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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 organization 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, 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, 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, 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.

This User Guide is a convenient step-by-step reference that will help you use Quantum View Manage to manage your business more effectively.

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 which you request access must be an employee of the company (or its subsidiaries).
Overview

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, go to 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.

Enrollment
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 enrollment, 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. You will be sent a temporary password to the 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.
Setting Preferences

Setting Preferences allows you to view your information in a specific format each time you log on. For example, you can request a certain tab to open every time you access Quantum View Manage. You can choose any of the standard tabs or create a custom view as your default. Custom Views are discussed on pages 24 and 25 of this guide. If you would like Quantum View Manage to automatically remember any changes you made to your display, you may set your preference to My View from Last Time.

You can also set the default view for each tab, the number of days displayed, the time zone for Delivery Confirmation Alerts, and weight display preferences.

To set your preferences, follow these steps. Note: All preference settings are optional. You can select as few or as many options as you like to customize your settings.

1. Select a Default Tab to define which tab to open by default.
2. Choose a Default View for each tab from the drop-down menus. This setting allows you to define which view you want to automatically display per tab. If you would like Quantum View Manage to automatically remember changes that you have made to your display, select My View From Last Time as your default view.
3. Select how you would like to view inbound information (by Location ID or Receiving Address) from the View Inbound Summary By drop-down list.

Note: The View Inbound Summary By drop-down list is only displayed if the user has Location ID and Receiving Addresses privileges available.

4. Select the number of days of viewable information for all of the tabs from their respective Number of Days Available for Display drop-down lists.
5. Select a default time zone from the Select Time Zone drop-down list.
6. Select a unit of measure from the Display Weight As drop-down list.
7. Select Update.

Note:
You may view up to 45 days of stored shipment data at a time in Quantum View Manage. Within the Combined, Outbound, Inbound, and Third Party tabs, freight shipment information is retained for up to 120 days and package information for up to 45 days. Within the Imports tab, import compliance information is retained for 365 days.
Navigation

Quantum View Manage is located under the Tracking tab on UPS.com. The application uses Tabs to organize different 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 Favorites or Bookmarks list in order to quickly navigate and find the Quantum View Manage login screen.
View Tabs

Quantum View Manage provides five standard tabs to see shipment data:

- Outbound
- Inbound
- Third Party
- Combined
- Imports

Although there are specific details for each, which will be outlined in the following pages, the basic layout for each tab is similar. Imports provides detailed brokerage information at the Shipment level.

Each tab provides the following features to help you manage your business processes:

- Date Range — Date range of shipments displayed based upon user preferences
- Last Updated — Date and time that the tab was last updated
- Search — Enter a search word, phrase, or number in the Search box to search against all displayed fields or select a specific shipment data field from the search drop down
- Apply Filters — Filters reduce the number of shipments you see in the Shipment Details table by excluding information that you don’t need (more detail on pages 21 and 22)
- Summary of Shipments — Total number of your shipments in the system by UPS Account or Location for the displayed date range

- Shipment Details — Provides specific information about each shipment you select, including tracking and reference numbers, scheduled delivery date, and shipper information
- Add/Remove Fields — Allows you to customize the displayed fields
- Other Display Options — Reorganize column order and/or resize column widths

However, Outbound, Inbound, Third Party, and Combined tabs provide detailed transportation information at the Package level. Imports provides detailed brokerage information at the Shipment level.

Quick Tip:

To adjust a date in the Date Range, either edit the date in the text box or select the calendar icon. If you select the calendar icon, a popup calendar will allow you to scroll through years, months, and days to select specific calendar dates.
**Outbound**

Outbound provides a centralized view of all shipments your company has shipped. It reflects a summary of all shipments that are manifested to your account for a period of up to 45 calendar days and a summary of all freight shipments that have been picked up within a 45-day period. Historical freight shipment information is retained for up to 120 calendar days. This information is displayed in two tables, the Summary of Outbound Shipments table and the Shipment Details table.

The Summary of Outbound Shipments table displays the total number of shipments by UPS Account and shipment status, such as:

- **Manifest** — Shipments that have not entered the UPS network
- **In Transit** — Shipments in the UPS network
- **Out for Delivery** — Shipments delivering to the final destination
- **Exceptions** — Shipments with any occurrence that may cause a change to the scheduled delivery date
- **Delivered** — Shipments that have reached their final destination
- **Voids** — Shipments that have been voided or canceled
- **Total Shipments** — Total number of shipments listed in the categories above by account number and by status

When viewing this table data, you can filter information by account number and/or current shipment status. In addition, you can toggle between displaying individual row details or totals only.

The Shipment Details table gives you specific information about each shipment, including tracking and reference numbers, manifest dates, service levels, and ship to information.

(continued)

**Note:**

The Search feature in Quantum View Manage functions differently within the High Volume display for customers who need fast access to shipment details for a large number of shipments. See the High Volume section on page 28 of this guide for more details.

