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Decommission and Recommission  
UPS Account in S.M.A.R.T.

Because connections matter.

## Reason for this guide

Due to the mandatory migration to the new UPS APIs, all UPS carrier accounts within S.M.A.R.T. must be decommissioned and recommissioned for use. The following document guides a user through the process of decommissioning and then recommissioning all their UPS accounts.

## Overall UPS Recommission Process

1. Gather account numbers and required information
2. Decommission every account
3. Commission every account

## Required Information

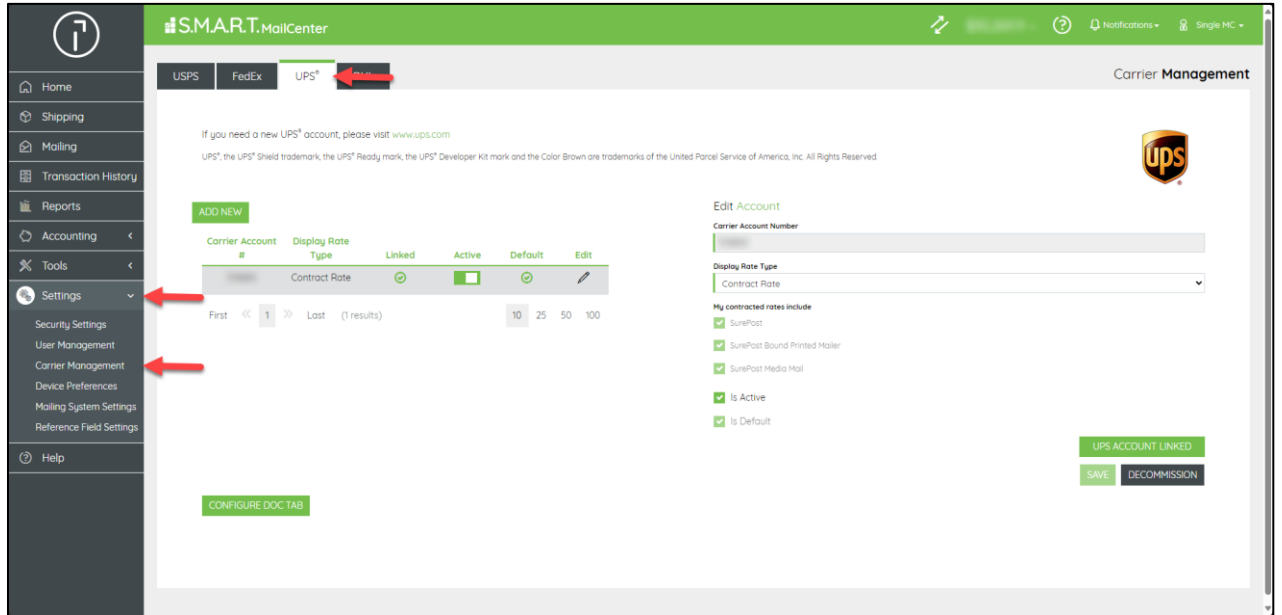
- UPS Account
- UPS.com username and password with access to use the UPS account being commissioned

With the above information available, follow the below steps to ensure UPS is functioning with the new APIs.

