# Installation & Upgrade Guide

Your easy-to-use guide for WorldShip® software

## WorldShip®
Shipping Software

UPS

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Guide to Installing and Updgrading WorldShip Shipping Software

# WorldShip pre-installation checklist

**1. If upgrading WorldShip to a newer version, check compatibility:**

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

**2. Check system requirements:**

WorldShip upgrading requires that you have Microsoft® Windows 8.1, Windows 10 or Windows 11 to begin installation.

To identify which Operating System and Service Pack you have (non-Windows 8 systems):

- Click **Start** on the Windows taskbar, point to **Programs**, **Accessories** and **System Tools** and select **System Information**.
- The Operating System version and Service Pack will display in the System Information window.

**Memory recommendations:**
- **Windows 8.1 (1 GB - 32 bit and 2 GB - 64 bit)**
- **Windows 10 (1 GB - 32 bit and 2 GB - 64 bit)**
- **Windows 11 (1 GB - 32 bit and 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.

**4. Use the WorldShip Support Utility to backup or move your existing data.**
- On Windows 8.1: In the **Start** window, right-click the **UPS WorldShip Support Utility** tile and 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**.
- Click **Data Maintenance**, then click **Backup** under Database Operations. Note backup location.

*Note: For more information on how to backup, restore and move WorldShip to another computer, see our guide "Moving WorldShip to Another PC."*

**5. Archive WorldShip Shipping History to improve performance and improve processing:**
- Start WorldShip, select **History** on the Home tab, select **Archive/Restore**, then **Archive Shipment**.
- **Specify a date range** or select **All Shipments**, click **OK**.

  *Note: The last 14 days of history will not be deleted, and the history that is deleted may be restored when needed.*
- Click **Yes** in the window that appears, requesting that the database backup is performed.

**6. Check for anti-spyware, anti-malware and virus scanner software:**

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

**7. Shut down open applications:**

Shut down all other programs running on the taskbar as WorldShip requires a restart during installation process, including Microsoft Outlook®, Internet Explorer®, Excel®, etc.

**8. Commissioning WorldShip using a Shipper Account:**

For verification purposes, you will be asked to register your application using recent invoice information. Please locate a recent invoice, as you will need this information prior to beginning shipping with WorldShip. See the Registering with UPS section of this guide for more information.

*CAUTION: Microsoft Windows 8.1/Windows 10/ Windows 11 users please read below.*

At the completion of the WorldShip installation process, you will be required to reboot your PC. After reboot, Microsoft Windows 8.1/Windows 10/Windows 11 may prevent automatic launching of the WorldShip application. If this occurs, please launch WorldShip using the icon on your desktop. If you chose not to place the WorldShip icon on your desktop, you may launch WorldShip as follows:

- On Windows 8.1: In the **Start** window, click the **UPS WorldShip** tile.
- On Windows 10 or Windows 11: In the **Start** window, click **All Apps**, then **UPS** and then click the **UPS WorldShip** tile.

# Upgrading existing WorldShip application to the latest version

Please check system requirements and compatibility for the latest version of WorldShip at ups.com/us/en/business-solutions/business-shipping-tools/worldship.page. WorldShip is eligible for upgrade if you are on one of the latest two versions of the software. If you are on an older version, you must call UPS Technical Support.

1. **Complete the End of Day process** prior to upgrading (if needed). Restart WorldShip once End of Day has completed.

2. **Download and run the web install** Go to ups.com/us/en/business-solutions/business-shipping-tools/worldship.page. Note the download destination.

3. **On the WorldShip Setup screen,** follow the instructions and select your preferred application language, install location and country/territory. Click **Next** when finished.

4. **On the License Agreement screen,** accept the UPS® Technology Agreement by selecting **I Accept the Terms in the License Agreement** and then click **Install**.

5. **Wait while the installation process upgrades WorldShip.** At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

**Auto download upgrading**

If a Web Install package is downloaded, WorldShip prompts you to upgrade now or later. If you do not upgrade now, an Install button is added to the custom toolbar for your use later.

# Installing WorldShip on a Single WorkStation or part of a Workgroup

You can install WorldShip on a Single Workstation or on a workstation that's part of a Workgroup. WorldShip should not be installed on a server.

## Installing on a Single Workstation:

1. **Download and run the web install**
   Go to ups.com/us/en/business-solutions/business-shipping-tools/worldship.page. Note the download destination.

2. **On the WorldShip Setup Screen,** follow the instructions and select your preferred application language, then install location and country/territory. On the Installation Type Selection screen, select **Single Workstation** and click **Install**. Click **Next** when finished.

