



# EVERYTHING YOU NEED TO KNOW ABOUT THE INSURESHIELD® APP FOR SHOPIFY



## INSTALLATION AND SETUP

### HOW DO I GET STARTED?

Visit the app store and click **“Add app”** to install. It is pretty straightforward, with a few questions about your business, contact information and then your insurance preferences. Once you’ve received your policy number, coverage begins. Charges will apply to your fulfilled orders based on your insurance preference settings.

### ONCE I HAVE DOWNLOADED THE APP, WHAT NEXT?

Please ensure that you have completed your policy registration and accepted the UPS Capital Insurance Agency, Inc. Terms and Conditions. Once you have completed these steps, you can gain access to our online portal to quickly and efficiently take advantage of features that allow you to:

- View your policy
- File claims
- Check claim status
- Check your invoices
- Make payments

### HOW CAN I CONFIGURE MY COVERAGE?

You have the choice of insuring goods based on any of the following options:

- All Orders: Simply set your coverage to insure all orders that are valued over \$1 on your Shopify® store
- Consumer Checkout Cart: Allow your consumers to request coverage, through your InsureShield® for Shopify policy, for their orders at the time of checkout.
- Order Value: Insure orders based on value, and any order sold at or above the amount will be insured automatically.
- Product: Select coverage for any order containing those products you wish to insure by checking the box next to their stock keeping units (SKUs) in the product drop down box.
- Recipient Geography: Choose to insure shipments traveling domestically or internationally. To insure both, leave this rule blank.

**Note:** You must select at least one rule, but you can also select multiple rules. For example, domestic shipments over \$50. Once your rules are set, the app will take care of the insurance automatically as orders are completed. You can make changes to these rules at any time from the **“My Account”** feature within the app.



## COVERAGE

### WHAT IS YOUR COVERAGE?

That’s a great question, and we are happy you asked. Included in your policy, you get:

- Coverage up to the invoice value, plus shipping costs, for approved claims
- Coverage for loss and damage as well as theft protection for losses discovered after delivery, also known as porch piracy
- Multi-carrier, multi-modal coverage so goods moving with any carrier, freight or parcel, can be covered
- Extended claims filing with a 9-month window and 90 days for concealed damages
- Fast claims payment with claims paid in a matter of days, not weeks

### WHAT IF I NEED TO COVER GOODS BEYOND WHAT IS SOLD THROUGH MY SHOPIFY STORE?

Other coverage plans are available depending on your needs. The best approach is to speak with one of our licensed specialists to better understand how you make, move and sell your goods. Give us a call at: 800-711-5912 or [submit](#) an online inquiry.

## WHAT ARE THE MINIMUM AND MAXIMUM VALUES I CAN COVER?

There really is no minimum as long as there is a value associated with the order. You can insure a \$10 shipment if you like. Orders reflecting \$0 will not be insured. Your maximum value will be displayed during account setup and any orders that exceed the maximum value limit will not be insured. Should you need coverage for a single shipment that exceeds your maximum value limit [click here](#) to get a quote.

## ARE ANY COMMODITIES EXCLUDED FROM COVERAGE?

The following items are excluded: Cell phones, cigarettes, guns, ammunition, explosives, live plants, animals, boats, automobiles (including motorcycles), accounts receivable, fish meal, nuclear fuel and substances, stamps, deeds, notes, lottery tickets and gambling devices, precious metals (bullion, balls, bars, grains, strip, sheet, wire, chain, ingots and the scrap of these metals), securities, evidence of debt, and any form of currency (bills and coins).

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## CLAIMS

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### HOW DO I SUBMIT A CLAIM?

Click **“File a claim”** on any of the pages within the InsureShield® app and you will be directed to the online portal. You simply enter a few facts about the shipment, upload the necessary documents(s) and submit.

### WHAT DOCUMENTATION IS NEEDED FOR A CLAIM?

You need to provide a copy of your Shopify® invoice which should include the Shopify order number, tracking information and order value. Other documents may be required depending on the type of claim you have.

### HOW DO I CHECK THE STATUS OF MY CLAIM?

Your claim status can be viewed by logging into the online portal and entering your tracking number, Bill of Lading (BOL) or your claim number under the check status screen.

### HOW MUCH TIME DOES IT TAKE TO GET PAID?

Claims are generally paid in a matter of days, not weeks, keeping your cash flowing and allowing you to reship a replacement to your customer. If you have any questions about outstanding claims, please reach out to our InsureShield® support team at [insureshieldsupport@ups.com](mailto:insureshieldsupport@ups.com) and they would be happy to assist!

## HOW DO I SIGN UP FOR THE INSURESHIELD® ONLINE PORTAL?

You are automatically registered for the InsureShield online portal when your policy is issued. You will automatically be logged into the portal when you click on any of the direct links from the InsureShield app. Should you prefer to access the portal outside of the app, you will need to set up a login and password.

