UPS Customer Information Exchange: UCIX FAQ

Q **What is the UPS Customer Information Exchange (UCIX)?**

A UCIX is a two-way communication platform connecting customers with UPS to resolve cross-border holds requiring more information or documentation.

Q **Why did UPS introduce UCIX?**

A Data security prompted UPS to make this process change. We maintain administrative, technical, and physical safeguards designed to protect the personal information you provide against accidental, unlawful, or unauthorized destruction, loss, alteration, access, disclosure, or use. Using email or phone to communicate personal identifiable information (PII) is less secure than UCIX.

Q **Is UCIX part of UPS.com?**

A Yes! Please note that the UCIX website address is slightly different than ups.com and will start with https://ucix-global.ups.com/ Rest assured this is still an official UPS application. Starting in October 2024, UCIX will become more fully integrated with ups.com applications, including Tracking and My Choice with links to take you to the UCIX dashboard or new UCIX landing page depending on user authentication.

Q **Is UCIX Artificial Intelligence (AI)?**

A No! The human UPS employee is still sending these requests, as they would have previously via emails or phone calls. UPS employees are still working hard behind the scenes to clear your shipment and are responding to all your submissions and comments.

Q **Can I still speak to UPS brokerage over the phone?**

A Yes! If you'd like UPS to call you about your shipment, please make the request using the text box provided for "Additional Comments" within the UCIX platform.

Q **Will all UPS customer questions be supported through UCIX?**

A No, only cross-border shipments requiring missing information or documentation will be handled via UCIX.

Q **How did UPS Brokerage get my contact information?**

A If established, UPS will prioritize use of a Special Operating Plan (SOP), including the SOP contact information and any special instructions for communications. For most shipments though, contact information provided by the shipper will be the first contact used. If contact information is missing within shipment data, UPS will refer to the commercial invoice. UPS may also look through other UPS applications or even outside sources to find the right contact information to ensure the shipment is cleared in a timely manner.

Q **How will I be contacted?**

A UPS will use email and/or text message/SMS. Emails will come from a "no reply" address e.g. noreply@ups.com and text messages may come via a short code e.g. "69877". The message content will read: "We're missing information for your shipment" and will always include a shipment number, typically starting with "1Z" that will be trackable on UPS.com Tracking.

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Q What happens if I'm not the right contact and I want to forward the request to someone else?

A For security reasons you cannot forward the UCIX link via email and the recipient will not be able to log in. We are working on an enhancement to add or change authorized users more easily, but for now we ask that you please log into UCIX and add a note in the additional comments section and advise who UPS should contact instead. Otherwise, we encourage customers to contact their local UPS office as noted on UPS.com.

Q Once I log into UCIX, do I have to respond to all requests at that time, or can I come back later?

A You can log in again by going back to the original email, clicking "Add Information", and generating a new OTP. The same is true if you have multiple requests or multiple holds.

Q What if I have multiple holds either for one shipment or across multiple shipments?

A If a customer has multiple holds to resolve from one or more shipments these will all be visible within the UCIX dashboard after login. To avoid overloading a customer's inbox, customers will receive communication about one shipment at a time.

Q For how long is the UCIX link valid?

A 5 business days or approximately 120 hours.

Q What happens after the UCIX link expires?

A Once the link expires the package return process will begin. UPS customer support will contact the shipper asking if they would like the package abandoned or returned to the origin address.

Q How often will I receive a reminder for an unresolved hold?

A Each country has slightly different settings for auto-reminders. Typically, customers will receive 1-2 reminders per day until the hold is resolved.

Q Why am I still getting a reminder even after I provided the requested information?

A If this happened to you, we're sorry! Occasionally the UCIX request is not properly closed out and auto-reminders will continue until the request times out after approximately 5 days. If you've provided all missing information, please ignore these reminders.

Q Is the one-time-password (OTP) required each time I log in?

A Yes, for security reasons a new OTP is required every time a customer accesses UCIX.

Q I requested an OTP but it never generated. What should I do?

A Sometimes, due to system issues, it may take longer for the OTP to generate. Please select the option: "resend OTP" and try again.

Q What do I do if I've reached my daily limit of OTPs and I still need to get information to UPS?

A Please call your local office and provide them with the missing information. Maximum attempts per day were implemented to keep the data secure.

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Q **Is there any function to support importers' own brokers?**

A UCIX is a UPS specific application. If a third-party broker is used, customers will need to contact their third-party broker to resolve any customs holds.

Q **What is Smart Grouping on the UCIX dashboard?**

A Smart Grouping allows you to group the requests by similar hold code and answer them all at once. For example, if you are asked to provide a Tax ID for 5 shipments, by grouping them you can answer once, and that response will be applied to all requests, saving you time.

Q **I tried to add a document but received an alert – Failed to Save. What do I do?**

A Due to connectivity issues, sometimes the document is not captured. Please reattempt to attach your document and submit again. Thank you for your patience!

Q **I've submitted my information; what happens next?**

A You will have received a submission confirmation, and your information will be transmitted to UPS. UPS will review your submission and if everything requested is complete, UPS will submit your entry and clear your shipment. Otherwise, UPS will contact you for any outstanding questions.