

# **UPS Customer Solutions**

# Add Shipper Account to UPS.com User Account

PIN Number Method





## Introduction

This document walks you through the steps to add shipper accounts to a **UPS.com** user account to link it to UPS<sup>®</sup> Customer Solutions applications and activate the account. This method is used to verify existing accounts associated to ups.com user id accounts. Keep in mind that the associated email address where this PIN Number should be delivered may not be a current, valid, or true in the records of the application. The user must verify this information prior to the Add Shipper Account to UPS.com User PIN Method process. Keep in mind that your Account Executive may request your username when troubleshooting link shipper accounts issues.

### **Add Shipper Account Numbers**

#### **Request a PIN**

Before you start this process, make sure to have the most recent invoice (use details from any one of the last three UPS invoices) for the shipper account.

- 1. Go to <u>UPS Home page</u> and log in to the **UPS.com** user account.
- On the home page, click **Profile icon** (1) at the top-right corner and select **Accounts and Payment** (2) from the listed options. The Accounts and Payment Options page appears.

| Shipping Tracking Products & Services The UPS Store  |                | 1<br>• •   |
|--|----------------|--|
| Track Quote Ship Billing<br>Tracking Number<br>Need help changing your delivery? <u>Get Help</u> | Track > @ Help | My Profile<br>Accounts and Payment<br>View & Pay Bill<br>My Choice® for<br>Business<br>Log Out |

- 3. On the Accounts and Payment Options page, click the list under Add a Payment Method → select Add Existing Account.
- 4. Click Add. Add an Existing Account page appears.



| Accour  | its and Payin   | lent options   |
|---|---|--|
|   |   |  |
| K Back to Overview  |   |  |
|   |   |  |
| My Accounts an  | d Payment Methods   |  |
| Edit your account setting   | gs, including weekly pickup options, dange  | rous goods preferences, in-store billing, authorized   |
| Actions   | NICKNAME  | METHOD   |
|   |   |  |
|   |   |  |
| You haven't added an  | y payment methods to your profile yet.  |  |
| You haven't added an  | ny payment methods to your profile yet.   |  |
| You haven't added an<br>Do you pay invoices in th   | iy payment methods to your profile yet.<br>he UPS Billing Center? Don't forget to upd | ate payment cards in your wallet. <u>Go to Billing</u> |
| You haven't added an<br>Do you pay invoices in th<br>Add a Payment Method   | y payment methods to your profile yet.<br>he UPS Billing Center? Don't forget to upd  | ate payment cards in your wallet. <u>Go to Billing</u> |
| You haven't added an<br>Do you pay invoices in th<br>Add a Payment Method<br>Select One   | hy payment methods to your profile yet.   | ate payment cards in your wallet. <u>Go to Billing</u> |
| You haven't added an<br>Do you pay invoices in th<br>Add a Payment Method<br>Select One<br>Select One   | hy payment methods to your profile yet.   | ate payment cards in your wallet. <u>Go to Billing</u> |
| You haven't added ar<br>Do you pay invoices in th<br>Add a Payment Method<br>Select One<br>Add New Account<br>Add Exiting Account   | y payment methods to your profile yet.<br>he UPS Billing Center? Don't forget to upd  | ate payment cards in your wallet. <u>Go to Billing</u> |
| You haven't added ar<br>Do you pay invoices in th<br>Add a Payment Method<br>Select One<br>Add New Account<br>Add Seling Account<br>Add Payment Cara<br>Add Almana Payment Cara | ny payment methods to your profile yet.<br>he UPS Billing Center? Don't forget to upd | ate payment cards in your wallet. <u>Go to Billing</u> |

5. On the Add an Existing Account page, enter the shipper account details and click **Next**.

| Payment Account Type           | <b>Documents and Packages</b><br><b>Air Freight</b> (to be covered in future documents) |
|--------------------------------|---|
| Account Number                 | Enter a valid existing account number   |
| Nickname                       | Provide a friendly name that describes the shipper account                              |
| Country                        | Select a country  |
| Postal Code for Pickup Address | Enter a valid corresponding postal code   |

The account Verification Method page appears.

| Add an Existing Account   |
|---|
| We need to verify your information to make sure no one fraudulently uses<br>your payment account. |
| Payment Account Type  |
| O Documents and Packages  |
| Air Freight   |
| Account Number  |
| Nickname<br>Georgia Outbound  |
| Country<br>United States  |
| Postal Code for Pickup Address<br>30005   |
| Make this my default payment method.  |
| Back Next >   |

6. On the Account Verification Method page, select **I need to request a PIN**. Enter the Email address associated to the Account.



#### 7. Click Next.

| Account Verification                 |
|--------------------------------------|
| Enter the details below to continue. |
| Account Number :                     |
| PIN Availability                     |
| I already have a PIN                 |
| O I need to request a PIN            |
| Email Associated to the Account      |
| < Back Next >                        |

**NOTE:** The email will be sent to the email address that UPS has configured as account owner. If you do not know who this is, contact your Account Executive.

#### A confirmation message will display.

| PIN sent to email  | × |  |
|--|---|--|
| A pin was sent to the email associated with the account. |   |  |
| Ok >   |   |  |

TIP: The PIN number sent to the account owner email address is valid only for 30 minutes.

#### The email sent will look like:

| Hiups,   |
|--|
| Use or provide this temporary PIN when adding your UPS account to a ups.com profile, allowing you<br>to pay bills online and manage account settings.                      |
| PIN: Number  |
| This PIN is only active for 30 minutes.  |
| Add Account to Profile   |
| Thank you for choosing UPS.  |
|  |
| © 2024 United Parcel Service of America, Inc. UPS, the UPS brandmark, and the color brown are<br>trademarks of United Parcel Service of America, Inc. All rights reserved. |
| All trademarks, trade names, or service marks that appear in connection with UPS's services are the property of their respective owners.                                   |
| Please do not reply directly to this email. UPS will not receive any reply message.  |
| Review the UPS Privacy Notice  |
| For Questions, Visit Our Help and Support Center   |
|  |
|  |



#### Use a PIN

Follow the above process up to step 5.

- 1. On the Account Verification Method page, select **I already have a PIN**. Enter the PIN number and Email associated to the Account.
- 2. Click Next.

| Account Verification                 |
|--------------------------------------|
| Enter the details below to continue. |
| Account Number :                     |
| PIN Availability                     |
| I already have a PIN                 |
| Enter Pin                            |
| Email Associated to the Account      |
| I need to request a PIN              |
| < Back Next >                        |

**NOTE:** If you have trouble or experience issues while adding your shipper numbers using a PIN number, kindly reach out to PSI Support at <u>psisupport@ups.com</u> for further assistance.