

TOC

| | |
|--|----------|
| | 2 |
| Introduction | 3 |
| PURPOSE | 3 |
| WHO SHOULD USE THIS MANUAL? | 3 |
| GLOSSARY | 3 |
| HOW IS THIS DOCUMENT ORGANIZED? | 3 |
| Role Definitions | 4 |
| ShipExec.com GUI Overview | 5 |
| MENU ORGANIZATION | 5 |
| MENUS OVERVIEW | 6 |
| To Request and Accept a ShipExec.com Account | 7 |
| TO REQUEST SHIPEXEC.COM ACCESS | 7 |
| ROLE DEFINITIONS | 8 |
| | 9 |
| ACCEPTING YOUR SITE ACCESS INVITATION AND LOGGING INTO THE SITE | 9 |
| If User is not a UPS Employee but has an Existing UPSer CSAA Account | 9 |
| If User is not a UPS Employee and Does Not Have a UPSers Account | 9 |

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

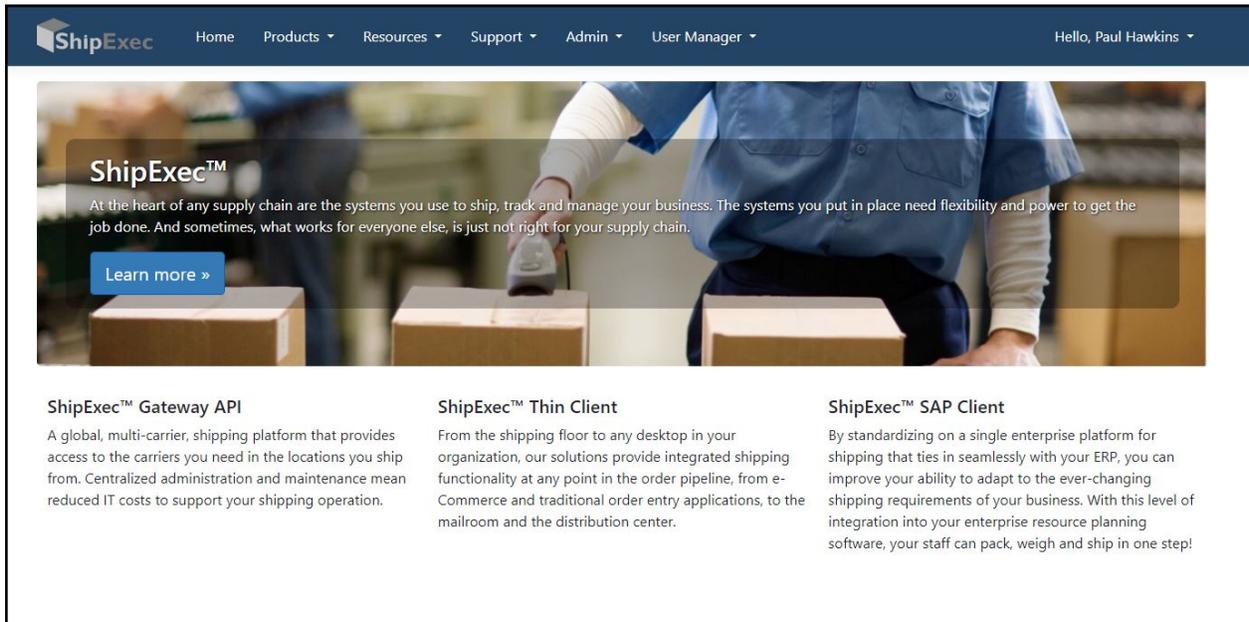


Figure 1 - Home Screen

Menu Organization



Figure 2 - Menu Bar

Menus Overview

Products ▾

ShipExec Overview

AST Overview

ShipExec & SAP®

ShipExec & Oracle®

The **Products** menu overview information on listed products.
For all users, unauthenticated and authenticated.

Resources ▾

Documents

Software

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

For more information, see [Role](#).

Support ▾

About

Support Policy

Privacy Notice

Requirements

Support Page

Contact

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

For more information, see [Role](#).

