UPS Customer Solutions

Add Shipper Account to UPS.com User Account
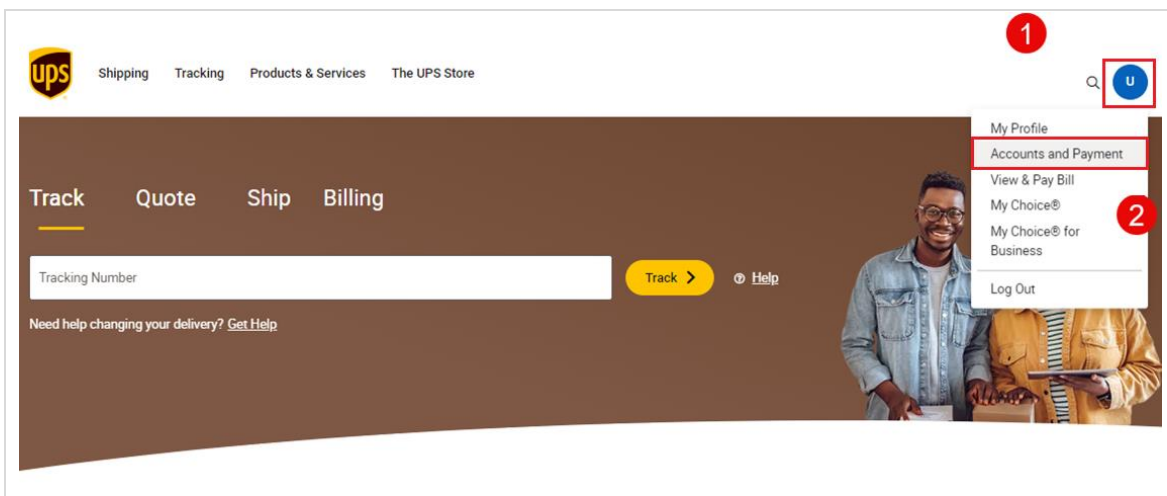
PIN Number Method

Introduction

This document walks you through the steps to add shipper accounts to a **UPS.com** user account to link it to UPS®️ 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.
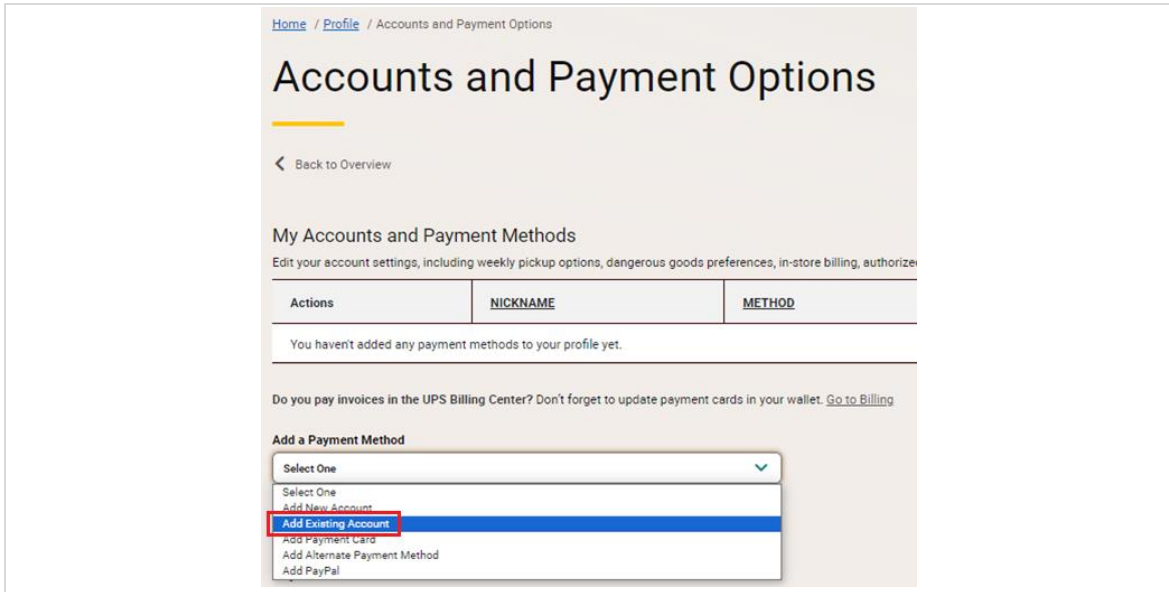
Add Shipper Account Numbers

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.

