



UPS My Choice[®] for Business

How to Provide or Modify User Privileges



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UPS My Choice® for Business

How to Provide or Modify User Privileges

1. Start from your company's **UPS My Choice® for Business Administration** page.

Home > Profile > Preferences > UPS My Choice® for business

UPS My Choice® for business

[View my Shipments](#)

[Back to Preferences](#)

Administration

- Company Information +
- Company Services +
- Users +

2. Expand the “Users” accordion and click on the user’s name. In this example, the user selects “User 2 - Name”.

Search Search By Search

[Show Optional Search Criteria](#)

Users

Select a user to continue, or modify your search criteria to search again.

Name	User ID	Actions
User 1 - Name	User 1 - UPS ID	Remove User
User 2 - Name	User 2 - UPS ID	Remove User
User 3 - Name	User 3 - UPS ID	

[Create User](#) [Invite User](#)



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- The User Administration section will display. Within in this section you will have the ability to review **User Information**, **Manage Application Access**, and manage **User Services**.

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Alerts (1) Locations United States - English T Search or Track

Quick Start Tracking Shipping Services Customer Support

Home > Profile > Preferences > UPS My Choice® for business > User Administration

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User Administration

Name: User 2 - Name

User Information	+
Manage Application Access	+
Manage User Services	+



Adding privileges to a user is a two-step process.

A. Step 1 – Enable the user with access to the application service

Select **Manage Application Access**. Enable or disable the application services you wish the user to have.

For this example select UPS My Choice for Business. Visibility to the Tracking Dashboard is enabled with this option.

If you want to provide this user with Administrative capabilities, select Company Administrator Privileges

The screenshot shows the 'User Administration' page for 'User 2 - Name'. The breadcrumb trail is: Home > Profile > Preferences > UPS My Choice® for business > User Administration. The main heading is 'UPS My Choice® for business'. Below it is a 'Back to UPS My Choice® for business' link. The 'User Administration' section shows the user's name and a list of application access options. The 'Manage Application Access' section is expanded, showing a list of applications with checkboxes. 'UPS My Choice® for business' is checked, while 'UPS Delivery InterceptSM (US/PR. Packages Only)', 'Returns Manager', and 'Claims' are unchecked. Below this, the 'administration privileges' section shows 'Company Administrator Privileges', 'Claims Administrator Privileges', and 'Returns Administrator Privileges', all of which are unchecked. A 'Save' button is located at the bottom of the application access list. The 'Manage User Services' section is also visible at the bottom of the page.



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- B. Step 2 – enable a specific privilege available from the application service
With the proper application enabled for the user, you are now ready to enable specific outbound (accounts) or inbound (receiving address) privileges.
Expand the **Manage User Services** accordion. This will expose the specific application services.

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Home > Profile > Preferences > UPS My Choice® for business > User Administration

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User Administration

Name: User 2 - Name

- User Information +
- Manage Application Access +
- Manage User Services -

Select Edit to manage the accounts or locations this user can access.

Services	Status	Actions
Visibility		
Outbound	None	Edit
Inbound Receiving Addresses	None	Edit
Other Services		
Claims	None	Edit



Enabling/Modifying Outbound Visibility Privileges

1. Click "Edit" on the Outbound row. This will expose Outbound Accounts.

You have the option to select all accounts with the checkbox in the header of the table or the option to select the account(s) individually. Check one or more accounts and click "Save".

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Home > Profile > Preferences > UPS My Choice® for business > User Administration > Edit Account Privileges

Back to User Administration

Edit Outbound Account Privileges

Name: User 2 - Name
User ID: User 2 - UPS ID

This user will be able to view outbound shipment information for the selected accounts.

<input type="checkbox"/>	Account Number	Country	Status
<input type="checkbox"/>	0XXXX0 - Name	US	Active
<input type="checkbox"/>	0XXXX1 - Name	US	Active
<input type="checkbox"/>	0XXXX2 - Name	US	Active

Save Cancel

2. Your changes have been saved. Close the popup window and navigate back to the User Administration page.

We've saved your changes

Close

UPS My Choice® for business

Home > Profile > Preferences > UPS My Choice® for business > User Administration > Edit Account Privileges

Back to User Administration

Edit Outbound Account Privileges

Name: User 2 - Name
User ID: User 2 - UPS ID

This user will be able to view outbound shipment information for the selected accounts.

