

# Global Access

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# User Guide



March 2015

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# Chapter 1 - Introduction

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## 1.1 Purpose of this User Guide

Welcome to **Global Access** international shipment service! This **User Guide** helps you maintain your **Global Access** user account. In the **Fast Start** companion document, we show you how to choose the service level that's right for you, and then create and configure your new **Global Access** account. In this document, we focus on the features that you put into daily use after establishing your account.

Before reading this guide, we recommend that you first read the **Fast Start Guide** and then create your **Global Access** account. For future reference, remember that you may click any page number in the **Table of Contents** above to access a specific section.

## 1.2 Global Access Platform

In the **Fast Start** document, we describe the different levels of service that **UPS i-parcel** offers: **Global E-Commerce**, **Logistics Plus**, and **Logistics-Only**. When you created your account, you chose a **Service Type** that corresponds to one of these service levels. For all of these service levels, **Global Access** is the online platform for managing your international e-commerce and logistics through the **UPS i-parcel** system. Some parts of the platform, and therefore some sections in this guide, apply to only to one or two service levels. We'll make note of that, where applicable.

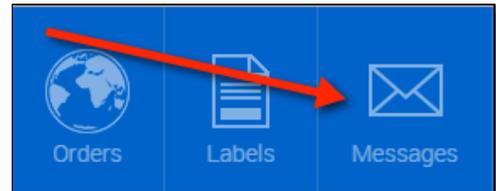
## 1.3 Account Management Dashboard

You establish your **Global Access** account by completing all of the onboarding steps that we describe in the **Fast Start Guide**. Once you complete onboarding, you'll receive a confirmation message from **UPS i-parcel**. From that point onward, this is the first screen that you'll see after logging in:

Recent Orders					
Info Label Barcode Cancel Split					
Printed	Tracking #	Customer Name	Reference	Date ↑	Status Date
<input type="radio"/>	<a href="#">1205289751US</a>	Stefan Hartman		10/08/2014	10/8/2014, 5:55:27 AM
<input checked="" type="radio"/>	<a href="#">107717521US</a>	Chad Hedgcock	i-parcel labels test	12/04/2014	12/4/2014, 4:03:25 AM
<input checked="" type="radio"/>	<a href="#">107717524US</a>	Chad Hedgcock	i-parcel labels test	12/04/2014	12/4/2014, 4:08:31 AM
<input checked="" type="radio"/>	<a href="#">107717953US</a>	Oleg Sadikov		12/22/2014	12/22/2014, 1:57:58 AM
<input checked="" type="radio"/>	<a href="#">107717959US</a>	oleg oleg	total	12/24/2014	12/24/2014, 2:40:42 AM

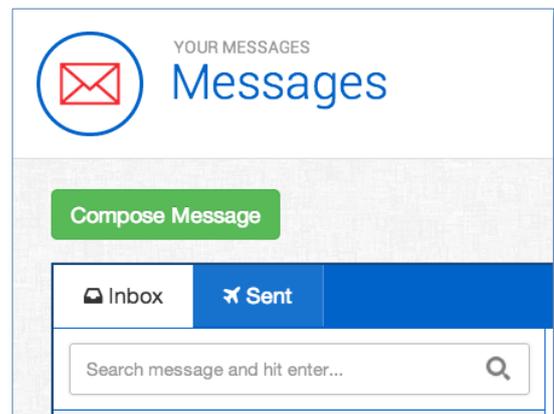
## 1.4 Messages

This is a comprehensive user guide for the **Global Access** platform, and we wrote it to guide you through all of the features. But, please do contact us if you encounter difficulty. The **Message** feature is readily found at the top of every page, to the right of the **UPS i-parcel** logo. You can expect a fast response to any message that you post here, since this is the most efficient method for communicating with **UPS i-parcel** Support.



To create and manage your support messages, do the following:

1. Click the **Messages** icon, to display the messaging panel.
2. Click the **Compose Message** button to display the pop-up window.
3. In the **To:** drop-down listing, choose the department.
4. Enter the **Subject** and **Message**, and then click **Send**.



### 1.4.1 Other Message Features

You can also view your incoming messages in the **Inbox** tab. Click the **Sent** tab to view messages that you've sent. To look for messages matching a keyword, type a word into the **Search** box.

## 1.5 Getting Help

If you have a problem for which you can't find a solution in this guide, then please contact **UPS i-parcel** Support for assistance using any of these methods:

<b>Global Access Message</b>	At the top of any page, click the <b>Messages</b> icon. Learn more in the Messages section.	
<b>Telephone</b>	<b>888-UPS I-PARCEL (472-7235)</b>	
<b>Email</b>	<a href="mailto:trackmyparcel@UPS i-parcel.com">trackmyparcel@UPS i-parcel.com</a>	

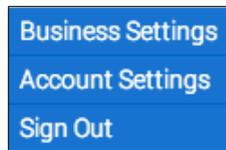
# Chapter 2 - Business Settings

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**Global Access** gives you many options for managing the integration of your e-commerce website with **UPS i-parcel**. In addition to the features we describe in the foregoing chapters, we also provide the **Business Settings** control panel. Here, you maintain the information about your business, exclude the countries to which you don't sell your products, and indicate any features you need to disable.

To edit your business settings, do the following:

1. Login to **UPS i-parcel Global Access**.
2. In the upper-right corner of the page, click the **Business Settings** link.
3. The **Business Settings** page will appear, on which you'll find four tabs near the top: **Edit**, **Supported Countries**, **Options**, and **Subusers**.

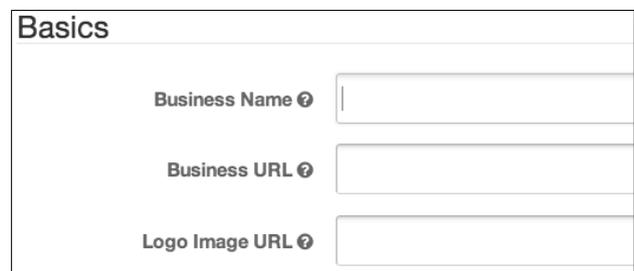


## 2.1 Edit Business Settings

In the **Edit** tab, you can modify your business website settings, corporate address, shipping address, and other settings such as shipping method and IP address exclusion for testing purposes. Many of these values were taken from your profile at the time you created a **Global Access** account. Below please find instructions for each tab: **Edit**, **Supported Countries**, and **Options** and **Subusers**.

To make changes on the **Edit** tab, follow these steps:

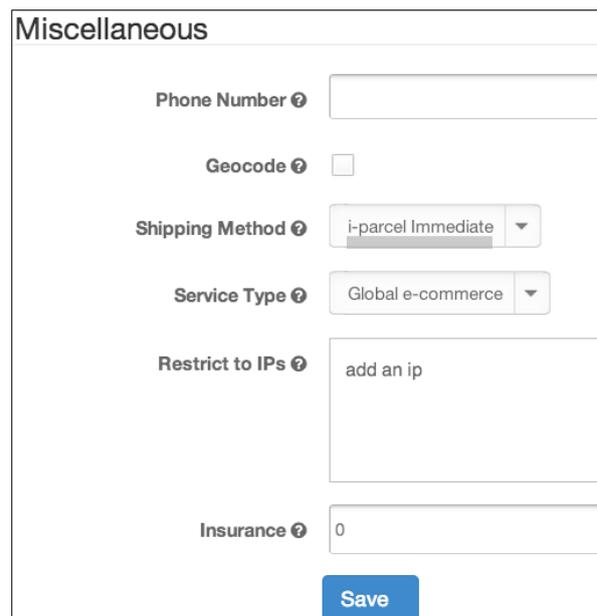
1. Click on the **Edit** tab.
2. Enter your **Business Name** and **Business URL**.
3. Also, in the **Logo Image URL**, enter the exact URL for the location of your company logo.



The 'Basics' section of the form contains three input fields: 'Business Name', 'Business URL', and 'Logo Image URL'. Each field has a small question mark icon to its right.

4. In the next section, complete all the fields for your **Business Address**—which might be different from your **Shipping Address** (see below).
5. If you want to have your **Shipping Address** to be the same as your **Business Address**, check the box for **Use the Same Address**.

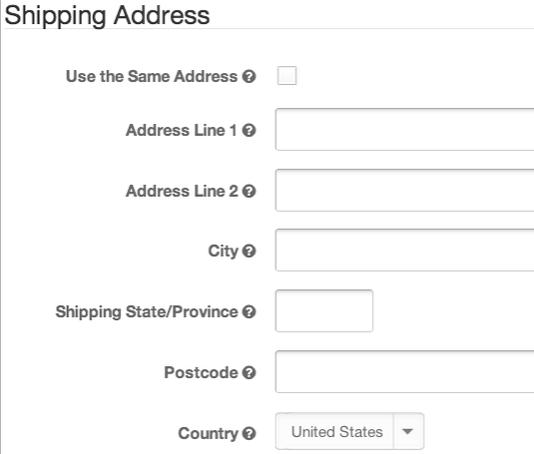
6. If your **Shipping Address** is different from your **Business Address**, uncheck the box for **Use the Same Address** and



The 'Miscellaneous' section of the form contains several fields: 'Phone Number' (text input), 'Geocode' (checkbox), 'Shipping Method' (dropdown menu with 'i-parcel Immediate' selected), 'Service Type' (dropdown menu with 'Global e-commerce' selected), 'Restrict to IPs' (text input with 'add an ip' placeholder), and 'Insurance' (text input with '0'). A blue 'Save' button is located at the bottom right of the section.

enter the complete shipping address.

7. There are a few other settings in the **Miscellaneous** section. Perhaps you only want to add your business **Phone Number**, but read on to decide if want to change the default settings.



Shipping Address

Use the Same Address

Address Line 1

Address Line 2

City

Shipping State/Province

Postcode

Country

8. **Geocode**: Check the **Geocode** box if you want **UPS i-parcel** to automatically detect the geographic location for your shopping website customers. If you check this box, then **UPS i-parcel** will configure the **Welcome Pop-up** to automatically present the **Country** and **Currency** which correspond to the customer's geographic region.
9. Next, choose your default **Shipping Method**. You can choose from several shipping speeds. **Immediate** is the fastest international shipping method at 5-8 business days; **Preferred** provides a balance between cost and speed at 7-14 business day; **Saver** is the most economical at 7-14 business days.
10. **Service Type** is critically important, since it specifies the Service Level that you want—along with the feature set and corresponding subscription costs. For more information, read the **Service Level Overview** section at the beginning of the **UPS i-parcel Fast Start Guide**.
11. We strongly recommend that you perform testing of your **UPS i-parcel** integration with only a small set of test computers before you go live. To have **Global Access** recognize these test IP addresses, simply enter these IP addresses—or IP range—into the **Restrict script to** field. Similarly, add IP addresses to the **Restrict to API** field to permit only those IPs to access the

API (read more in the **API Reference**). When you are ready to go live, remember to return here and edit or remove these IP addresses.

12. If you want to collect from your shoppers an amount to cover shipping insurance, then please enter a value for the dollar amount into the **Insurance** field.
13. If you want to print labels to your Zebra printer, check the **Zebra Printing** box.
14. Click **Save** to commit your changes.

## 2.2 Supported Countries

You can also prohibit shipments to some countries. In the **Supported Countries** section, you'll find that all countries have a check mark to indicate that you give permission for **UPS i-parcel** to ship to those countries on your behalf. Simply uncheck the box for the countries that you want to exclude, and then go to the very bottom of the page and click **Save** to commit your changes.

There are other columns in the **Supported Countries** grid, as we shown in this figure:

<input type="checkbox"/>	COUNTRY NAME	FIXED PRICES	TAX INCLUDED	I-PARCEL AVAILABLE
<input type="checkbox"/>	Afghanistan	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	Åland Islands	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	Albania	<input type="checkbox"/>	<input type="checkbox"/>	

Placing a check into the **Tax Included** box for a country is an indication that each of the fixed prices for that country includes the tax in the value of the price. Read more in the section on [Uploading Fixed Price Items](#).

Placing a check into a box for **Fixed Prices** for a country will cause the **UPS i-parcel** system to use your fixed prices. Of course, these fixed prices need to be in the system, which we explain in the section on [Uploading Fixed Price Items](#). At checkout time, if no fixed price is found for a particular SKU that is to be sent to a country having this **Fixed Price** designation, the item will be ineligible for shipment.

Follow these simple steps to choose which countries:

1. In **Business Settings**, click on the **Support Countries** tab—in which you'll find a check in the box for each of the countries.
2. Go down through the **Country Name** listing and uncheck the box for each of the countries that you want to exclude from shipment. You may prefer to

uncheck the box in the column heading and then choose only a few countries that are valid shipping destinations for your company.

3. Go to the very bottom of the page and click **Save** to commit your changes.

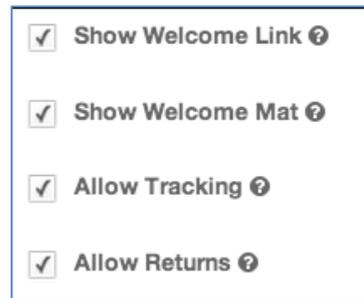
## 2.3 Options

In the **Options** tab of **Business Settings** section, you can change a number of universal settings which broadly affect the function of your **Global Access** account.

Follow these steps to change your business options:

1. In **Business Settings**, click on the **Sub Users** tab.

2. Uncheck the **Show Welcome Link** box if you do NOT want the **Welcome Link** to appear on your website.

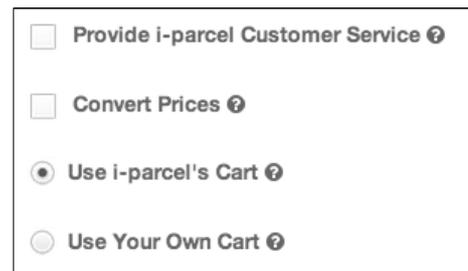


3. Uncheck the **Show Welcome Mat** box if you do NOT want the **Welcome Pop-up** to appear on your website.

4. Uncheck the **Allow Tracking** box if you do NOT want the **Tracking Pop-up** feature to be available on your website.

