



Integration Guide

Your easy-to-use guide for
WorldShip® Integration

WorldShip®
Shipping Software





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This document provides you with information on integration features supported by UPS WorldShip, useful resources, and tips on upgrading your application if you are already integrated.

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Integrating WorldShip into your business

WorldShip can be connected to external data sources to pull order information to help process orders quickly and efficiently. WorldShip supports integration with ODBC or XML data sources and allows for various import/export methods, including auto, batch and keyed import/export. Use this guide to help familiarize yourself with WorldShip's capabilities and resources for support. If you are upgrading WorldShip that is already connected to data sources, see the section "Upgrading WorldShip if you're already integrated" later in this guide.

First-time users should try the Import/Export Wizard and Connection Assistant features in WorldShip. Tutorials for these processes can be found in the documents titled "[Import Shipment Data](#)" and "[Export Shipment Data](#)" at ups.com/worldshippupport.

Worldship Integration Features

- **ODBC Compliant Data Source**
Connect to a database or file source (csv/text) using ODBC (32-bit data sources only)
- **Text/CSV File Support**
Map to and batch from text files
- **XML / ODBC Import & Export**
Connect to a variety of systems using ODBC and XML formats
- **XML Import File Validation**
The validation tool validates XML import files based on the WorldShip schema
- **Address Book**
Import/Export any entry from your address book
- **Exportable Fields**
Pick and choose what WorldShip exports and map worldship fields to external data sources

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Integrating WorldShip into your business *(Continued)*

WorldShip Integration Resources

Below are a few helpful resources to help you integrate your WorldShip to other data sources. Check [ups.com/worldshipsupport](https://www.ups.com/worldshipsupport) for other useful help files, samples, and guides to get you started on integrating your WorldShip.

- **Shipment Data Field Descriptors** -List of data fields that Worldship can import or export.
[ups.com/worldshiphelp/WSA/ENU/AppHelp/mergedProjects/CORE/CONNECT/Shipment_Data_Field_Descriptions.htm](https://www.ups.com/worldshiphelp/WSA/ENU/AppHelp/mergedProjects/CORE/CONNECT/Shipment_Data_Field_Descriptions.htm)
- **How To: Using XML Auto Import**
[ups.com/assets/resources/webcontent/en_US/XML_Technical_Support_Guide_Final.pdf](https://www.ups.com/assets/resources/webcontent/en_US/XML_Technical_Support_Guide_Final.pdf)
- **XML Import/Export Samples**
[ups.com/worldshipsupport](https://www.ups.com/worldshipsupport)
- **XML File Specification Schema**
[ups.com/assets/resources/webcontent/en_US/XML_File_Spec.xlsx](https://www.ups.com/assets/resources/webcontent/en_US/XML_File_Spec.xlsx)
- **How To: Setting up Hands-Off Shipping**
[ups.com/assets/resources/webcontent/en_US/HandsOffShipping.pdf](https://www.ups.com/assets/resources/webcontent/en_US/HandsOffShipping.pdf)
- **How To: Import Customer Addresses**
[ups.com/assets/resources/webcontent/en_US/Importing_Customer_Addresses.pdf](https://www.ups.com/assets/resources/webcontent/en_US/Importing_Customer_Addresses.pdf)

Need help integrating?

UPS Technical Support is available during business hours to help answer your questions about WorldShip. UPS also provides consultative services to customers through our Customer Solutions Group. Please contact your local UPS Account or Customer Solutions representative for information about WorldShip integration products.

If you would like help integrating WorldShip from another qualified source, there are a variety of integrators that have been certified by the UPS Ready® Program that can help integrate your business process for a fee. See the “WorldShip Middleware” section for more information at [ups.com/us/en/business-solutions/expand-your-online-business/ups-ready.page](https://www.ups.com/us/en/business-solutions/expand-your-online-business/ups-ready.page).



Upgrading WorldShip if you're already integrated

To ensure compatibility, follow these helpful tips if you have an existing integration in WorldShip.

1. Check compatibility:

You may have integrated WorldShip with a UPS Ready® (or other third-party) vendor application. Due to changes in the WorldShip database structure, these applications may not be compatible with the newest version of WorldShip. Do not upgrade until you contact the UPS Ready or other third-party (vendor).

Note: *If you have compressed the drive on which your WorldShip is installed, you may have problems with upgrading. Please contact your local IT support or UPS support for assistance if this is the case.*

2. Check Operating System and Service Pack:

The WorldShip upgrade requires that you have Windows 10 or Windows 11 to begin installation.

