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ShipExec.com Customer User Guide

Introduction

Purpose

The purpose of this document is to provide document Users and Admin procedures for using the ShipExec.com application.

ShipExec.com is a website application that allow companies, customers, vendors, and UPS employees to access**:**

- **General product information (no authentication required)**
- **Software documents (authentication required)**
- **Software executables** (authentication required)

Who Should Use This Manual?

Non-UPS ShipExec.com users who are members of a client company. What each member can do on the site will depend on their role.

See Role Definitions.

Glossary

CSAA: Customer Solutions Authentication and Authorization.

CSAA ID Format: [employee email] + password

How Is This Document Organized?

This manual is organized by **procedures per role** within the application.

Role Definitions

Roles	Description	Permissions
Unauthenticated		Home, Products, Support
Vendor User	Read-only access to Marketing and Product resources	Home, Products, Support, Resources, Documents
Vendor Admin	Can manage users that are part of the vendor, access their license information.	Home, Products, Support, Resources, Users, Documents
Company User	Read-only access to Marketing and Product resources	Home, Products, Support, Resources, Documents
Company Admin	Can manage users that are part of the company, access their license information.	Home, Products, Support, Resources, Users, Documents

ShipExec.com GUI Overview

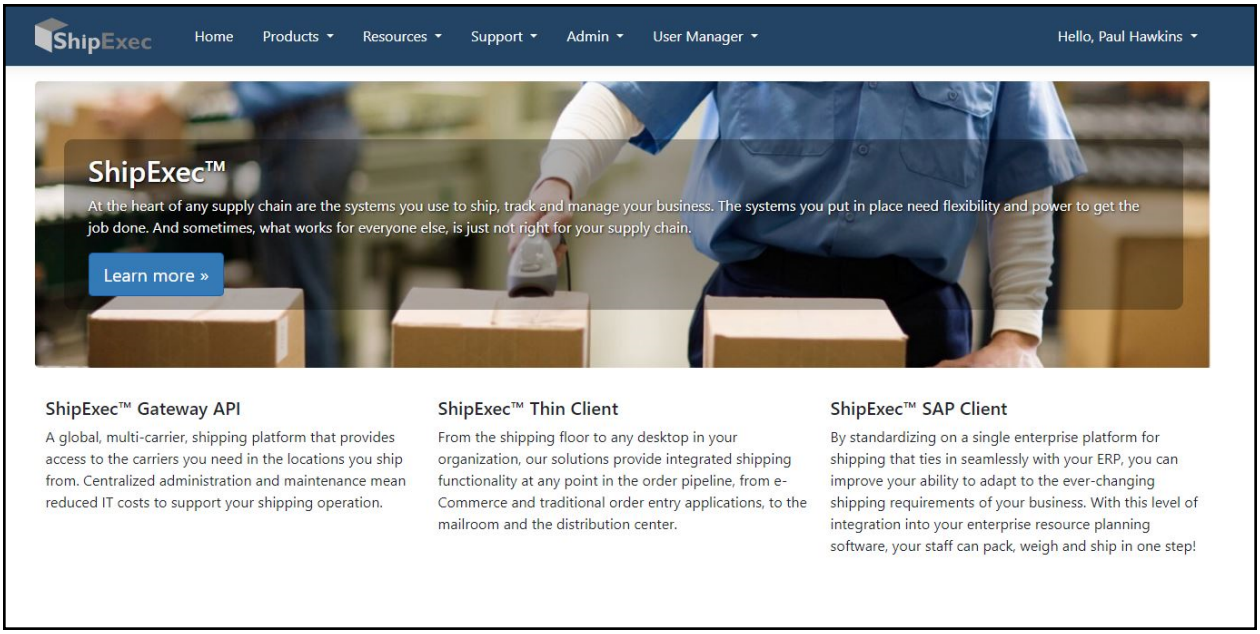


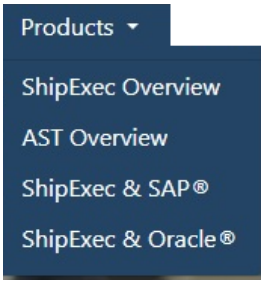
Figure 1 - Home Screen

Menu Organization

NOTE: Not all users will see all menus. Their visibility is governed by **Role**.

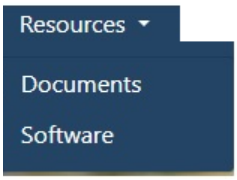
Figure 2 - Menu Bar

Menus Overview



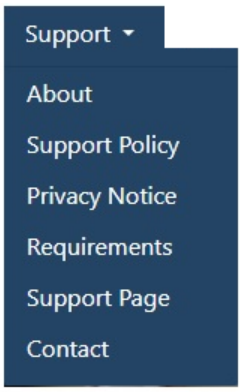
The **Products** menu overview information on listed products.