5. Uncheck the **Allow Returns** box if you do NOT want the **Returns Pop-up** feature to be available on your website.

6. Uncheck the **Provide UPS i-parcel Customer Service** box if you do NOT want the **UPS i-parcel Customer Service Pop-up** feature to be available on your website.



7. Uncheck the **Convert Prices** box if you do NOT want **Global Access** to automatically convert prices to the local currency of the shopper.

8. To minimize screen flicker that may occur before currency conversion, the default setting is to hide all prices and also hide the **Checkout** button.

Uncheck the box if you want to display prices.

9. If you want to *always* redirect your international customers to a country-specific website, then check the **Always Redirect** box. If you specify a URL in the **Supported Countries** tab for specific countries, a redirect will occur only one time. If you need to force your international customers to redirect every time, then choose **Always Redirect**.
10. By default, the option to **Use UPS i-parcel's Cart** is chosen. If you prefer to preserve the function of your current shopping cart, click the radio button for **Use Your Own Cart**.
11. To use the **UPS i-parcel** checkout for international orders, click the **Use UPS i-parcel's Checkout** radio button. To use an **Adyen** hosted checkout for international orders, click the **Use Adyen Hosted Checkout** radio button.
12. Click the **Save** button to commit your changes.

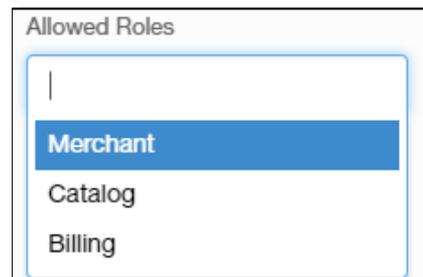
## 2.4 Sub Users

In the **Sub Users** tab of **Business Settings** section, you add users to your **UPS i-parcel** account. You can assign a user to have one or more of these roles:

- **Merchant** – access to all areas of the Dashboard, which includes the roles below.
- **Catalog** – sub users of this type can only upload and edit catalog items, including banned items.
- **Billing** – sub users of this type can view invoices from **UPS i-parcel**.

Follow these steps to add a sub user to your account:

1. In **Business Settings**, click on the **Sub Users** tab.
2. Enter the **User Name**, **Email Address**, **First Name**, and **Last Name** for the user.
3. Click into **Allowed Rules** field to display a small drop-down, from which you can select one of the sub user roles. Click into the field again to add another role for this user. Remember that the **Merchant** role includes the privileges of the other two roles. To remove a role, simply click the small **x**.
4. You may need to refresh the page to see the user in the listing.



Go on to the next chapter to learn how to modify your account settings.

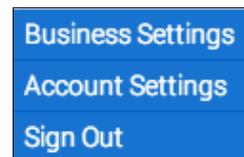
# Chapter 3 - Account Settings

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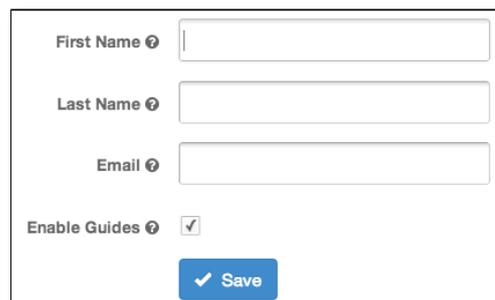
**Global Access** gives you many options for managing the integration of your e-commerce website with **UPS i-parcel**. In addition to the features we describe in the foregoing chapter, you can also edit your most basic account settings.

To edit your business settings, do the following:

1. Login to **UPS i-parcel Global Access**.
2. In the upper-right corner, click **Account Settings**.
3. If necessary, enter your **First Name**, **Last Name**, and your **Email** address.
4. Uncheck the **Enable Guides** box if you don't want on-screen help tips.
5. Click the **Save** button.



Elsewhere in this guide, you can learn how to **Reset your password**. Or, you can change it at the bottom of the **Account Settings** page:



1. First, enter your **Current Password**.
2. Next, enter your **New Password**, and then enter it again in the **Confirm Password** field.
3. Click the **Reset Password** button to commit your changes.

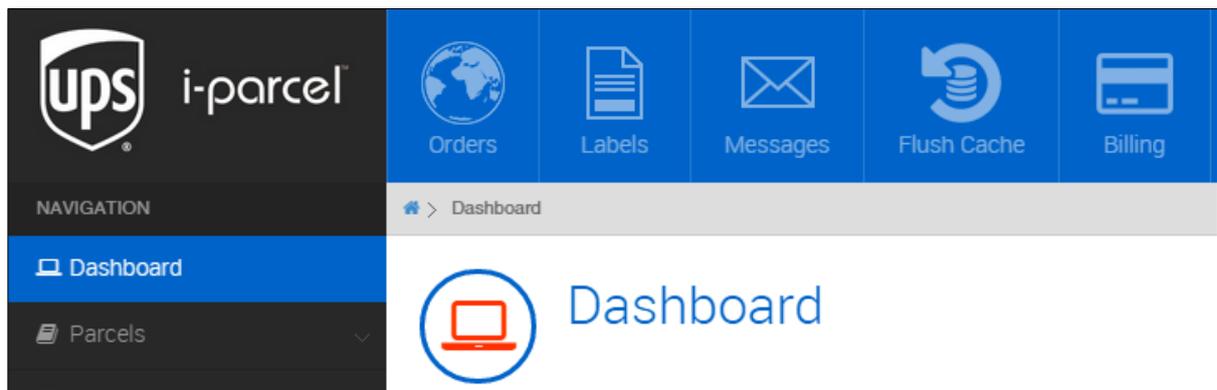
Please **REMEMBER** your new password. If you encounter difficulty or need further assistance, contact **UPS i-parcel** Support (see the **Getting Help** section of this guide).

# Chapter 4 - Dashboard

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The **Dashboard** is the default view when you login to **Global Access**. After you complete the boarding process and login again, your dashboard will change to highlight package tracking, delivery problems, and sales data. Along the left side, you see a different set of menus. Expand the **Display Settings** menu and you'll find a number of feature menus. You can also see several feature menus in the **Promotions** menu.

At the very top of the page, you'll find buttons to access the **Order Tracking**, **Shipping Labels**, **Messages**, and **Billing** features. The **Flush Cache** feature is for use after making changes to the Display Settings.



At the top of the page, you'll see the **Recent Orders** table. This is the very same table found in the **Order Tracking** section. You can how to filter this table in the next chapter.

Below the **Recent Orders** table, you'll find a number of **Sales Performance Charts**, including **Orders By Day**, **Successes by Country**, **Abandons by Country**, and **Fails by Country**.

# Chapter 5 - Order Tracking

After you complete the boarding process, your dashboard will change. At the top, you'll see the **Order Tracking** table.

To access all of the features of the **Order Tracking** table, follow these steps:

1. At the very top page, you'll find a toolbar next to the **UPS i-parcel** logo.



2. Click the **Orders** button to display the page.

3. The **Orders** page will appear, containing a table of order information that includes the **Tracking** number, **Customer Name**, order **Date**, and **Status Date**, along with other information.

Recent Orders						
Printed	Tracking #	Customer Name	Reference	Date ↓	Status Date	Last ...
<input type="radio"/>	1205505688US	Chad Hedcock	14500041	02/11/2015	2/11/2015, 9:11:21 AM	
<input type="radio"/>	1205505687US	Stefan Testman	14500040	02/11/2015	2/11/2015, 9:10:55 AM	
<input type="radio"/>	1205505685US	Chad Hedcock	14500039	02/11/2015	2/11/2015, 9:09:40 AM	

4. To see all information for an order, click on a record in the table and then click the **Info** button at the top of the table.

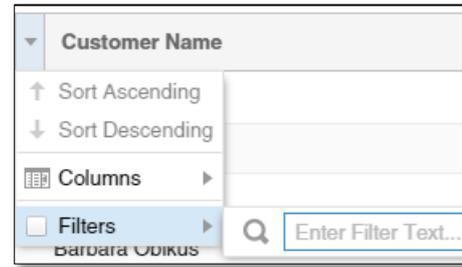
5. **Adding columns** – To add or hide columns from the view, hover over any of the column names and click the drop-arrow, then click **Columns**.

Tracking #	Customer Name
107736US	
1205539102US	
1205539100US	
107735US	Barbara Obikus
107734US	Barbara Obikus
107733US	Barbara Obikus
107732US	John Dauern
107731US	John Dauern
107730US	John Dauern
107729US	John Dauern

Page 1 of 10 Export to

- Printed
- Tracking #
- Customer Name
- Email
- Country
- Reference
- Total Int.
- Total
- Date
- Qty
- SKUs
- Status Date
- Last Status

6. **Filtering** – You can also filter the view and display only records containing specific text that might be found in a particular column. Simply hover over any of the column names and click the drop-arrow, then click **Filters** and then enter one or more filter terms.



7. To search, you can enter all or part of a tracking number or other term in the **Search** field.
8. Click any column name to sort the table on that column; click the column name again to reverse the sorting on that column.

# Chapter 6 - Shipping Labels

During the onboarding process, it's likely that you made a shipping label. You can create more shipping labels at any time. We provide you with the ability to print either UPS or **UPS i-parcel** labels. After printing **UPS i-parcel** labels, you place them onto your packages and take them to your local **UPS i-parcel** Distribution Center.

To create a shipping label, follow these steps:

1. At the very top page, you'll find a toolbar next to the **UPS i-parcel** logo.



2. Click the **Labels** button.
3. Enter the information for the package recipient: **First Name, Last Name, Address, Postcode, Country, City, State, Email** address, and **Phone** number.

First Name ?	<input type="text"/>	Last Name ?	<input type="text"/>
Address 1 ?	<input type="text"/>	Address 2 ?	<input type="text"/>
Postcode ?	<input type="text"/>	Country ?	<input type="text" value="Please select a Country"/>
City ?	<input type="text"/>	Region/State ?	<input type="text"/>
Email ?	<input type="text"/>	Phone ?	<input type="text"/>

4. Next, choose the **Shipping Method** and the **Currency**.

Shipping Method ?	<input type="text" value="Please select a Shipping Method"/>
Currency ?	<input type="text" value="Please select a Currency"/>

- For your records, optionally enter a **Reference** number and **Control** number.

Reference # ?	<input type="text"/>
Control # ?	<input type="text"/>

- Next, you'll need to enter the items that you are including in the shipment in the **Item Information** in the grid. We need the item descriptions for the customs declaration and we use the weight of each item to calculate a total weight.
- To add an item from your catalog, click the **Add Catalog SKU** button, and then enter the **SKU** and the **Quantity**. Click **Save**, and then complete the remaining information in the row that appears in the grid.
- To add an item not currently in your catalog, click the **Add Manual Item** button. Enter the product information in the pop-up, click **Save**, and then complete the remaining information in the grid.

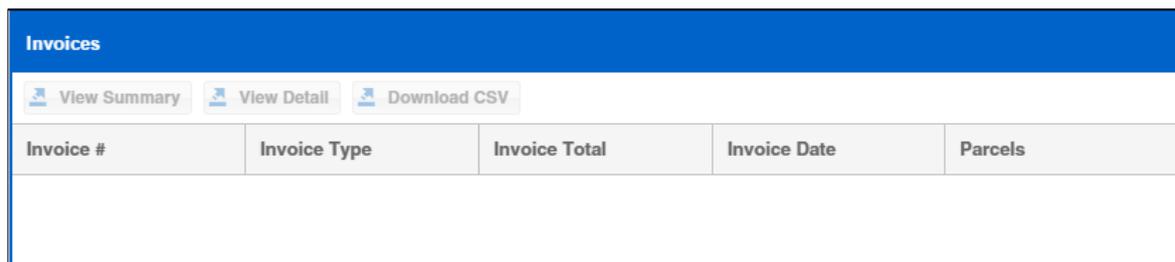
Enter Item Information									
<input type="button" value="Add Catalog SKU"/>		<input type="button" value="Add Manual Item"/>							
		SKU	Quantity	Price	Name	Weight	Origin	Length	Width

For convenience, we place a copy of the [Order Tracking](#) table at the bottom of the page.

# Chapter 7 - Billing

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Navigate to the **Billing** menu item to view your invoices. There, you'll find a listing of all your invoices. You can sort this listing on any of the column names, and view a summary or detail view for any specific invoice. You can also click the **Download CSV** button to download a comma-separated file of all of your invoices—which you can then load into Microsoft Excel.



Invoices				
View Summary	View Detail	Download CSV		
Invoice #	Invoice Type	Invoice Total	Invoice Date	Parcels

# Chapter 8 - Returns

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**Global Access** also provides a feature for managing returns. You can search for returns and check the status. If necessary, you can perform a refund or reprint the return label (to send to the customer).

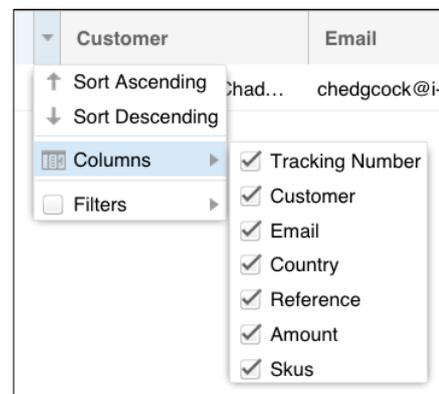
## 8.1 Find a return

Users can enter a tracking number to locate a return in the system and, optionally, generate a return label or refund the return.

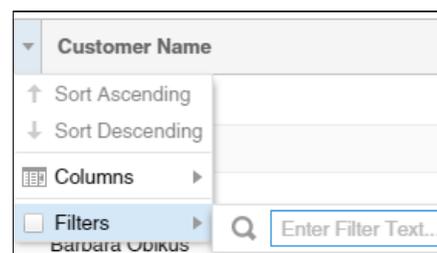
To perform additional processing on a return, do the following:

1. In the left-hand menu, navigate to **Returns > Execute**.
2. To search for a return, enter a search term and click **Search**.

