

UPS QUICK REFERENCE GUIDE



For TGI Partners

Version 18.0

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INTRODUCTION

TGI Golf provides a UPS booking system (CampusShip) that allows you to manage your own uplifts and deliveries within the UK, Northern Ireland and the Channel Islands without having to book via TGI Head Office. We also provide a service to and from the UK for our partners in the Republic of Ireland (ROI).

While TGI Golf is the main account holder with UPS, you can print your own labels and benefit from our pre-negotiated pricing with UPS. You will be invoiced monthly by TGI Golf.

Items can be sent from and to another TGI partner, supplier or a private address, providing one of these is a related TGI address. Please note that we are unable to organise uplifts between two non-TGI related addresses as our arrangement with UPS (including insurance cover) does not allow for this.

The service is for golf business related items and golf equipment only. **Any other items sent will not be covered by our insurance in the event of loss or damage.**

PLEASE NOTE:

The person sending the parcel should book it onto UPS (whether going to another partner, supplier or private address) as they will need to print off and attach the shipping label. If the receiving partner books on the parcel it is more complicated as they will need to save the label and email it to the sender so that they can print it off for the UPS driver.

If the parcel is going from partner to partner, the partner receiving the parcel will automatically be billed for the shipping charges and any additional insurance cover added, unless Head Office is notified to the contrary. Further details of additional insurance cover can be found in “Section 3: What are you Shipping?”.

TGI offers the following subsidised charges for sending parcels within the UK and ROI: -

- **Partner to Partner (Mainland UK & Northern Ireland)** £5.25 + VAT
- **Partner to Supplier (Mainland UK & Northern Ireland)** £5.25 + VAT
- **Partner to Private Address (Mainland UK & Northern Ireland)** £10:00 + VAT
- **Partner to Partner (ROI)** £10:00 + VAT
- **Partner to Private Address (ROI)** £14.50 + VAT
- **Channel Islands** £ Actual Cost

IMPORTANT INFORMATION ON THE IMPLICATIONS OF BREXIT

Brexit changes to the UPS booking system in January 2021

As of 1st of January 2021 a new customs border will be created between the UK and the EU – even though a Free Trade Agreement has been reached with the EU.

Critically, to move goods across this new UK-EU border, a customs declaration for your imports or exports will have to be submitted to HM Revenue & Customs.

UPS will provide this service in the form of a ‘Commercial Invoice’ which will be required to be electronically completed at the point of booking on a UPS parcel online. This form will be pre-populated at much as possible before you complete your own booking details.

For parcels going from the UK to the Republic of Ireland and other EU countries, a border fee of £4.50 will be charged (alongside the completion of this commercial invoice). There will also be Import and Export VAT charges based on the value of the goods and the contents of the parcel. As of the 1st of July 2021, for parcels with a value of €150 or less the VAT will be charged to TGI and then billed to the partner at the end of the month. For parcels with a value greater than €150 the VAT charges will be billed to the receiver. This is to comply with the new IOSS (Import One Stop Shop) changes.

Any parcels going from Mainland UK to Northern Ireland will now have a border fee of £2.90 (alongside the completion of this commercial invoice).

Further details of these changes and the procedures can be found in Section 8 of this guide.

GETTING STARTED

Go to www.campusship.ups.com and enter the log in details you will have received via email.

Please write your User ID and newly created Password below for future reference: -

User ID: _____

Password: _____

UPS CONTACT DETAILS

UPS Call Centre: 03457 877877

[Any other enquiries](#)

TGI Golf Partnership Ltd

Telephone: 01506 505525

Uplift email address: uplift@tgigolf.com

CREATING A SHIPMENT

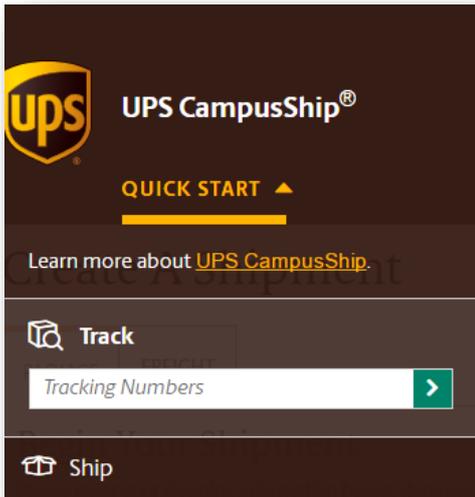
Section 1: Where is the Shipment Going?