3. **On the License Agreement screen,** accept the UPS® Technology Agreement by selecting **I Accept the Terms in the License Agreement** and then click **Install**.

4. **Wait while the installation process upgrades WorldShip.** At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

# Installing WorldShip in a Workgroup configuration

If you want to allow multiple shippers to process packages using the same database, then you may install WorldShip in a Workgroup configuration grouping. Installing WorldShip in a Workgroup configuration requires that a Single Workgroup Administrative workstation be installed first. After the Workgroup Administrative workstation has been installed, one or many Workgroup Remote workstations may be installed to share the database that is located on the Workgroup Administrative workstation.

WorldShip is designed to have the database reside on the Workgroup Administrative workstation. WorldShip is not designed to have the database shared on a network file server. Additionally, a Workgroup configuration grouping requires that a "shared network drive folder" be defined. The shared network drive is the location for files (other than the database) that will need to be accessed by all of the workstations in the Workgroup configuration grouping.

*Note: You can configure the Task Scheduler in WorldShip to make daily backups of the database. Those backups can be stored on a server. For step-by-step instructions, search for Task Schedule Editor using the Search Help bar within the Support tab in WorldShip.*

**Pre-Installation Instructions:** Create a folder in which to install the shared WorldShip files. This folder must be a shared Microsoft® folder and can reside on either the Workgroup Administrative workstation or on any drive that is accessible from the Workgroup Administrative workstation, as well as the Workgroup Remote workstations. These files should be installed in a different folder than the local files.

## Installing the Workgroup Administrative workstation:

1. **Download and run the web install**
   ups.com/us/en/business-solutions/business-shipping-tools/worldship.page
2. **On the WorldShip Setup screen,** choose the following:
   - Application Language — Select the language in which you want WorldShip installed.
   - Install Location — **Optional**: Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you choose.
   - Country/Territory of Installation — Select the country/territory where WorldShip is to be installed.
   - Select or clear the **Add Shortcut to WorldShip on Desktop**. Check box if needed.
   - When you are finished, click **Next**.
3. **On the License Agreement screen,** accept the UPS® Technology Agreement by selecting **I Accept the Terms in the License Agreement** and then click **Next**.

4. **On the Installation Type Selection screen,** choose the following:
   - For the desired installation type, select **Workgroup Admin**.
   - For the location to install shared files by both the Admin and Remote, click **Browse (...)** and select the location in the **Workgroup Admin Shared Location** box. When you are finished, click **Install**.
5. **Wait while the installation process copies the files.** At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

**Workgroup Remote workstation(s):**
By default, the Workgroup Remote workstation can perform limited functionality. The Workgroup Administrator can configure remotes to perform additional WorldShip functions.

*Note: If you recently installed TCP/IP, you may see other windows or be asked for additional information.*

# Installing WorldShip in a Workgroup configuration *(Continued)*

## Installing from the Web:

1. **Download and run the web install:**
   ups.com/us/en/business-solutions/business-shipping-tools/worldship.page

2. **On the WorldShip Setup screen,** choose the following:
   - Application Language — Select the language in which you want WorldShip installed.
   - Install Location — **Optional**: Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you choose.
   - Country/Territory of Installation — Select the country/territory where WorldShip is to be installed.
   - Select or clear the **Add Shortcut to WorldShip on Desktop** check box as needed.
   - When you are finished, click **Next**.

3. **On the License Agreement screen,** accept the UPS Technology Agreement by selecting **I Accept the Terms in the License Agreement** and then click **Next**.

4. **On the Installation Type Selection screen,** choose the following:
   - For the desired installation type, select **Workgroup Remote**.
   - For the location to install shared files that were installed by the Admin, click **Browse (...)** and select the location in the **Workgroup Admin Shared Location** box.
   - When you are finished, click **Install**.

5. **Wait while the installation process copies the files.**
   At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

## Installing from a shared drive:

You have the option of installing Workgroup Remote workstations from install files stored on the shared drive (the shared drive location was designated during the installation of the Workgroup Administrative workstation). The install files can be found in the \UPS\WSTD\Remote\Install\Disk1 subdirectory of the shared drive folder.

1. **On the WorldShip Setup screen,** choose the following:
   - Local Destination Directory — **Optional**: Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you choose.
   - Workgroup Administrator Shared Location — This field is read-only and displays the shared location that was set up by the Workgroup Administrator.
   - Country/Territory of Installation — Select the country/territory where WorldShip is to be installed.
   - By default, a shortcut to **WorldShip** will be created on your desktop.
   - When you are finished, click **Next**.