**Adding columns** – To add or hide columns from the view, hover over any of the column names and click the drop-arrow, then click **Columns**.



**Filtering** – You can also filter the view and display only records containing specific text that might be found in a particular column. Simply hover over any of the column names and click the drop-arrow, then click **Filters** and then enter one or more filter terms.



## 8.2 Refund a return

After finding a return, you can refund a return in a few simple steps:

1. Click on the record in the listing and then click the **Refund Return** button at the very top left of the listing.
2. Enter the amounts in the pop-up window and click **Refund** to commit your changes and process the refund. To cancel, click the small **x** button to close the pop-up.

## 8.3 Reprint a Return Label

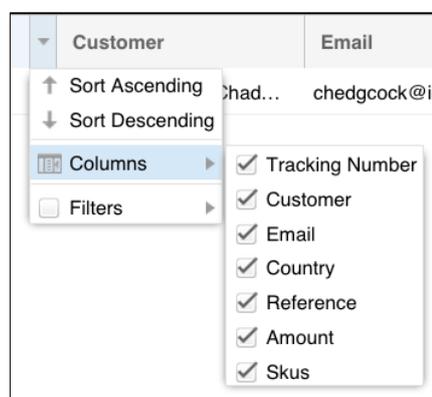
After finding a return, you can reprint the return label:

1. Click on the record in the listing and then click the **Reprint Return Label** button at the very top left of the listing.
2. A new Adobe PDF window will appear which contains the label. Locate the Print icon or menu item to print the label on your printer.

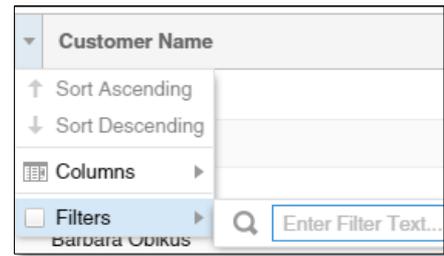
## 8.4 Viewing Returns

To quickly view a listing of returns, simply navigate to **Returns > Execute**. From there, you can page through the listing of all returns.

**Adding columns** – To add or hide columns from the view, hover over any of the column names and click the drop-arrow, then click **Columns**.



**Filtering** – You can also filter the view and display only records containing specific text that might be found in a particular column. Simply hover over any of the column names and click the drop-arrow, then click **Filters** and then enter one or more filter terms.



# Chapter 9 - Managing Your Catalog

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**Global Access** stores the essentials about your online catalog so that our system will correctly calculate and total shipping costs, taxes, and duties. During the onboarding process, you uploaded your catalog for the first time. In the first section here in this chapter, we show you how to edit your catalog, but you may find it necessary to upload your catalog again. This might be the case, for example, if you've made extensive revisions or additions.

If necessary, you may need to upload your catalog again by following the instructions in the sections that follow immediately below ([Preparing a new catalog file](#) and [Uploading the Catalog File](#)). Otherwise, you can skip to one of these sections to learn how to manage banned and fixed pricing items:

- [Uploading Banned Items](#)
- [Editing Banned Items](#)
- [Uploading Fixed Price Items](#)
- [Editing Fixed Price Items](#)

## 9.1 Preparing a new catalog file

With the help of your database administrator, it's easy to prepare your catalog for uploading to **Global Access**. We need it in either of two common formats, an Excel spreadsheet or a CSV text file (comma-separated value format).

**NOTE:** We recommend that your website database administrator read this section and export the catalog from the database.

Whether you choose CSV or Excel format, you must include these catalog field headings in the very first row:

- SKU
- Product Name
- Description
- Length
- Width
- Height
- Weight
- Country of Origin
- Price

**IMPORTANT:** The first row of the Excel file must contain a name in each column. If you are submitting a CSV file, the first row must contain comma-separated list of field names in the very first row.

The following fields are optional, but these additional details will help the system enhance the mapping and ensure precise identification of your items. Please include these as additional column/field names according to the instructions above:

- URL of the product page
- Material (of which the product is primarily made)
- Category
- HTS Code

Here's an example of an Excel File:

	A	B	C	D	E	F	G	H	I	J
1	SKU	Description	Length	Width	Height	Weight	Country of Origin	Price	Name	URL
2	245187	T-shirt	30	22	2	1	United States	19.99	Green T-Shirt	<a href="http://w">http://w</a>
3	245188	Sweater	32	26	2	1	United States	19.99	Blue Sweater	<a href="http://w">http://w</a>
4	245189	Jacket	34	28	2	1	United States	19.99	Black Jacket	<a href="http://w">http://w</a>

## 9.2 Uploading the Catalog File

**IMPORTANT:** If you need to see an example of the file, navigate to **Catalog > Upload** and then click the **Example** link to download an example file.

After copying your online catalog into either a CSV or Excel file (.xls or xlsx filename extension), you can upload it by following the steps below:

1. Login to **UPS i-parcel Global Access**.
2. Use the left-side menus and navigate to **Catalog > Upload**.
3. Drag-and-drop your catalog file into the shaded area, or click the **Add Spreadsheet** button. Depending on the size of your file, it may take a few minutes or several minutes for the upload to complete. Then, you'll see two panels.



4. **Your Columns** contains column names for which *UPS i-parcel* couldn't find a match in the headings row of your file. **UPS i-parcel Columns** contains columns for which a match was found. Drag-and-drop the column names from **Your Columns** into **UPS i-parcel Columns** until all if the columns have the correct matching.
5. Now you can edit your catalog, which we explain in the next section.

## 9.3 Editing your catalog

To edit your catalog, follow these steps:

1. Login to **UPS i-parcel Global Access**.
2. In the left-hand menus, choose **Catalog > Edit**. A table will appear that containing your catalog file data, much like the one below.

Catalog							
Add Record		Remove Selected Record		Save Changes			
SKU	Name	Price	Weight	Length	Width	Height	HTS Code
1869240	DAISY PRINTED 5PKT JEAN	0.00	0.00	0.00	0.00	0.00	
1869249	CECE JEAN	0.00	0.00	0.00	0.00	0.00	
1869257	LAYNA GOLD SKINNY JEAN	0.00	0.00	0.00	0.00	0.00	

3. Double-click in any cell to edit the value it contains.
4. Also, you can add and delete rows by using the **Add Record** and **Remove Selected Record** buttons in the upper left corner of the grid.
5. Review the entire grid, taking time to review some of the values in each of the columns. After making any necessary changes, click **Save Changes**.

**NOTE:** At times, your catalog may require a large number of changes. If you find that to be the case, you may prefer to revise and prepare a new catalog. Learn how in the section [Preparing a new catalog file](#).

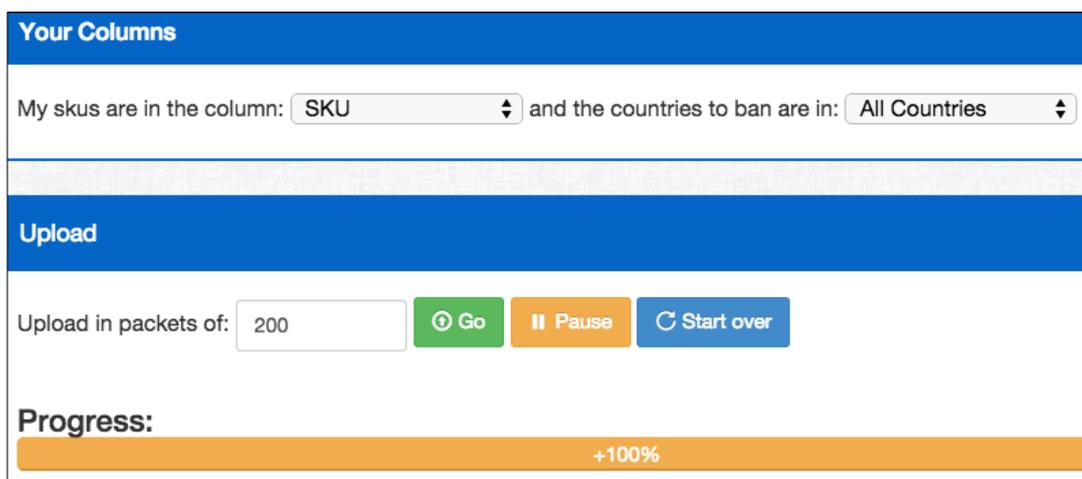
## 9.4 Uploading Banned Items

You can upload items that are banned from shipment to specific countries.

**IMPORTANT:** If you need to see an example of the file, navigate to **Catalog > Banned Upload** and then click the **Example** link to download an example file.

After copying your online catalog into either a CSV or Excel file (.xls or xlsx filename extension), you can upload it by following the steps below:

1. Login to **UPS i-parcel Global Access**.
2. Use the left-side menus and navigate to **Catalog > Banned Upload**.
3. Drag-and-drop your catalog file into the shaded area, or click the **Add Spreadsheet** button. Depending on the size of your file, it may take a few minutes or several minutes for the upload to complete. Then, you'll see two panels.



The screenshot shows a web interface for uploading banned items. At the top, a blue header reads "Your Columns". Below it, there are two dropdown menus: "My skus are in the column:" set to "SKU" and "and the countries to ban are in:" set to "All Countries". A second blue header reads "Upload". Below this, there is a text input "Upload in packets of:" with the value "200". To the right of the input are three buttons: a green "Go" button, an orange "Pause" button, and a blue "Start over" button. At the bottom, a "Progress:" section shows a full orange progress bar with "+100%" written on it.

4. Click the **Start Upload** button and, after a few moments you should see the button changed to **Finished**.

5. You may need to match the columns. **Your Columns** contains column names for which **UPS i-parcel** couldn't find a match in the headings row of your file. **UPS i-parcel Columns** contains columns for which a match was found. Drag-and-drop the column names from **Your Columns** into **UPS i-parcel Columns** until all of the columns have the correct matching.
6. Now you can edit your banned items, which we explain in the next section.

## 9.5 Editing Banned Items

To edit the banned items in your catalog, follow these steps:

1. Login to **UPS i-parcel Global Access**.
2. In the left-hand menus, choose **Banned > Edit**. A table will appear containing your catalog file data, much like the one below.



Currently Banned	
<input type="button" value="Delete"/>	<input type="button" value="Add"/>
SKU	Country
AIDHAMO	All Countries
BBGWNSU	All Countries
BCGLPOJ	All Countries

3. Double-click in any cell to edit the value it contains. Click either of the small buttons: **Update** or **Cancel**.
4. Also, you can add and delete rows by using the **Add** and **Delete** buttons in the upper left corner of the grid.
5. Review the entire grid, taking time to review the values in each of the columns.

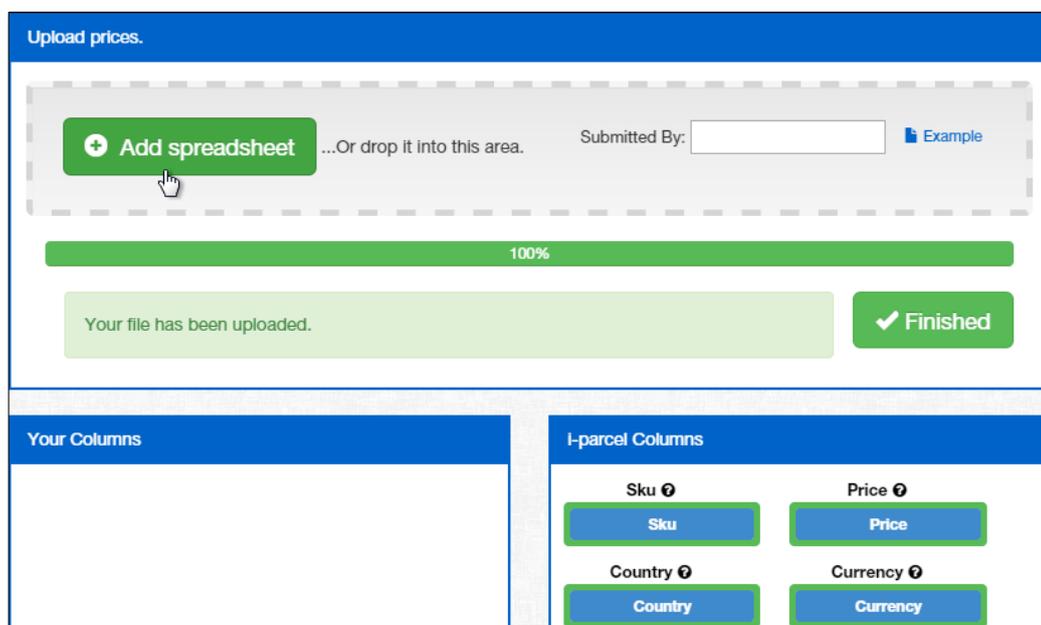
## 9.6 Uploading Fixed Price Items

You can make adjustments to your catalog by uploading fixed priced items.

**IMPORTANT:** If you need to see an example of the file, navigate to **Catalog > Fixed Pricing Upload** and then click the **Example** link to download an example file.

After copying your online catalog into either a CSV or Excel file (.xls or xlsx filename extension), you can upload it by following the steps below:

1. Login to **UPS i-parcel Global Access**.
2. Use the left-side menus and navigate to **Catalog > Fixed Pricing Upload**.
3. Drag-and-drop your catalog file into the shaded area, or click the **Add Spreadsheet** button. Depending on the size of your file, it may take a few minutes or several minutes for the upload to complete. Then, you'll see several panels.



4. Click the **Start Upload** button and, after a few moments you should see the button changed to **Finished**.
5. You may need to match the columns. **Your Columns** contains column names for which **UPS i-parcel** couldn't find a match in the headings row of your file. **UPS i-parcel Columns** contains columns for which a match was found. Drag-and-drop the column names from **Your Columns** into **UPS i-parcel Columns** until all if the columns have the correct matching.
6. Now you can edit your fixed-price items, which we explain in the next section.