**Note:**

The Return-to-Sender Indicator will display in the Details table once a shipment experiences a Return-to-Sender exception. The Return-to-Sender Indicator shown below will display adjacent to the shipment status.
A list of all shipments in the system by tracking number will display in the Shipment Details table and include the following default data fields:

- Tracking Number
- Reference Number(s)
- Status
- Manifest Date
- Ship To (Name, City, State/Province, Country)
- Service
- Scheduled Delivery Date
- Images (Supported for UPS Freight® Shipments)

You can add or remove fields, sort fields, or re-order fields in the table.

But the power of Quantum View Manage is the ability to Search and/or Filter (drill down to) information on specific shipments by what is most relevant to you.

You can enter a search word, phrase, or number in the Search box and dynamically display results in the Summary and Detail tables. For specific instructions on Search, go to page 20.

Filters reduce the number of shipments you see in the Shipment Details table by excluding information that you don’t need. Select the Apply Filters button to get started. For specific instructions on filtering, go to pages 21 and 22.
**Inbound**

Inbound provides visibility to shipments coming to you up to seven days in advance. Shipments are viewed by the scheduled delivery date consisting of seven future and up to 45 historical dates. This does not include Sundays as UPS does not deliver shipments on Sunday. Historical information is available for 45 calendar days for packages and 120 calendar days for freight shipments. This information is displayed in two tables, the Summary of Inbound Shipments table and the Shipment Details table.

The Summary of Inbound Shipments table displays the total number of shipments by location and then by the delivery date.

When viewing this table data, you can filter information by location and/or delivery date. In addition, you can toggle between displaying individual row details or totals only.

The Shipment Details table gives you specific information about each shipment, including tracking and reference numbers, manifest dates, service levels, and ship to information.

A list of all shipments in the system by tracking number will display in the Shipment Details table and include the following default data fields:

- Tracking Number
- Reference Number(s)
- Status
- Scheduled Delivery Date
- Shipper (Name, City, State/Province, Country)
- Service
- Manifest Date
- Images (supported for UPS Freight and Imports Shipments)

You can add or remove fields, sort fields, or re-order fields in the table.

---

**Note:**

The Return-to-Sender Indicator will display in the Details table once a shipment experiences a Return-to-Sender exception. The Return-to-Sender Indicator shown below will display adjacent to the shipment status.

---

**Note:**

The Search feature in Quantum View Manage functions differently within the High Volume display for customers who need fast access to shipment details for a large number of shipments. See the High Volume section on page 28 of this guide for more details.
But the power of Quantum View Manage is the ability to Search and/or Filter (drill down to) information on specific shipments by what is most relevant to you.

You can enter a search word, phrase, or number in the Search box and dynamically display results in the Summary and Detail tables. For specific instructions on Search, go to page 20.

Filters reduce the number of shipments you see in the Shipment Details table by excluding information that you don’t need. Select the Apply Filters button to get started. For specific instructions on filtering, go to pages 21 and 22.

When reviewing your inbound shipments, you’ll notice that Quantum View Manage automatically applies a Scheduled Delivery Date filter to your data. This filter allows you to see current inbound shipments for the upcoming week. The Scheduled Delivery Date link appears next to Filters Applied.

To view inbound shipments that occurred in the past, you must remove the Scheduled Delivery Date filter. Select the Scheduled Delivery Date link. You will be taken to the Filter Shipments dialog. Select the Clear All checkbox to remove the filter. Then, select Update to save your changes.
Third Party

Third Party provides access to information about shipments billed to your account that were shipped by others. The viewable shipments are those that have been manifested to UPS within the past 45 calendar days. Historical freight shipment information is retained for up to 120 calendar days. This information is displayed in two tables, the Summary of Third Party Shipments table and the Shipment Details table.

The Summary of Third Party Shipments table displays the total number of shipments by UPS Account and shipment status, such as:

- Manifest — Shipments that have not entered the UPS network
- In Transit — Shipments in the UPS network
- Out for Delivery — Shipments delivering to the final destination
- Exceptions — Shipments with any occurrence that may cause a change to the scheduled delivery date
- Delivered — Shipments that have reached their final destination
- Voids — Shipments that have been voided or canceled
- Total Shipments — Total number of shipments listed in the categories above by account number and by status

When viewing this table data, you can filter information by account number and/or current shipment status. In addition, you can toggle between displaying individual row details or totals only.

The Shipment Details table gives you specific information about each shipment, including tracking and reference numbers, manifest dates, service levels, and ship to information.

(continued)
A list of all shipments in the system by tracking number will display and include the following default data elements:

- Tracking Number
- Reference Number(s)
- Status
- Manifest Date
- Shipper (Name, City, State/Province, Country)
- Ship To (Name, City, State/Province, Country)
- Service
- Scheduled Delivery Date
- Images (supported for UPS Freight and Imports Shipments)

You can add or remove fields, sort fields, or re-order fields in the table.

But the power of Quantum View Manage is the ability to Search and/or Filter (drill down to) information on specific shipments by what is most relevant to you.

You can enter a search word, phrase, or number in the Search box and dynamically display results in the Summary and Detail tables. For specific instructions on Search, go to page 20.

