/us/en/resources/techsupport/worldship/downloads.html>).
2. On the WorldShip Set-up screen, choose the following:
 - Application Language – Select the language in which you want WorldShip installed.
 - Installation Location – **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you choose.
 - Country/Territory of Installation – Select the country/territory where WorldShip is to be installed.
 - Select or clear the **Add Shortcut to WorldShip on Desktop** checkbox as needed.
 - When you have finished, click **Next**.
3. On the Licence Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.
4. On the Installation Type Selection screen, choose the following:
 - For the desired installation type, select **Workgroup Admin**.
 - For the location to install shared files by both the Admin and Remote, click **Browse (...)** and select the location in the **Workgroup Admin Shared Location** box.
 - When you have finished, click **Install**.
5. Wait while the installation process copies the files. At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

Workgroup Remote workstation(s):

By default, the Workgroup Remote workstation can perform limited functionality. The Workgroup Administrator can configure remotes to perform additional WorldShip functions.

Note: *If you recently installed TCP/IP, you may see other windows or be asked for additional information.*

Installing from the web:

1. Download and run the web install (<https://www.ups.com/content/us/en/resources/techsupport/worldship/downloads.html>).
2. On the WorldShip Set-up screen, choose the following:
 - Application Language – Select the language in which you want WorldShip installed.
 - Installation Location – **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you choose.
 - Country/Territory of Installation – Select the country/territory where WorldShip is to be installed.
 - Select or clear the **Add Shortcut to WorldShip on Desktop** checkbox as needed.
 - When you have finished, click **Next**.
3. On the Licence Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.
4. On the Installation Type Selection screen, choose the following:
 - For the desired installation type, select **Workgroup Remote**.
 - For the location to install shared files that were installed by the Admin, click **Browse (...)** and select the location in the **Workgroup Admin Shared Location** box.
 - When you have finished, click **Install**.
5. Wait while the installation process copies the files. At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.



Installing from a shared drive:

You have the option of installing Workgroup Remote workstations from install files stored on the shared drive (the shared drive location was designated during the installation of the Workgroup Administrative workstation). The install files can be found in the \UPS\WSTD\Remote\Instal\Disk1 subdirectory of the shared drive folder.

1. On the WorldShip Set-up screen, choose the following:
 - Local Destination Directory – **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you choose.
 - Workgroup Administrator Shared Location – This field is read-only and displays the shared location that was set up by the Workgroup Administrator.
 - Country/Territory of Installation – Select the country/territory where WorldShip is to be installed.
 - By default, a shortcut to **WorldShip** will be created on your desktop.
 - When you have finished, click **Next**.
2. On the Licence Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Install**.
3. Wait while the installation process copies the files. At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

For US customers who want more detailed instructions, go to worldship.ups.com and click **View Support Guides** in the *Guides* section and then select **Install on a Single or Workgroup Workstation**.

Setting up communications

WorldShip requires electronic communications to transmit parcel and tracking information.

For Direct Access: TCP/IP.

Configuring communications:

When you start WorldShip for the first time, you will see the Communications Set-up window. Select the Direct Access connection method and provide any necessary information to complete the connection set-up:

- Direct Access: a direct or broadband connection to the Internet that does not require dialling, such as Local Area Network (LAN), Wide Area Network (WAN), Digital Subscriber Line (DSL) or cable. Direct Access generally offers the fastest connection.
- You may need to identify the proxy server with the URL address, port and authorisation information. If a proxy server is used, you must also use specific browser settings.

Reconfiguring communications:

You should reconfigure communications when your proxy server settings change.

1. On the **Tools** tab, select **More Tools** and then **Communications Set-up**.
2. In the Communications Set-up window, make the necessary changes and click **Next**.
3. Continue making changes as needed. Click **Finish** to save your new configuration.

You should reconfigure communications when any of the following situations occur:

- Direct access to the Internet becomes available.
- You change proxy server settings for Direct Access.
- You want to add or remove a connection method.