## 9.7 Editing Fixed Price Items

To edit your catalog, follow these steps:

1. Login to **UPS i-parcel Global Access**.
2. In the left-hand menus, choose **Banned > Edit**. A table will appear that containing your catalog file data, much like the one below.

Results			
 Delete		 Add	
Sku	Country	Price	Currency
789456	Australia	8.99	Australia Dollars
123456	Canada	2.99	Canada Dollars

3. Double-click in any cell to edit the value it contains. Click either of the small buttons: **Update** or **Cancel**.
4. Also, you can add and delete rows by using the **Add** and **Delete** buttons in the upper left corner of the grid.
5. Review the entire grid, taking time to review the values in each of the columns.

**NEED HELP?** We understand if you have questions or need further assistance. Please don't hesitate to contact **UPS i-parcel** Support, which we describe in the section [Getting Help](#).

# Chapter 10 - Display Settings

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**IMPORTANT:** The **Display Settings** are for customers that subscribe to the **Global E-Commerce** or **Logistics Plus** service levels. Some settings are different for **Logistics Plus**. See the **UPS i-parcel Fast Start Guide** for more details on each service level, or visit <http://www.UPS i-parcel.com>.

**Global Access** provides tools to make it easy to make slight modifications on your store website and integrate with the **UPS i-parcel** international shipping system. As you adjust various options in **Display Settings**, **Global Access** will insert scripts into your website to customize it according to your preferences.

## 10.1 Flush Cache

After making changes to any of the **Display Settings**, you'll need to use the **Flush Cache** feature to replace the older JavaScript and CSS files and with new ones that correspond to the new settings. **UPS i-parcel** caches the JavaScript and CSS files, which avoids unnecessary file generation and results in faster page loading.

If you make changes to any of the **Display Settings**, you need to flush the cache if you want your changes to appear. We recommend that you make all of your changes in each section of the **Display Settings** feature and then click the **Flush Cache** button so that all of the changes appear simultaneously. After clicking the **Flush Cache** button, the **Dashboard** will appear (with the title "Flush Cache" at the top of the page).

## 10.2 Color Picker

At various places throughout the **Dashboard**, some of the items allow you to change colors, such as fonts, backgrounds, and borders. You select the color by clicking into the field. In the color picker pop-up, first move the slider to the color, and then choose the shade in the left-hand panel. Click the **Select** button to confirm your selection.



With the **Display Settings** tools, our **Global E-Commerce** and **Logistics Plus** customers can do the following:

- Configure the **Welcome Link**, **Welcome Pop-up**, **Tracking Pop-up**, **Returns Pop-up**, and **Customer Service Pop-up**.
- Choose the styles of the pop-up windows.
- Our **Global E-Commerce** customers can configure the **Global Access Shopping Cart** or integrate your shopping cart. **Logistics Plus** customers have limited options for the **UPS i-parcel** shopping cart. You can also choose to use the cart from your online store.
- Apply currency changes to the items in the **UPS i-parcel** copy of your catalog.
- Customize features such as the display of credit card offers and US-based payment methods

We show you how to configure these **Display Settings** in the sections that follow.

Below, you'll find detail descriptions and complete instructions to manage the following:

- [Pop-Up Styles](#)
- [Welcome Link](#)
- [Welcome Pop-up](#)
- [Tracking Pop-up](#)
- [Returns Pop-up](#)
- [Customer Service Pop-up](#)
- [Shopping Cart](#)
- [Currency](#)
- [Customizations](#)
- [Product Pages](#)

## 10.3 Pop-Up Styles

**NOTE:** This feature is only available to **Global E-Commerce** and **Logistics Plus** customers. See the **Fast Start Guide** to learn more about these service levels.

For **Global E-Commerce** and **Logistics Plus** service levels, **UPS i-parcel** manages your shopping cart and the pop-ups that directly relate to the purchases in your online store.

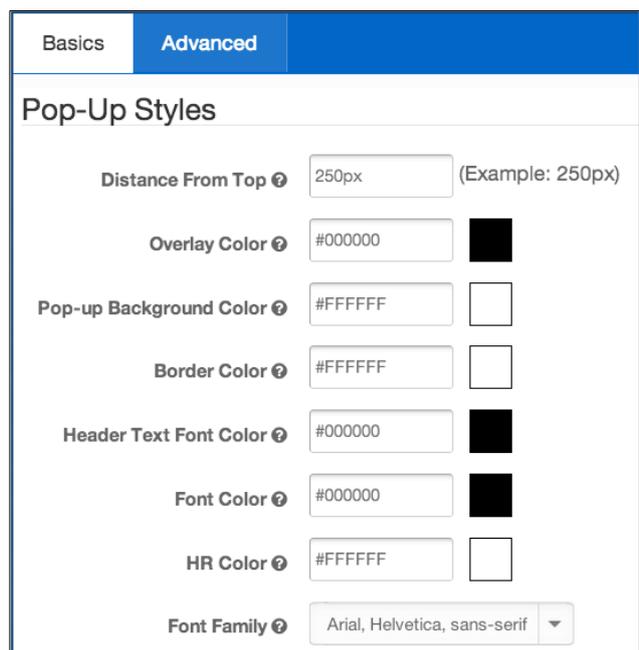
In the **Pop-up Styles** section of **Global Access**, you can configure the styling that will apply to the **Welcome**, **Tracking**, **Return**, and **Customer Service** pop-ups. You can choose the overlay and other colors, the font family, button styles, grid style. If it's an option, you can have your developer add custom CSS in the **Advanced** tab.

### General Pop-Up Styles

To configure the general styles for pop-ups, follow the steps below:

1. Login to **UPS i-parcel Global Access**.
2. In the left-hand menus, click the **Display Settings > Pop-up Styles** item to display a page that looks like the image below.
3. In the first section, you'll see the default setting for **Distance from the Top** is 250 pixels. This is the distance from the top of the browser window to top edge of all pop-up windows. You may increase or decrease this value to suit your preference for the position of all pop-ups.

4. Next, you'll see a number of colors, the first of which is the **Overlay Color**. This is the color that fills the field around the pop-up and partially obscures the underlying page. We recommend a darker color—one that contrasts well with the choice that you make for the **Pop-up Background Color**.



5. Using the same method as in the previous step, choose the pop-up **Border Color**, **Header Text Font Color**, body text **Font Color**, and **HR Color** (color for the *Horizontal Rules*, or horizontal dividers).
6. In the **Font Family** drop-down listing, choose the font typeface that you want to apply to all the text in your pop-up. If you would rather that the **UPS i-parcel** system take the font typeface family directly from your website, then choose **Inherit from my website**.

7. If you have a **Submit/Close** button that you would prefer to use instead of the default **UPS i-parcel** button, enter the URL of that button in the **Close Button URL** field. **NOTE:** This button is the one that closes the pop-up, and is different from the other buttons on the pop-up. To change the settings for the other buttons, see **Button Styles** below.
8. If you don't want a shadow to appear beneath your pop-ups, then uncheck the box for **Apply Drop Shadow**; if you don't want the corners of your pop-up to have any rounding, then uncheck the box for **Apply Rounded Corners**.

To continue formatting your pop-ups, continue on to the [Button Styles](#) section below. If you are done, scroll to the bottom and click the **Save** button to commit your changes.

## Button Styles

You'll find the **Button Styles** subsection further down the page. To configure the button styles for pop-ups, follow these steps:

1. In the **Image URL** field, you can enter the URL containing the image color that you want to use for the buttons on your pop-up.
2. Choose the **Background Color** and **Font Color** for the buttons on your pop-up.
3. Also, enter the **Font Size**, **Button Height** and **Button Width** for the buttons on your pop-up.
4. If you want a different image when the mouse hovers over one of the buttons on your pop-up, then enter the URL for that image in the **Hover Image URL** field.
5. Choose the **Hover Background Color** and **Hover Font Color** for the buttons on your pop-up.



The screenshot shows a configuration form for button styles. It includes the following fields and options:

- Image URL**: An empty text input field.
- Background Color**: A text input field containing "#000000" and a black color swatch.
- Font Color**: A text input field containing "#FFFFFF" and a white color swatch.
- Font Size**: A text input field containing "12px" and an example "(Example: 12px)".
- Button Height**: A text input field containing "50px" and an example "(Example: 25px)".
- Button Width**: A text input field containing "50px" and an example "(Example: 100px)".

You may want to continue on to the [Grid options](#) section below. Or, if you're done, scroll to the bottom and click the **Save** button to commit your changes.

## Grid options

The **Grid options** subsection is toward the bottom of the page. To configure the colors for any grids that may appear on your pop-ups, follow these steps:

1. All rows including the header row are white by default. If you want the header row to be a different color, choose a different color for **Header Row Background**.



The screenshot shows a configuration panel with four rows. Each row has a label, a text input field with a hex color code, and a color selection swatch. The labels are: 'Header Row Background', 'Even Background', 'Odd Background', and 'Font Color'. The hex codes are: '#FFFFFF', '#FFFFFF', '#FFFFFF', and '#000000' respectively. The 'Font Color' swatch is a solid black square.

Header Row Background ?	#FFFFFF	<input type="color"/>
Even Background ?	#FFFFFF	<input type="color"/>
Odd Background ?	#FFFFFF	<input type="color"/>
Font Color ?	#000000	<input type="color"/>

2. *Even* rows are every other row beginning with the 2<sup>nd</sup> row. If you want to contrast these rows from the *odd* rows, choose a different color for **Even Background**; *odd* rows are every other row beginning with the 1<sup>st</sup> row. If you want to contrast these rows from the *even* rows, choose a different color for **Odd Background**.
3. If you'd rather have a color other than black, choose a different **Font Color**.
4. Click the **Save** button to commit your changes.

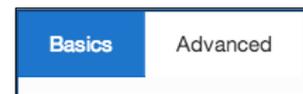
## Advanced – CSS

**IMPORTANT:** In the **Advanced** tab, you can edit CSS that will configure the styling for all of the pop-ups. To best approximate the look of your store theme, it might be easier for you to have your developer slightly modifications a copy of the CSS from your online store.

**NOTE:** We recommend use of this feature only for those customers who have CSS skills.

To control the pop-up formatting with your CSS script, follow these steps:

1. In the left-hand menus, click the **Display Settings > Pop-up Styles** item.



2. Click the **Advanced** tab, then write, or paste, your CSS into the text box.
3. Click the **Save** button to commit your changes.

## 10.4 Welcome Link

The **Welcome Link** helps your shoppers easily choose their country and currency (for price display). When a shopper clicks the **Welcome Link** on your website, the **Welcome Pop-up** window will appear and present default choices for **Shipping Country** and **Payment Currency**. A message—that you can edit in the [Welcome Pop-up](#) page—will alert your customer that these are the default choices, but that they may make different choices to match their location and currency requirements. In this section, we focus on the formatting for the **Welcome Link** the next section shows you how to configure the [Welcome Link](#).

**NOTE:** This feature is only available to **Global E-Commerce** and **Logistics Plus** customers. See the **Fast Start Guide** to learn more about these service levels.

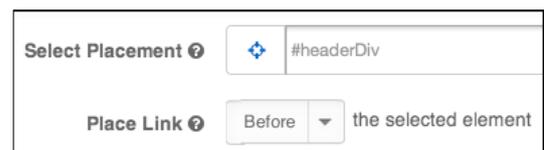
After creating your **UPS i-parcel** account, you may remember doing some initial configuration of your **Welcome Link** as part of the onboarding process. If necessary, you can review chapter 6 of the **Fast Start Guide**. Now that you're onboard as an **UPS i-parcel** customer, we make it easy for you to make changes to the placement and function of the **Welcome Link**. There are three panels that you can access by clicking on one of these tabs: **Basics**, **Style**, or **Advanced**.

## Basics

To make changes to the basic styling for the **Welcome Link**, follow these steps:

1. On the **Welcome Link** page, click the **Select Placement** button. After a moment, a large pop-up window will appear. At the bottom of the pop-up, you'll see the web page that is found in your profile. If that isn't the correct page on which you want to place the **Welcome Link**, then simply enter the URL of that page into the **Page address** field

and then click **Go**.



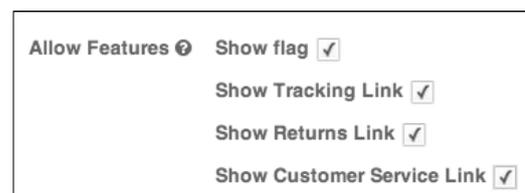
The screenshot shows a dialog box titled "Select Placement" with a help icon. Below the title is a text input field containing "#headerDiv". Below that is a "Place Link" dropdown menu with "Before" selected and "the selected element" as the label.

2. When you have the correct web page, click the element—within your web page—on which you want to place the **Welcome Link**.
3. There are several options for placement of the link. From the **Place Link** drop-down list, choose one of the following:

- a. **Before** – the **Welcome Link** will appear before the element you have chosen.
- b. **After** – the **Welcome Link** will appear after the element you have chosen.
- c. **Replace** – the **Welcome Link** will *replace* the element you have chosen.

4. By default, **Global Access** will display several links adjacent to the **Welcome Link**. If you prefer, you can uncheck the corresponding box to disable one or more of the following features:

- a. **Show Flag** – display the country flag as the image for the **Welcome Link**.



The screenshot shows a dialog box titled "Allow Features" with a help icon. It contains four checkboxes, all of which are checked: "Show flag", "Show Tracking Link", "Show Returns Link", and "Show Customer Service Link".

- b. **Show Tracking Link** – display a link to the **Tracking Pop-up**.

- c. **Show Returns Link** – if applicable, display a link to the **Returns Pop-up**
- d. Show **Customer Service Link** – display a link to the **Customer Service Pop-up**.

**NOTE:** If you uncheck the **Show Tracking Link, Show Returns Link, or Show Customer Service Link**, then these features will be unavailable to the shopper, and the corresponding pop-up configuration page will be unavailable to you.