IMPORTANT: Before booking on, please ensure all address details are correct and that someone will be at that address to receive the parcel.

As TGI are the account holders, all undeliverable parcels will be sent back to our Head Office address and you may incur a further charge for the item to be re-issued.

- Go to the Quick Start menu and click on “Ship”



- Select the address your parcel is going to from the drop-down list, or to add a new customer click on “Enter New Address” and key in the recipient’s name, address and postcode in the relevant fields. **A contact name and telephone number are also required in case the driver needs to contact the customer for any reason.**

- To save the address to your address book, select **“Save as New Entry”** from the **“Save Options for Address”** drop-down list and type the name in the **“Save this to my Address Book as”** box.
- **If it is a Residential address tick the box at the bottom.**

Begin Your Shipment Help

Please enter your shipping information below. Required fields are indicated with *

1 WHERE IS THIS SHIPMENT GOING?

Address Book:
 Select One — or enter a new address below

[Corporate Address Book](#)

Enter a New Address

Company or Name: * Post Town: *

Contact Name: * Postcode: *

Country: United Kingdom * Other address information:

Address Line 1: *

Address Line 2: * Telephone:

Address Line 3: * Ext.:

Department, c/o, etc. E-mail:

Residential address

Save Options for Address: Save this to my Address Book as:

Save as New Entry * Elaine Evans

Save Options for Address: Save to Corporate Address Book as:

Select One *

Section 2: Where is the Shipment Coming From?

This is where you will enter your own address. Currently it will have the Tartan Golf address displayed.

2 WHERE IS THIS SHIPMENT COMING FROM?

Ship From Address: [Edit](#)
 TARTAN GOLF INTERNATIONAL LIMITED
 Elaine Evans
 BROOM HOUSE
 QUARRYWOOD COURT
 LIVINGSTON EH546AX
 Telephone: 01506 505525 e-mail: upsulift@tgigolf.com

If the shipment is undeliverable return to:

Contact:
 Elaine Evans

Return Address: [⊕](#)
 Same As Ship From

- Click on Edit and then delete the Tartan Golf address and add in your own. Go down to “Save Options for Address”, then select the “Save as New and Make Preferred” entry from the drop-down list. Click on “Update”. This will set your address as the default for future uplifts.

Edit Ship From Address [Help](#)

You can edit the **Ship From** address below. Select an address from your address book or enter a new address. Required fields are indicated with *.

Address Book:
 --- or enter a new address below

Company or Name: * **Post Town:** *

Contact Name: **Postcode:** *

Country: * **Other Address Information:**

Address Line 1: * **Telephone:** **Ext.:**

Address Line 2: **E-mail:**

Apartment, suite, unit, building, floor, etc. Residential address

Address Line 3:

Department, c/o, etc.

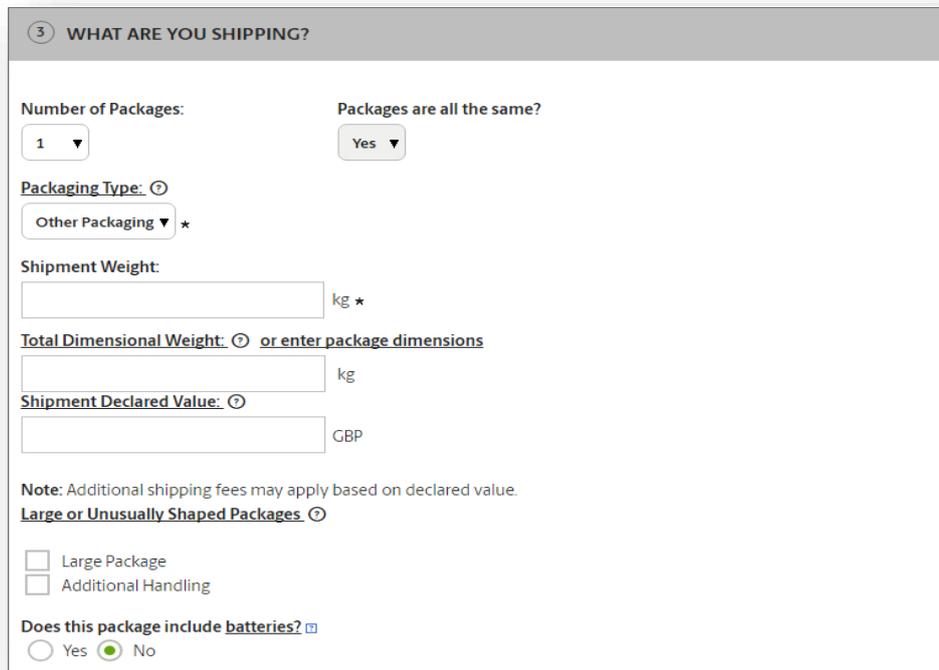
Save Options for Address: **Save this to my Address Book as:**