Registering with UPS®

Once the application is successfully installed, you must register with UPS in order to ship parcels using WorldShip.

Before you begin the registration process, make sure a printer is connected to your computer and is operational.

1. After the WorldShip installation is complete and you have set up communications, the Register With UPS window appears. Enter the information about your company, where your system is installed and your UPS account number, and then click **Finish**.
2. If the Authenticate Your Invoice Information screen appears, complete the required information and click **Submit**.
3. WorldShip automatically connects to UPS and transmits your registration information. This may take three to five minutes. Please wait until the Shipping window appears.

Congratulations! You are now a WorldShip customer and are ready to process parcels.

Post-installation checklist

1. If you disabled any anti-spyware, anti-malware or virus scanner software, please enable it.
2. If you receive a message that WorldShip cannot communicate with UPS, consult the computer technical support staff at your company.
3. For WorldShip Workgroup Administrative Workstations: Be aware that the WorldShip database will be disconnected if your Workgroup Administrative workstation goes into sleep mode. You must close WorldShip on both the Workgroup Administrative and Remote workstations and relaunch the application to resolve this issue. If necessary, consult your computer technical support staff for questions about sleep mode and how to adjust this setting.
4. If you have a UPS-supplied printer, restart your printer prior to shipping by powering it off and then powering it back on. All printer drivers are pre-installed with WorldShip.

Uninstall instructions

If you uninstall WorldShip, do not delete any of its directories without first running the uninstall program.

- When running the uninstall program on Windows 8.1, right-click the **UPS WorldShip** tile and select **UPS WorldShip Uninstall**.
- When running the uninstall program on Windows 10, in the **Start** window, click **All Apps**, then **UPS** and then **UPS WorldShip Uninstall**.

Support Guides

WorldShip provides a User Guide, Installation Guide and Shortcut and Navigation Guide in PDF format on *ups.com*.

To view or print these documents, install the free Adobe® Reader® software from *adobe.com* and then follow these steps:

1. Go to *ups.com/worldshipsupport*.
2. Under Guides, select **View User Guides**.
3. View and print the documents as needed.



Technical help

If you have questions about WorldShip that cannot be answered by this guide or WorldShip Help, call the following numbers:

Afghanistan.....	+93-79-3204045 / 9647814318252	Kuwait.....	+49 69 66404364
Albania.....	+355682048904	Kyrgyzstan.....	+996 312 699 988 / +996-312-979713
Algeria.....	+49 69 66404364	Latvia.....	7805643
Angola.....	+49 69 66404364	Lebanon.....	+49 69 66404364
Argentina.....	0 800 122 0286	Lithuania.....	370-37-350505
Armenia.....	10 3741 27 30 90	Luxembourg.....	FR 00 33 8050 10365
Australia.....	1800 148 934	Malawi.....	+49 69 66404364
Austria.....	+43 (0) 1 50 15 96 002	Malaysia.....	1800 80 4709
Azerbaijan.....	+10 99 412 493 39 91 / +994-12-490 6989, +994-12-493 3991	Male.....	+223 2029 91 52
Bahamas.....	1-888-960-2683	Mauritania.....	+222 4529 28 89
Bahrain.....	+49 69 66404364	Mauritius.....	+49 69 66404364
Bangladesh.....	+49 69 66404364	Mexico.....	01 800 714 65 35
Belarus.....	375-17-227-2233	Moldova.....	+373-22-403901
Belgium.....	+32 (0) 22 56 66 19	Monaco.....	+33 (0) 157324060
Bermuda.....	1-888-960-2678	Morocco.....	+49 69 66404364
Bolivia.....	800 100 807	Mozambique.....	+49 69 66404364
Bosnia.....	033 788 160	Netherlands.....	+31 (0) 20 50 40 602
Brazil.....	0800 8923328 or 55 11 569 46606	New Zealand.....	0800 443 785
Bulgaria.....	0700 1 8877	Nicaragua.....	001800 226 0452
Burundi.....	+49 69 66404364	Nigeria.....	+49 69 66404364
Bulgaria.....	0700 1 8877	Northern Ireland.....	+44 (0) 2079490192
Cameroon.....	+49 69 66404364	Norway.....	+47 (0) 22 5777 34
Canada.....	1-888-UPS-TECH (1-888-877-8324)	Oman.....	+49 69 66404364
Cayman Islands.....	1-888-960-2686	Pakistan.....	+49 69 66404364
Chile.....	800 835 682	Panama.....	00800 052 1414
China, People's Republic of.....	400 013 3023	Paraguay.....	009800 521 0051
Colombia.....	01800 752 2293	Peru.....	0800 009 19
Congo, The Democratic Republic of.....	+49 69 66404364	Philippines.....	1800 1855 0023 or 1800 765 2927
Costa Rica.....	0800 052 1591	Poland.....	+48 (0) 222030321
Cyprus.....	77 77 7200	Portugal.....	+351 (0) 21 9407061
Czech Republic.....	+42 0239016468	Puerto Rico.....	1-888-UPS-TECH (1-888-877-8324)
Denmark.....	+45 (0) 35 25 65 04	Qatar.....	+49 69 66404364
Djibouti.....	+49 69 66404364	Romania.....	40 21 233 88 77
Dominican Republic.....	1-888-760-0095	Russia.....	7 49 5961 2211
Ecuador.....	1800 000 119	Rwanda.....	+49 69 66404364
Egypt.....	+49 69 66404364	Saudi Arabia.....	+49 69 66404364
El Salvador.....	800 6191	Scotland.....	+44 (0) 2079490192
Estonia.....	372 666 47 00	Senegal.....	221 33 8646042
Ethiopia.....	+49 69 66404364	Serbia.....	+381 11 2286 422
Finland.....	+358 (0) 923 11 34 07	Singapore.....	800 852 3362
France.....	+33 (0) 157324060	Slovakia.....	+421 2 16 877
Germany.....	+49 (0) 69 66 30 80 37	Slovenia.....	38642811224
Ghana.....	+49 69 66404364	South Africa.....	+49 69 66404364
Gibraltar.....	+350 200 42332	Spain.....	+34 (0) 917459877
Greece.....	210-99 84 334	Sri Lanka.....	+49 69 66404364
Guatemala.....	1800 835 0384	Sweden.....	+46 (0) 85 79 29 041
Honduras.....	800-0123	Switzerland.....	+41 (0) 442115700
Hong Kong.....	8206 2133	Taiwan.....	00801 855 662
Hungary.....	+36 (0) 17774820	Tanzania.....	+49 69 66404364
India.....	91-22-2827-6111 / 00 0800 852 1113 (toll free)	Thailand.....	001 800 852 3658
Indonesia.....	001 803 852 3670	Tunisia.....	+49 69 66404364
Ireland, Republic of.....	+353 (0) 15245447	Turkey.....	0090-212-413 2222
Israel.....	00-972-(0) 35-770112	United Arab Emirates.....	800-4774 (Freephone)
Italy.....	+39 0248270032	United Kingdom.....	+44 (0) 2079490192
Ivory Coast.....	+49 69 66404364	United States.....	888-553-1118
Japan.....	00531 85 0020	Uruguay.....	000 405 296 651
Jordan.....	+49 69 66404364	US Virgin Islands.....	1888 877 8324
Kazakhstan.....	+49 69 66404364	Uzbekistan.....	+998 (71) 1203838
Kenya.....	+49 69 66404364	Venezuela.....	0800 100 5772
Korea, South.....	00798 8521 3669	Wales.....	+44 (0) 2079490192
Kosovo.....	+381 38 24 22 22	Zambia.....	+49 69 66404364
		Zimbabwe.....	+49 69 66404364