To identify which Operating System and Service Pack you have:

- **Click Start** on the Windows taskbar.
- Point to **Programs, Accessories** and **System Tools**.
- **Select System Information.**

The Operating System version and Service Pack will display in the System Information window.

Memory recommendations:

- **Windows 10 (2 GB - 64 bit)**
- **Windows 11 (2 GB - 64 bit)**

CAUTION: *Do not proceed if your system is not at the proper Operating System and Service Pack version.*

3. Check for PC administrative rights:

Ensure that the user account used to log into Microsoft Windows operating systems has full PC administrative rights. If unsure, consult the computer technical support staff at your company. Due to security enhancements, Windows 10/Windows 11 users may be required to authenticate with administrative rights during the installation process. The User Account Control (UAC) prompt may appear several times during installation asking you for permission to let WorldShip install its components. You must acknowledge the UAC prompt and allow the installation to continue. Also, if you need to access the WorldShip Support Utility for any reason, you must run this utility with administrative rights. To perform this task:

On Microsoft Windows 10 or Windows 11:

- **Click Start** on the Windows taskbar.
- Point to **Programs** and **UPS**.
- **Right-click UPS WorldShip Support Utility.**
- **Select Run As Administrator**
On Windows 10 or Windows 11: In the Start window, **click All Apps**, then **UPS**, and then **right-click UPS Support Utility** and **select Run As Administrator**.

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Upgrading WorldShip if you're already integrated *(Continued)*

4. Archive WorldShip Shipping History to improve performance and processing:

- **Start WorldShip.**
- **Press F3** to open the Shipment History window.
- On the Home tab, **select Archive/Restore** and then **Archive Shipments.**
- In the Archive Shipments window, **select All Shipments**, or specify a date range, and then **click OK.**
- In the Save As window, **click Save.**
- **Click Yes** in the confirmation window.

Note: The last 14 days of history will not be deleted, and the history that is deleted may be restored when needed.

- **Click Done** when 100% is reached in the Archive Shipments window.
- **Click Yes** in the window that appears requesting the database backup to be performed.

5. Check for and disable anti-spyware, anti-malware and virus scanner software:

- Disable anti-spyware, anti-malware, and virus scanner software that may conflict with the WorldShip installation.

6. Check for Workgroup setup concerns:

- Only one WorldShip Workgroup Administrator is allowed.
- Only the Workgroup Administrative workstation's language will be available for Workgroup Remote workstations. If a Workgroup Remote workstation has a need for a WorldShip installation in another language, the user will need to install as a Single workstation and should be cautioned that this workstation will not benefit from Workgroup-configurable functionality.
- You may need to configure the firewall software on the Workgroup Administrative workstation so the Workgroup Remote workstations can connect. See the Post-Installation Integration Checklist section for more details.

7. Shut down open applications:

- **Shut down** all other programs running on the taskbar, including Microsoft Outlook®, Internet Explorer®, Excel®, etc.
- For users with Remote WorldShip setups: Remotes need to be shut down for the updates to take effect. **Restart the remotes** to apply the updates after the admin is updated.
- You are now ready to install. Use the Web install (ups.com/us/en/business-solutions/business-shipping-tools/worldship.page). If you need information on how to upgrade/install, refer to the Support Guides section (ups.com/worldshipsupport).
- At the completion of the WorldShip installation process, your PC will be required to reboot. After reboot, Windows may prevent automatic launching of the WorldShip application. Please launch WorldShip using the icon on your desktop should this happen. If you chose not to place the WorldShip icon on your desktop, search for WorldShip in the Start menu.



Post-installation integration checklist

After the installation, you may need to allow permissions in your firewall for the following files to run and ports to accept inbound and outbound traffic.

1. Outbound access must be allowed to port 443 (TLS).

For maximum security, outbound access via this port should only be allowed to *.ups.com.