- 5. Next, we recommend that you add your own **Welcome Link Text**. This text will appear in the **Welcome** pop-up. In the grid, we provide one row that you can edit directly. You can add multiple lines of text containing one or more of four text categories: **Ship To Text, Tracking Text, Returns Text, and Contact CS Text**. With the drop-down in the first column, you can choose the **Country** that corresponds to your text.

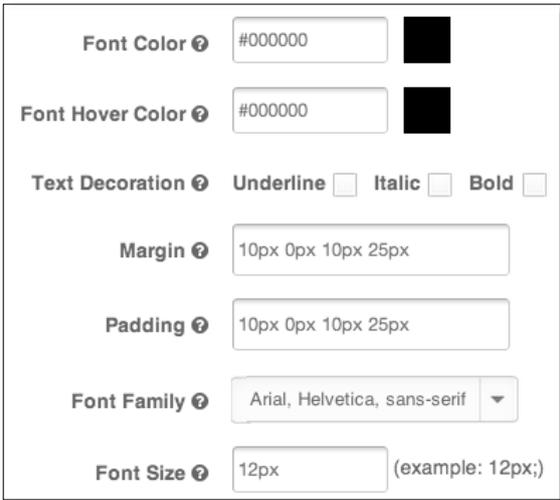
Welcome Link Text	
<input type="button" value="Add Record"/> <input type="button" value="Remove Selected Record"/>	
Country	Ship To Text
All Countries	Ship To:

- 6. To add text, click the **Add Record** button. In the new row, choose the **Country** to which the text applies (**All Countries** is the default). Then, enter the text into each of the columns and click **Save** to close the text-editor window. To edit text, simply click on the cell containing the text. Make your changes and then click the **Save** button.
- 7. If you ever decide to entirely remove a row of text from the **Welcome** pop-up, then come back to this page and select the row containing the text you want to remove, and then click the **Remove Selected Record** button.
- 8. Click the **Preview** at the bottom of the page to view your page, then click **Save**.

# Style

To configure additional styling for the **Welcome Link**, follow these steps:

1. On the **Welcome Link** page, click the **Style** tab.
2. At the top of the tab are two colors: the **Font Color** controls the color of the button font and the **Font Hover Color** controls the font color when the mouse pointer hovers over the button. If you prefer, change these colors as shown in the **Color Picker** subsection at the beginning of this chapter.
3. If you want to further modify the font for the **Welcome Link**, check one or more of the following boxes: **Underline**, **Italic**, or **Bold**.
4. To apply a margin around your **Welcome Link**, enter the values for the left, right, top, and bottom margins into the **Margin** field and separate each by a space (example: 10px 0px 15px 15px).
5. To apply padding around your **Welcome Link**, enter the values for the left, right, top, and bottom padding into the **Padding** field and separate each by a space (example: 5px 0px 10px 10px).
6. In the **Font Family** drop-down listing, choose the font typeface that you prefer for the text of your **Welcome Link**. If you would rather that the **UPS i-parcel** system take the font typeface family directly from the website in your profile, then choose **Inherit from my website**. If you prefer, enter a different **Font Size**.



The image shows a styling configuration panel for a 'Welcome Link'. It contains the following fields and options:

- Font Color**: A text input field containing '#000000' and a black color swatch.
- Font Hover Color**: A text input field containing '#000000' and a black color swatch.
- Text Decoration**: Three checkboxes for 'Underline', 'Italic', and 'Bold', all of which are currently unchecked.
- Margin**: A text input field containing '10px 0px 10px 25px'.
- Padding**: A text input field containing '10px 0px 10px 25px'.
- Font Family**: A dropdown menu showing 'Arial, Helvetica, sans-serif'.
- Font Size**: A text input field containing '12px' with '(example: 12px;)' to its right.

7. Click the **Preview** at the bottom of the page to see the new appearance and function of your page. Click **Save** to preserve your changes.

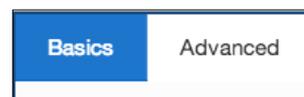
## Advanced – CSS

**IMPORTANT:** In the **Advanced** tab, you can edit CSS that will configure the styling for all of the pop-ups. To best approximate the look of your store theme, it might be easier for you to have your developer slightly modifications a copy of the CSS from your online store.

**NOTE:** We recommend use of this feature only for those customers who have CSS skills.

To control the **Welcome Link** formatting with your CSS script, do the following:

1. In the left-hand menus, click the **Display Settings > Pop-up Styles** item.
2. Click the **Advanced** tab, and then paste (or write) your CSS into the text box.
3. To see how your CSS will render, click the **Preview** button. When you're happy with the result, click the **Save** button to commit your changes.



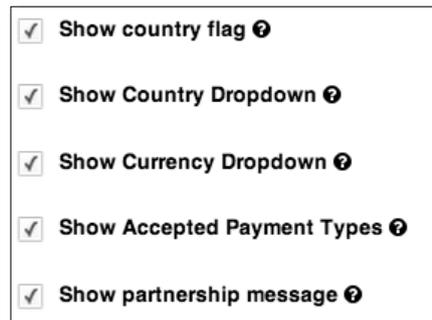
## 10.5 Welcome Pop-up

With the **Global E-Commerce** or **Logistics Plus** service level, you can greet your international shoppers with the **UPS i-parcel Welcome Pop-up**. Here in this section of the **Display Settings**, you choose the function and appearance of this pop-up.

**NOTE:** This feature is only available to **Global E-Commerce** and **Logistics Plus** customers. See the **Fast Start Guide** to learn more about these service levels.

To make changes to the styling for the **Welcome Pop-up**, follow these steps:

1. On the **Welcome Pop-up** page, you'll find a series of check boxes near the top of the page.
2. Check the **Show country flag** box to display the flag that corresponds to the country in which the shopper is using the website.



Remember that the country is automatically chosen by Internet geolocation and then shown on the **Welcome Pop-up**. The flag will correspond either to the default or the country chosen by the shopper in the **Country** drop-down listing (see the next step).

3. Next, check the **Show Country Dropdown** box to display a drop-down listing of countries on the **Welcome Pop-up**. This gives your shopper the option of choosing the country. Our geolocation technology is 99% accurate, but providing this option allows the shopper to manually choose the country. This can be helpful in situations in which the shopper may be travelling internationally.

- The **Global Access** script can set the currency for the shopper to correspond to the geolocation default. Or, as with the **Country** drop-down, you can check the **Show Currency Dropdown** and let the shopper have the option of choosing a different currency.
- Check the **Show Accepted Payment Types** box to show the accepted payment types through our payment processor for the shopper's country.
- We would be very appreciative if you would permit a short, small-font statement at the bottom of the **Welcome Pop-up** to indicate that **UPS i-parcel** is your international shipment system. If you prefer to omit this statement, then you can uncheck the **Show partnership message** box.

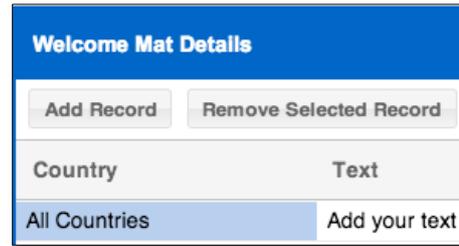
- Next, we recommend that you add your own **Welcome Message Greeting**. This introductory text will appear near the top of the **Welcome** pop-up. In the grid, we provide one row that you can edit directly.

Welcome Link Text	
<input type="button" value="Add Record"/>	<input type="button" value="Remove Selected Record"/>
Country	Ship To Text
All Countries	Ship To:

You can add multiple lines of **Text**, and customize each line of text so that it appears only when a specific **Country** is chosen by the shopper. With the drop-down in the first column of the **CS Pop-up Details** grid, you can choose the **Country** that corresponds to your text—text that you might want to be in a different language.

- To add text, click the **Add Record** button. In the new row, choose the **Country** to which the text applies (**All Countries** is the default). Then, enter the text into each of the columns, clicking **Save** to close the text-editor window.
- To edit text, simply click on the cell containing the text. Make your changes and then click the **Save** button.
- We also recommend that you add your own **Welcome Message Details**. This text will appear lower in the **Welcome Pop-up Window**. As with the **Welcome**

**Message Greeting**, you can add multiple lines of **Text**. With the drop-down in the first column, you can choose the **Country** that corresponds to your text—text that you might want to be in a different language.



Welcome Mat Details	
<input type="button" value="Add Record"/> <input type="button" value="Remove Selected Record"/>	
Country	Text
All Countries	Add your text

11. If you ever decide to entirely remove a row of text from either the **Welcome Message Greeting** or **Welcome Mat Details**, then come back to this page and select the row containing the text you want to remove, and then click the **Remove Selected Record** button.
12. Click the **Preview** at the bottom of the page to see the new appearance and function of your page. Click **Save** to preserve your changes.

## 10.6 Tracking Pop-up

With the **Global E-Commerce** or **Logistics Plus** service level, you have the option to provide the **UPS i-parcel Tracking** feature to your shoppers. If you enable the **Tracking Link** in the **Welcome Link** section, you can display shipment tracking events in-place on your website. These settings allow you to control the content that's on the **Tracking Pop-Up**.

**NOTE:** This feature is only available to **Global E-Commerce** and **Logistics Plus** customers. See the **Fast Start Guide** to learn more about these service levels.

Follow the steps below to configure the pop-up:

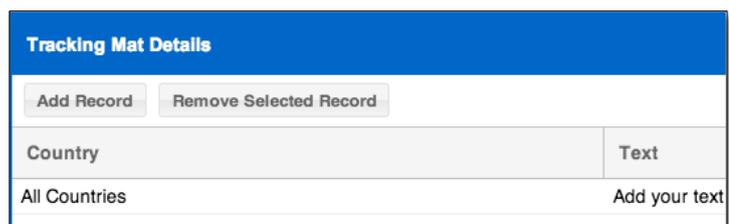
1. On the **Welcome Pop-up** page, you'll find two check boxes near the top of the page. We would be very appreciative if you would permit a short, small-font statement at the bottom of the **Welcome Pop-up** to indicate that **UPS i-parcel** is your international shipment system. If you prefer to omit this statement, then you can uncheck the **Partnership message** box.



A screenshot of a configuration panel with two checkboxes. The first checkbox is checked and labeled "Partnership message" with a help icon. The second checkbox is unchecked and labeled "Hide i-parcel Logo" with a help icon.

2. We also appreciate if you would permit a small logo at bottom of the **Welcome Pop-up**. If you prefer to hide this logo, then you can check the **Hide UPS i-parcel Logo** box.

3. You can add text to the **Tracking Pop-up** by click the **Add Record** button in the **Tracking Pop-Up Details** grid. In the grid, we provide one row that you can edit directly. You



A screenshot of a table titled "Tracking Mat Details". At the top are two buttons: "Add Record" and "Remove Selected Record". The table has two columns: "Country" and "Text". The first row has "All Countries" in the "Country" column and "Add your text" in the "Text" column.

Tracking Mat Details	
Country	Text
All Countries	Add your text

can add more lines of **Text**, and customize each line of text so that it appears only when a specific **Country** is chosen by the shopper. With the drop-down in the first column of the **CS Pop-up Details** grid, you can choose the **Country** that corresponds to your text—text that you might want to be in a different language.

4. If you ever decide to entirely remove a row of text from either the **Tracking Pop-Up Details**, then come to this page, select the row containing the text you want to remove, and then click the **Remove Selected Record** button.
5. If you already have a tracking link on your website, you can replace it with the **UPS i-parcel** tracking link. Click the button  for **Replace Tracking Link**, then locate and select the tracking link on your website.
6. Click the **Preview** at the bottom of the page to see the new appearance and function of your page. Click **Save** to preserve your changes.

## 10.7 Returns Pop-up

With the **Global E-Commerce** or **Logistics Plus** service level, you have the option to present the **UPS i-parcel Returns** feature to your shoppers. If you enable the **Returns Link** in the **Welcome Link** section, you can display shipment return events in-place on your website. These settings allow you to control the content that's on the **Tracking Pop-Up**.

**NOTE:** This feature is only available to **Global E-Commerce** and **Logistics Plus** customers. See the *Fast Start Guide* to learn more about these service levels.

Follow the steps below to configure the pop-up:

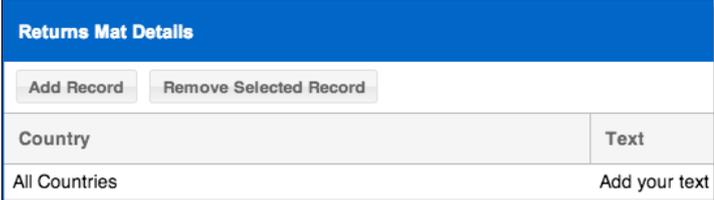
1. On the **Returns Pop-up** page, you'll find two check boxes near the top of the page.
2. We would be very appreciative if you would permit a short, small-font statement at the bottom of the **Welcome Pop-up** to indicate that **UPS i-parcel** is your international shipment system. If you prefer to omit this statement, then you can uncheck the **Show partnership message** box.
3. We also appreciate if you would permit a small logo at bottom of the **Welcome Pop-up**. If you prefer to hide this logo, then you can check the **Hide UPS i-parcel Logo** box.
4. You can add text to the **Tracking Pop-up** by clicking the **Add Record** button in the **Returns Pop-Up Details** grid. In the grid, we provide one row that you can edit directly. You can add more lines of **Text**, and customize each line of text so that it appears only when a specific **Country** is chosen by the shopper. With the



The image shows a screenshot of a configuration box with two checkboxes. The first checkbox is checked and labeled "Partnership message" with a help icon. The second checkbox is unchecked and labeled "Hide i-parcel Logo" with a help icon.

drop-down in the first column of the **CS Pop-up Details** grid, you can choose the **Country** that corresponds to your text—text that you might want to be in a different language.

5. If you ever decide to entirely remove a row of text from the **Returns Pop-Up Details**, then



Returns Mat Details	
<input type="button" value="Add Record"/> <input type="button" value="Remove Selected Record"/>	
Country	Text
All Countries	Add your text

come back to this page and select the row containing the text you want to remove, and then click the **Remove Selected Record** button.

