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Contact UPS

• **Web:** Go to [http://www.ups.com/worldshipsupport](http://www.ups.com/worldshipsupport) to find additional support documents.

• **Phone:** If you have technical questions about WorldShip that cannot be answered by this guide, the support website, or WorldShip Help, then please call 1-888-553-1118.
General Interface Elements

There are three general interface elements that help you navigate WorldShip:

Quick Access Toolbar

This toolbar contains often used commands, is customizable by the user, and can appear above or below the ribbon.

To add or delete commands on this toolbar:
1. Click the arrow to see the command options.
2. Select/clear the commands shown in the list or select More Commands to add or remove commands.
   *More Commands Option:* Use Add>> or Remove to add commands to or remove commands from the Quick Access Toolbar.
3. Click OK.

WorldShip Ribbon

The WorldShip ribbon helps you work smarter and faster, making your shipping simpler. For both the Shipping and Shipment History windows, the ribbon is organized by tabs and subdivided by groups that contain related commands.

Double-clicking any tab on the ribbon minimizes or maximizes the ribbon. You can also click ⬆️ and ⬇️ on the top right to minimize and maximize the ribbon. When minimized, clicking a tab temporarily displays the ribbon for that tab until you click outside the ribbon.

WorldShip Help

Click ⬆️ to display the UPS WorldShip Help, or click the arrow ⬇️ to access About UPS WorldShip, UPS Technical Support Telephone Numbers, or UPS WorldShip Help options.
Shortcut and Navigation Guide

WorldShip® 2015

Shipping Window
**Home Tab**

**Navigate**
- History F3

**Shipment Activities**
- Create a Return
- Create Import Control
- Process a Shipment with a Return
- Multi-piece Shipment F9
- Save Shipment Alt + F10
- Repeat F6
- Undo F5
- Void Alt + Delete

**Track**
- Track

**Manage Addresses**
- Addresses
  - Address Book Shift + F9
  - Address List
  - Classify Ship To Address F7
  - Validate Ship To Address F8
  - Validate Third Party Account Shift + F8

**End of Day**
- End of Day F11

**Pickups**
- Pickup Information
- Schedule a Pickup
- Select Active Pickup Date Shift + F3

**Messages**
- Messaging Center

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**Home Tab Shortcuts**
- Press F3 for History
- Press F9 for Multi-piece Shipment
- Press Alt + F10 to Save Shipment
- Press F6 to Repeat
- Press F5 to Undo
- Press Alt + Delete to Void a Shipment
- Press Shift + F9 for Address Book
- Press F7 to Classify Ship To Address
- Press F8 to Validate Ship To Address
- Press Shift + F8 to Validate Third Party Account
- Press F11 for End of Day
- Press Shift + F3 to Select Active Pickup Date

**My Services Tab**

**Dangerous Goods**
- Create/Edit Chemical Records
- Chemical Records Viewer
- Align Dangerous Goods Printer
Tools Tab

Profile Tools
- Create/Edit Profile
- Create/Edit Tab Order
- Create/Edit Required Fields
- Create/Edit Custom Labels

Preferences
- System Preferences
  - Dangerous Goods
  - Hardware
  - Miscellaneous
- Printing Setup
- Shipment Detail Report Setup
- Shipping
- System Settings
- Shipper Editor
- Delivery Date

Editors and Communication
- Commodities
  - Freight
  - International
- More Tools
  - Charge Back Code Editor
  - Communicate with UPS
  - Communications Setup
  - Cost Center Calculator
  - Create a Custom Declaration Statement
  - Create Custom Package Type
  - Reference Qualifier Editor
  - Schedule a Task
  - Send to UPS

Tools Tab Shortcuts
- Press Shift + F6 for Delivery Date
- Press Alt + F5 to Communicate with UPS
- Press Shift + F5 to Send to UPS