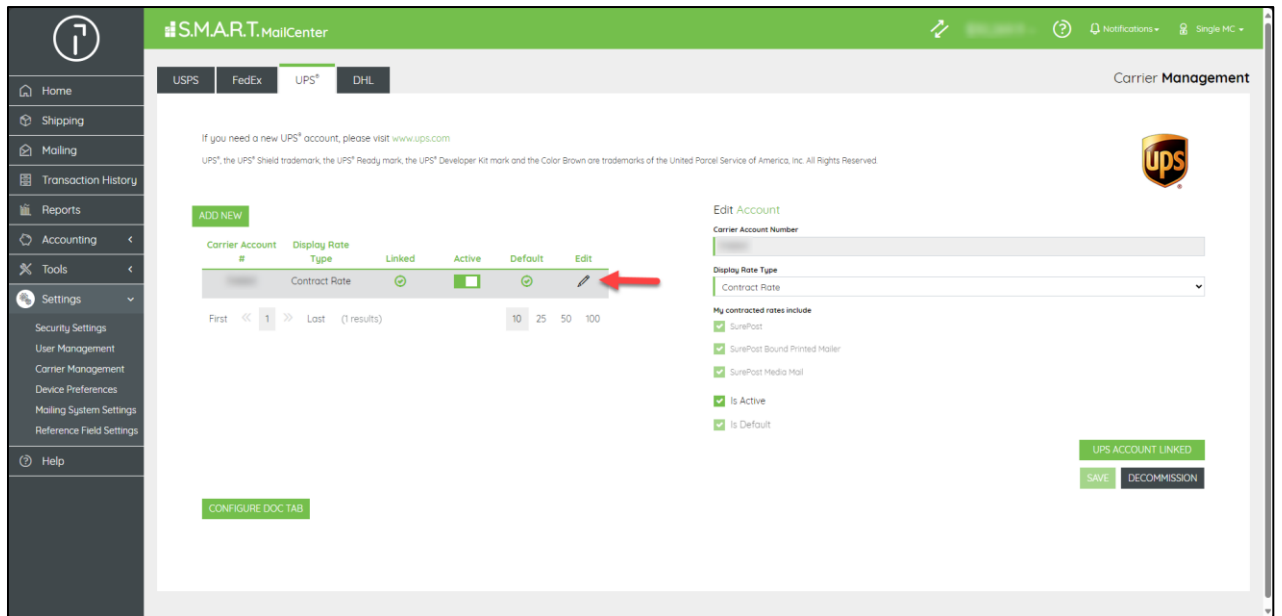


## Steps to Decommission a UPS account

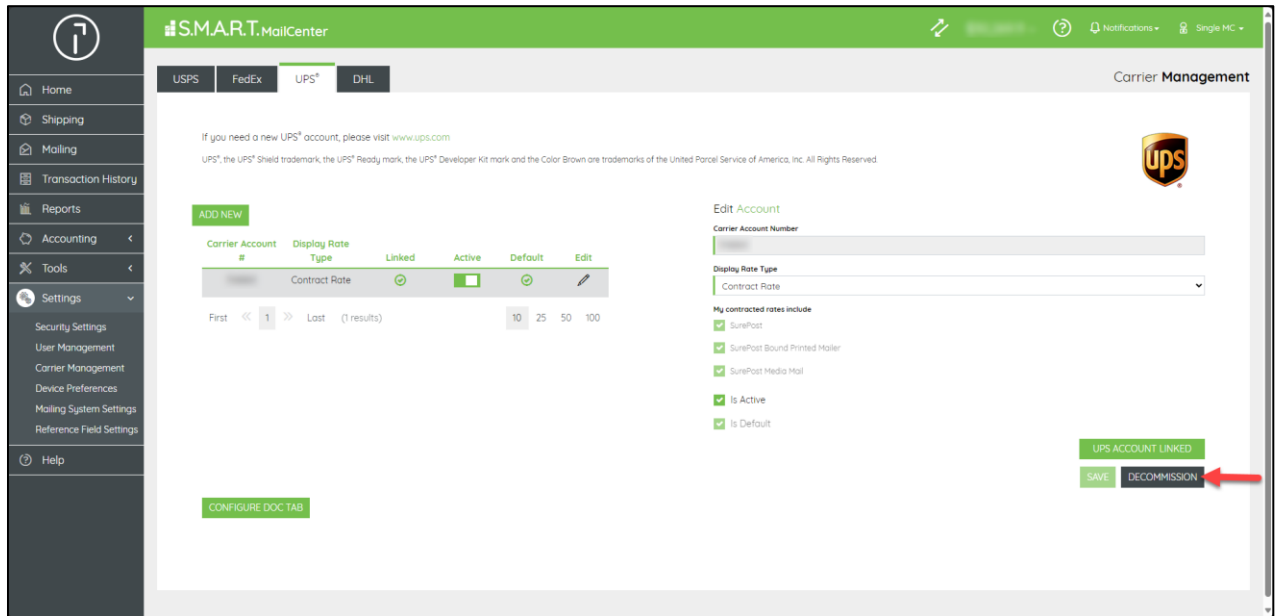
1. Log in as the tenant Admin or site Supervisor
2. Click on Settings -> Carrier Management -> UPS



