

Customer Solutions

Authentication and Authorization Quick Start Guide

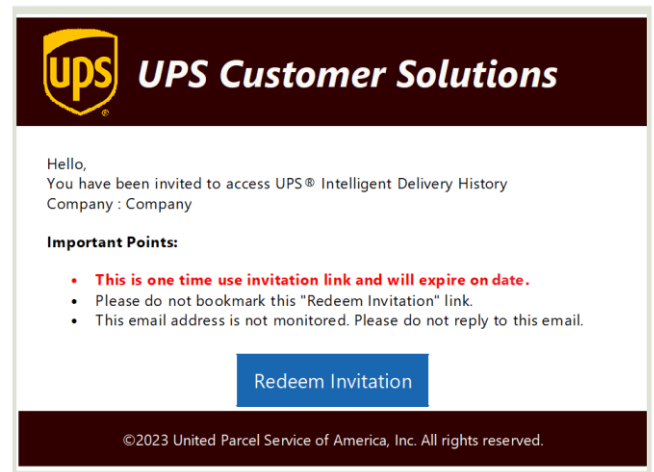
First-time User Log In

Customer Solutions Digital Platform log-in process has been improved with an authentication and authorization interface for all users. It requires access to a valid email address and inbox while following the steps.

1

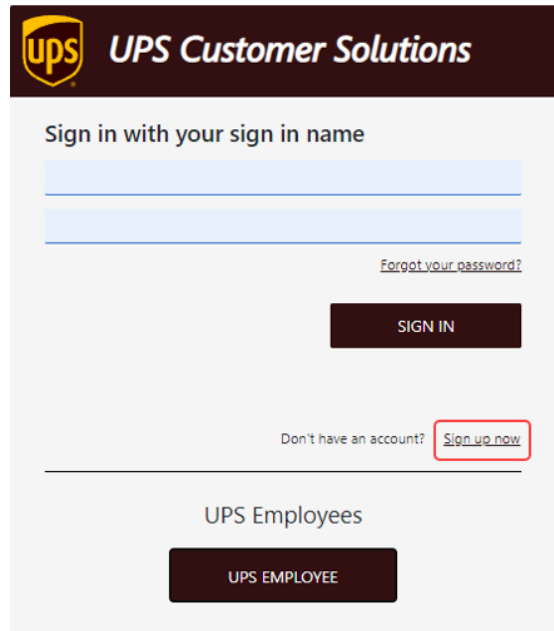
Invitation

Once you receive the kickoff email with a redeemable invitation. Click on the Redeem Invitation on the UPS welcome email that reads “**UPS do not reply**” in the header.



2

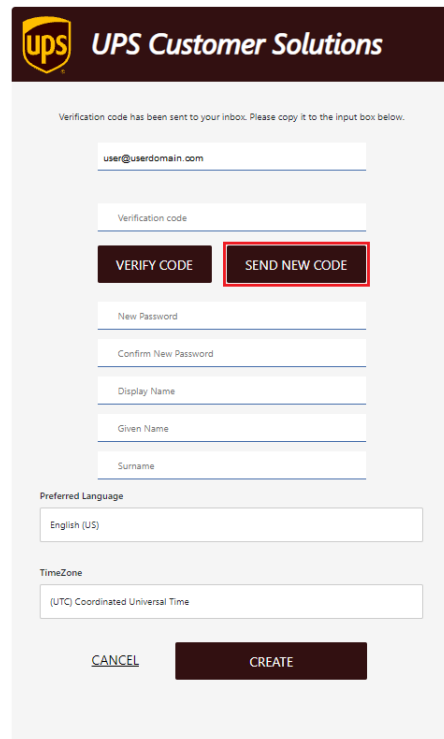
Sign up now
Click on **Sign up now** link from the login landing page.



The image shows the login page for UPS Customer Solutions. At the top, there is a dark brown header with the UPS logo and the text "UPS Customer Solutions". Below the header, the main content area is light gray. It starts with the text "Sign in with your sign in name" followed by two empty input fields. To the right of the second field is a link "Forgot your password?". Below these fields is a dark brown button labeled "SIGN IN". At the bottom of the main content area, there is a link "Don't have an account?" followed by a red-bordered button labeled "Sign up now". Below the main content area, there is a section for "UPS Employees" with a dark brown button labeled "UPS EMPLOYEE".

3

Verification Code
Enter your email address and click **Send Verification Code**.

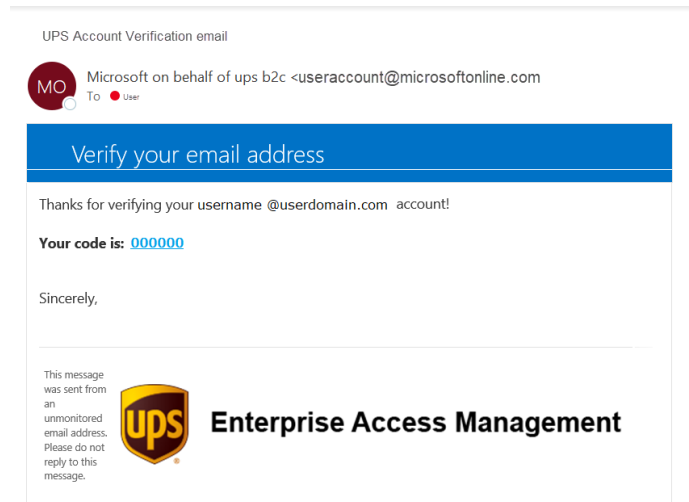


The image shows the verification code page for UPS Customer Solutions. At the top, there is a dark brown header with the UPS logo and the text "UPS Customer Solutions". Below the header, the main content area is light gray. It starts with the text "Verification code has been sent to your inbox. Please copy it to the input box below." followed by an input field containing "user@userdomain.com". Below this is another input field labeled "Verification code". To the right of this field are two dark brown buttons: "VERIFY CODE" and "SEND NEW CODE", with the latter being red-bordered. Below these are several more input fields: "New Password", "Confirm New Password", "Display Name", "Given Name", and "Surname". At the bottom, there are two more sections: "Preferred Language" with a dropdown menu showing "English (US)", and "TimeZone" with a dropdown menu showing "(UTC) Coordinated Universal Time". At the very bottom, there are two dark brown buttons: "CANCEL" and "CREATE".

