

UPS WorldShip™ 2008

Version 10.0



Quick Installation Guide

*An easy guide to installing and upgrading
UPS WorldShip software.*



Upgrading

The upgrade process is uncomplicated and should not take long. However, UPS WorldShip 10.0 may have different system requirements which can be found on the CD packaging or at ups.com®.

1. Insert the UPS WorldShip CD into the CD-ROM drive. If your system supports the auto-run feature, installation begins automatically.
 - If your system does not support the auto-run feature, select **Start** on the taskbar, select **Run**, then enter the letter of the CD-ROM drive, and the word *setup*, for example: `D:\SETUP`.
 - Then select **OK**.
2. Follow the instructions in the windows as they appear. When the UPS WorldShip Setup screen appears, choose the language in which you want UPS WorldShip installed, and select **Next** to continue.
3. During the upgrade process, automated data migration procedures will occur. After the data migration is complete, the previous version of UPS WorldShip will be uninstalled. Your system will be rebooted upon completion of the data migration. Upon restart, UPS WorldShip setup will continue.

Installing

You can install UPS WorldShip on a stand-alone PC or on a LAN. UPS WorldShip should not be installed on a server.

Installing on a Stand-Alone PC:

1. On the Language Selection screen, choose your language.
2. On the Welcome to the UPS WorldShip Setup Program screen, click **Next**.
3. Accept the UPS Technology Agreement by clicking **I Accept**.
4. On the Installation Type Selection screen, select Stand-alone Workstation and click **Next**.
5. On the Setup Preferences screen, choose the following:
 - Destination directory — By default, UPS WorldShip will install to `C:\UPS\WSTD`. If you choose to install in another directory, click on **Browse** and select where you want UPS WorldShip installed. UPS WorldShip will create the folders `\UPS\WSTD` and place them under whatever location you choose.
 - The country or territory of installation — There are three choices: United States/Puerto Rico, Canada/Mexico, and Other Country/Territory.
 - By default, a shortcut to UPS WorldShip will be created on your desktop.
 - When you are finished, click **Next**.
6. On the Setup Review screen, confirm your selections and click **Begin Installation**.
7. Wait while the installation process copies the files. You will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password each time.
8. Remove the CD from the CD-ROM drive.

Note: *If you recently installed TCP/IP, Dial-Up Networking, or a modem, you may see other windows or be asked for additional information.*

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Installing on a Network:

UPS WorldShip may be installed in a LAN configuration if you want to allow multiple users to process packages using the same database, or if you want to place your database on a server for backup purposes. Installing UPS WorldShip on a LAN requires a single Administrator PC. The Administrator must be installed first, after which remote PCs may be installed.

Pre-Installation Instructions: Create a folder in which to install the shared UPS WorldShip files. This folder must be a shared Microsoft® folder and can reside on either the LAN Administrator PC or on any drive that is accessible from the LAN Administrator PC as well as the Remote PCs. These files should be installed in a different folder than the local files.

LAN Administrator PC:

1. On the Language Selection screen, choose your language.
2. On the Welcome to the UPS WorldShip Setup Program screen, click **Next**.
3. Accept the UPS Technology Agreement by clicking **I Accept**.
4. On the Installation Type Selection screen, select LAN Administrative Workstation and click **Next**.
5. On the Setup Preferences screen, choose the following:
 - Local Destination Directory — By default, UPS WorldShip will install to C:\UPS\WSTD. If you choose to install in another directory, click **Browse** and select where you want UPS WorldShip installed. UPS WorldShip will create the folders \UPS\WSTD and place them under whatever location you choose.
 - LAN Administrator Shared Location — Browse to the location or select the folder you created when following the pre-installation instructions above. This folder will be accessed by all remote workstations in your UPS WorldShip LAN system, and it must be different than the local destination directory.
 - The country or territory of installation — There are three choices: United States/Puerto Rico, Canada/Mexico, and Other Country/Territory.
 - By default, a shortcut to UPS WorldShip will be created on your desktop.
 - When you are finished, click **Next**.
6. On the Setup Review screen, confirm your selections and click **Begin Installation**.

