



# Installation & Upgrade Guide

Your easy-to-use guide for WorldShip® software

**WorldShip®**  
Shipping Software





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## WorldShip pre-installation checklist

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

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

### 2. Check system requirements:

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

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

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

#### Memory recommendations:

- **Windows 8.1 (1 GB – 32-bit and 2 GB – 64-bit)**
- **Windows 10 (1 GB – 32-bit and 2 GB – 64-bit)**
- **Windows 11 (1 GB – 32-bit and 2 GB – 64-bit)**

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

### 3. Check for PC administrative rights:

Ensure that the user account used to log in to Microsoft Windows operating systems has full PC administrative rights.

### 4. Use the WorldShip Support Utility to back up or move your existing data.

- On Windows 8.1: In the **Start** window, right-click the **UPS WorldShip Support Utility** tile and select **Run as Administrator**.
- On Windows 10 or Windows 11: In the **Start** window, click **All Apps**, then **UPS** and then right-click **UPS Support Utility** and select **Run as Administrator**.
- Click **Data Maintenance**, then click **Back up** under Database Operations. Note back-up location.

**Note:** for more information on how to back up, restore and move WorldShip to another computer, see our guide '**Moving WorldShip to Another PC**'.

### 5. Archive WorldShip Shipping History to improve performance and improve processing:

- Start WorldShip, select **History** on the Home tab, select **Archive/Restore**, then **Archive Shipment**.
- **Specify a date range** or select **All Shipments**, click **OK**.

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

- Click **Yes** in the window that appears, requesting that the database back-up is performed.

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

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

### 7. Shut down open applications:

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

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

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

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

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

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



## Upgrading the existing WorldShip application to the latest version

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

- 1. Complete the End of Day process** prior to upgrading (if needed). Restart WorldShip once End of Day has completed.
- 2. Download and run the web installation**  
Go to [ups.com/us/en/business-solutions/business-shipping-tools/worldship.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship.page). Note the download destination.
- 3. On the WorldShip Set-up screen**, follow the instructions and select your preferred application language, installation location and country/territory. Click **Next** when finished.
- 4. On the Licence Agreement screen**, accept the UPS® Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Install**.
- 5. Wait while the installation process upgrades WorldShip.** At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

### Auto download upgrading

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



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

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

## Installing on a Single Workstation:

### 1. Download and run the web installation

Go to [ups.com/us/en/business-solutions/business-shipping-tools/worldship.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship.page). Note the download destination.

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

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

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



## Installing WorldShip in a Workgroup configuration

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

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

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

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

### Installing the Workgroup Administrative workstation:

#### 1. Download and run the web installation

[ups.com/us/en/business-solutions/business-shipping-tools/worldship.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship.page)

#### 2. On the WorldShip Set-up screen, choose the following:

- Application Language – Select the language in which you want WorldShip installed.
- Installation Location – **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you have chosen.
- Country/Territory of Installation – Select the country/territory where WorldShip is to be installed.
- Select or clear the **Add Shortcut to WorldShip on Desktop**. Tick the box if needed.
- When you have finished, click **Next**.

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

#### 4. On the Installation Type Selection screen, choose the following:

- For the desired installation type, select **Workgroup Admin**.
- For the location to install shared files by both the Admin and Remote, click **Browse (...)** and select the location in the **Workgroup Admin Shared Location** box. When you have finished, click **Install**.

#### 5. Wait while the installation process copies the files.

At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

#### Workgroup Remote workstation(s):

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

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

*(Continued on the next page)*



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

### Installing from the web:

- 1. Download and run the web installation:**  
[ups.com/us/en/business-solutions/business-shipping-tools/worldship.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship.page)
- 2. On the WorldShip Set-up screen**, choose the following:
  - Application Language – Select the language in which you want WorldShip installed.
  - Installation Location – **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you have chosen.
  - Country/Territory of Installation – Select the country/territory where WorldShip is to be installed.
  - Select or clear the **Add Shortcut to WorldShip on Desktop** tick box as needed.
  - When you have finished, click **Next**.
- 3. On the Licence Agreement screen**, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.
- 4. On the Installation Type Selection screen**, choose the following:
  - For the desired installation type, select **Workgroup Remote**.
  - For the location to install shared files that were installed by the Admin, click **Browse (...)** and select the location in the **Workgroup Admin Shared Location** box.
  - When you have finished, click **Install**.
- 5. Wait while the installation process copies the files.**  
At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

### Installing from a shared drive:

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

- 1. On the WorldShip Set-up screen**, choose the following:
  - Local Destination Directory – **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you have chosen.
  - Workgroup Administrator Shared Location – This field is read-only and displays the shared location that was set up by the Workgroup Administrator.
  - Country/Territory of Installation – Select the country/territory where WorldShip is to be installed.
  - By default, a shortcut to **WorldShip** will be created on your desktop.
  - When you have finished, click **Next**.
- 2. On the Licence Agreement screen**, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.
- 3. Wait while the installation process copies the files.**  
At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.  
  