Filters reduce the number of shipments you see in the Shipment Details table by excluding information that you don’t need. Select the Apply Filters button to get started. For specific instructions on filtering, go to pages 21 and 22.
**Combined**

The Combined tab displays all of your available outbound, inbound and third party paid shipments in one consolidated screen for quick, easy reference without requiring a tracking number. This information is displayed in two tables, the Summary of Shipments table and the Shipment Details table.

In the Summary of Shipments table, choose which shipments you’d like to display in the Shipment Details table. Choose from outbound, inbound, or third party shipments.

The Shipment Details table populates with specific information about each shipment you select, including tracking and reference numbers, scheduled delivery date, and shipper information. The viewable shipments are those that have been manifested to UPS within the past 45 calendar days. Historical freight shipment information is retained for up to 120 calendar days.

A list of all shipments in the system by tracking number will display in the Shipment Details table and include the following default data elements:
- Tracking Number
- Type (Defines which tabs the shipment is represented)
- Reference Number(s)
- Status
- Manifest Date
- Shipper (Name, City, State/Province, Country)
- Ship To (Name, City, State/Province, Country)
- Service
- Scheduled Delivery Date
- Images (Supported for UPS Freight and Imports Shipments)

You can add or remove fields, sort fields, or re-order fields in the table.

But the power of Quantum View Manage is the ability to Search and/or Filter (drill down to) information on specific shipments by what is most relevant to you.

You can enter a search word, phrase, or number in the Search box and dynamically display results in the Summary and Detail tables. For specific instructions on Search, go to page 20.

Filters reduce the number of shipments you see in the Shipment Details table by excluding information that you don’t need. Select the Apply Filters button to get started. For specific instructions on filtering, go to pages 21 and 22.

---

**Note:**

If the number of rows to be displayed exceeds the Quantum View Manage threshold for display, you must modify your request by searching, filtering, or changing the date range.
**Imports**

Imports provides enhanced visibility to your brokerage and customs compliance information. On this tab, you can access up to 365 days of brokerage information, including shipment, invoice and commodity detail. This information is available for a maximum of 45 days at a time. Please note that this tab is different than the transportation (Outbound, Inbound and Third Party) tabs as it displays information at the shipment level instead of the package level.

You can view import shipments from additional supported countries that you have privileges for by using the import country drop-down list.

The Summary of Import Shipments table displays the total number of shipments by UPS Importer Account Number and then by the following:

- Number of Shipments
- Transportation Charges
- Total Duties
- Total Taxes
- Total Fees

For greater visibility into all of your shipments, the standard Imports Detail includes the following data elements:

- UPS Importer Account Number
- Entry Date
- Lead Tracking Number
- Customs Control Number

**Images**

- Export Country
- Shipper Name
- Customs Entry Type
- Transportation Charges
- Total Duties
- Total Taxes
- Total Fees

(continued)

**Note:** Only shipments brokered by UPS Customs Brokerage will display brokerage information.

**Note:** The Search feature in Quantum View Manage functions differently within the High Volume display for customers who need fast access to shipment details for a large number of shipments. See the High Volume section on page 28 of this guide for more details.
But the power of Quantum View Manage is the ability to Search and/or Filter (drill down to) information on specific shipments by what is most relevant to you.

You can enter a search word, phrase, or number in the Search box and dynamically display results in the Summary and Detail tables. For specific instructions on Search, go to page 20.

Filters reduce the number of shipments you see in the Shipment Details table by excluding information that you don’t need. Select the Apply Filters button to get started. For specific instructions on Filtering, go to pages 21 and 22.

For more detailed instructions on Quantum View Imports, go to page 31.
Shipment Detail

*Shipment Detail Page*

Shipment Detail pages provide over 100 different data elements and tools that allow you to:

- View Shipment Status
- View Proof of Delivery (POD)
- View Shipment Progress
- Request a Delivery Intercept
- View multiple packages within a shipment
- Request Quantum View Notify E-mail
- Report a Claim

---

**Shipment Detail**

**Tracking Number:** 1Zv49W120j8E1G9999

**Status:** Delivered  Proof of Delivery

**Signed By:** Rivers

---

**Document Image(s):** Show Document Image(s)

**Delivered To:** Kim Brown

UPS Logistics Solutions

Suite 555

Seattle, WA, US

55555

Telephone: 1-555-555-1000

---

**Shipment Information** | **Shipment Progress**
---|---

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Local Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEATTLE, WA, US</td>
<td>06/15/2009</td>
<td>9:23 AM</td>
<td>DELIVERY</td>
</tr>
<tr>
<td></td>
<td>06/15/2009</td>
<td>4:31 AM</td>
<td>OUT FOR DELIVERY</td>
</tr>
<tr>
<td></td>
<td>06/14/2009</td>
<td>4:59 PM</td>
<td>ARRIVAL SCAN</td>
</tr>
<tr>
<td>LOUISVILLE, KY, US</td>
<td>06/15/2009</td>
<td>1:56 AM</td>
<td>DEPARTURE SCAN</td>
</tr>
<tr>
<td></td>
<td>06/15/2009</td>
<td>5:12 PM</td>
<td>PICKUP SCAN</td>
</tr>
<tr>
<td>US</td>
<td>06/15/2009</td>
<td>4:33 PM</td>
<td>BILLING INFORMATION RECEIVED</td>
</tr>
</tbody>
</table>

Tracking results provided by UPS Men Jun 15 2009 06:27:20 PM

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**Note:**

Proof of Delivery will only be available once a shipment has been delivered. If you need a printed Proof of Delivery document for your records or to send to a customer, select the Proof of Delivery link. The Proof of Delivery opens in a new browser window to facilitate printing. It displays delivery details and the recipient’s signature image if available.
Request UPS Delivery Intercept™ for a single package or multiple packages in a shipment.