User Manager ▾

User Admin

Vendor Admin

Company Admin

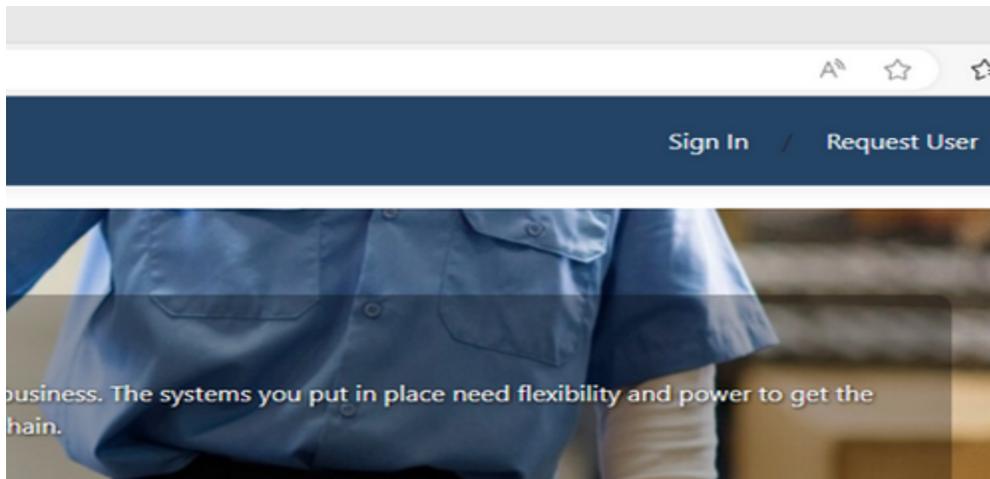
The **User Manager** menu facilitates the creation, approval and management of ShipExec.com users.

- **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.

Request a User

Notice: UPS Users must request access via IQ.

First Name

Last Name

Email Address

Notifications Y/N

LicenseID

- 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:

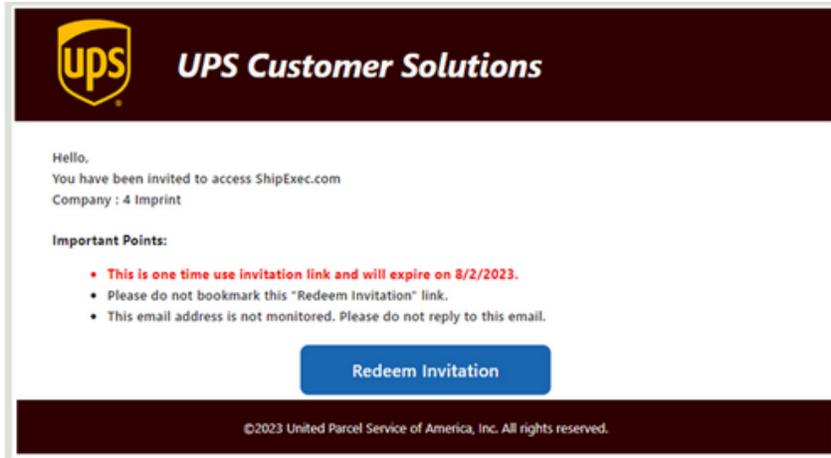
- When a user requests a role, they are either a company user or a vendor user.
- When the administrator signs up as a user, they assign the role of either company admin, company user or vendor admin or vendor user.

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:



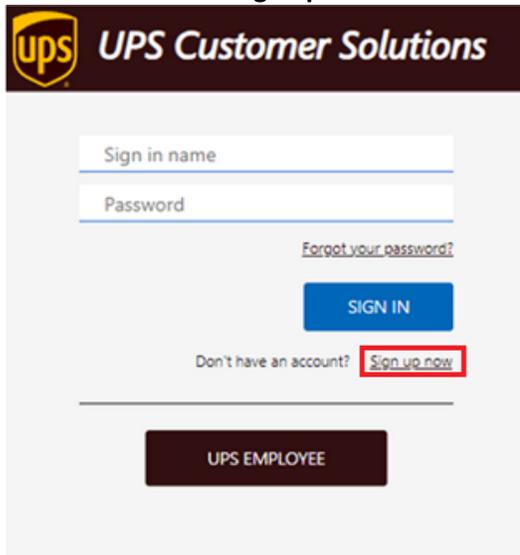
If User is not a UPS Employee but has an Existing UPSer CSAA Account