Printing Activities Tab

Setup
- Printing Setup

Shipment Printing
- Use Custom Label
- Change Printers
- Print Search Results

Reprint Documentation
- Labels
  - Consignee
  - Freight
  - Freight Doc
  - Package
  - Package Doc
  - Shipment Doc
  - Shipment Instructions
- Reports
  - Bill of Lading (BOL)
  - UPS Premium Care™ Pickup
  - Control Doc
  - Driver Transmission Control (DTC)
  - High Value
  - Pickup Summary Barcode (PSB)
  - Shipment Control Form
  - Shipment Detail
  - UPS Copy
  - UPS Manifest Detail
  - UPS Manifest Summary
  - UPS Shipper’s Copy
  - UPS Turn In Copy

International
- Certificate of Origin (CO)
- Electronic Export Information (EEI)
- Invoice
- NAFTA
- Power of Attorney
- Shipper’s Letter of Instruction (SLI)
- Small Package Packing List

Freight
- Freight Daily Shipment Detail Report
- Freight Packing List

Dangerous Goods
- Hazardous Materials Manifest
- Shipper’s Declaration
- Shipping Paper

Preview
- Preview Documents
  - Certificate of Origin (CO)
  - Electronic Export Information (EEI)
  - Freight Packing List
  - Invoice
  - NAFTA
  - Small Package Packing List
Import-Export Tab

Import
- Keyed Import
- Batch Import
  - Batch Import
  - Cancel Manual Batch Processing
- Automatic Import
  - Hands-Off Shipping
  - XML Auto Import

Export
- Batch Export
- Automatic Export
  - Export After Freight Shipment Processing
  - Export After Shipment Processing
  - Export During End of Day
  - Export During Freight Close Out
  - Export During UPS Worldwide Express
  - Freight End of Day
- Export Selected Pickup Date

Import/Export Tools
- Create/Edit Map
- Tools
  - Connection Assistant
  - Import/Export Wizard
  - Verify XML Import File
- Quick Commands
  - Create New

UPS.com® Tab

UPS.com
- Schedule a Pickup
- UPS Home
- My UPS
- International
  - International Forms Library
  - Print International Shipper Agreement
  - UPS Country Regulations
  - UPS TradeAbility® International Tools
- Shipping Assistance
  - Calculate Time and Cost
  - Flex® Global View
  - Packaging Guidelines Application
  - Quantum View Manage®
  - UPS Address Validation
- UPS Tracking
- UPS Electronic Billing
- UPS Mail Innovations®
  - UPS Mail Innovations Home
- Search UPS
Support Tab

Guides
  Support Documents

Telephone
  Support Numbers
    Freight Customer Service Telephone Numbers
    UPS Technical Support Telephone Numbers

Self-Service
  WorldShip
    About UPS WorldShip
    UPS Terms and Conditions of Service
    UPS WorldShip Help
    UPS WorldShip Home
    UPS WorldShip User Guides

Manage Data
  Backup Data
  Move Data
  Resend Data

Search Help
Shortcut and Navigation Guide

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Shipment History Window
Home Tab

**Navigate**
- Ship [F2]

**Shipments Activities**
- Repeat
  - Repeat Shipment [F6]
  - Repeat as Return Shipment [Ctrl + F6]
- Edit/Reconcile [F7]
- Void [Alt + Delete]
- Mark as Voided [F4]
- Mark/Unmark Shipment [F4]
- Process Shipments Automatically [Shift + F6]
- Process Shipments Manually [Shift + F4]
- Void Marked Pending Shipments [Ctrl + F4]

**Track**
- Track This Package [F8]
- Track Multiple [Shift + F8]
- Intercept This Package
- Intercept Multiple

**Manage History**
- Archive/Restore
  - Archive Shipments
  - Restore Shipments
- Search History

Freight
- Preauthorization [Alt + F3]
- Freight Pickup
  - Freight Pickup List [Alt + F1]
  - Request Freight Pickup
  - Update/Cancel Pickup [Alt + F2]

Pickup Date
- Pickup Date
  - Change Pickup Date [Shift + F3]
  - Set as Active Pickup Date