With UPS Delivery Intercept, you can maintain control of your packages as they move through the UPS network. This service allows shippers and third party payors to request the intercept of packages prior to delivery, providing greater flexibility in managing shipping needs.

On the Shipment Detail page, select the link to Request UPS Delivery Intercept. Choose from the following intercept options:

- **Will Call**: Hold the shipment for pickup by the consignee
- **Deliver to Another Address**: Reroute the package to a new address
- **Reschedule Delivery**: Hold the shipment for delivery on a future date
- **Return to Sender**: Return the shipment to the shipper

A fee is assessed for all types of requests except for Will Call, and you will only be charged if your intercept request is completed. For more information, select the link below.

http://www.ups.com/content/us/en/resources/service/delivery/delivery_intercept.html

**Note:** The option to intercept a package will only be displayed if you have been assigned this privilege by your Quantum View Manage Administrator and only for shipments within and between the United States and Puerto Rico.
Send E-Mail Notifications

You can use Quantum View Notify to send your shipment details to e-mail addresses that you choose. To get started, select the E-mail Notifications link from the Shipment Detail page. Enter up to five e-mail addresses and a country-language preference. For each recipient’s e-mail address, select what type of notifications you would like to send: Current Status, Exception, or Delivery. You also have the option to attach a personal message to your notification. When finished, select OK. You will get confirmation that your notification request has been received. Close the confirmation dialog to return to the Shipment Detail page.

Report a Claim

To report lost or damaged shipments or an uncollected C.O.D., select the Report a Claim link to the right side of the Shipment Detail page. The Claims tool will open in a new browser window.
Search

You can find specific shipments by typing in the Search Field. As you type characters into the Search field, results change dynamically based on your input. When searching across a large number of shipments, you may need to select the Search button to receive search results. This function can be used with all the tabs (Outbound, Inbound, Third Party, Combined, and Imports).

You can enter a search word, phrase, or number in the Search box. The data in the Summary and Detail tables will update based on your search criteria. You can also refine your search criteria by isolating a certain field to search. For example, you can apply your search criteria against only the Reference Number field. Select a field in the Search All Fields drop-down list.
Filters

You can use filters to display only shipments that have certain characteristics. Filters are available in all the tabs (Outbound, Inbound, Third Party, Combined, and Imports). We discussed the filter criteria options available for each tab in the View Tabs section, pages 7 to 16.

Activate filters by selecting the Apply Filters button. Choose your filter options and select Update to continue. Once a filter is applied, it will show as a link to the right of the Apply Filters button on your tab. Note: For Inbound shipments, the Scheduled Delivery Date filter will automatically be applied to your Shipment Details.

To modify or delete a filter, go to Apply Filters and select or deselect options and select Update to save your changes. You can also select the Clear All Filters link from your tab to delete all filters instantly.

Outbound shipments can be filtered by:

- Date Delivered: the date the shipment was delivered to the recipient
- Exception Description: any occurrence that may cause a change to the scheduled delivery date
- Manifest Date: the date the information about a shipment was uploaded to the UPS delivery system
- Other Shipment Data: other attributes associated with a shipment, such as Saturday Delivery

(continued)
• Return Services: the return type for the shipment (where available)
• Scheduled Delivery Date: the date a shipment is scheduled for delivery by UPS
• Service: the type of service applied to the shipment
• Shipment Charge Type: the method of charge for the shipment
• Shipment Status: where a shipment is in the delivery cycle
• UPS Account: the UPS Account associated with a shipment

Inbound shipments can be filtered by:
• Date Delivered: the date the shipment was delivered to the recipient
• Exception Description: shipments with any occurrence that may cause a change to the scheduled delivery date
• Other Shipment Data: other attributes associated with a shipment, such as Saturday Delivery
• Receiving Address: where the shipment will be received
• Return Services: the return type for the shipment (where available)
• Scheduled Delivery Date: the date a shipment is scheduled for delivery by UPS
• Service: the type of service applied to the shipment
• Shipment Status: where a shipment is in the delivery cycle
• UPS Account: the UPS Account associated with a shipment

Third Party shipments can be filtered by:
• Date Delivered: the date the shipment was delivered to the recipient
• Exception Description: shipments with any occurrence that may cause a change to the scheduled delivery date
• Other Shipment Data: other attributes associated with a shipment, such as Saturday Delivery
• Manifest Date: the date the information about a shipment was uploaded to the UPS delivery system
• Return Services: the return type for the shipment (where available)
• Scheduled Delivery Date: the date a shipment is scheduled for delivery by UPS
• Service: the type of service applied to the shipment
• Shipment Charge Type: the method of charge for the shipment
• Shipment Status: where a shipment is in the delivery cycle
• UPS Account: the UPS Account associated with a shipment

Import shipments can be filtered by:
• Bill Term
• Entry Type
• Export Country
• Duty Type
• Service Level
• UPS Importer Account Number
Add/Remove Fields

You can use the Add/Remove Fields option to adjust the Shipment Details table to display just the information you need.