3. Click on the pencil under Edit for each account



4. Click on DECOMMISSION



5. Repeat steps 4 and 5 for ALL commissioned accounts

With all accounts decommissioned/removed, follow the below steps to commission each account.



## Steps to Commission a UPS account

1. Log in as the tenant Admin or site Supervisor
2. Click on Settings -> Carrier Management -> UPS

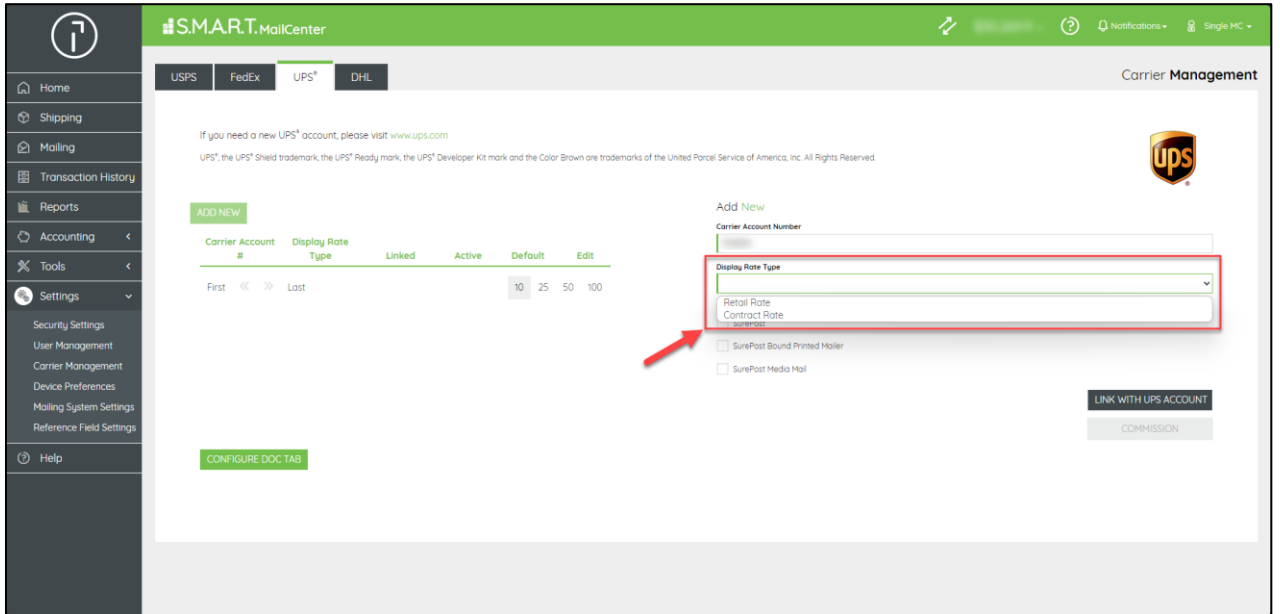
The screenshot shows the S.M.A.R.T. MailCenter interface. The left sidebar has 'Settings' expanded, with 'Carrier Management' selected. The main content area shows the 'Carrier Management' page for UPS. The 'UPS' tab is selected, and the 'Add New' form is visible. The form includes fields for 'Carrier Account Number' and 'Display Rate Type'. There are also checkboxes for 'My contracted rates include' and a 'LINK WITH UPS ACCOUNT' button.