2. 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.
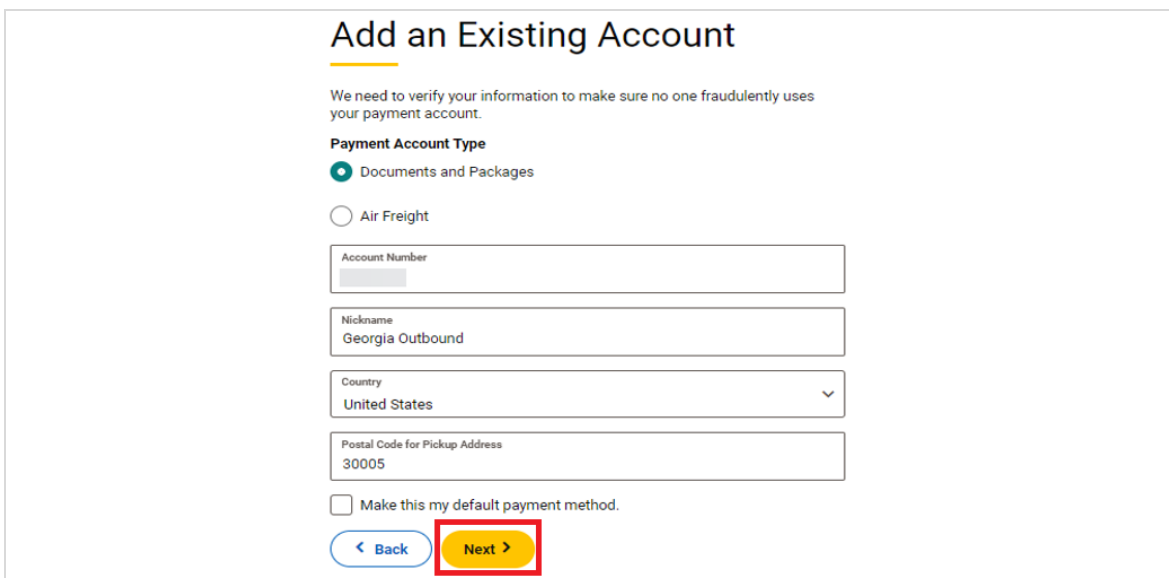

3. On the Accounts and Payment Options page, click the list under **Add a Payment Method** → select **Add Existing Account.**

4. Click **Add.** Add an Existing Account page appears.

5. On the Add an Existing Account page, enter the shipper account details and click **Next**.
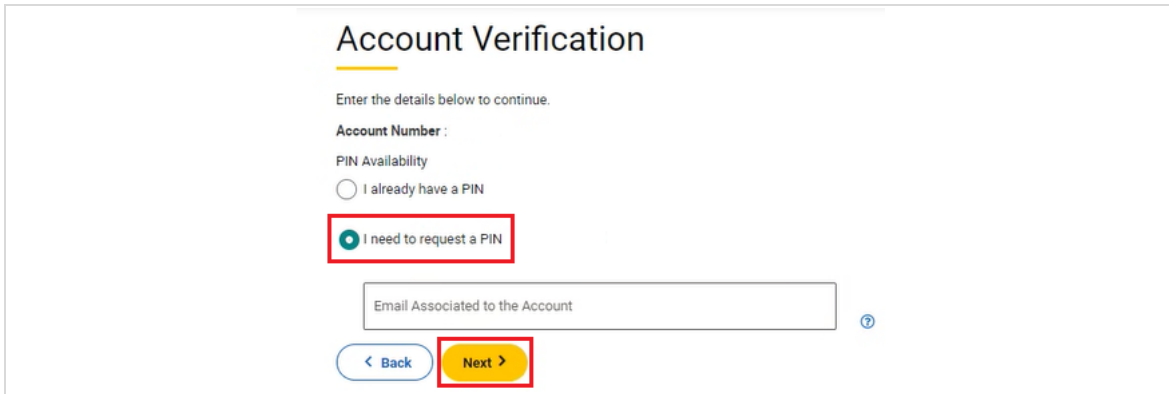
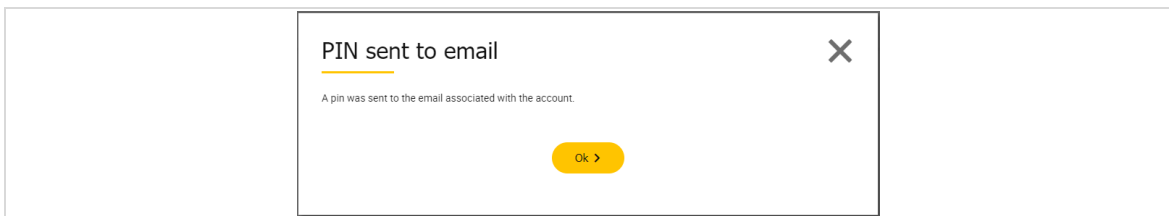| Payment Account Type	**Documents and Packages** **Air Freight** *(to be covered in future documents)*
Account Number	Enter a valid existing account number
Nickname	*Provide a friendly name that describes the shipper account*
Country	Select a country
Postal Code for Pickup Address	Enter a valid corresponding postal code

The account Verification Method page appears.