For all users, unauthenticated and authenticated.



The Resources menu provides ShipExec software resources for authenticated users only.

For more information**, see Role.**



The Support menu provides ShipExec software Support information for authenticated users of certain roles only.

For more information**, see Role.**

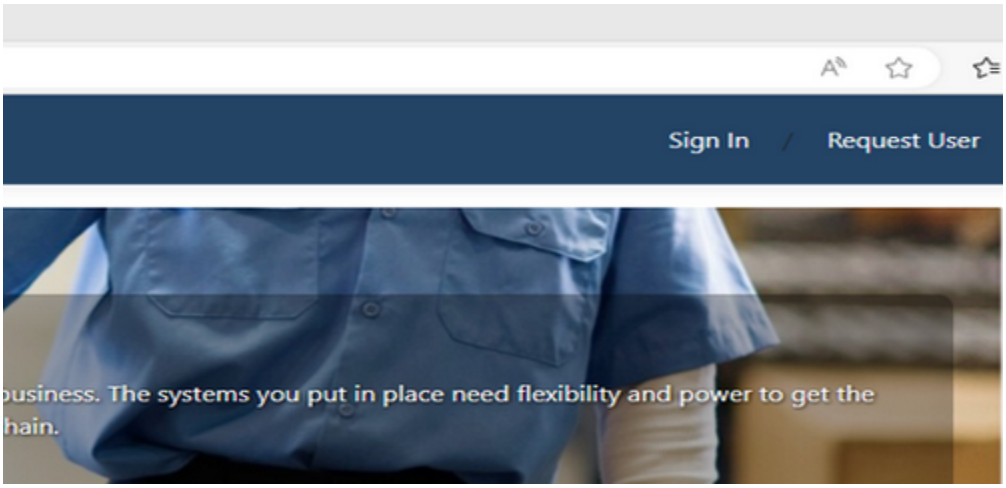
The **User Manager** menu facilitates the creation, approval and management of ShipExec.com users.

- **UPS Admins** can manage all users
- **Company and Vendor Admins** are restricted to managing users in their organization.

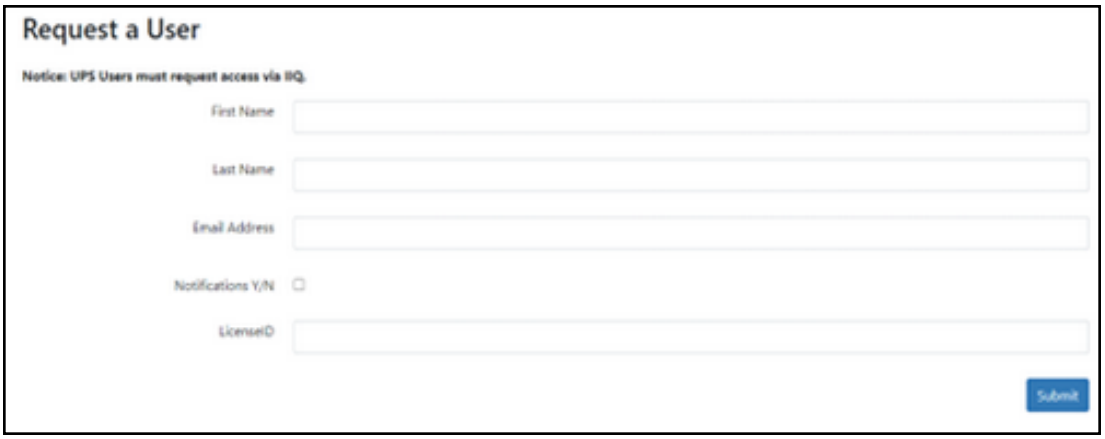
To Request and Accept a ShipExec.com Account

To Request ShipExec.com Access

- Go to the https://www.ShipExec.com site.
- The ShipExe.com **Sign-In** page is displayed.
- Click the **Request User** link.



- The **Request a User** page is displayed.



- Enter your information. **License ID** is required. It will associate the user with either a Company or Vendor depending on which the License ID identifies.

> **NOTE:** If the user already has an **CSAA** account ([**employeenumber]@ups.com**), they must use the same email address when requesting access to the **ShipExec.com** application.

- Click **Submit**.
- An email is sent to the appropriate UPS, Company, or Vendor Administrator to approve the new user. **Roles are assigned by the Admin**.