3. Enter the UPS Account Number

The screenshot shows the S.M.A.R.T. MailCenter interface. The left sidebar has 'Settings' expanded, with 'Carrier Management' selected. The main content area shows the 'Carrier Management' page for UPS. The 'UPS' tab is selected, and the 'Add New' form is visible. The 'Carrier Account Number' field in the form is highlighted with a red box, indicating where to enter the account number.

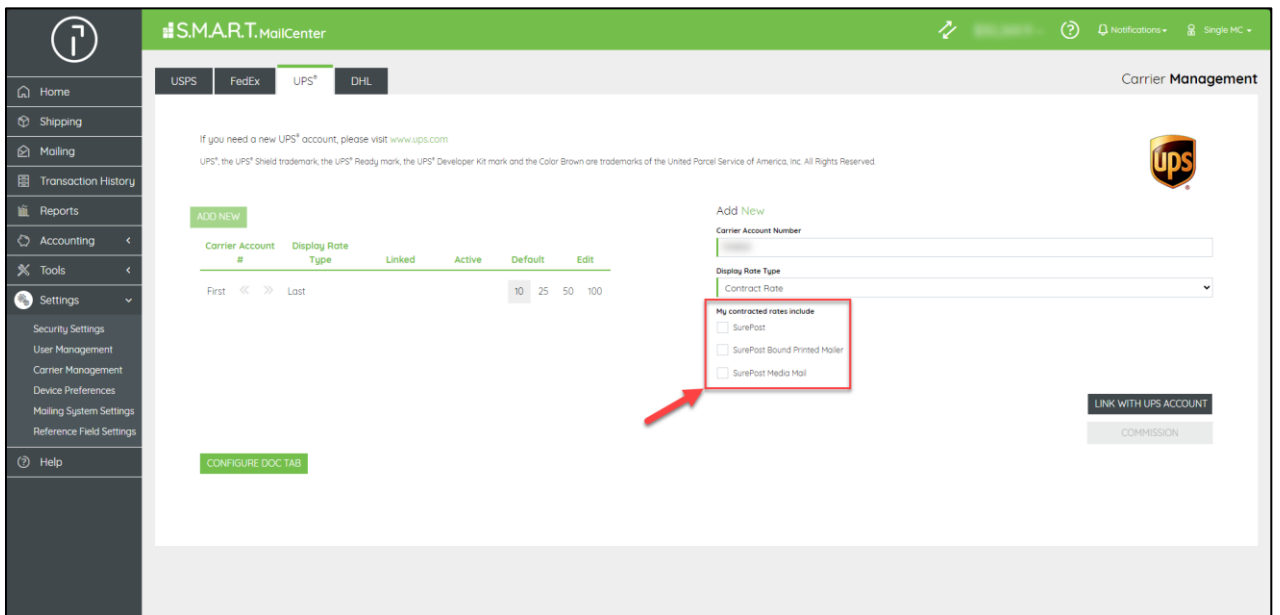


## 4. Choose a Display Rate Type



The screenshot shows the S.M.A.R.T. MailCenter interface for Carrier Management. The 'UPS' tab is selected. The 'Add New' form is visible, and the 'Display Rate Type' dropdown menu is open, showing 'Retail Rate' and 'Contract Rate' as options. A red box highlights the dropdown menu, and a red arrow points to it.

## 5. Check any of the applicable boxes for SurePost services



The screenshot shows the S.M.A.R.T. MailCenter interface for Carrier Management. The 'Add New' form is visible, and the 'My contracted rates include' section is highlighted with a red box and a red arrow pointing to it. The section contains three checkboxes: 'SurePost', 'SurePost Bound Printed Mailer', and 'SurePost Media Mail'.