For US customers who want more detailed instructions, go to [ups.com/us/en/business-solutions/business-shipping-tools/worldship/worldship-support.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship/worldship-support.page) and click **View Support Guides** in the Guides section and then select **Install on a Single or Workgroup Workstation**.



## Setting Up Communications

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

### Configuring communications:

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

- Direct Access: a direct or broadband connection to the Internet that does not require dialling, such as Local Area Network (LAN), Wide Area Network (WAN), Digital Subscriber Line (DSL) or cable. Direct Access generally offers the fastest connection.
- You may need to identify the proxy server with the URL address, port and authorisation information. If a proxy server is used, you must also use specific browser settings.

### Reconfiguring communications:

You should reconfigure communications when your proxy server settings change.

1. On the **Tools** tab, select **More Tools** and then **Communications Set-up**.
2. In the Communications Set-up window, make the necessary changes and click **Next**.
3. Continue making changes as needed. Click **Finish** to save your new configuration.

You should reconfigure communications when any of the following situations occur:

- Direct access to the Internet becomes available.
- You change proxy server settings for Direct Access.
- You want to add or remove a connection method.





## Registering with UPS®

Once the application is successfully installed, you must register with UPS in order to ship parcels using WorldShip.

- 1. After the WorldShip installation is complete** and you have set up communications, the Register With UPS window appears. Enter the information about your company, where your system is installed and your UPS account number, and then click **Finish**.
- 2. If the Authenticate Your Invoice Information screen appears**, complete the required information and click **Submit**.
  - Click on the calendar date selector to select the date of your invoice.
  - Enter the 13-character invoice number.
  - Enter the exact charges shown in the 'Charges this period' field of the invoice (do not enter the currency symbol).
  - Enter the Control ID printed in the top-right corner of your invoice (**Note: this may not be available for every invoice**).
- 3.** WorldShip automatically connects to UPS and transmits your registration information. This may take three to five minutes. Please wait until the Shipping window appears.

Congratulations! You are now a WorldShip customer and ready to process parcels.

### Post-installation checklist

- 1. If you disabled** any anti-spyware, anti-malware or virus scanner software, please enable it.
- 2. If you receive a message** that WorldShip cannot communicate with UPS, consult the computer technical support staff at your company.
- 3. For WorldShip Workgroup Administrative Workstations:** Be aware that the WorldShip database will be disconnected if your Workgroup Administrative workstation goes into sleep mode. You must close WorldShip on both the Workgroup Administrative and Remote workstations and relaunch the application to resolve this issue. If necessary, consult your computer technical support staff for questions about sleep mode and how to adjust this setting.
- 4. If you have a UPS-supplied printer**, restart your printer prior to shipping by powering it off and then powering it back on.

### Uninstall instructions

- 1. If you uninstall WorldShip**, do not delete any of its directories without first running the uninstallation program.
  - When running the uninstallation program on Windows 8.1, right-click the **UPS WorldShip** tile and select **UPS WorldShip Uninstall**.
  - When running the uninstallation program on Windows 10 or Windows 11, in the **Start** window, click **All Apps**, then **UPS** and then **UPS WorldShip Uninstall**.