2. Allow access to the following executables:

- **WorldShipTD.exe**
(WorldShip Program Files Location \UPS\WSTD)
- **upslnkmg.exe**
(WorldShip Program Files Location \UPS\WSTD)
- **wstdSupport.exe**
(WorldShip Program Files Location \UPS\WSTD)
- sqlservr.exe that is located at:
SQL 2019: C:\Program Files (x86) location \UPS\WSTD\
WSDB\MSSQL15.UPSWS2019SERVER\MSSQL\Binn
- **WorldShipCF.exe**
(WorldShip Program Files Location \UPS\WSTD\CF)

3. Allow access to the following hosts:

- www.ups.com
- wwwapps.ups.com
- filexfer.ups.com
- onlinetools.ups.com
- www.wstd.ups.com

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Post-Installation Integration checklist *(Continued)*

4. Ensure TLS 1.2 is enabled:

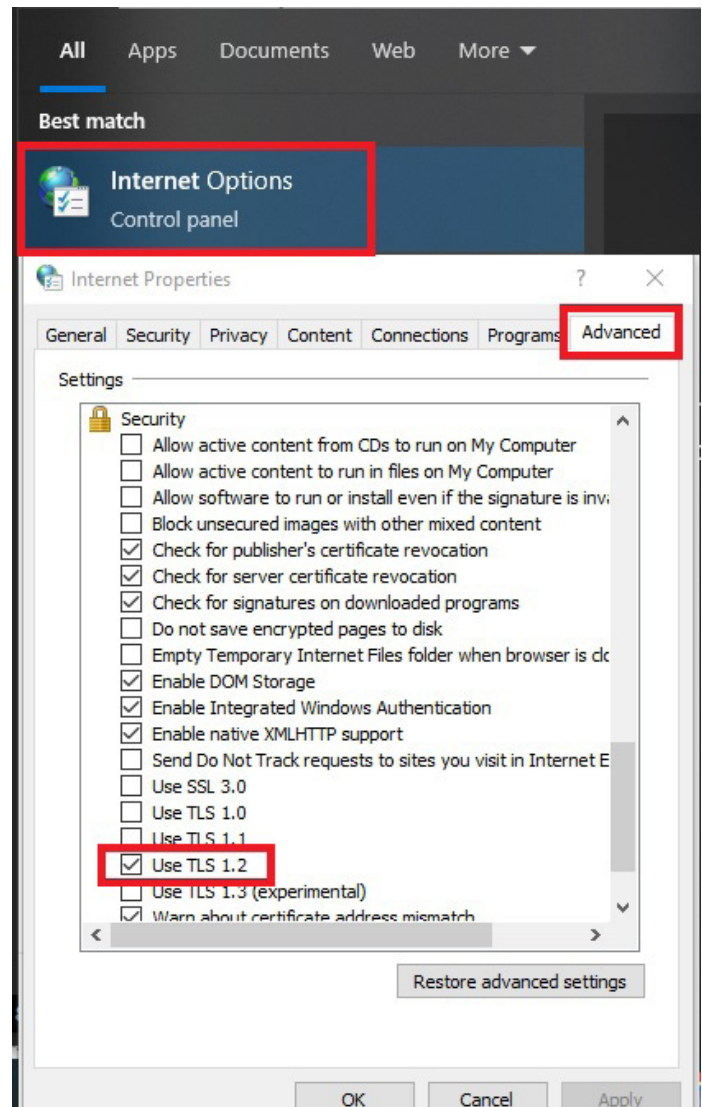
- Internet options can be searched either from the control panel or the Start Menu.

Control Panel: **Change View** to large icon or small icon > internet options

Search option:

- In the Windows menu search box, **type Internet Options**.
- Under Best match, **click Internet Options**
- In the Internet Properties window, on the Advanced tab, **scroll down to the Security section**.
- Verify if the box for "USE TLS 1.2" is checked. **Click OK**.
- If you disabled any anti-spyware, anti-malware or virus scanner software, please enable it.
- If you receive a message that WorldShip cannot communicate with UPS, consult the computer technical support staff at your company.
- For WorldShip Workgroup Administrative workstations: Be aware that the WorldShip database will be disconnected if your Workgroup Administrative workstation goes into sleep mode. You must close WorldShip on both the Workgroup Administrative and Workgroup Remote workstations and relaunch the application to resolve this issue. If necessary, consult your computer technical support staff for questions about sleep mode and how to adjust this setting.

If you have a UPS-supplied printer, restart your printer prior to ship ping by powering it off and then powering it back on. All printer drivers are pre-installed with WorldShip.





Technical support

For additional support, please visit ups.com/worldshippingsupport to access the WorldShip User Guide, Installation Guide, and Shortcut Guide.

For any questions about WorldShip not answered by this guide or WorldShip Help, please call your local WorldShip technical support telephone number ups.com/assets/resources/webcontent/en_US/Technical_Support_Numbers.pdf.



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