## 6. Click LINK WITH UPS ACCOUNT

The screenshot shows the S.M.A.R.T. MailCenter interface. The top navigation bar includes 'UPS', 'FedEx', 'UPS\*', and 'DHL'. The main content area is titled 'Carrier Management' and features a table with columns for 'Carrier Account #', 'Display Rate Type', 'Linked', 'Active', 'Default', and 'Edit'. A red arrow points to a button labeled 'LINK WITH UPS ACCOUNT' located in the bottom right corner of the main content area.

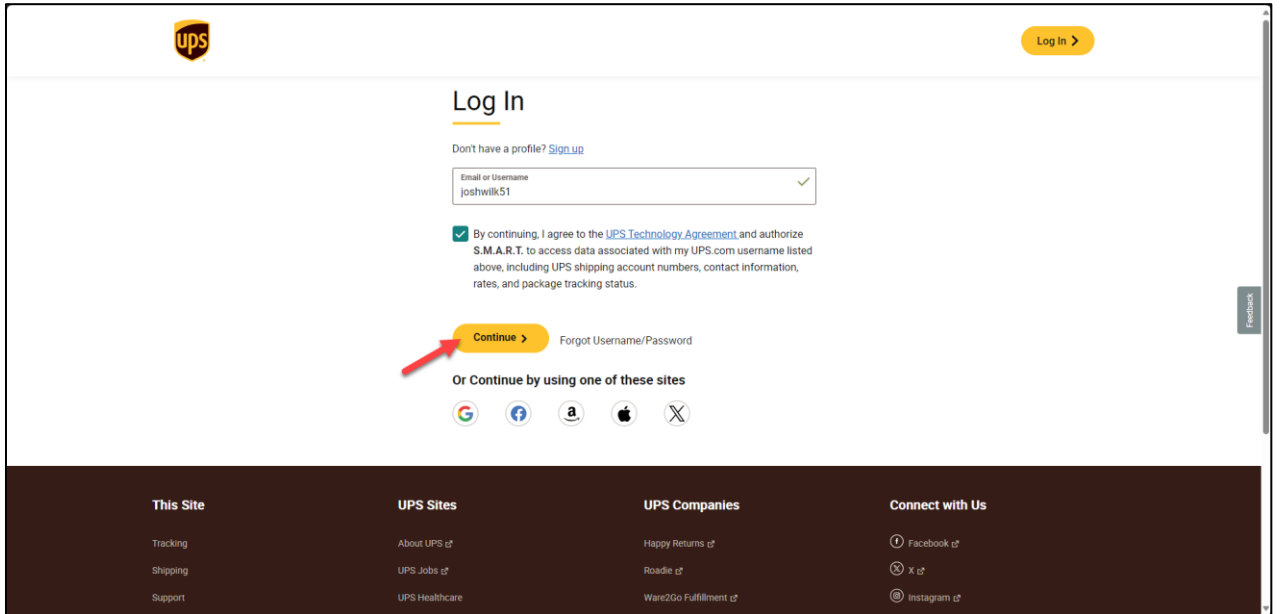
## 7. S.M.A.R.T. will automatically re-direct the user to the UPS website