UPS provides more than 100 fields of information related to your shipments. Select the Add/Remove Fields button in the top right of the Shipment Details table to customize the displayed fields.

Move field values between the two lists (Available Fields and Currently Displayed Fields) either by dragging and dropping the field value, or by using the Add or Remove arrow buttons located in between the two lists. You can also change the order of fields by using the up or down arrow buttons at the right of the Currently Displayed Fields list. As you add, remove, or change the order of fields, your data will update dynamically in the Example Table. When finished, select Update to display your changes.

Note: When adding or removing fields within the Imports tab, you must select the type of data you wish to display from the Show Fields for drop-down list. You can choose to display information for Shipment, Invoice, or Commodity. When you select a different type of data in the Show Fields for drop-down list, the Available Fields drop-down list will update to show different fields. Merging shipment information, invoice information, and/or commodity information can result in a one-to-many relationship. One-to-many relationships will result in repeating data.
Custom Views

Once you change your display by adding or removing fields, applying filters or using the Search feature, save your changes so that you can access this view quickly and easily on return visits. These changes will be saved as a Custom View with a name you provide.

Create a Custom View

Follow these steps to save your custom view:

1. Select the Save Custom View button.
2. In the Save Custom View dialog box enter a unique name for your custom view.
3. Choose a Date Type for your custom view from the drop-down list. Choices include Manifest Date or Scheduled Delivery Date.
   - Note: For Imports, choices include Clearance Date, Entry Date, Export Date, Import Date, and Final Submission Date.
4. Select the date range that you prefer. With general date range (e.g. Today or Last 7 Days), you will always see data based on the current date range. By saving an exact date range, you will always see the date range that you set at the time you saved this custom view.
   - For example, saving your custom view with a date range of 09/21/2009 to 09/28/2009 will always return data for these exact dates.
   - Note: If you plan to save and reuse a custom view, selecting a general date range is more useful. For example, you could create and save a custom view called Weekly Exception View.
5. When you save a custom view, you also have the option to save it as your default view for the current tab. Put a check in this box if you would like to activate this option.
6. When your changes are complete, select Save.

Note: For Inbound, you can keep track of your shipments that do not yet have a scheduled delivery date by placing a check in the “Include shipments with unknown delivery date” box.
Custom Views

**Locate a Custom View**
On subsequent visits to Quantum View Manage, locate the drop-down list in the top left corner under the tabs. This list contains the default view, as well as any other custom views that you have created. When you select a custom view from this drop-down list, the data and format of your page will change based on any customization you’ve saved to the view.

**Modify a Custom View**
To modify an existing custom view, follow these steps:
1. Make desired changes to your Summary or Details tables.
2. Select the Save Custom View button.
3. Your custom view name should be pre-populated in the Custom View Name box.
4. To save changes to the existing custom view, select the Save button.
5. A dialog box will display informing you that a custom view with this name already exists. Select Update to save your changes.
6. To save these changes as a new custom view, enter a new Custom View Name in the box and select Save.

**Delete a Custom View**
To delete a custom view, follow these steps:
1. In the drop-down box directly under the tabs, you will see a list of the custom views you have created. Select the custom view you wish to delete from this drop-down list.
2. Select the Delete icon immediately to the right of this drop-down box.
3. A dialog box will display, asking if you want to delete this specific custom view. Select Yes if you wish to proceed.

**Quick Tip:**
The tracking number is the only data element that allows you to view shipment details, therefore we suggest that you always keep it in your view.
Download

You can download and save information from all the tabs.

To download your displayed shipment data into a CSV file, follow these steps:

1. Select the Download as CSV button at the top right of your Shipment Details table.
2. You should be able to view your file immediately, or you can save it to a specified location.
3. If your download file is too large, you will be directed to the Download Detail Files dialog box. This dialog box will allow you to download one or more pieces of the data file.

Quick Tip:

You may want to set up a folder on your hard drive to save future downloads.
E-mail

You can e-mail information from all the tabs at any time.

1. Select the E-mail button at the top right of the Shipment Details table.
2. Check one or more boxes to select relevant shipments. Current shipment details on up to 20 shipments can be e-mailed to recipients at one time.
3. Select Next.
4. Enter up to five e-mail addresses and choose a country-language preference for each recipient.
5. Input a message that will be added to your e-mail.
6. Select Send. You will see a confirmation message indicating that your e-mail has been sent.

Important:
Proof of Delivery, including signature, cannot be e-mailed.
High Volume

Quantum View Manage supports a High Volume view for customers who need fast access to shipment details for a large number of shipments.

The High Volume view:
1. Provides you with faster access to your data.
2. Gives you the ability to search all your shipments using Tracking Numbers, Reference Numbers and Shipper or Ship To fields. When conducting a search, you must select the button to the right of the Search box because “as-you-type” functionality does not work in High Volume view.
3. Paginates information in your Shipment Details table.

