



UPS Capital®

upscapital.com

Flexible Parcel Insurance

Frequently asked questions

HOW DO I INSURE MY SHIPMENT?

- You must declare a value when processing your shipment (see steps below for doing so on a variety of shipping systems).
- There is no need to declare value if you have a policy for automatic coverage.

HOW WILL I BE BILLED?

- Most customers will be billed by UPS® and premium charges will be noted as Declared Value line items on your UPS Invoice.
- Otherwise, UPS Capital Insurance Agency, Inc. will mail or e-mail your invoice on a bi-weekly billing cycle.

WHAT IS MY MAXIMUM INSURED VALUE PER PACKAGE?

- We offer up to \$70,000 on UPS Next Day Air® packages and \$50,000 on other packages unless stated otherwise on your insurance policy declarations page.

HOW DO I DETERMINE ADEQUATE VALUE AND COVER MY COSTS?

- You should declare the invoice value of your sold goods.

WHAT DO I DO WHEN I HAVE A CLAIM?

- In the event you experience a lost or damaged UPS package, the first step is to notify UPS of the loss.
- Electronic notification is recommended through the UPS online portal. Report a shipment problem at www.ups.com/claims.
- To review other frequently asked claims questions refer to the [Flexible Parcel Insurance Claims FAQ](#).

HOW DO I GET HELP?

- Contact your dedicated account representative for assistance at: 1-877-263-8772 or capitalus@ups.com.

HOW DO I DECLARE VALUE ON VARIOUS SHIPPING SYSTEMS?

Via ups.com

What kind of packaging are you using?

* Indicates required field [Log in](#)

Package 1. [Duplicate](#)

Packaging Type*
Customer Packaging

Weight*
lbs

Length
in

Width
in

Height
in

Declared Value [Help](#)
USD

Hide Additional Options ▲

No **Include lithium batteries** [Help](#)
All lithium ion or metal batteries

No **Require a signature (+\$)**

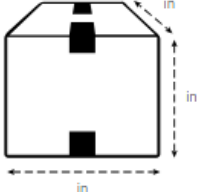
No **C.O.D. (+\$)**

No **Reference Numbers (Free)**
Track by purchase order, RMA number, or memorable phrase.

No **Large Package or Additional Handling (+\$)**
Bulky or unpackaged items.


No **Delivery Confirmation (+\$)**
Get a record of delivery sent to you.

Providing weight and dimensions will give you a more accurate rate.



HOW DO I DECLARE VALUE ON VARIOUS SHIPPING SYSTEMS? (CONT.)

Via CampusShip®

**UPS CampusShip®**
QUICK START ▾ Tracking

Weight:
 lb ★

Package Dimensions: ⓘ
Length: Width: Height: in.

Large or Unusually Shaped Packages: ⓘ

Large Package
 Additional Handling

Package Declared Value: ⓘ
 USD

Note: Additional shipping fees may apply based on declared value.

Does this package include batteries? ⓘ
 Yes No

4 HOW WOULD YOU LIKE TO SHIP?

Service:
 ▾ ★ [Compare Time and Cost](#) ↗

HOW DO I DECLARE VALUE ON VARIOUS SHIPPING SYSTEMS? (CONT.)

Via WorldShip®

The screenshot shows the WorldShip software interface with the following components:

- Navigation Bar:** Home, My Services, Tools, Printing Activities, Import-Export, UPS.com, Support.
- Activity Buttons:** History, Create a Return, Multi-piece Shipment, Save Shipment, Repeat, Undo, Void, Track, Addresses, End of Day, Pickup Information.
- Main Form:**
 - Ship To / Ship From / Distribution:** Customer ID, Update Address Book, Residential, Company or Name, Attention, Address 1 (USPS PO Box), Address 2, Address 3, Country/Territory (United States), Postal Code, City or Town, State/Province/County, Telephone, E-mail Address, UPS Account Number, Tax ID Number.
 - Service / Options / Detail / Reference:**
 - Shipment Options:** Deliver to Address, Direct Delivery Only, Handling Charge, Hold at UPS Access Point, Import Control, Int'l Special Comm, Package release c, Pre-alert Notificatio, Quantum View Not.
 - Package Options:** Additional Handling, COD, Dangerous Goods, **Declared Value** (checked), Delivery Confirmation, Dry Ice, Flexible Parcel Ins., Lithium Batteries, Proactive Response, Quantum View Notify, Refrigeration, Shipper Release.
 - Package Declared Value:** Value: [Yellow Input Field] USD, Shipper Paid.
 - Costs:** Option Cost: 0.00 USD, Total Cost: 0.00 USD, Detail Cost button.

HOW DO I DECLARE VALUE ON VARIOUS SHIPPING SYSTEMS? (CONT.)

Via Shipstation®

The screenshot shows the 'Shipping Info' section of the Shipstation interface. At the top, there are tabs for 'Order Details' and 'Returns'. Below the 'Shipments' section, which shows 'No prior shipments.', the 'Shipping Info' section is active. It includes a 'Ship from' dropdown set to 'My Default Location', a 'Weight' field with 0 lb and 0 oz, a 'Service' dropdown set to 'Please Select', and a 'Package' dropdown. The 'Size' field is set to L x W x H (in). The 'Insurance' dropdown is open, with 'Carrier Insurance' selected. The 'Insure Amt' field is highlighted in yellow. A 'Rate' button with a 'Get Rate...' link is visible. At the bottom, there is a 'Delivery Time' field and a 'Create Label' button. Below the 'Shipping Info' section, there is an 'Other Shipping Options' section with three checkboxes: 'Print postage on the shipping label for this order', 'This order is non-machinable', and 'Do not notify marketplace when shipped'.

*If you use a third party shipping system refer to that company's guide on how to enter "declared value".



Insurance is underwritten by an authorized insurance company and issued through licensed insurance producers affiliated with UPS Capital Insurance Agency, Inc. and other affiliated insurance agencies. UPS Capital Insurance Agency, Inc. and its licensed affiliates are wholly owned subsidiaries of UPS Capital Corporation. Insurance coverage is not available in all jurisdictions.

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