## 8. Enter the UPS.com username and check the box to authorize S.M.A.R.T. access to UPS.com

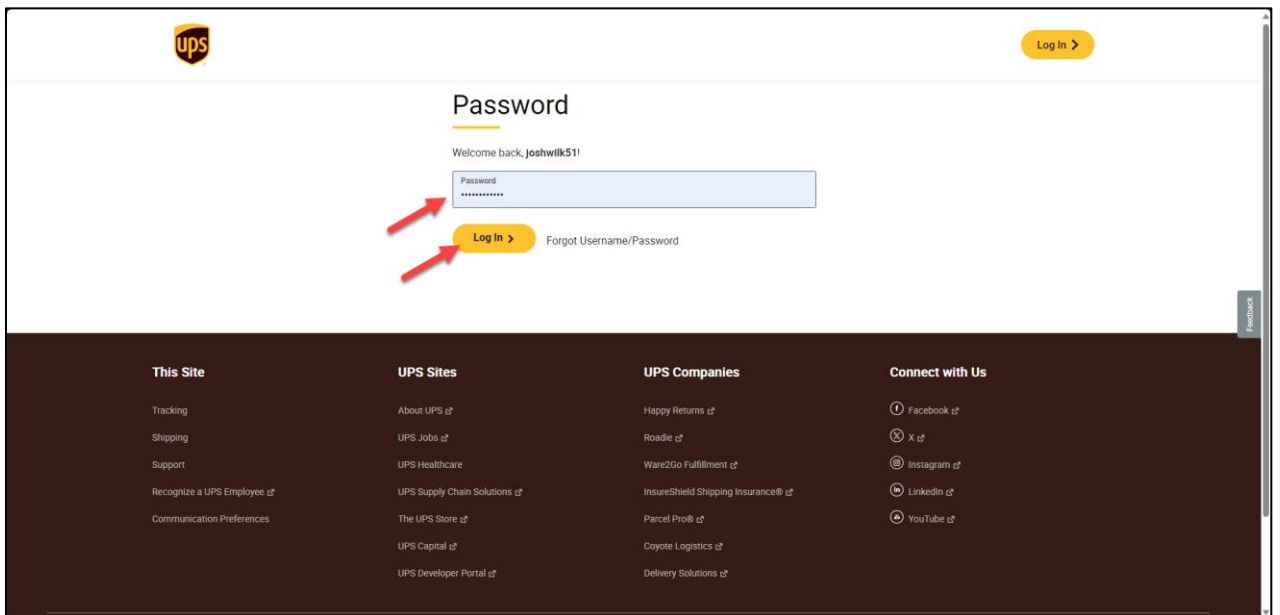
The screenshot shows the UPS.com 'Log In' page. The 'Email or Username' input field contains the text 'joshwik51'. A red arrow points to this field. Below the input field, there is a checkbox that is checked, with the text: 'By continuing, I agree to the UPS Technology Agreement and authorize S.M.A.R.T. to access data associated with my UPS.com username listed above, including UPS shipping account numbers, contact information, rates, and package tracking status.' Another red arrow points to this checkbox. The 'Continue' button is highlighted in yellow.



