



FAQs – Claim Payment Transition to Electronic Funds Transfer (EFT) (Effective October 23, 2025)

1. What is changing?

As of October 23, 2025, UPS will no longer issue claim payments via paper check. Electronic Funds Transfer (EFT) will become the sole method for receiving eligible claim payments.

2. Why is UPS making this change?

EFT offers several benefits over paper checks:

- Faster and more reliable payment delivery
- Increased security (no lost or stolen checks)
- Reduced processing delays

3. What is EFT?

EFT, or Electronic Funds Transfer, is the direct deposit of a payment into a designated bank account. It is a widely used and secure electronic payment method.

4. Is EFT enrollment mandatory?

Yes. UPS customers must enroll in EFT to receive claim payments starting October 23, 2025.

5. When does this change go into effect?

Any claim approved on or after October 23, 2025, will only be paid via EFT.

6. Do I need to register in advance?

No. Pre-registration is not required. You will receive a secure registration link after your first EFT-eligible claim is approved. However, you can click [here](#) to make sure your email address is up to date.

7. How will I receive the registration link?

Once your first eligible claim is approved after October 23, 2025, you will receive an email with the subject 'Payment for an approved claim is on hold'. This email contains a secure link that will guide you to the registration portal.

8. What if I don't receive the registration email?

Check your spam or junk folder. Confirm your email address on file is accurate via your UPS.com profile. If you still have not received the email, contact UPS support at 1-800-742-5877 to have the registration link re-sent. Once you receive the registration email and begin the process, you must complete registration using the UPS ID associated with the email address where you received the onboarding email.

9. What if I don't register?

If you do not complete registration, your claim payment will be held for up to 9 months. If you don't register within 9 months, the payment will expire.

10. Are there any exceptions to this policy?

Customers associated with the UPS® Digital Access Program and Guest Shippers will continue to receive paper checks for the near term. All other customers will use EFT as their sole payment option.

11. Can I choose to continue receiving paper checks?

No. Except for the groups listed above, paper check payments are being discontinued. There is no opt-out available.

12. Does this apply to UPS Capital claims?

No, this policy change does not apply to UPS Capital claims.

13. Do I have to register for every claim?

Of course not! Once you complete our secure registration process, all future claims for that shipper account will be paid to the bank account on file. We will only require new registration when a new shipper account is used.

14. How do I complete the registration process?

- Click the link in the email referenced in Question #7 above to be directed to the payment portal.
- Click "Log In" and enter your UPS credentials.
 - Make sure you use the UPS.com login information linked to the email address that received the EFT signup email. If you don't have any credentials linked to this email, create a new UPS ID.
- Authenticate you are the shipper by using one of your last 3 invoices from the last 45 days to fill out the required fields. Required fields include account number, invoice number, invoice date, amount due, and control ID, which you can find in the [UPS Billing Center](#). You must also enter your business contact name and business address.

- Confirm that the invoice details used to pass authentication are from a small package invoice.
 - Confirm that the format of each value matches the format specified in the field.
- Agree to the Terms & Conditions and the Privacy Statement to proceed.
- Next, enter your banking information, including an account nickname, routing number, account number, account type, and billing address.
- Assign each added bank account to the appropriate shipper account(s).
- Finally, select Continue to Payments and accept any outstanding payments.

15. How do I update my information after registering?

To update your EFT:

- Log into the payment portal using the registration link from the original email.
- Add your new bank details
 - You will have to complete the shipper authentication process again when adding a new bank account. Follow the guidance in Question #14.
- Connect the bank details to the relevant shipper account(s).
- Remove any bank account numbers that are no longer required.

16. How will I receive remittance details?

After payment is completed, remittance and transaction history can be viewed by signing into your [claims dashboard](#) on UPS.com. The dashboard displays the claim number, tracking number, claim status, and EFT reference number.