4

Verification code

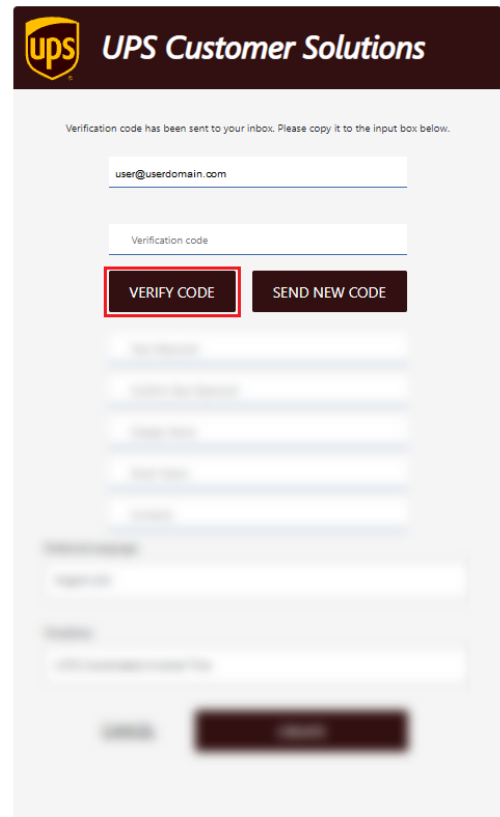
You will receive an email from Microsoft on behalf of UPS b2c. This email shows a code to be used on the login screen to verify your identity.



5

Verify Code

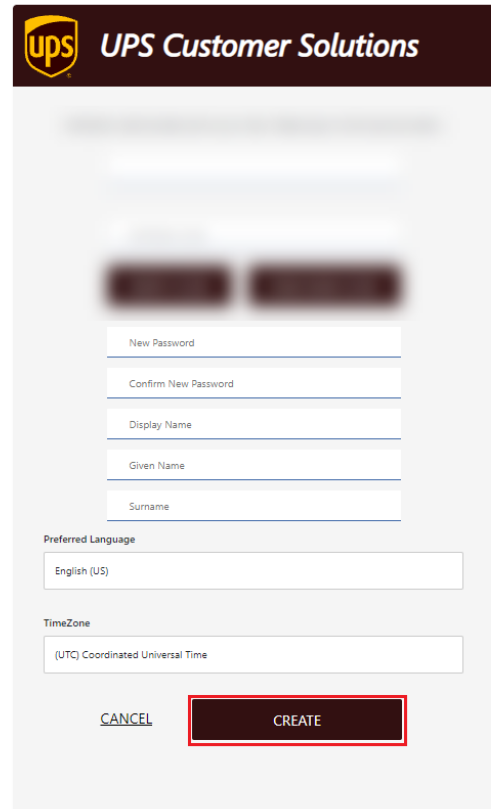
Enter the verification code and click Verify Code.



6

User Identity information

Enter a new password, confirm it, and enter your personal information including preferred language and time zone
Click Create.



The screenshot shows the 'UPS Customer Solutions' account creation form. It includes the following fields: 'New Password', 'Confirm New Password', 'Display Name', 'Given Name', and 'Surname'. Below these are dropdown menus for 'Preferred Language' (set to 'English (US)') and 'TimeZone' (set to '(UTC) Coordinated Universal Time'). At the bottom, there are two buttons: 'CANCEL' and 'CREATE', with the 'CREATE' button highlighted by a red border.

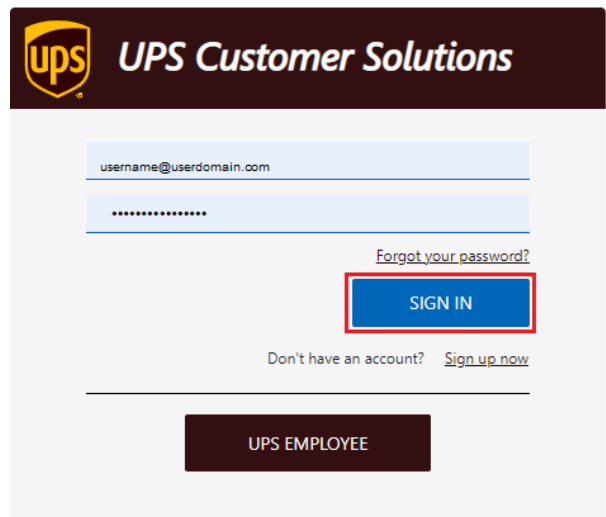


Congrats, you are now a user of the Customer Solutions Digital Platform!

You can now access the affiliated solutions page. Use your email address and created password to log in.



Keep your ID and password information secured.



The screenshot shows the 'UPS Customer Solutions' login page. It features a dark header with the UPS logo and the text 'UPS Customer Solutions'. Below the header are two input fields: the first contains 'username@userdomain.com' and the second contains a masked password '*****'. To the right of the password field is a link that says 'Forgot your password?'. Below these fields is a blue 'SIGN IN' button, which is highlighted with a red border. At the bottom of the page, there is a dark button labeled 'UPS EMPLOYEE'.

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If you have any difficulties or questions, contact UPS® Customer Solutions at psisupport@ups.com.