



InsureShield®
Shipping Protection

by UPS Capital Insurance Agency, Inc.

INSURESHIELD® SHIPPING INSURANCE HOW-TO GUIDE

FREQUENTLY ASKED QUESTIONS



HOW DO I REQUEST INSURANCE FOR MY SHIPMENT?

- You must declare a value when processing your shipment. See examples of where to declare in each system on the next page.

UPS.com CampusShip WorldShip ShipStation



HOW DO I DETERMINE ADEQUATE VALUE AND COVER MY COSTS?

- You should declare the invoice value of your sold goods.



HOW WILL I BE BILLED?

- Most customers will be billed by UPS. Insurance services fees will be noted as “declared value” line items on your UPS invoice.



WHAT DO I DO WHEN I HAVE A CLAIM?

- To get started with a claim for an insured package, click on the online claims portal link found on page 3 and follow the instructions in this guide. Be sure to save this link for all future claims on insured packages.



WHAT IS MY MAXIMUM INSURED VALUE PER PACKAGE?

- We offer up to \$70,000 on UPS Next Day Air® packages and up to \$50,000 on other packages unless stated otherwise on your insurance policy declarations page.



HOW DO I GET HELP?

- For claims inquiries with insured packages, please call **1-877-263-8772**.

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HOW TO DECLARE VALUE

You can easily declare value on shipments on a variety of shipping platforms.

Where to declare value on **WorldShip**

The screenshot shows the WorldShip shipping form. The 'Declared Value' field is highlighted in yellow. The form includes sections for 'Ship To', 'Ship From', 'Distribution', 'Service', 'Options', 'Detail', and 'Reference'. The 'Declared Value' field is located in the 'Package' section, with a 'Reference Number 1' field below it. The 'Shipper's Cost (USD)' is shown as 0.00.

Where to declare value on **ups.com**

The screenshot shows the ups.com shipping form. The 'Declared Value' field is highlighted in yellow. The form includes sections for 'Package Information', 'Packaging Type', 'Weight', and 'Dimensions'. The 'Declared Value' field is located in the 'Package Information' section, with a 'Help' icon next to it. The 'Shipper's Cost (USD)' is shown as 0.00.

Where to declare value on **CampusShip**

The screenshot shows the CampusShip shipping form. The 'Package Declared Value' field is highlighted in yellow. The form includes sections for 'What are you shipping?', 'Number of Packages', 'Packaging Type', 'Weight', 'Package Dimensions', 'Large or Unusually Shaped Packages', and 'Package Declared Value'. The 'Package Declared Value' field is located in the 'Package Declared Value' section, with a 'USD' label next to it.

Where to declare value on **ShipStation®**

The screenshot shows the ShipStation shipping form. The 'Insure Amt.' field is highlighted in yellow. The form includes sections for 'Configure Shipment', 'Ship From', 'Weight', 'Service', 'Package', 'Size', 'Confirmation', 'Insurance', and 'Insure Amt.'. The 'Insure Amt.' field is located in the 'Insurance' section, with a '\$' label next to it.

If you use a third party shipping system, refer to that company's guide on how to enter **“declared value”**.