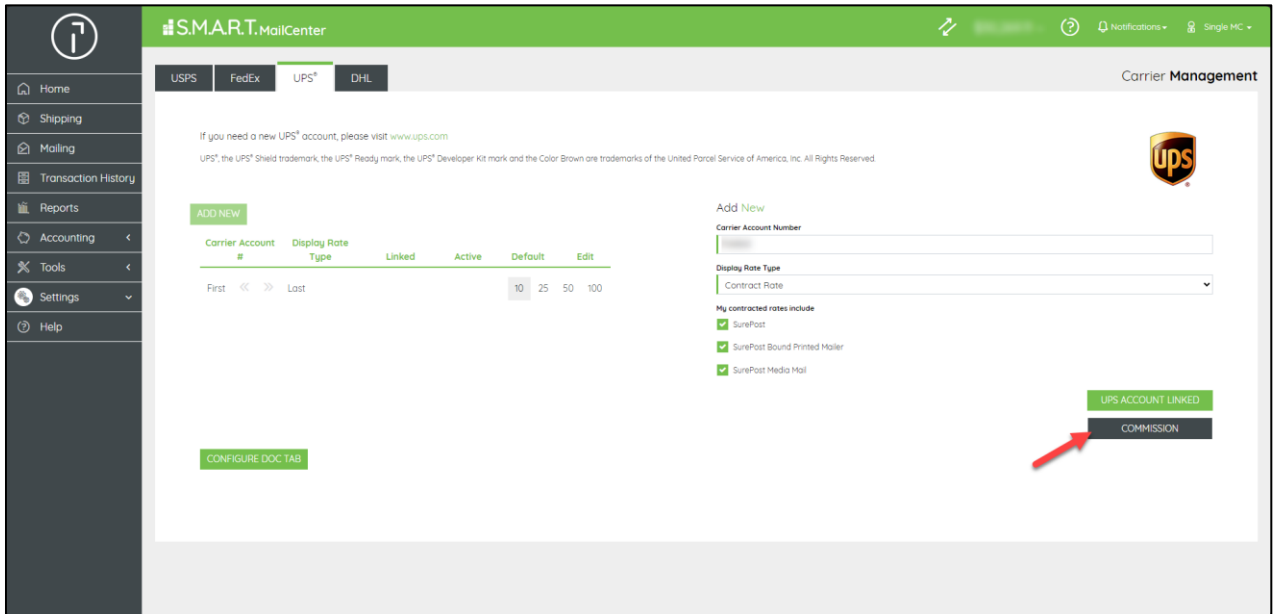
## 9. Click Continue



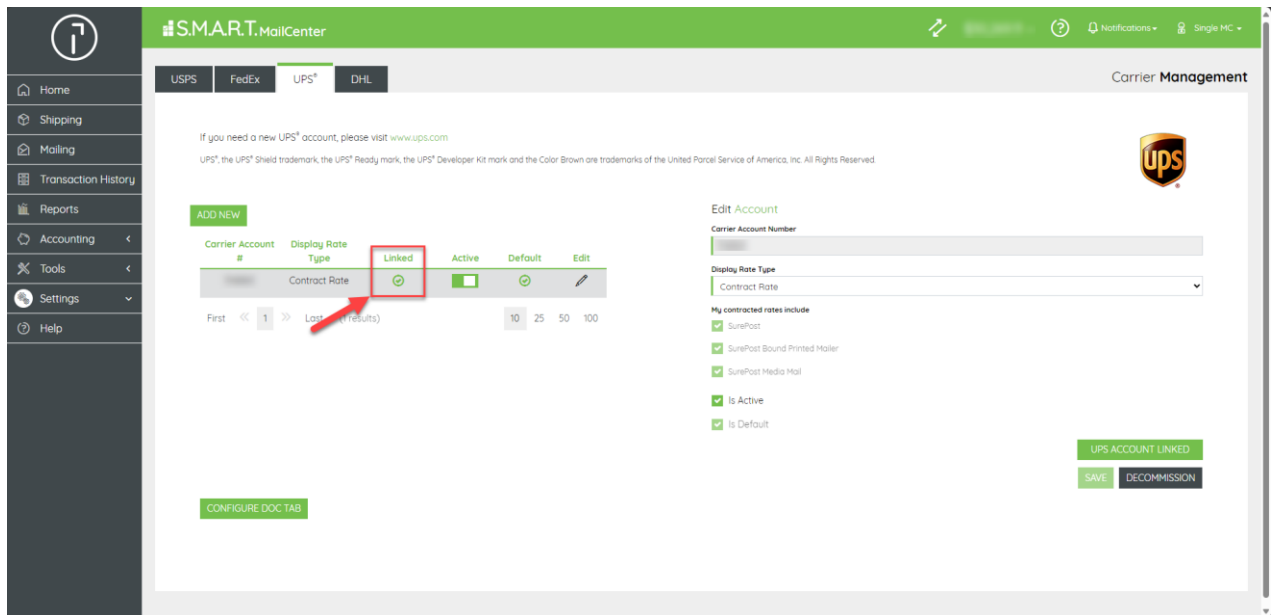
## 10. Enter the password for the UPS.com account and click Log In



11. Upon successful log in to UPS.com, the user will be re-directed back to S.M.A.R.T.
12. Click on COMMISSION



The account should successfully commission and display a message of Account registered successfully. If not, the error messaging from UPS is much better than in the past. A good indication of what the issue is should be returned directly to the user.



Account Linking to UPS.com is good for 60 days. If the customer does not PROCESS a UPS shipment for 60 days, the linked status will be removed, and the account MUST be relinked following the above process.

