



UPS Capital®

[upscapital.com](https://upscapital.com)

# InsureShield™ Connect

## Frequently asked questions for sFTP submissions

### WHAT TYPE OF INFORMATION DO I SUBMIT TO ENSURE COVERAGE ON MY SHIPMENTS?

- During onboarding, your Solutions Manager will send you an introductory email that outlines all of the required information to be sent for covering your shipments, including the main shipment file in Excel or CSV.

### WHEN SHOULD I SEND THE FILE?

- To obtain coverage, files should be sent within 24 hours of the shipment(s) being shipped. We recommend our customers submit the file daily as you perform your shipping close out activities for the day.

### HOW SHOULD THE FILE BE NAMED?

- The file should be named with your unique account number followed by 'Shipment File' and then the date following the MM.DD.YYYY format (e.g., 0123456789-Shipment File 06.17.2020).

### HOW DO I SUBMIT A SHIPMENT FILE?

- Ahead of your first submission, your Sales Representative and Solutions Manager will discuss the best option for your business. If you will be sending via sFTP your Solutions Manager will send an instruction document outlining how to set it up.

### HOW WILL I KNOW IF MY SHIPMENTS ARE INSURED?

- Once you provide your shipment files to us via sFTP your coverage begins. We will reach out to you if we have any questions or concerns about your file. If you have any questions, please contact our Customer Relationship Group at 877-263-8772 or [ISConnect@ups.com](mailto:ISConnect@ups.com).

### WHEN WILL I BE BILLED FOR THE SHIPMENTS SENT IN THE FILE?

- You will be billed on a monthly basis. The invoice will be generated within the first few days of the following month reflecting the shipments from the previous month. It will be sent via email as a PDF attachment.

### HOW DO I SIGN UP FOR YOUR ONLINE PORTAL?

- Your welcome kit contains information on how to register for our online platform. Here you can submit and manage claims, as well as view details about your policy and invoices. To register, please use this link: <https://www.upscapital.com/register>.

### HOW DO I FILE CLAIMS?

- You can file claims through the online portal.

### WHO DO I CONTACT IF I HAVE QUESTIONS ABOUT CLAIMS, MY ACCOUNT, OR HOW TO REGISTER FOR THE ONLINE PORTAL?

- If you have any questions or concerns, please reach out directly to our Customer Relationship Group at 877-263-8772 or [ISConnect@ups.com](mailto:ISConnect@ups.com)

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