7. Wait while the installation process copies the files. You will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password each time.
8. Remove the CD from the CD-ROM drive.

Remote PC(s):

The Remote PC can perform limited functionality by default. The LAN Administrator can configure remotes to perform all UPS WorldShip functions.

Note: *There are two methods of installing a remote PC: installing from the CD or installing from a shared drive.*

Installing from the CD:

1. On the Language Selection screen, choose your language.
Note: *You must select the language that was selected by the LAN Administrator or you will see an error message.*
2. On the Welcome to the UPS WorldShip Setup Program screen, click **Next**.
3. Accept the UPS Technology Agreement by clicking **I Accept**.
4. On the Installation Type Selection screen, you will see that the LAN Remote has been pre-selected. Click **Next**.
5. On the Setup Preferences screen, choose the following:
 - Local Destination Directory — By default, UPS WorldShip will install to C:\UPS\WSTD. If you choose to install in another directory, click **Browse** and select where you want UPS WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under whatever location you choose.
 - LAN Administrator Shared Location — Browse to the location or select the folder that was set up by the LAN Administrator.
Note: *You must browse to the location or select the folder that was selected by the LAN Administrator or you will see an error message.*
 - The country or territory of installation — There are three choices: United States/Puerto Rico, Canada/Mexico, and Other Country/Territory.
 - By default, a shortcut to UPS WorldShip will be created on your desktop.
 - When you are finished, click **Next**.

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6. On the Setup Review screen, confirm your selections and click **Begin Installation**.
7. Wait while the installation process copies the files. You will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password each time.
8. Remove the CD from the CD-ROM drive.

Installing from a shared drive:

1. On the Welcome to the UPS WorldShip Setup Program screen, click **Next**.
2. Accept the UPS Technology Agreement by clicking **I Accept**.
3. On the Setup Preferences screen, choose the following:
 - Local Destination Directory — By default, UPS WorldShip will install to C:\UPS\WSTD. If you choose to install in another directory, click **Browse** and select where you want UPS WorldShip installed. UPS WorldShip will create the folders \UPS\WSTD and place them under whatever location you choose.
 - LAN Administrator Shared Location — Note that this is the read-only shared location that was set up by the LAN Administrator.
 - The country or territory of installation — There are three choices: United States/Puerto Rico, Canada/Mexico, and Other Country/Territory.
 - By default, a shortcut to UPS WorldShip will be created on your desktop.
 - When you are finished, click **Next**.
4. On the Setup Review Screen, confirm your information and select **Begin Installation**.
5. Wait while the installation process copies the files. You will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password each time.

Setting Up Communications

UPS WorldShip requires electronic communications to transmit package and tracking information. If you do not currently have direct access or dial-up access to the Internet, the software provides access to UPS Web sites only.

Preparing for communications:

To prepare for communications, the following items must be installed on your computer:

- For Direct Access: TCP/IP.
- For Dial-up Access: TCP/IP, modem, dial-up adapter and dial-up networking.

Configuring communications:

When you start UPS WorldShip for the first time, you will see the Communications Setup window. Select at least one connection method and provide any necessary information to complete the connection setup:

- Direct Access: a direct connection to the Internet that does not require dialing, such as Local Area Network (LAN), Wide Area Network (WAN), Digital Subscriber Line (DSL) or cable. Since Direct Access generally offers the fastest connection, UPS recommends this method.
- If you select Direct Access, you may need to identify the proxy server with the URL address, port and authorisation information. If a proxy server is used, you must also use specific browser settings.
- Dial-up Access: a dial-up connection to the Internet through your existing Internet Service Provider (ISP). If you choose this option, select your existing ISP from the phone book list.

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Reconfiguring communications:

1. From the **Tools** menu, select **Communications Setup**.
2. In the Communications Setup window, make the necessary changes and click **Next**.
3. Continue making changes as needed. Click **Finish** to save your new configuration.