6. If you already have a returns link on your website, you can replace it with the **UPS i-parcel** tracking link. Click the button for **Replace Returns Link**, then locate and select the tracking link on your website.



7. Click the **Preview** at the bottom of the page to see the new appearance and function of your page. Click **Save** to preserve your changes.

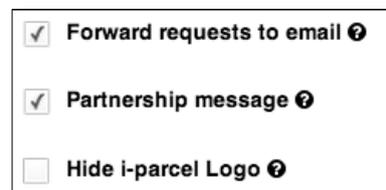
## 10.8 Customer Service Pop-up

With the **Global E-Commerce** or **Logistics Plus** service level, you have the option to have your shoppers contact **UPS i-parcel** Customer Service for any international shipment issues. If you enable the **Customer Service Link** in the [Welcome Link](#) section, you can display a pop-up—in-place on your website—which provides shoppers an easy method for contacting **UPS i-parcel Customer Service**. We provide a number of settings that give you control over the content that appears on the **Customer Service Pop-Up**.

**NOTE:** This feature is only available to **Global E-Commerce** and **Logistics Plus** customers. See the *Fast Start Guide* to learn more about these service levels.

Follow the steps below to configure the pop-up:

1. On the **Customer Service Pop-up** page, you'll find several check boxes near the top of the page.
2. If you want **UPS i-parcel** to forward to your email address any customer service inquiries that don't pertain to international shipping, check the box for **Forward requests to email**.
3. We would very much appreciate if you would permit a short, small-font statement at the bottom of the **Customer Service Pop-up**, which indicates that **UPS i-parcel** is your international shipment system. If you prefer to omit this statement, then you can uncheck the **Partnership message** box.



A screenshot of a configuration panel for the Customer Service Pop-up. It contains three settings, each with a checkbox and a help icon:

- Forward requests to email** ⓘ
- Partnership message** ⓘ
- Hide i-parcel Logo** ⓘ

4. We also appreciate if you would permit a small logo at bottom of the **Customer Service Pop-up**. If you prefer to hide this logo, then you can check the **Hide UPS i-parcel Logo** box.
5. You can add text to the **Customer Service Pop-up** by clicking the **Add Record** button in the **CS Pop-Up Details** grid. In the grid, we provide one row that you can edit directly. You can add more lines of **Text**, and customize each line of text so that it appears only when a specific **Country** is chosen by the shopper. With the drop-down in the first column of the **CS Pop-up Details** grid, you can choose the **Country** that corresponds to your text—text that you might want to be in a different language.

6. If you ever decide to entirely remove a row of text from the **Customer Service Pop-Up Details**,

CS Mat Details	
<input type="button" value="Add Record"/> <input type="button" value="Remove Selected Record"/>	
Country	Text
All Countries	Add your text

then come back to this page and select the row containing the text you want to remove, and then click the **Remove Selected Record** button.

7. Click the **Preview** at the bottom of the page to see the new appearance and function of your page. Click **Save** to preserve your changes.

## 10.9 Shopping Cart

In **Global Access**, there are two options for configuring the shopping cart. It is very easy to setup the **UPS i-parcel** shopping cart: you simply identify your shopping cart link, and then **Global Access** will add scripts to your website. Or, you can use your own checkout process. We should you how to do it in the sections below.

### 10.9.1 UPS i-parcel Cart

If you choose to use the **UPS i-parcel** cart, you only need to perform a few setup tasks. The style of the cart is driven by the settings that you made in the [Pop-Up Styles](#) page.

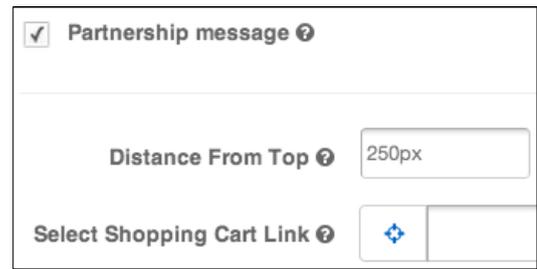
**NOTE:** This feature is only available to **Global E-Commerce** customers. Logistics Plus customers can learn how to integrate their existing shopping cart in the next section [Your Own Cart](#). See the **Fast Start Guide** to learn more about these service levels.

Most importantly, you'll need to identify your shopping cart link/button. When you do this, **Global Access** disables the existing function of your link/button and then inserts a script function which will cause the **UPS i-parcel** cart to open when the shopper begins the checkout process. You can also edit the text in the **Cart** pop-up, and you can override the **Distance From Top** setting if you would like it to be different from the other pop-ups.

Follow these simple steps below to configure the **UPS i-parcel** cart:

1. We would very much appreciate if you would permit a short, small-font statement at the bottom of the

**Customer Service Pop-up**, which indicates that **UPS i-parcel** is your international shipment system. If you prefer to omit this statement, then you can uncheck the **Partnership message** box.



The screenshot shows a settings panel for a 'Partnership message'. At the top, there is a checked checkbox labeled 'Partnership message' with a help icon. Below this, there is a 'Distance From Top' setting with a help icon and a text input field containing '250px'. At the bottom, there is a 'Select Shopping Cart Link' setting with a help icon, a blue crosshair icon, and an empty text input field.

2. Next, decide if you want to change the **Distance from the Top** setting from the default of 250 pixels. This is the distance from the top of the browser window to top edge of all pop-up windows. You may increase or decrease this value to suit your preference for the position of all pop-ups.

3. To identify your cart button/link, simply click the **Select Shopping Cart Link** button. After a moment, a large pop-up window will appear. At the bottom of the pop-up window, you'll see the web page that is found in your profile. If your shopping cart link/button isn't on that page, simply enter the URL of that page into the **Page address** field. Then click **Go**.

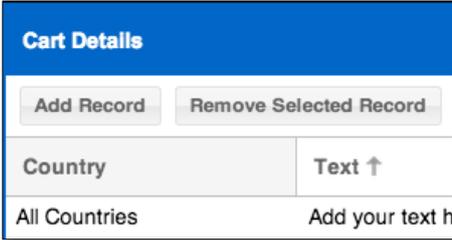


The screenshot shows a 'Page address' field with a text input box and a 'Go' button.

4. Once you have the correct web page, click the element on that web page which contains your add-to-cart link, and then click **OK** to close the pop-up.
5. Click the **Preview** at the bottom of the page to see the new appearance and function of your page. Of course, you can click the **Select Shopping Cart Link** button to go back and make any necessary adjustments.
6. You can also add text to the **Cart Pop-up** by clicking the **Add Record** button in the **Cart Details** grid. In the grid, we provide one row that you can edit directly. You can add more lines of **Text**, and customize each line of text so that it appears only when a specific **Country** is chosen by the shopper. With the drop-down in the first column of the **Cart Details** grid, you can choose the **Country**

that corresponds to your text—text that you might want to be in a different language.

7. If you need to add more text, click the **Add Record** button, choose the **Country**, and then enter the text.



The screenshot shows a web interface titled "Cart Details" with a blue header. Below the header are two buttons: "Add Record" and "Remove Selected Record". Underneath is a table with two columns: "Country" and "Text ↑". The "Country" column contains the text "All Countries", and the "Text" column contains the text "Add your text h".

Country	Text ↑
All Countries	Add your text h

8. If you ever decide to entirely remove a row of text from the **Cart Details**, then come back to this page and select the row containing the text you want to remove, and then click the **Remove Selected Record** button.
9. Click the **Preview** at the bottom of the page to see the new appearance and function of your page. Click **Save** to preserve your changes.

## 10.9.2 Your Own Cart

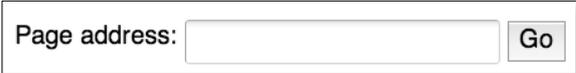
If you're a **Logistics Plus** customer, or you decide that it's best to retain the use of your existing cart, you'll need to perform a number of tasks in the **Use Your Cart** tab of the **Cart** page.

**NOTE:** We recommend that **Global E-Commerce** customers use the **UPS i-parcel Cart**. In this section, **Logistics Plus** customers can learn how to integrate their existing shopping cart (Logistics Only customers cannot integrate their cart.) See the **Fast Start Guide** to learn more about these service levels.

Most importantly, you'll need to identify your shopping cart link/button. When you do this, **Global Access** disables the existing function of your link/button and then inserts a script function which will cause the **UPS i-parcel** cart to open when the shopper begins the checkout process. You can also edit the text in the **Cart** pop-up, and you can override the **Distance From Top** setting if you would like it to be different from the other pop-ups.

## Element Picker

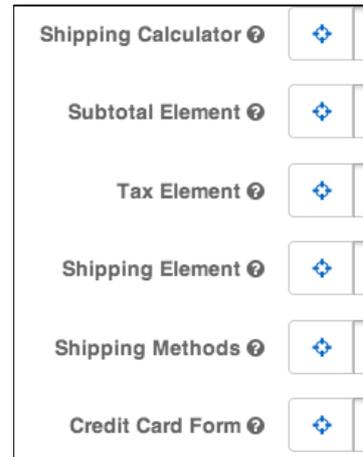
You'll need to use our **Element Picker** to identify the various elements of your shopping cart. It's quite easy to do:

1. Throughout the **Use Your Own Cart** tab, you'll see **Element Picker** buttons like the one to the right. When you click this button, a large pop-up window will appear. At the bottom of the pop-up window, you'll see the web page that is found in your profile. If the element for which you're searching isn't on that page, simply enter the URL of that page into the **Page address** field. Then click **Go**.
2. Once you have the correct web page, click the element containing your add-to-cart link, and then click **OK** to close the pop-up.

## Identifying your Cart Elements

Follow these simple steps below to configure the **UPS i-parcel Cart**:

1. First, decide if you want to uncheck the box for **Roll Tax & Duty into One Line**. By default, we adjust your cart to include both tax and duty as one line item in the itemization for the shopper. Uncheck this box if you prefer to see tax as a separate line from duty charges.
2. To integrate **Global Access** with your existing shopping cart, you'll need to identify all of the checkout elements on your website.
3. For international shoppers, **Global Access** needs to hide your shipping calculator from international shoppers. If you don't have a shipping calculator, then you can skip this step. If you do, locate the **Shipping Calculator** by using the **Element Picker** button.
4. So that **Global Access** knows where to place the taxes and duties, use the **Element Picker** to identify the **Subtotal Element**.
5. Using the **Element Picker** also identify the following elements so that **Global Access** can hide them and replace them: **Tax**, **Shipping Costs**, **Shipping Methods**, and **Credit Card Form**.



Next, you'll identify some additional elements and then make some entries to provide **Global Access** with the correct attributes for precise calculation of the tax, duty and shipping. Please continue on with these additional steps:

1. Using the **Element Picker**, identify one of your **Shopping Cart Rows**.
2. Using the **Element Picker**, identify a **Quantity Element**—the element on which the shopper adjusts the quantity of an item.

3. Using the **Element Picker**, identify a **SKU**—an element containing the SKU of one item.
4. Enter the **SKU Attribute**, which is the character acting as the delimiter for your products. This could be one of various attributes including ALT, HREF, SRC, or others.
5. Enter the **First Delimiting Character**, which is the character acting as the first delimiter for any of your products.
6. Enter the **Second Delimiting Character**, which is the character acting as the last delimiter for any of your products.
7. Enter the **First Index**, which results from converting the **First Delimiting Character** into breaks.
8. Enter the **Second Index**, which results from converting the **Second Delimiting Character** into breaks.
9. Also, enter the URL of your cart page into the **Cart Page URL** field.

SKU Attribute ⓘ	<input type="text"/>
First Delimiting Character ⓘ	<input type="text"/>
Last Delimiting Character ⓘ	<input type="text"/>
First Index ⓘ	<input type="text"/>
Second Index ⓘ	<input type="text"/>
Cart Page URL ⓘ	<input type="text"/>

You're almost done! Now you'll identify the checkout button, name and address elements, the control number, and the checkout page URL. Please follow these remaining steps:

1. Using the **Element Picker**, identify your **Final Checkout Button**.
2. Using the **Element Picker**, identify the following name and address elements: **Street**, **First** and **Last Name**, **Postcode**, **City**, **Region**, and **Country**.

Final Checkout Button ⓘ	<input type="text"/>
Street 1 ⓘ	<input type="text"/>
Street 2 ⓘ	<input type="text"/>
First Name ⓘ	<input type="text"/>
Last Name ⓘ	<input type="text"/>

3. Next, identify your checkout **Control Number** with the **Element Picker**.
4. Lastly, enter your **Checkout Page URL**.
5. To see what your cart page will appear, click the **Preview** button. If necessary, go back and make corrections, and then click **Save** to commit your changes.

## 10.10 Currency

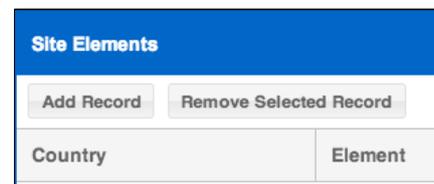
An important feature of **Global Access** is converting your prices to the local currency of the shopper. There is only one option on this page. To direct **Global Access** to use the prices from your catalog, check the **Use Catalog Prices** box. If you uncheck the box, the system will convert the prices that are found on your online store. If you make a change, remember to click the **Save** button.

## 10.11 Customizations

Likely, you'll want your website presentation and function for international shoppers to differ from what you show to your domestic shoppers. This might include credit card offers, US-based payment methods, or other domestic features. With our [Element Picker](#), we make it easy for you to hide these features.

Follow these steps to customize your website for international shoppers:

1. In the left-hand menus, select **Display Settings > Customizations** to display the **Site Elements** table.
2. Each row in the **Site Elements** table will correspond to an element on your website that you want to hide from international shoppers. Click the **Add Record** button to add the first row. In that row, you'll see a **Country** drop-down which has **All Countries** as the default selection. If you want the element to be hidden for only one country, choose that country from the drop-down. If you leave the default choice, then the element will be hidden for all international shoppers.
3. In the same row, click in the **Element** column to view the [Element Picker](#), and navigate to the page containing the element you want to hide.
4. If you need to hide more elements, click the **Add Record** button, choose the **Country**, and then use the [Element Picker](#) to choose the element to hide.
5. If you ever decide to entirely remove a row of text from the **Site Elements**, then come back to this page and select the row containing the text you want to remove, and then click the **Remove Selected Record** button.
6. When you've hidden all the necessary elements, click the **Save** button to commit your changes.