End of Day
- End of Day [F11]
- Close Out Ground Freight [Alt + F6]

Home Tab Shortcuts
- Press [F2] to Ship
- Press [F6] to Repeat Shipment
- Press [Ctrl + F6] to Repeat as Return Shipment
- Press [F7] to Edit/Reconcile
- Press [Alt + Delete] to Void
- Press [F4] to Mark/Unmark Shipment
- Press [Shift + F6] to Process Shipments Automatically
- Press [Shift + F4] to Process Shipments Manually
- Press [Ctrl + F4] to Void Marked Shipments
- Press [F8] to Track This Package
- Press [Alt + F1] for Freight Pickup List
- Press [Alt + F2] to Update/Cancel Pickup
- Press [Alt + F3] for Freight Preauthorization
- Press [Shift + F3] to Change Pickup Date
- Press [F11] for End of Day
- Press [Alt + F6] to Close Out Ground Freight

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- Shipment Detail Report Setup
- Shipping
- System Settings
- Shipper Editor
- Delivery Date  Shift + F6

Editors and Communication

Commodities
- Freight
- International

More Tools
- Charge Back Code Editor
- Communicate with UPS Alt + F5
- Communications Setup
- Cost Center Calculator
- Create a Custom Declaration Statement
- Create Custom Package Type
- Reference Qualifier Editor
- Schedule a Task
- Send to UPS Shift + F5

Tools Tab Shortcuts

- Press Shift + F6 for Delivery Date
- Press Alt + F5 to Communicate with UPS
- Press Shift + F5 to Send to UPS

Printing Activities Tab

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- Printing Setup

Shipment Printing
- Use Custom Label
- Change Printers
- Print Search Results

Reprint Documentation
- Labels
  - Consignee
  - Freight
  - Freight Doc
  - Package Label(s) F10
  - Package Doc
  - Shipment Doc
  - Shipment Instructions

Reports
- Bill of Lading (BOL) Alt + F3
- UPS Premium Care™ Pickup Control Doc
- Driver Transmission Control (DTC)
- High Value
- Pickup Summary Barcode (PSB)
- Shipment Control Form
- Shipment Detail
- UPS Copy
- UPS Manifest Detail
- UPS Manifest Summary
- UPS Shipper’s Copy
- UPS Turn In Copy

International
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  - Invoice
  - NAFTA
  - Small Package Packing List

Printing Activities Tab Shortcuts

- Press F10 for Package Label(s)
- Press Alt + F3 for Bill of Lading (BOL)
Shortcut and Navigation Guide WorldShip® 2015

Shipment History Window

Import-Export Tab

Import
- Keyed Import
- Batch Import
  - Batch Import
  - Cancel Manual Batch Processing
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  - Export During Worldwide Express Freight
  - End of Day
  - Export of During UPS Mail Innovations End of Day

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UPS.com® Tab

UPS.com
- Schedule a Pickup
- UPS Home
- My UPS
- International
  - International Forms Library
  - Print International Shipper Agreement
  - UPS Country Regulations
  - UPS TradeAbility® International Tools
- Shipping Assistance
  - Calculate Time and Cost
  - Flex® Global View
  - Packaging Guidelines Application
  - Quantum View Manage®
  - UPS Address Validation
  - UPS Electronic Billing
  - UPS Express Critical
- UPS Tracking
- UPS Global Locator

UPS Mail Innovations®
- UPS Mail Innovations Tracking
- UPS Mail Innovations Home

Search UPS
Support Tab

Guides
  Support Documents

Telephone
  Support Numbers
    Freight Customer Service Telephone Numbers
    UPS Technical Support Telephone Numbers

Self-Service
  WorldShip
    About UPS WorldShip
    UPS Terms and Conditions of Service
    UPS WorldShip Help
    UPS WorldShip Home
    UPS WorldShip User Guides

Manage Data
  Backup Data
  Move Data
  Resend Data

Search Help