2. **On the License Agreement screen,** accept the UPS Technology Agreement by selecting **I Accept the Terms in the License Agreement** and then click **Next**.

3. **Wait while the installation process copies the files.**
   At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

   For U.S. customers who want more detailed instructions, go to ups.com/us/en/business-solutions/business-shipping-tools/worldship/worldship-support.page and click **View Support Guides** in the Guides section and then select **Install on a Single or Workgroup Workstation**.

# Setting up Communications

WorldShip requires electronic communications to transmit package and tracking information. For Direct Access: TCP/IP.

## Configuring communications:

When you start WorldShip for the first time, you will see the **Communications Setup** window. Select the **Direct Access** connection method and provide any necessary information to complete the connection setup:

- Direct Access: a direct or broadband 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. Direct Access generally offers the fastest connection.
- You may need to identify the proxy server with the URL address, port and authorization information. If a proxy server is used, you must also use specific browser settings.

## Reconfiguring communications:

You should reconfigure communications when your proxy server settings change.

1. On the **Tools** tab, select **More Tools** and then **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 change proxy server settings for Direct Access.
   - 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 WorldShip.

1. **After the 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, and then click **Finish**.

2. **If the Authenticate Your Invoice Information screen appears,** complete the required information and click **Submit**.

   ■ Click on the calendar date selector to select the date of your invoice.

   ■ Enter the 13-character Invoice number.

   ■ Enter the exact charges shown in the "Charges this period" field of the invoice (do not enter the currency symbol).

   ■ Enter the Control ID printed in the top right corner of your invoice *(Note: this may not be available for every invoice).*

3. 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 WorldShip customer and ready to process packages.

## Post-installation checklist

1. **If you disabled** any anti-spyware, anti-malware or virus scanner software, please enable it.

2. **If you receive a message** that WorldShip cannot communicate with UPS, consult the computer technical support staff at your company.

3. **For WorldShip Workgroup Administrative Workstations:** Please 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 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.

4. **If you have a UPS-supplied printer,** restart your printer prior to shipping by powering it off and then powering it back on.

## Uninstall instructions

1. **If you uninstall WorldShip,** do not delete any of its directories without first running the uninstall program.

   ■ When running the uninstall program on Windows 8.1, right-click the **UPS WorldShip** tile and select UPS **WorldShip Uninstall**.

   ■ When running the uninstall program on Windows 10 or Windows 11, in the **Start** window, click **All Apps**, then **UPS** and then **UPS WorldShip Uninstall**.

# Technical support

For additional support, please visit ups.com/us/en/business-solutions/business-shipping-tools/worldship.page and search for WorldShip Support.

For any questions about WorldShip not answered by this guide or WorldShip Help, please call the following numbers:

Afghanistan ...................... +93-79-3204045 / 9647814318252
Albania ...........................................................+355682048904
Algeria ............................................................ +49 69 66404364
Angola ............................................................ +49 69 66404364
Argentina ............................................................. 0 800 122 0286
Armenia .............................................................10 3741 27 30 90
Australia ............................................................... 1800 148 934
Austria ..........................................................+43 (0) 1 50 15 96 002
Azerbaijan ..........+10 99 412 493 39 91 / +994-12-490 6989, +994-12-493 3991
Bahamas ............................................................1-888-960-2683
Bahrain ............................................................+49 69 66404364
Bangladesh ...................................................... +49 69 66404364
Belarus ............................................................ 375-17-227-2233
Belgium ........................................................+32 (0) 22 56 66 19
Bermuda ...........................................................1-888-960-2678
Bolivia ..........................................................................800 100 807
Bosnia ..........................................................................033 788 160
Brazil .................................. 0800 8923328 or 55 11 569 46606
Bulgaria ............................................................0700 1 8877
Burundi .......................................................... +49 69 66404364
Bulgaria ............................................................0700 1 8877
Cameroon.......................................................... +49 69 66404364
Canada .................................1-888-UPS-TECH (1-888-877-8324)
Cayman Islands..........................................................1-888-960-2686
Chile ..........................................................................800 835 682
China, People's Republic of ................................. 400 013 3023
Colombia ...................................................................01800 752 2293
Congo, The Democratic Republic of............ +49 69 66404364
Costa Rica ......................................................... 0800 052 1591
Cyprus ..........................................................................77 77 7200
Czech Republic ...................................... +42 0239016468
Denmark .............................................................+45 (0) 35 25 65 04
Djibouti .......................................................... +49 69 66404364
Dominican Republic . ........................................1-888-760-0095
Ecuador ................................................................ 1800 000 119
Egypt ................................................................... +49 69 66404364
El Salvador .....................................................................800 6191
Estonia ................................................................. 372 666 47 00
Ethiopia .......................................................... +49 69 66404364
Finland ..........................................................+358 (0) 923 11 34 07
France ..............................................................+33 (0) 157324060