Site Elements	
<input type="button" value="Add Record"/> <input type="button" value="Remove Selected Record"/>	
Country	Element

## 10.12 Product Pages

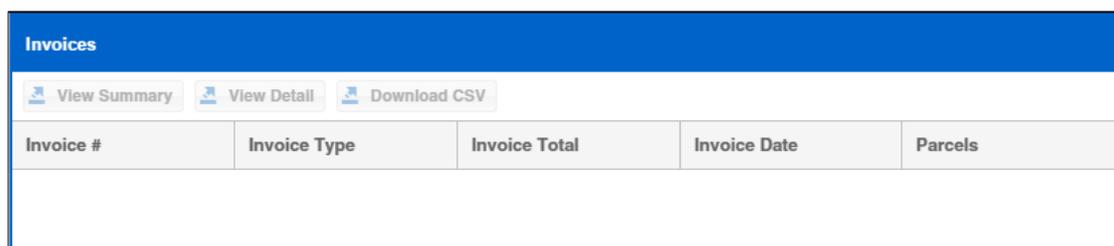
In the **Placement** step of the onboarding process (see the *UPS i-parcel Fast Start Guide*), you identified your product listing and single-product pages. You should see the links for all of those elements in the **Product Pages** section of the [Dashboard](#). Below we explain how to make adjustments in all of the sections: **Product Listing Page**, **Single Product Page**, and **Ineligible Items Messages**.

**IMPORTANT:** As with the **Placement** settings and some other display settings, these settings are for customers that subscribe to the **Global E-Commerce** or **Logistics Plus** service levels.

### Ineligible products

Some of the products in your catalog may be ineligible for international shipment, such as those under the control of a restrictive brand agreement. As we explain in [Managing Your Catalog](#), **Global Access** will—by default—hide from international shoppers any of the items that you don't include in your catalog. If you don't want these products to be hidden, then uncheck the **Hide Ineligible Items** box.

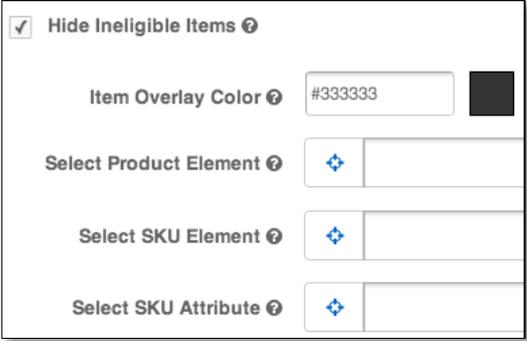
Navigate to the **Billing** menu item to view your invoices. There, you'll find a listing of your invoices. Sort this listing on any of the column names, and view details view for any specific invoice. You can also click the **Download CSV** button to download a file containing all of your invoices—which you can then load into Microsoft Excel.



Invoices				
<a href="#">View Summary</a> <a href="#">View Detail</a> <a href="#">Download CSV</a>				
Invoice #	Invoice Type	Invoice Total	Invoice Date	Parcels

# Product Listing Page

Follow the steps below to edit the product listing page settings:

1. In the left-hand menus, select **Display Settings > Product Pages**.
2. If you do not want to hide items that are ineligible for international shipment, then uncheck the **Hide Ineligible Items** box.
3. Using the **Color Picker**, choose the **Item Overlay Color**—which is the color that will designate any of the ineligible products (if you choose to hide them).
4. Next, using the **Element Picker**, identify each of the following elements:
  - a. **Product Element**—an element containing the product information for one item.
  - b. **SKU Element**—an element containing the SKU of one item.
  - c. **SKU Attribute**—the character acting as the delimiter for your products. This could be one of various attributes including ALT, HREF, SRC, or others.
5. Enter the **First Delimiting Character**, which is the character acting as the first delimiter for any of your products.

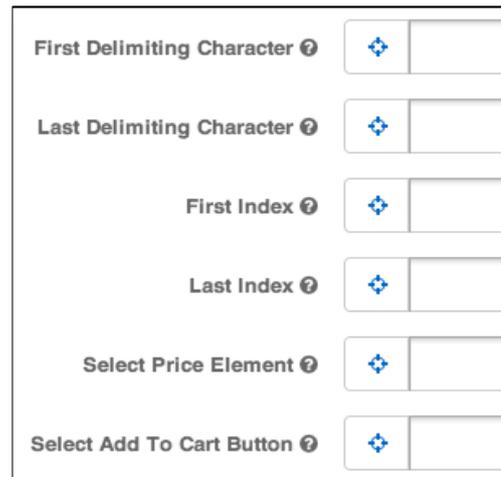
6. Enter the **Last Delimiting Character**, which is the character acting as the last delimiter for any of your products.

7. Enter the **First Index**, which results from converting the **First Delimiting Character** into breaks.

8. Enter the **Last Index**, which results from converting the **Second Last Character** into breaks.

9. Using the **Element Picker**, identify an element that contains a **Price Element**, and also identify the element that contains the **Add to Cart** button/link.

10. Before moving on to the **Single Product Page**, you may want to scroll to the bottom of the page and click **Save** to commit your changes.

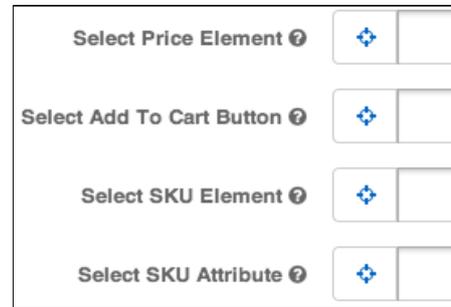


The image shows a configuration form with six rows. Each row consists of a label followed by a question mark icon, a blue plus icon in a square, and an empty input field. The labels are: 'First Delimiting Character', 'Last Delimiting Character', 'First Index', 'Last Index', 'Select Price Element', and 'Select Add To Cart Button'.

# Single Product Page

Follow the steps below to edit the single product page settings:

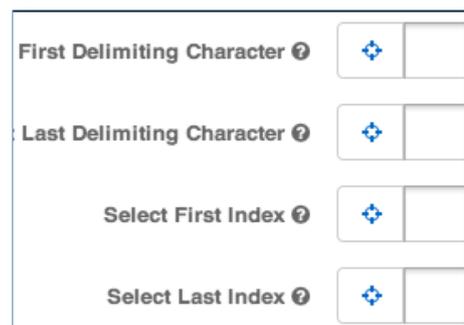
1. Below the **Product Listing Page** section, you'll find the **Single Product Page**.
2. Using the **Element Picker**, identify each of the following elements:



- a. **Price Element**
- b. **Add to Cart** button/link
- c. **SKU Element**—an element containing the SKU of one item.
- d. **SKU Attribute**—the character acting as the delimiter for your products. This could be one of various attributes including ALT, HREF, SRC, or others.

3. Enter the **First Delimiting Character**, which is the character acting as the first delimiter for the product, and also the **Last Delimiting Character**, which is the character acting as the last delimiter for the product.

4. Enter the **First Index**, which results from converting the **First Delimiting Character** into breaks.



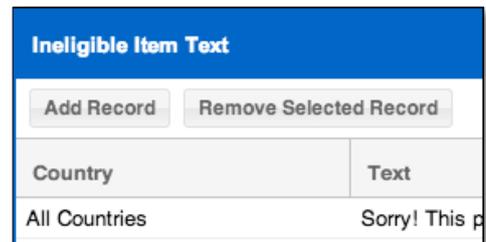
5. Enter the **Last Index**, which results from converting the **Last Delimiting Character** into breaks.

6. You may want to click **Save** to commit your changes, before adding your **Ineligible Item Messages** in the next subsection.

## Ineligible Item Messages

Follow the steps below to add one or more country-specific messages that you want to appear adjacent to your ineligible items:

1. To add text, click the **Add Record** button in the **Ineligible Item Text** grid. In the grid, we provide one row that you can edit directly. You can add more lines of **Text**, and customize each line of text so that it



Ineligible Item Text	
<input type="button" value="Add Record"/> <input type="button" value="Remove Selected Record"/>	
Country	Text
All Countries	Sorry! This p

appears only when a specific **Country** is chosen by the shopper. With the drop-down in the first column of the **Cart Details** grid, you can choose the **Country** that corresponds to your text—text that you might want to be in a different language.

2. If you need to add more text, click the **Add Record** button, choose the **Country**, and then enter the text.
3. If you ever decide to entirely remove a row of text from the **Ineligible Item Text** grid, then come back to this page and select the row containing the text you want to remove, and then click the **Remove Selected Record** button.
4. Click **Save** to commit your changes.

## 10.13 E-mail Templates

For several different types of events, the system can send an email message that corresponds to the template for the event. You can add, edit, and delete e-mail templates for these events:

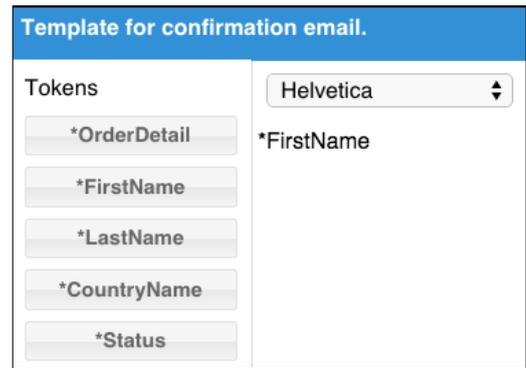
- **Confirmation Mail** – This template is for the e-mail that will be sent after your shopper places an order.
- **Return Mail** – This template is for the e-mail that will be sent when your shopper returns an order.
- **Shipping Mail** – This template is for the e-mail that will be sent when your an order ships.

### Editing the Templates

To edit any of these templates, follow these steps:

1. In the left-hand menus, navigate to **Display Settings > E-mail Templates**.
2. Find the listing that corresponds to the type of e-mail you want to edit: **Confirmation Mail, Return Mail, or Shipping Mail**.
3. In the template listing, locate the template that you want to edit and double-click the row.
4. If you want this template to apply only to a specific country, click the drop-down in the **Country** column and make your selection.
5. To send the email in a language other than English, click the drop-down in the **Language** column, make your selection, and then click the **Update** button.

- To edit the **Subject**, click once in the **Template** column to display a pop-up window.
- Along the left side of the pop-up window, you'll find a number of tokens that represent data elements for the name, address, order and other details. Simply enter the text for the e-mail, placing the tokens precisely where the data should appear within the text (such as "Hello \*FirstName \*LastName...").
- At the bottom of the pop-up window, click **Save** to commit your changes.



You can add or delete any of the e-mail templates in any category.

# Chapter 11 - Notifications

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When an order comes through **Global Access** for your account, we need to know how to get the order information to you. As you'll learn below, we offer much flexibility in regard to transmission and file type.

## 11.1 Order File Transmission Type

There are many transmission options available for order notifications:

### FTP

**UPS i-parcel** will send your order to an FTP site of your choosing. The system will deposit the order information file into the default directory at that location. Each filename will indicate both the order name and date/time of the order.

### SFTP

**UPS i-parcel** also supports secure FTP by means of SSH—secure shell FTP. As with FTP, the system will deposit the order information file into the default directory at that location. Each filename will indicate both the order name and date/time of the order.

### Email

**UPS i-parcel** can send each order information file as an attachment to an email address. Each filename will indicate both the order name and date/time of the order.

## POST

If you prefer, **UPS i-parcel** will use this HTTP transmission method to post your file to the destination you specify. With POST, the name/value pairs are sent in the HTTP message body. Using the URL, username, and password you provide, **UPS i-parcel** will connect to that website and place the order file into the default directory. Each filename will contain a distinct order name and date/time indication.

## GET

**UPS i-parcel** can use this HTTP transmission method to transmit your file to the destination you specify. It's different from the PUT or POST methods: with GET, the name/value pairs are sent in the URL itself. The **UPS i-parcel** system will form a URL that includes the username and password. When **UPS i-parcel** successfully connects, the system will deposit the order file into the default directory. Each filename will indicate both the order name and date/time of the order.

## PUT

Instead of POST or GET, **UPS i-parcel** can use this HTTP transmission method to place your file into the destination you specify—with the expectation that a process at the destination will move the file elsewhere. As with POST, the PUT method contains the name/value pairs in the HTTP message body. Using the URL, username, and password you provide, **UPS i-parcel** will connect and then place the order file at the URL given. Each filename will indicate both the order name and date/time of the order.

## 11.2 File Format

You can choose from several different file formats for your order information files.

### **CSV – Comma-separated values**

This text file contains rows of comma-separated values. The first row must be a list of field names—each separated by a comma. All other rows must contain values corresponding to the field names in the first row. A comma must follow all values except the last one.

### **Tab-delimited**

Similar to a CSV file, this format consists of a text file containing rows of tab-separated values. The first row must be a list of field names—each separated by a tab. The second row—and all rows thereafter—must contain values that correspond to the field names in the first row. A tab must follow all values except the last one in each row.

### **Excel (.xls or .xlsx)**

This format corresponds to a Microsoft Excel spreadsheet. If you choose this format for your order information files, you can open these files directly in Excel or import them into virtually any database.