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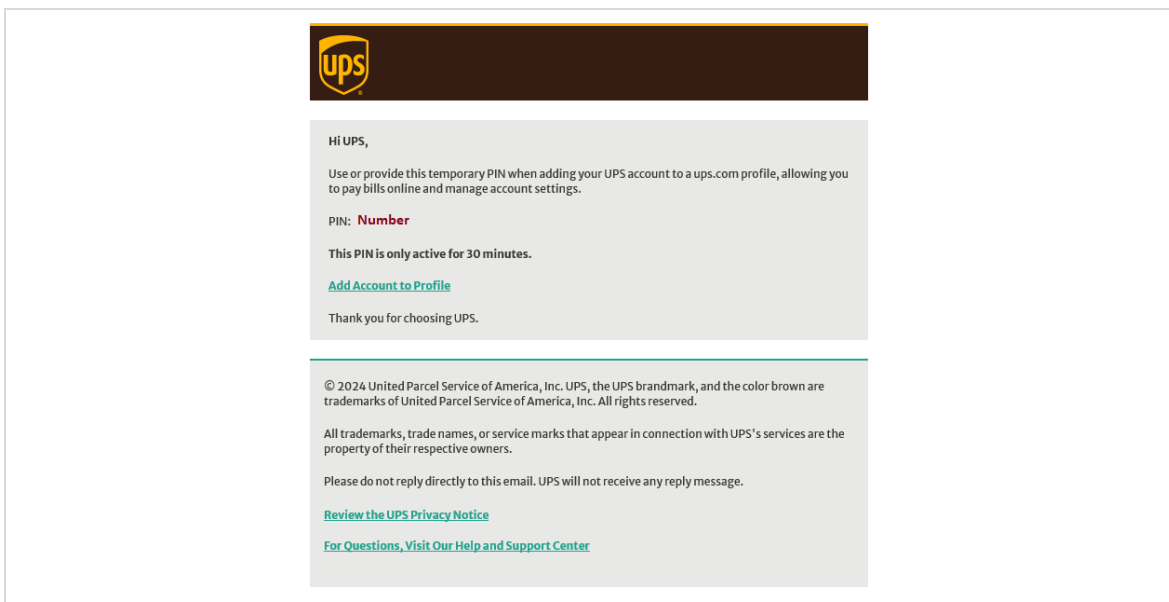
7. Click **Next**.

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.

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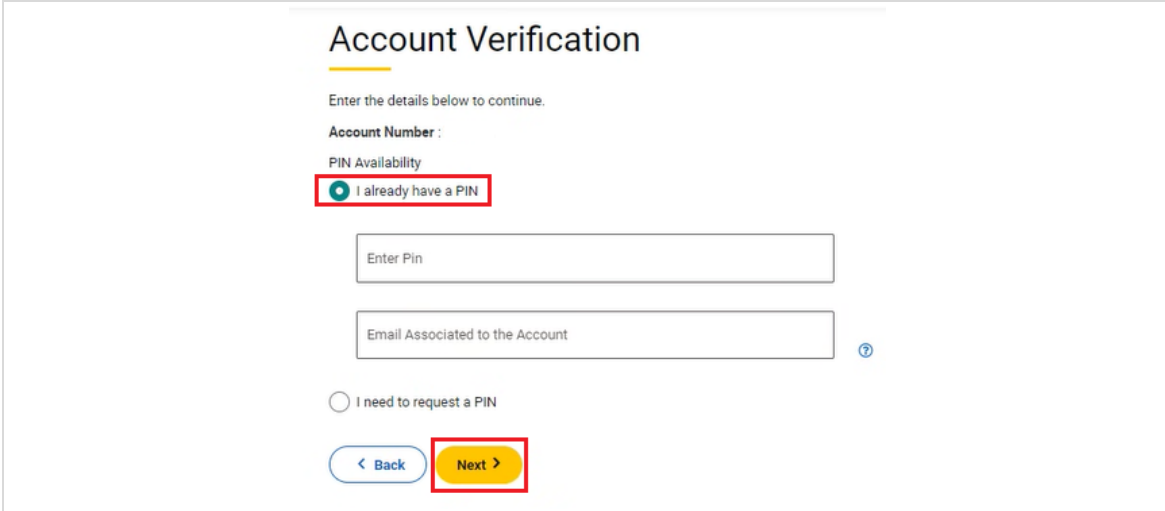
The email sent will look like:

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 ⑦

○ 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* psisupport@ups.com *for further assistance.*