Germany ........................................................+49 (0) 69 66 30 80 37
Ghana ............................................................. +49 69 66404364
Gibraltar ...............................................................+350 200 42332
Greece ...................................................................210-99 84 334
Guatemala ..............................................................1800 835 0384
Honduras ..........................................................................800-0123
Hong Kong ...................................................................8206 2133
Hungary ............................................................+36 (0) 17774820
India.......... 91-22-2827-6111 / 00 0800 852 1113 (Toll-Free)
Indonesia ............................................................001 803 852 3670
Ireland, Republic of .....................................+353 (0) 15245447
Israel .............................................................00-972-(0) 35-770112
Italy .............................................................. +39 0248270032
Ivory Coast ....................................................... +49 69 66404364
Japan ...............................................................00531 85 0020
Jordan ............................................................. +49 69 66404364
Kazakhstan ..................................................... +49 69 66404364
Kenya ............................................................+49 69 66404364
Korea, South ........................................................ 00798 8521 3669
Kosovo .............................................................+381 38 24 22 22
Kuwait .............................................................. +49 69 66404364
Kyrgyzstan.................. +996 312 699 988 / +996-312-979713
Latvia ..........................................................................7805643
Lebanon ............................................................. +49 69 66404364
Lithuania ...........................................................370-37-350505
Luxembourg ....................................................FR 00 33 8050 10365
Malawi ............................................................... +49 69 66404364
Malaysia ............................................................... 1800 80 4709
Mali ..................................................................+223 2029 91 52
Mauritania .......................................................+222 4529 28 89
Mauritius ......................................................... +49 69 66404364
Mexico ...................................................................01 800 714 65 35
Moldova .............................................................+373-22-403901
Monaco .............................................................+33 (0) 157324060
Morocco ........................................................... +49 69 66404364
Mozambique ..................................................... +49 69 66404364
Netherlands .............................................. .+31 (0) 20 50 40 602
New Zealand ...............................................................0800 443 785
Nicaragua ........................................................ 001800 226 0452
Nigeria ............................................................... +49 69 66404364
Northern Ireland .........................................+44 (0) 2079490192

Norway ........................................................+47 (0) 22 5777 34
Oman ..............................................................+49 69 66404364
Pakistan ...........................................................+49 69 66404364
Panama ...................................................................00800 052 1414
Paraguay ...................................................................009800 521 0051
Peru ..........................................................................0800 009 19
Philippines .......................1800 1855 0023 or 1800 765 2927
Poland ............................................................+48 (0) 222030321
Portugal .......................................................+351 (0) 21 9407061
Puerto Rico .......................1-888-UPS-TECH (1-888-877-8324)
Qatar ................................................................ +49 69 66404364
Romania ........................................................... 40 21 233 88 77
Russia ................................................................ 7 49 5961 2211
Rwanda ............................................................+49 69 66404364
Saudi Arabia ....................................................+49 69 66404364
Scotland ...................................................... +44 (0) 2079490192
Senegal .......................................................................221 33 8646042
Serbia ............................................................+381 11 2286 422
Singapore .......................................................... 800 852 3362
Slovakia ............................................................. +421 2 16 877
Slovenia .............................................................. 38642811224
South Africa ....................................................+49 69 66404364
Spain ............................................................+34 (0) 917459877
Sri Lanka ..........................................................+49 69 66404364
Sweden .......................................................... +46 (0) 85 79 29 041
Switzerland ....................................................+41 (0) 442115700
Taiwan ...................................................................00801 855 662
Tanzania ...........................................................+49 69 66404364
Thailand .............................................................001 800 852 3658
Tunisia ...............................................................+49 69 66404364
Turkey ...................................................................0090-212-413 2222
United Arab Emirates ..............................800-4774 (Toll-Free)
United Kingdom ......................................+44 (0) 2079490192
United States .............................................................888-553-1118
Uruguay ....................................................................000 405 296 651
U.S. Virgin Islands .....................................................1888 877 8324
Uzbekistan ......................................................+998 (71) 1203838
Venezuela ...................................................................0800 100 5772
Wales ............................................................+44 (0) 2079490192
Zambia ............................................................+49 69 66404364
Zimbabwe .......................................................+49 69 66404364

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