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

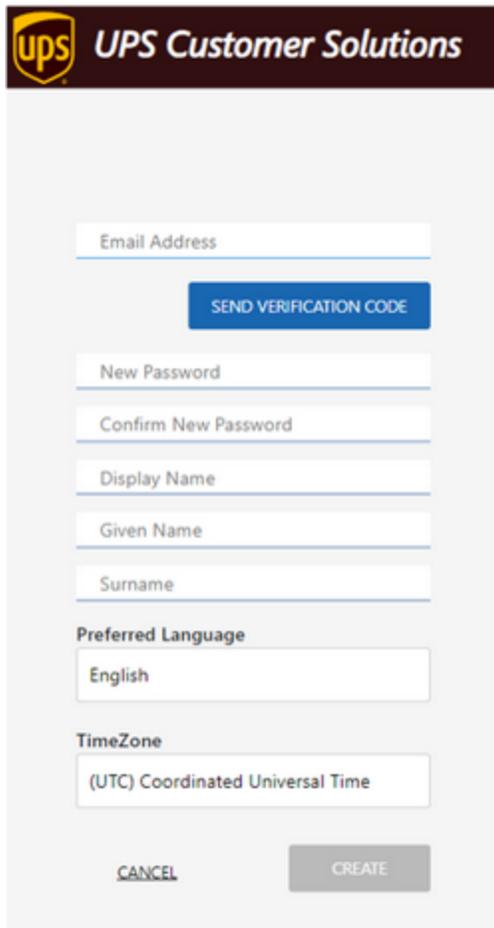
i.e., does not have [myemail]@company.com

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



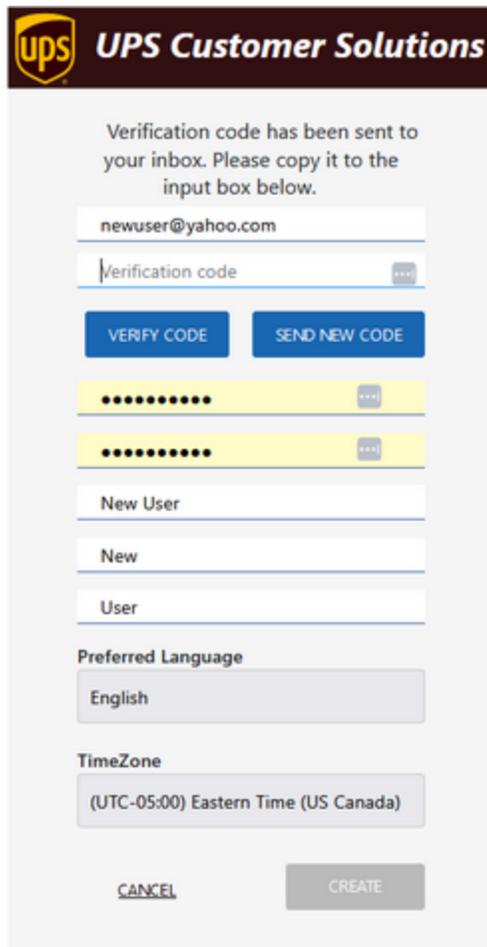
The image shows the UPS Customer Solutions login interface. At the top, there is a dark blue header with the UPS logo and the text "UPS Customer Solutions". Below the header, there are two input fields: "Sign in name" and "Password". To the right of the "Password" field is a link that says "Forgot your password?". Below these fields is a blue button labeled "SIGN IN". Underneath the "SIGN IN" button, there is a link that says "Don't have an account? Sign up now", where "Sign up now" is highlighted with a red rectangular box. At the bottom of the form, there is a dark blue button labeled "UPS EMPLOYEE".

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**.



The image shows the "User Information" entry screen in the UPS Customer Solutions interface. At the top, there is a dark blue header with the UPS logo and the text "UPS Customer Solutions". Below the header, there is a form with several input fields and buttons. The first field is "Email Address". Below it is a blue button labeled "SEND VERIFICATION CODE". The next three fields are "New Password", "Confirm New Password", and "Display Name". Below these are two more fields: "Given Name" and "Surname". The "Preferred Language" field is set to "English". The "TimeZone" field is set to "(UTC) Coordinated Universal Time". At the bottom of the form, there are two buttons: "CANCEL" and "CREATE".

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



The screenshot shows the UPS Customer Solutions user creation interface. At the top, the UPS logo and 'UPS Customer Solutions' are displayed. Below this, a message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' The form includes an email address field containing 'newuser@yahoo.com', a verification code input field with a 'Show/Hide' icon, and two buttons: 'VERIFY CODE' and 'SEND NEW CODE'. Below these are two masked password fields, each with a 'Show/Hide' icon. The form also contains three dropdown menus for 'New User', 'New', and 'User'. At the bottom, there are sections for 'Preferred Language' (set to 'English') and 'TimeZone' (set to '(UTC-05:00) Eastern Time (US Canada)'). At the very bottom, there are 'CANCEL' and 'CREATE' buttons.

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