NOTE:

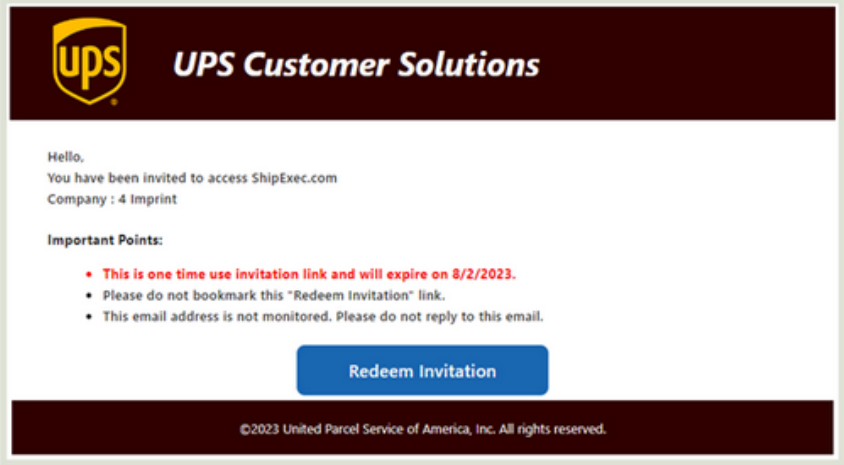
- When a user requests a role, they are either a company user or a vendor user.
- When the administrator signs up as a user, they assign the role of either company admin, company user or vendor admin or vendor user.

Role Definitions

Roles	Description	Permissions
Unauthenticated		Home, Products, Support
Vendor User	Read-only access to Marketing and Product resources	Home, Products, Support, Resources, Documents
Vendor Admin	Can manage users that are part of the vendor, access their license information.	Home, Products, Support, Resources, Users, Documents
Company User	Read-only access to Marketing and Product resources	Home, Products, Support, Resources, Documents
Company Admin	Can manage users that are part of the company, access their license information.	Home, Products, Support, Resources, Users, Documents

Accepting Your Site Access Invitation and Logging into the Site

1. Receive an email stating you have been invited to utilize the ShipExec.com application.
2. Click the **Redeem Invitation** link in the email.



1. The following box appears:

If User is not a UPS Employee but has an Existing UPSer CSAA Account

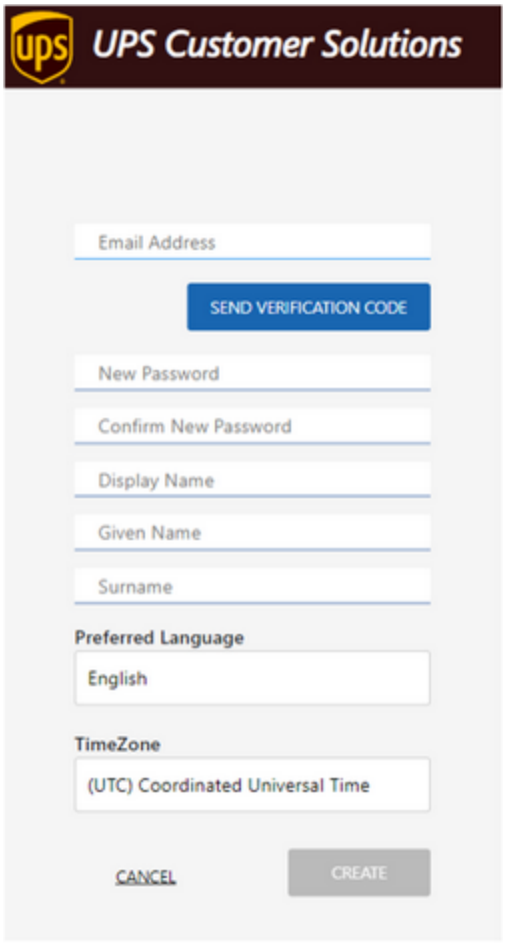
1. The user enters their **CSAA ID** and **password** in the **Login** window and clicks **Sign In.**
2. They now have access and are redirected to **ShipExec.com**.

If User is not a UPS Employee and Does Not Have a UPSers Account

i.e., does not have [myemail]@company.com

1. The User clicks the **Sign up now** link under the **SIGN IN** button in the **Login** window.

2. The **User Information** entry screen displays.
3. The user enters the same email address used for their ShipExec.com application plus other required information and then clicks the Send **Verification Code** button. The system emails the user a **Verification Code**.



4. The user enters the verification code from the email and clicks the **Verify Code** button.

- The **Create** button at the bottom of the form activates. Click the button.
- The user now has access and is redirected to **ShipExec.com**.