### **EDI – Electronic Data Interchange**

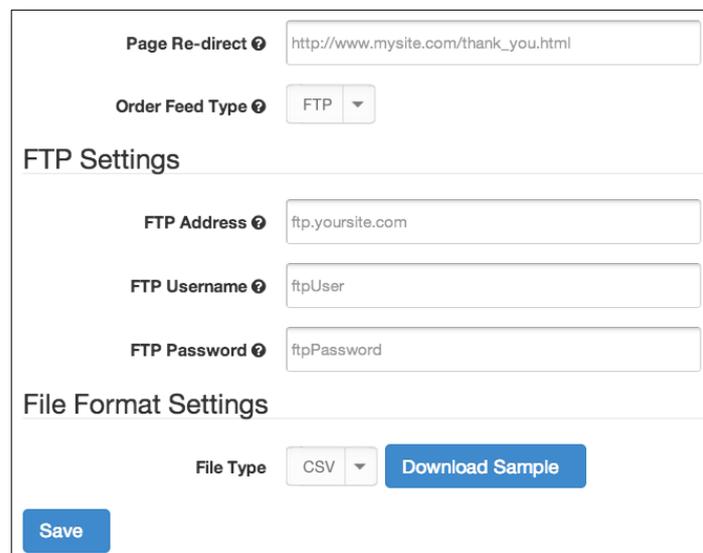
**UPS i-parcel** can also send your order information files in EDI format.

You may also download our EDI template. For details, learn more at:

<http://www.x12.org/about/faqs.cfm>

Follow these steps to configure your order notifications:

1. Login to **UPS i-parcel Global Access**.
2. From the **Account Management Dashboard**, click the **Notifications** icon.  
Or, use the left-side menus and click **Notifications**. You will see a page like the one below.
3. In the **Page Re-direct** field, enter the URL for either your **Thank You** page or Order Confirmation page. When one of your customers completes an order and reaches this page, the **UPS i-parcel** system will trigger the process that will send the order information file to the location you specify (see below).



The screenshot shows a configuration form with the following fields and sections:

- Page Re-direct**: Text input field containing `http://www.mysite.com/thank_you.html`.
- Order Feed Type**: Drop-down menu currently set to `FTP`.
- FTP Settings**: A section header followed by three text input fields:
  - FTP Address**: `ftp.yoursite.com`
  - FTP Username**: `ftpUser`
  - FTP Password**: `ftpPassword`
- File Format Settings**: A section header followed by a **File Type** drop-down menu set to `CSV` and a **Download Sample** button.
- A **Save** button is located at the bottom left of the form.

4. From the **Order Feed Type** drop-down, choose the method by which you want **UPS i-parcel** to deliver your order information files. Immediately below the drop-down, the **Settings** will change to correspond to your selection.
5. In the **Settings** section, enter the information that corresponds to your choice in **Order Feed Type** above. For all choices except **Email**, you will need to enter the **Address**, **Username**, and **Password**. For **Email**, simply enter the address.
6. Lastly, you'll need to choose the **File Format**. In the drop-down listing, choose the file type: **CSV** (comma-separated-value text file), **TAB** (tab-delimited text

file), **XLS** (Microsoft Excel), or **EDI** (Electronic Data Interchange). If you want to see a template for any file type, click the **Download Sample** button.

**NEED HELP?** We understand if you have questions or need further assistance. Please don't hesitate to contact **UPS i-parcel** Support (see the section on [Getting Help](#)).

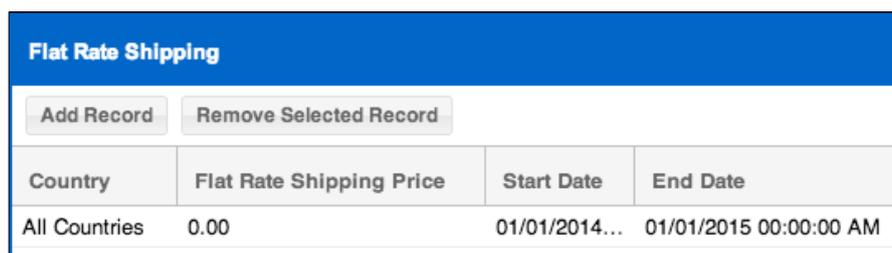
# Chapter 12 - Promotions

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In **Global Access**, we offer you the ability to manage shipping promotions and international pricing markups. Read the sections below to learn more about flat-rate shipping promotions, product pricing adjustments, and substituting international promotional images.

## 12.1 Flat-rate shipping

In this section, you can create flat-rate shipping rules for specific countries that last for a specific amount of time. You can add multiple rules, each with its own duration, and also restrict a rule to a particular country.



Flat Rate Shipping			
Add Record Remove Selected Record			
Country	Flat Rate Shipping Price	Start Date	End Date
All Countries	0.00	01/01/2014...	01/01/2015 00:00:00 AM

Follow the steps below to add one or more shipping promotions:

1. To add a shipping rate promotion rule, click the **Add Record** button in the **Flat Rate Shipping** grid. Choose the **Country** with the drop-down in the first column. If you prefer, you can leave the default setting (all countries).
2. Double-click into the cell and enter the **Flat Rate Shipping Price** column. Then double-click to choose both the **Start Date**, and the **End Date**.
3. To add more rules, click the **Add Record** button and repeat the steps above.
4. If you ever decide to remove a rule, then come back to this page and select the row, and then click the **Remove Selected Record** button.
5. Click **Save** to commit your changes.

## 12.2 Product Pricing Adjustments

In this section, you can apply a markup on product prices and duty costs. You can add multiple markup rules, each with its own duration and shipping method, and also restrict a rule to a particular country.

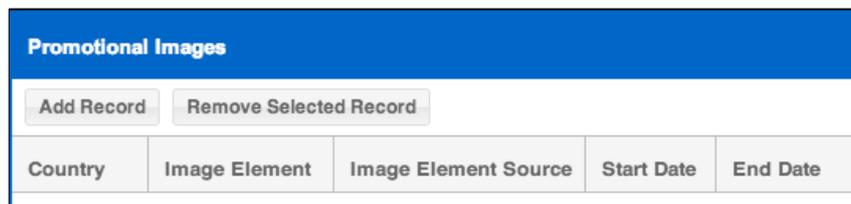
Pricing Adjustments							
Add Record		Remove Selected Record					
Country	SKU	Duty Markup %	Shipping Markup %	Product Markup %	Start Date	End Date	Shipping Method
All Count...	All Skus	0.00	0.00	0.00	01/01/20...	01/01/20...	

Follow the steps below to add one or more promotions:

1. To add a pricing rate promotion rule, click the **Add Record** button in the **Pricing Adjustments** grid. With the drop-down in the first column, you can choose the **Country**. If you prefer, you can leave the default setting and the rule will apply to all countries.
2. Double-click into the cell and enter a specific **SKU** if you don't want the promotion to apply to **All SKUs**.
3. Next, enter both a **Duty Markup %** and a **Shipping Markup %** column.
4. Choose both the **Start Date**, and the **End Date** to set the duration of the replacement.
5. Also, choose the **Shipping Method** from the drop-down.
6. If you need to add more promotion rules, click the **Add Record** button and repeat the steps above.
7. If you ever decide to remove a rule, then come back to this page and select the row, and then click the **Remove Selected Record** button.
8. Click **Save** to commit your changes.

## 12.3 Promotional Images

In this section, you can hide or replace US-based images from your international shoppers. If necessary, you can customize replacement images by country.



Promotional Images				
Add Record		Remove Selected Record		
Country	Image Element	Image Element Source	Start Date	End Date

Follow the steps below to add one or more replacement images:

1. To add a replacement image rule, click the **Add Record** button in the **Pricing Adjustments** grid. With the drop-down in the first column, you can choose the **Country**. If you prefer, you can leave the default setting and the rule will apply to all countries.
2. Double-click into the **Image Element** cell to display a pop-up window which contains the website from your profile. If necessary, enter the URL of the page that contains the image that you want to replace, then click **Go**.
3. Double-click into the **Image Element Source** column and enter the absolute URL of the replacement image.
4. Choose both the **Start Date** and the **End Date** to set the duration of the replacement.
5. If you need to add more promotion rules, click the **Add Record** button and repeat the steps above.
6. If you ever decide to remove a rule, then come back to this page and select the row, and then click the **Remove Selected Record** button.
7. Click **Save** to commit your changes.

# Chapter 13 - Integration

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In the Chapter 3, **Display Settings**, we describe how to identify and configure your shopping cart for use with **Global Access**. Here we show you how to make changes to the integration with the **UPS i-parcel** backend system. During the onboarding process, in the **Placement** step, you chose one of three types of integration (chapter 6 of the **Fast Start Guide**). You may find it necessary to change this integration, especially if you require more control through the **UPS i-parcel** API. We recommend that you configure and test the integration in your test environment before committing changes to your live website. You have three options:

- **JavaScript** – a small code snippet for the HTML header of your website.
- **Magento** – we offer a plug-in for your Magento environment
- **API** – our Application Programming Interface gives you maximum control over the integration (see the **UPS i-parcel API Reference**).

Read below to consider your options. For **JavaScript** or the **Magento plug-in**, you need only perform a few simple tasks to complete the integration.

## 13.1 JavaScript

The easiest way to integrate with JavaScript is to paste two lines of code into the header tag of your website. We provide two sets of code—one for your test environment and one for use on your live/public website.

### Test Code

We recommend that you first paste these two lines into the HTML `<head>` section of your test environment:

```
<script type="text/javascript" src="//devglobalaccesshandler.azurewebsites.net/JavaScript/Merchant/2126/0"></script>

<link rel="stylesheet" type="text/css" href="//devglobalaccesshandler.azurewebsites.net/CSS/Merchant/2126/0"></link>
```

### Live Code

After your testing is complete, paste these two lines into the HTML `<head>` section of your *live* site:

```
<script type="text/javascript" src="//devglobalaccesshandler.azurewebsites.net/JavaScript/Merchant/2126/1"></script>

<link rel="stylesheet" type="text/css" href="//devglobalaccesshandler.azurewebsites.net/CSS/Merchant/2126/1"></link>
```

To perform a JavaScript integration, follow these steps:

1. Login to **UPS i-parcel Global Access**.
2. Click the **Integrate** icon. Or, click the **Integrate** menu on the left side.

3. Locate the JavaScript icon and click the link to **copy/paste a chunk of JavaScript**. A pop-up window will appear, from which you can copy both the test code and the live code.
4. We recommend that you test the integration code in your test environment. Paste the test code into the HTML `<head>` section of your test environment.
5. Next, place items into your shopping cart and test for the following:
  - The **Welcome Link** and **Shopping Cart** should all function properly.
  - A short while after completing an order, you should receive notice of the order by the method you chose in Notifications.
6. After you complete your testing, paste the two lines of **Live Code** into the HTML `<head>` section of your *live* site and perform verification testing.



## 13.2 Magento

To perform a Magento integration, follow these steps:

1. From an Internet browser on your test environment console, login to **UPS i-parcel Global Access**.
2. Click the **Integrate** icon. Or, click the **Integrate** menu on the left side.
3. Locate the Magento icon and click the link to **download and install our Magento extension**. A new browser window will open to this page:



<http://www.magentocommerce.com/magento-connect/UPS-i-parcel-connect.html>

4. We recommend that you first perform a test of the Magento plug-in. From your test environment, click the **Install** button to initiate the Magento plug-in installation. **NOTE:** The plug-in is suitable for Magento installations of release 1.5 or later.
5. Then, place items into your shopping cart and test for the following:
  - The **Welcome Link** and **Shopping Cart** should all function properly.
  - A short while after completing an order, you should receive notice of the order by the method you chose in Notifications.
6. After you complete your testing, install the Magento plug-in into your *live* site and perform verification testing.

## 13.3 API

Our API is a library of functions for direct interaction with the **UPS i-parcel** backend. If you don't use the Magento platform, and you prefer not to use the JavaScript method, then please review our **API Reference Guide** here:

<http://globalaccess.i-parcel.com/Content/i-parcel-AID.docx>

**NEED HELP?** We understand if you have questions or need further assistance. Please don't hesitate to contact UPS i-parcel Support (see the section on [Getting Help](#)).

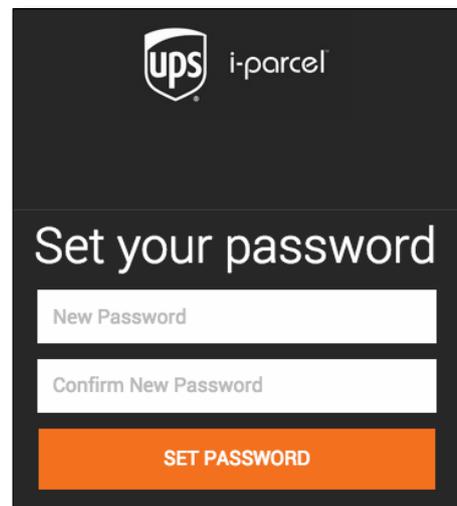
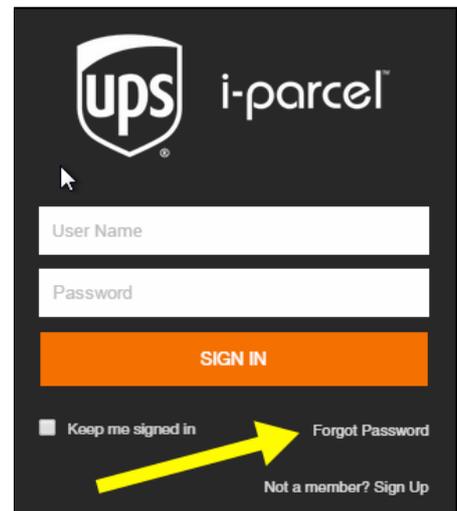
# Chapter 14 - Reset your password

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To reset your password, do the following:

1. On the login page,  
<http://globalaccess.UPS i-parcel.com>,  
click the **Forgot Password** link.
2. On the next page, enter your **User Name**,  
and then click the **Submit** button.
3. Check your email inbox for a message from  
**UPS i-parcel**. If it's not in your inbox, check  
your junk mail folder.
4. Locate and click the link in the email.
5. Type in your new password, and then re-  
enter this new password in the next field.
6. Click the **Set Password** button. If there are  
no discrepancies with your new password  
entries, the system will complete your login  
and the **Dashboard** will appear  
momentarily.

After resetting your password, you can login to your  
account.



**IMPORTANT:** Take a moment to remember your new password, to  
ensure that you will enter this password at your next login.

**[END OF DOCUMENT]**