<input checked="" type="checkbox"/>	Account Number	Country	Status
<input checked="" type="checkbox"/>	0XXXX0 - Name	US	Active
<input checked="" type="checkbox"/>	0XXXX1 - Name	US	Active
<input checked="" type="checkbox"/>	0XXXX2 - Name	US	Active

Save Cancel



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3. In this example, we've enabled all three accounts. In the Tracking Dashboard, this user will see shipment information for all three. As Administrator you can enable or disable as needed per each user.

The screenshot shows the 'Edit Outbound Account Privileges' page for a user named 'User 2 - Name'. The page includes a breadcrumb trail, a back button, and a table of selected accounts. All three accounts are checked and set to 'Active'.

Home > Profile > Preferences > UPS My Choice® for business > User Administration > Edit Account Privileges

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[Back to User Administration](#)

Edit Outbound Account Privileges

Name: User 2 - Name
User ID: User 2 - UPS ID

This user will be able to view outbound shipment information for the selected accounts.

<input checked="" type="checkbox"/>	Account Number	Country	Status
<input checked="" type="checkbox"/>	0XXXX0 - Name	US	Active
<input checked="" type="checkbox"/>	0XXXX1 - Name	US	Active
<input checked="" type="checkbox"/>	0XXXX3 - Name	US	Active

[Save](#) [Cancel](#)



Enabling/Modifying Inbound Visibility Privileges

1. Return to the "Manage User Services" section for the user.
Select "Edit" in the Inbound Receiving Addresses" row.

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Quick Start Tracking Shipping Services Customer Support

Home > Profile > Preferences > UPS My Choice® for business > User Administration

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< Back to UPS My Choice® for business

User Administration

Name: User 2 - Name

- User Information +
- Manage Application Access +
- Manage User Services -**

Select Edit to manage the accounts or locations this user can access.

Services	Status	Actions
Visibility		
Outbound	None	Edit
Inbound Receiving Addresses	None	Edit
Other Services		
Claims	None	Edit



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- You have the option to select all Inbound Receiving Addresses with the checkbox in the header of the table or the option to select the Inbound Receiving Addresses individually. Check the address you desire to edit visibility for and click "Save".

The screenshot shows the UPS My Choice for Business user administration interface. At the top, there is a navigation bar with the UPS logo, Alerts (1), Locations, United States - English, and a search bar. Below the navigation bar are links for Quick Start, Tracking, Shipping, and Services, along with a Customer Support button. The main content area shows a breadcrumb trail: Home > Profile > Preferences > UPS My Choice® for business > User Administration > Edit Inbound. The title is 'UPS My Choice® for business'. Below the title is a 'Back to User Administration' link. The section is titled 'Edit Inbound Receiving Addresses'. It displays user information: Name: User 2 - Name and User ID: User 2 - UPS ID. A table lists the inbound receiving addresses. The table has columns for a checkbox, Address Name, Address, Country, Status, and Delivery Options. One address is listed: Address Nickname, 123 AnyStreet, City, State, Postal, US, Active, and a checkbox for Delivery Options. At the bottom, there are 'Save' and 'Cancel' buttons.

<input type="checkbox"/>	Address Name ^	Address	Country	Status	Delivery Options
<input type="checkbox"/>	Address Nickname	123 AnyStreet City, State, Postal	US	Active	<input type="checkbox"/>

With Inbound services, as administrator you can specify whether a user can execute Delivery Options (such as deliver to another address, change delivery day, or hold at UPS center for pickup).



Wrap-up

The key to providing or modifying user privileges are as follows:

1. At the ***company level*** – update **Company Services** - add the accounts or inbound receiving addresses
2. At the ***user level*** – update **Manage Application Access** - enable the proper application for the user
3. At the ***user level*** – update **Manage User Services** – select the specific outbound accounts or inbound receiving addresses for the user.

Your users should now see the Tracking Dashboard populated with incoming and outgoing packages.