If you prefer to use the standard view, which has some additional features like advanced as-you-type search, you should reduce the number of displayed shipments by using search, applying filters, or narrowing the date range.
Setting Alerts

By setting alerts, you can keep yourself and others proactively informed of shipment deliveries and exceptions. Select the Alerts button from any tab to get started.

Set Alerts
1. Decide which type of alert you would like to set. Each of the tabs has specific types of alerts that can be set. Options include:
   - Exception: alerts you each time an exception occurs that changes the scheduled delivery date of a shipment.
   - Delivery Confirmation: alerts you of all shipments delivered within 24 hours of the scheduled daily alert time you choose.
   - Shipment Registered: alerts you when your U.S. imports shipments have been registered with the government clearing agencies.
   - Shipment Released: alerts you when your U.S. imports shipments have been released for delivery by the government clearing agencies.
   - Clearance Exception: alerts you each time an exception changes the scheduled delivery date of a shipment clearing customs.
   - Clearance Exception Resolution: alerts you when a clearance exception has been resolved.
   - Duties: alerts you when the duties for your imports shipments have been scheduled for payment by UPS.
2. If a category under Alert Settings is not yet expanded, select the plus (+) sign to the left of the alert type to display the settings for that alert type.
3. Put a check in the Activate box.
4. Select the services to include by putting a check in the box next to the appropriate service offering.
5. Select specific accounts/locations to associate to that alert by putting a check in the box next to the appropriate Location ID, Receiving Address, or Account Number.
6. Indicate who should receive this alert by entering an e-mail address in the Recipient E-mail box and choosing a primary language for this recipient. You can select up to five e-mail recipients for each alert setting.
7. Delivery Confirmation alerts are sent daily at a specified time. Schedule this type of alert by choosing a time and the accompanying time zone in the drop-down lists provided.
8. Failure Notification Alerts are sent to the e-mail address or addresses you specify. Put a check in the Failure Notification box to be notified if UPS experiences a problem with the recipient’s e-mail address.
9. Select the Save button to save your changes.
**Modify or Cancel Alerts**

1. Select the Alert you would like to modify or cancel.
2. Select or deselect criteria for the alert you would like to modify or remove the check in the Activate your Alert checkbox to deactivate the alert.
3. Select the Save button to save your changes.
Imports

The Imports tab provides brokerage and customs compliance information. Available in limited countries, the Imports tab features unique tools such as Import Resources and Shipment, Invoice and Commodity Details.

### Imports Shipment Detail Page

The Import Shipment Detail page can be viewed by clicking on the Lead Tracking Number from the Imports Shipment Detail table.

Import shipments display:
- Over 75 shipment-level data elements that define the involved parties, control numbers, estimated shipment charges and shipment milestones
- Up to 18 invoice-level data elements define shipper-provided invoice information, including purchase order content and item descriptions, and
- Up to 38 commodity-level data elements that define the classifications applied to the shipment’s commodities, including harmonized tariff numbers, quantity descriptions, duty information, tax information, and fee information

Within the Imports Shipment Details page, you can view shipment, invoice, and commodity details. You can also:
- View Images — View or download images associated to the selected shipment by clicking on the Show Document Images hyperlink

(continued)
• E-mail Customs Brokerage — Contact UPS Customs Brokerage representatives regarding the displayed shipment via e-mail, or
• E-mail Information to Another Party — Notify up to five recipients about the status of import shipments
Import Resources
The Import Resources section provides the tools and information to help you manage your compliance records. You can find Import Resources under the Imports tab.

The following is an overview of the functionality you will find:
1. Access, view, and download up to one year’s worth of shipment and account document images online (only available in the U.S. and Puerto Rico).
2. Request a CD-ROM of your historical trade document images to assist with recordkeeping.
   • CD-ROM requests incur a production fee per CD-ROM produced
   • Up to five years of images can be requested
3. Upload a product catalog to assist UPS in rating your shipments.
4. Contact UPS Customs Brokerage concerning rated shipments you are investigating.
(1) **Online Document Images/Shipment Images**

You can view shipment images associated to one or more UPS Importer Account Numbers for the last 12 months (only available in the U.S. and Puerto Rico). Images are available for new shipments once the shipment is matched to a UPS Importer Account Number.

1. Select the Show Document Images hyperlink.
2. Select the criteria for the type of images you want to view.
   - Use the drop-down menu to change information to single choices.
   - Many of the data elements allow you to make a single choice or you can select the Show All hyperlink.
3. Select SUBMIT.
4. To view an image, click on any of the hyperlinked information (blue and underlined).

Call out for image:

When choosing multiple UPS Importer Account Numbers, hold the Control Key while selecting.

(continued)
5. To download multiple images, select the check box next to the image files you want to download and select Download.