You should reconfigure communications when any of the following situations occur:

- Direct access to the Internet becomes available.
- You see a message that one of your phone numbers is no longer valid.
- You change Dial-up Access or you change your modem.
- You change proxy server settings for Direct Access.
- You want to select a new phone number.
- You want to add or remove a connection method.

Registering with UPS

Once the application is successfully installed, you must register with UPS in order to ship packages using UPS WorldShip.

Before you begin the registration process, make sure a printer is connected to your computer and is operational.

1. After the UPS WorldShip installation is complete and you have set up communications, the Register With UPS window appears. Enter the information about your company where your system is installed and your UPS account number, then click **Finish**.
2. UPS WorldShip automatically connects to UPS and transmits your registration information.

This may take three to five minutes. Please wait until the Shipping window appears.

Congratulations! You are now a UPS WorldShip customer and are ready to process packages.

Support Guides

UPS WorldShip provides a User Guide and Quick Installation Guide in PDF format as part of the installation process. These documents can be accessed prior to installation, from the CD-ROM in the Support Docs directory.

You will need Adobe® Reader® (free software) on your computer to view these documents*.

1. Navigate to the following default local directory on your hard drive: C:\UPS\WSTD\Support Docs.
2. Double-click on the folder of interest and then double-click on the specific file that you want to open.

***Note:** If you need the Adobe Reader, go to the following Web address and follow the instructions to download the Adobe Reader: adobe.com/products/acrobat/readstep2.html

Visit our Web site at ups.com

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Technical Help

If you have additional questions, call the appropriate Technical Support Centre listed below:

AMERICAS

United States	.888-553-1118
Argentina	.5411-4836-8157/8158/8136
Brazil	.55 11 56946606
Canada	.1-888-UPS-TECH
Chile	.562-685-0700
Dominican Republic	.809-549-9326 and 809-284-5045
Mexico	.01 800 714 65 35
Puerto Rico	.1-888-UPS-TECH

EUROPE

Austria	.0800 312 407
Belarus	.017 206 55 80
Belgium	.0800 21 877
Bosnia	.033 466 310
Cyprus	.77777200
Czech Republic	.800 18 11 11
Denmark	.80 33 22 55
Estonia	.372 666 47 00
Finland	.0800 1 877 2255
France	.0805 025550
Germany	.0800 100 2630
Great Britain	.0800 331 6010
Greece	.210-99 84 334
Hungary	.36 1 8770003
Ireland	.1800 202227
Italy	.800 122 732
Latvia	.7805643
Lithuania	.+370 37 350505
Luxembourg (FR)	.0033 8 050 10365
Luxembourg (NL)	.0032 2 706 25 23
Netherlands	.0800 222 5587

Norway	.800 32 255
Poland	.22 534 0 800
Portugal	.800 783 458
Romania	.+4021 233 88 77
Russia	.7 495 961 2211
Slovakia	.421 (0) 2 5825 0281
Slovenia	.04 281 12 42
Spain	.900 22 58 77
Sweden	.020 120 2255
Switzerland	.0800 82 25 54
Turkey	.90 212 5471220

MIDDLE EAST

Israel	.00-972-(0) 56-890028
Saudi Arabia	.966 1 462 6655 ext. 528 & 579
United Arab Emirates	.971 (6) 5580456

ASIA PACIFIC

Australia	.1800 148 934
China	.10 800 852 0698
Hong Kong	.8206 2133
India	.00 0800 852 1113
Indonesia	.001 803 852 3670
Japan	.00531 85 0020
Malaysia	.1 800 80 4709
New Zealand	.0800 443 785
Philippines	.1 800 765 8065 or 1 800 808 50020
Singapore	.800 852 3362
South Korea	.00798 8521 3669
Taiwan	.00801 855 662
Thailand	.0 2713 6050~9 (Local) or 001 800 852 3658

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