## Technical support

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

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

Afghanistan .....	+93-79-3204045 / 9647814318252	Germany .....	+49 (0) 69 66 30 80 37	Norway .....	+47 (0) 22 5777 34
Albania .....	+355682048904	Ghana .....	+49 69 66404364	Oman .....	+49 69 66404364
Algeria .....	+49 69 66404364	Gibraltar .....	+350 200 42332	Pakistan .....	+49 69 66404364
Angola .....	+49 69 66404364	Greece .....	210-99 84 334	Panama .....	00800 052 1414
Argentina .....	0 800 122 0286	Guatemala .....	1800 835 0384	Paraguay .....	009800 521 0051
Armenia .....	10 3741 27 30 90	Honduras .....	800-0123	Peru .....	0800 009 19
Australia .....	1800 148 934	Hong Kong .....	8206 2133	Philippines .....	1800 1855 0023 or 1800 765 2927
Austria .....	+43 (0) 1 50 15 96 002	Hungary .....	+36 (0) 17774820	Poland .....	+48 (0) 222030321
Azerbaijan .....	+10 99 412 493 39 91 / +994-12-490 6989, +994-12-493 3991	India.....	91-22-2827-6111 / 00 0800 852 1113 (Freephone)	Portugal .....	+351 (0) 21 9407061
Bahamas .....	1-888-960-2683	Indonesia .....	001 803 852 3670	Puerto Rico .....	1-888-UPS-TECH (1-888-877-8324)
Bahrain .....	+49 69 66404364	Ireland, Republic of .....	+353 (0) 15245447	Qatar .....	+49 69 66404364
Bangladesh .....	+49 69 66404364	Israel .....	00-972-(0) 35-770112	Romania .....	40 21 233 88 77
Belarus .....	375-17-227-2233	Italy .....	+39 0248270032	Russia .....	7 49 5961 2211
Belgium .....	+32 (0) 22 56 66 19	Ivory Coast .....	+49 69 66404364	Rwanda .....	+49 69 66404364
Bermuda .....	1-888-960-2678	Japan .....	00531 85 0020	Saudi Arabia .....	+49 69 66404364
Bolivia .....	800 100 807	Jordan .....	+49 69 66404364	Scotland .....	+44 (0) 2079490192
Bosnia .....	033 788 160	Kazakhstan .....	+49 69 66404364	Senegal .....	221 33 8646042
Brazil .....	0800 8923328 or 55 11 569 46606	Kenya .....	+49 69 66404364	Serbia .....	+381 11 2286 422
Bulgaria .....	0700 1 8877	Korea, South .....	00798 8521 3669	Singapore .....	800 852 3362
Burundi .....	+49 69 66404364	Kosovo .....	+381 38 24 22 22	Slovakia .....	+421 2 16 877
Bulgaria .....	0700 1 8877	Kuwait .....	+49 69 66404364	Slovenia .....	38642811224
Cameroon .....	+49 69 66404364	Kyrgyzstan.....	+996 312 699 988 / +996-312-979713	South Africa .....	+49 69 66404364
Canada .....	1-888-UPS-TECH (1-888-877-8324)	Latvia .....	7805643	Spain .....	+34 (0) 917459877
Cayman Islands.....	1-888-960-2686	Lebanon .....	+49 69 66404364	Sri Lanka .....	+49 69 66404364
Chile .....	800 835 682	Lithuania .....	370-37-350505	Sweden .....	+46 (0) 85 79 29 041
China, People's Republic of .....	400 013 3023	Luxembourg .....	FR 00 33 8050 10365	Switzerland .....	+41 (0) 442115700
Colombia .....	01800 752 2293	Malawi .....	+49 69 66404364	Taiwan .....	00801 855 662
Congo, The Democratic Republic of.....	+49 69 66404364	Malaysia .....	1800 80 4709	Tanzania .....	+49 69 66404364
Costa Rica .....	0800 052 1591	Mali .....	+223 2029 91 52	Thailand .....	001 800 852 3658
Cyprus .....	77 77 7200	Mauritania .....	+222 4529 28 89	Tunisia .....	+49 69 66404364
Czech Republic .....	+42 0239016468	Mauritius .....	+49 69 66404364	Turkey .....	0090-212-413 2222
Denmark .....	+45 (0) 35 25 65 04	Mexico .....	.01 800 714 65 35	United Arab Emirates .....	800-4774 (Toll-Free)
Djibouti .....	+49 69 66404364	Moldova .....	+373-22-403901	United Kingdom .....	+44 (0) 2079490192
Dominican Republic.....	1-888-760-0095	Monaco .....	+33 (0) 157324060	United States .....	888-553-1118
Ecuador .....	1800 000 119	Morocco .....	+49 69 66404364	Uruguay .....	000 405 296 651
Egypt .....	+49 69 66404364	Mozambique .....	+49 69 66404364	US Virgin Islands .....	1888 877 8324
El Salvador .....	800 6191	Netherlands .....	+31 (0) 20 50 40 602	Uzbekistan .....	+998 (71) 1203838
Estonia .....	372 666 47 00	New Zealand .....	.0800 443 785	Venezuela .....	0800 100 5772
Ethiopia .....	+49 69 66404364	Nicaragua .....	001800 226 0452	Wales .....	+44 (0) 2079490192
Finland .....	+358 (0) 923 11 34 07	Nigeria .....	+49 69 66404364	Zambia .....	+49 69 66404364
France .....	+33 (0) 157324060	Northern Ireland .....	+44 (0) 2079490192	Zimbabwe .....	+49 69 66404364



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