## WHO FILES THE CLAIM WHEN MY CUSTOMERS REQUEST COVERAGE IN THE CHECKOUT CART?

You will collect claims paperwork from your customer. As the policyholder, you must timely submit the claim application and all supporting documentation to UPS Capital Insurance Agency, Inc. Claim payments will be made to you, as the policyholder, as well. And, if you elected to refund your customer instead of reshipping the goods, you are responsible for timely remitting the payment in full to your customer. Please see the [Terms and Conditions](#) for more information.

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## PRICING AND PAYMENT

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### IS THERE A COST FOR THE APP?

Nope! The app is free to install. You only pay for the coverage you need.

### HOW IS THE COST OF COVERAGE CALCULATED?

The cost of coverage is calculated per \$100 of value. Rounding is applied to cover the full value. A \$350 order would equate to 4 units (premium rate/\$100 x 4).

### HOW AM I INVOICED?

You will receive an invoice from UPS Capital on the second of each month to the email address associated with your account. You can view your invoice once you log into the online portal.

### WHAT FORMS OF PAYMENT DO YOU ACCEPT?

You can pay via ACH, check or American Express, MasterCard and Visa credit cards.

For ACH or to automatically debit your credit card, please [login](#) to the online portal and edit your payment preferences.

For check payment, please include your policy and invoice number on the check and mail to:

**UPS Capital Insurance Agency Inc.**  
35 Glenlake Parkway  
Suite 360  
Atlanta, GA 30328



## SUPPORT

### WHO DO I CONTACT IF I HAVE MORE QUESTIONS?

You can call 800-711-5912 from 8:00 a.m. to 8:00 p.m. EST or email us at [insureshieldsupport@ups.com](mailto:insureshieldsupport@ups.com) for any questions you may have.

### HOW DO I CANCEL MY ACCOUNT?

We are sorry to see you go. If you want to cancel your account, please click on the “**Apps**” tool in your Shopify Admin, then click “**Delete**” in the row of the app that you want to uninstall. Click “**Delete**” again in the message that appears.

If you have installed liquid code for the checkout cart coverage, you must delete this liquid code from your checkout cart. If you do not uninstall the liquid code from your checkout cart, your customers will still see a coverage option in your checkout cart, but your packages will no longer have coverage during transit. After the app has been deleted, UPS Capital Insurance Agency, Inc. will not be able to insure any orders. If you do not uninstall the liquid code, you will need to resolve any issues that arise directly with your customers.

### TROUBLE DOWNLOADING THE APP?

In most scenarios this is related to the internet browser or an extension. Try using a different browser or temporarily disabling the extensions on your current browser.

You may also want to check your browser is set to allow certain pop-ups and clear your cache.



## CHECKOUT CART

### HOW DO I GET INSURANCE TO SHOW UP IN MY CHECKOUT CART?

Please visit the [UPS Capital® website](#) for steps to enable coverage for your checkout cart.

You may call **800-711-5912** from 8:00 a.m. to 8:00 p.m. EST or email [insureshieldsupport@ups.com](mailto:insureshieldsupport@ups.com) if you have any questions. Please note that you'll be responsible for remitting costs associated with the coverage to UPS Capital Insurance Agency, Inc. and helping with the claims process. See the [Terms and Conditions](#) for more information.

### HOW DO I REMOVE INSURESHIELD® SHIPPING INSURANCE FROM APPEARING AS A PRODUCT LISTING IN MY SHOPIFY STORE?

After adding InsureShield protection on your live theme, InsureShield Shipping Insurance may appear as a product in your Shopify store. You can hide this by following a few easy steps:

- Go to your Shopify store's “Products” then “Collections” and click the **Create collection** button
- Set collection conditions as follows:
  - Products must match: **all conditions**
  - Select the following options in the dropdown boxes:
    - **Product vendor**
    - **is not equal to**
  - Type “**UPS**” in the third condition box
  - Press **Save** to store this collection
- Go to your Shopify store's Navigation tab and click on the **Main menu** to replace your old collection with the new one.
- Click **Edit** within the Catalog menu item
- Click on collection name under **Link** and select your new collection and then click **Apply changes**.

Download the [instruction guide](#) for more details.

## Insuring Better Shipping Experiences™

Insurance coverage is underwritten by an authorized insurance company and issued through licensed insurance producers, including UPS Capital Insurance Agency, Inc. (“UPSCIA”), a subsidiary of UPS Capital Corporation (“UPS Capital”). The insurance company, UPSCIA and its licensed affiliates reserve the right to change or cancel the program at any time. You may be offered the opportunity to insure eligible shipments under a policy of insurance (the “Policy”) issued:(i) directly to you; (ii) to UPS Capital; or (iii) to the sender/ publisher of this communication. Where the Policy is issued to UPS Capital or such sender/publisher, such Policy extends coverage to your eligible shipments, but you are neither an insured nor an additional insured under such Policy. In the event of a loss covered under such Policy, any resulting claim payment shall be directed to you as a loss payee. Where insurance coverage is made available through a third-party platform, details regarding the terms and conditions of that coverage is provided by UPSCIA. This information does not in any way alter or amend the terms, limitations or exclusions of the applicable Policy and is intended only as a brief summary. Insurance coverage is not available in all jurisdictions and coverage is governed by the terms, conditions, limitations and exclusions set forth in the applicable Policy.