- If the combined size of the images you are downloading is less than 5 MB, you are prompted for a location to download the files.
- If the combined size of the files to be downloaded exceeds 5 MB, individual Zip files are created that are 5 MB or less in size. A page is displayed listing these Zip files.
- Each Zip file must then be individually downloaded by selecting the Download link in the row with the file name.
Online Document Images — Importer Account Images

To request images of your current importer account level documents (only available for U.S. and Puerto Rico):

1. Select the Get Account Level Images link from the Import Resources screen.
2. To request images of your current account level documents, select Download for the desired UPS Importer Account Number.

<table>
<thead>
<tr>
<th>UPS Importer Acct. No.</th>
<th>Nickname</th>
<th>Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000123456</td>
<td>0000123456</td>
<td>Download</td>
</tr>
</tbody>
</table>

< Back to Import Resources
(2) Request CD-ROM
UPS Customs Brokerage can create and send to you a CD-ROM containing document images for up to the last 60 calendar months. The document images are available for the UPS Importer Account Numbers associated with your company’s profile.

CD-ROM Pricing and Delivery
Pricing: A fee will apply for each CD-ROM requested. Typical requests result in the production of one CD-ROM. Charges will be applied to your International Shipment Services Invoice.

Delivery: Processing and delivery time will vary depending upon the size and age of the data requested.

To process your order for a CD-ROM
1. Select the Request a CD-ROM hyperlink.
2. Select the criteria for the type of images you want to view.
3. Select Continue.
4. Enter your Contact and Ship To information. Required fields are shown in bold.
5. Select SUBMIT.
(3) Upload Product Catalog
The Upload Product Catalog functionality will help ensure accurate and consistent classification of all your imported goods.

To upload a product catalog:
1. Select the Upload a Product Catalog hyperlink.
2. Ensure that the pre-populated contact information is correct.
3. Identify which UPS Importer Account Numbers you would like to associate with the uploaded product catalog data.
4. Include a message if desired.
5. Select Browse to locate the Product Catalog file you want to upload, and select UPLOAD.

- Product catalog uploads require four elements:
  — Part/Product number (up to 35 alphanumeric characters)
  — Harmonized tariff classification number (10-digit numeric)
  — ISO country of origin (two alphabetic characters)
  — Part/Product description (up to 35 alphanumeric characters)

(continued)
• Upload files must be smaller than 5 MB and be in one of the following file formats:
  — *.MDB — Microsoft Access
  — *.DBF — DBASE
  — *.XLS — Microsoft Excel
  — *.TXT, *.CSV, *.TAB, *.ASC — Various text file formats
  — *.ZIP — Zipped files of the types above
• When you have updates to your product catalog, you can either send your entire revised catalog, or just the updates, using the same format as your original catalog file.

Example Catalog .XLS (Excel) File in Proper Format:

<table>
<thead>
<tr>
<th>PART_NUMBER</th>
<th>HTS</th>
<th>ISO_CTY_ORG</th>
<th>PART_DESCRIPTION</th>
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<tbody>
<tr>
<td>1234</td>
<td>8542218010</td>
<td>CA</td>
<td>DOPED GAS WAFERS</td>
</tr>
<tr>
<td>5678</td>
<td>8541406059</td>
<td>CN</td>
<td>DIODES</td>
</tr>
</tbody>
</table>
(4) Contact Customs Brokerage

You can contact UPS Customs Brokerage representatives with questions or comments regarding your import shipments via e-mail or fax.

Questions and comments pertaining to specific shipments are best submitted from the shipment’s Import Shipment Detail, Import Invoice Detail or Import Commodity Detail since these communications will automatically include information about the specific shipment of interest in the e-mail sent to UPS Customs Brokerage.

E-mail UPS Customs Brokerage

1. You can either:
   - Open the Import Shipment Detail, Import Invoice Detail or Import Commodity Detail pages.
   - Then, select the E-mail Customs Brokerage link.

   OR

   - Select the Send an E-Mail hyperlink from the Import Resources page.

2. Ensure that the prepopulated contact information is correct.

3. Select a Reason for Contact from the options.

4. Enter a message.

5. Select Submit

Note:

When e-mailing from the Detail pages, the shipment’s Shipment Number, Customs Control Number, Importer Account Number, and Import Port Code are included in the message sent to UPS Customs Brokerage, which enables our representatives to respond to your inquiries in a timely manner.
Imports

Fax UPS Customs Brokerage
If you have supporting documentation you would like to provide UPS regarding a shipment, such as an annotated commercial invoice, you may fax it using these simple steps:
1. Select the Create a Fax Cover Page hyperlink.
2. Ensure that the pre-populated contact information is correct.
3. Select a Reason for Contact from the following options:
   • Response to Recommended Action
   • Shipment Invoice Information
   • Current Status of Entry or Shipment
   • Other Customs Brokerage Inquiry
4. Enter a message.
5. Select SUBMIT.
6. Select the View/Print Fax Cover Sheet link to view and print your fax cover sheet.
7. Please fax the cover sheet along with any additional documentation to the Customs Brokerage number listed on the cover sheet.
Enhanced Inbound View and Third Party View Just for Importers

When users have the Imports View and Inbound View and/or Third Party assigned to their Quantum View Manage profile, the Inbound View and Third Party View is enhanced with the following capabilities designed to help importers manage the clearance of their imports:

- View Commercial Invoice document images for incoming import shipments
- Minimize delays by using Recommended Action and Additional Information statements to identify and resolve clearance delays
- Expedite resolution of clearance holds by submitting information directly to UPS Customs Brokerage via e-mail or fax
- Use Clearance Exception and Clearance Exception Resolution alerts to have UPS notify you of clearance holds via e-mail
- Use Shipment Registered, Shipment Released, and Duties alerts to help importers better manage inbound international shipments and their associated ratings and duties

Note: The capabilities listed above also apply to users that have the Imports tab and Third Party tab assigned to their Quantum View Manage profile.
## Technical Support

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

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

For customers in the U.S. and Puerto Rico: Technical support is available by phone at 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](http://www.ups.com/forms/e-mail/technical?loc=en_US).
Glossary

Alerts — Notifications sent by e-mail informing you of confirmed deliveries and exceptions.

Date Delivered — The date of confirmed delivery.

Delivered — The number of shipments confirmed for delivery.

Delivery Confirmation Alerts — A scheduled daily e-mail notification containing an aggregated view of all deliveries in the last 24 hours. Each e-mail will contain up to 25 delivered shipments. You will be required to choose a scheduled time to receive daily notifications.

Exception Alert — An e-mail notification sent each time an exception occurs that changes the scheduled delivery date for any given shipment.

Exception Description — A description explaining the reason for a rescheduled delivery.

Exception Resolution — A description of the resolved delivery actions as a result of the rescheduled delivery.

Exceptions — Shipments with any occurrence that may cause a change to the scheduled delivery date.

Filter — Allows you to refine your display results.

Filter Path — Shows active links for how your displayed results have been filtered and allows you to navigate backward.

Importer — The person, firm, or representative to whom a seller or shipper sent merchandise and who, upon presentation of the necessary documents, is recognized as the owner of the merchandise for the purpose of Custom’s duties.

Importer of Record — Individual, corporation or partnership designated as the legally responsible party for customs entries. The Importer of Record pays all duties and assumes all legal liabilities.

Imports Tab — Allows users to view up to 45 calendar days of brokerage shipment data for U.S. imports matched to your small-package UPS Importer Account Number(s). Summary data and/or shipment-, invoice- and commodity-level detail data is available for up to 99 UPS Importer Account Numbers.

In Transit — The number of shipments within UPS’s possession.

Inbound Tab — Allows user to view up to 45 calendar days’ worth of shipment status information for any shipment sent to you from another party. Summary data and/or shipment level detail are available for up to 99 Location IDs. (Note: Physical locations may be assigned more than one Location ID.)

Invoice — The standard documentation prepared by the shipper to itemize and describe the contents and value of a shipment. The commercial invoice serves as the basis for the preparation of all other documents covering the shipment.
Glossary

Location ID — A unique identifier referring to a specific shipping/receiving location. (Note: Physical locations may be assigned more than one Location ID.)

Manifest — The number of shipments processed for UPS delivery.

Manifest Date — The date a shipment is processed within the UPS system.

Out for Delivery — The number of shipments in route for delivery.

Outbound Tab — Allows user to view up to 45 calendar days’ worth of shipment status information for any shipment sent from you to another party. Summary data and/or shipment level detail are available for up to 99 UPS account numbers.

Product Catalog — A listing of commodities along with their associated commodity descriptions, Harmonized Tariff Codes, and Countries of Origin that could be imported for a particular importer. The product catalog is used as a reference when assigning classification to an importer’s commodities.

Scheduled Delivery Date — The date of scheduled delivery.

Ship Date — The day that the shipment is tendered to UPS and begins the journey to its destination.

Ship To — The consignee or location where the shipment is being sent.

Ship To Name — The name of the recipient to whom your shipment is being sent.

Ship To Address — The address where your shipment is being sent.

Ship To City/State — The city and state where your shipment is being sent.

Shipment — A shipment represents shipments or articles shipped together.

Shipment Charge Type — Freight Collect, Pre-paid, Third Party Billing.

Shipment Status — Delivered, Exception, In Transit, Manifest, Void.

Shipper Name and Address — The name and address of the party processing the shipment for shipment.

Signed By — Name of the recipient who received and signed for delivery.

Sold To — “Sold To” information is frequently identified as the “Bill To” or purchaser listed on the invoice.

Status — The status of a shipment’s movement within the UPS system (i.e., In Transit, Manifest, Delivered).

Third Party Tab — Allows user to view up to 45 calendar days’ worth of shipment status information for all shipments billed via Freight Collect, Consignee Billing, or Third Party. Summary data and/or shipment level detail is available for up to 99 UPS account numbers.
Glossary

**Tracking Number** — A number automatically assigned to your shipment by UPS to identify and trace its movement through the UPS system to its destination.

**UPS Account** — An account, or a nickname indicative of a freight account, assigned by UPS to a shipper for billing purposes.

**UPS Service** — Inclusive of all domestic and international UPS services, UPS Freight services and UPS SCS services.

**Void** — The number of shipments that were created and billed to your UPS Account, but never shipped due to a voided transaction.

**Weight** — The weight of the shipment in pounds or kilograms.