Company Support: 01506 505525 uplift@tgigolf.com

Section 3: What are you Shipping?

After you have entered your **Number of Packages**, you must select your **Packaging Type**. This field should be set as **Other Packaging** by default.

You **must** also enter the shipment weight and package dimensions.



3 WHAT ARE YOU SHIPPING?

Number of Packages: Packages are all the same?

Packaging Type:

Shipment Weight: kg

Total Dimensional Weight: kg or enter package dimensions

Shipment Declared Value: GBP

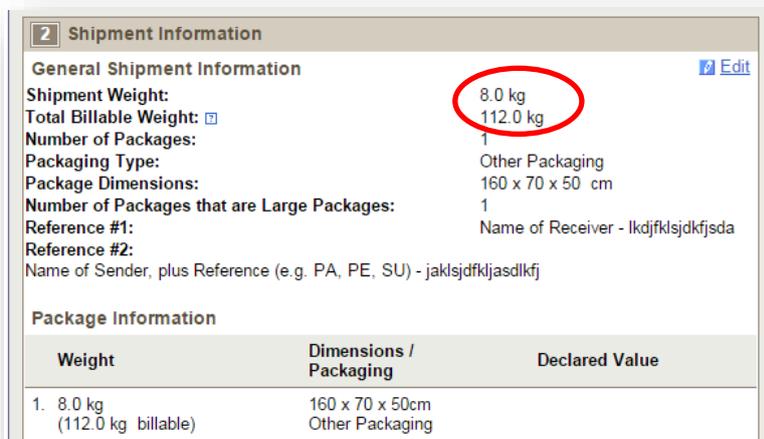
Note: Additional shipping fees may apply based on declared value.
Large or Unusually Shaped Packages

Large Package
 Additional Handling

Does this package include batteries?
 Yes No

When booking on your parcel, once you have entered its weight and dimensions, the UPS system will calculate your figures and any parcels that weighs more than 20 kilos (either Shipment or Billable weight) may incur extra charges. This will show in your booking summary (Shipment Information) as the Total Billable Weight. This is what determines the price of the parcel. Please see notes below in the large parcel section.

Please do not tick the “Large Package” box as this will automatically log your package as 40kg and you will be charged a minimum of £35.00 as standard or higher depending on the weight and dimensions. If either the shipment or billable weight shows as being over 20kg on the final summary page (see pic below), please contact Head Office for a quote.



2 Shipment Information

General Shipment Information [Edit](#)

Shipment Weight: 8.0 kg
Total Billable Weight: 112.0 kg
Number of Packages: 1
Packaging Type: Other Packaging
Package Dimensions: 160 x 70 x 50 cm
Number of Packages that are Large Packages: 1
Reference #1: Name of Receiver - lkdjfklsjdkfjsda
Reference #2:
Name of Sender, plus Reference (e.g. PA, PE, SU) - jaklsjdfkljasdlkfj

Package Information

Weight	Dimensions / Packaging	Declared Value
1. 8.0 kg (112.0 kg billable)	160 x 70 x 50cm Other Packaging	

- Shipment Declared Value - If you wish to claim insurance in the event of loss or damage then the Shipment Declared Value needs to be added. Our insurance covers £60 per parcel. If you wish to claim insurance for anything of a higher amount, then you must enter the amount into the Shipment Declared Value box. The additional charge for this would be £1.75 per parcel up to the value of £500. Any parcels greater than this amount will be charged at 0.7% of the value of the goods. **Please note: When entering the amount, simply type the actual figure without any decimal points or commas, (e.g. 125 for £125, and not 12500 - £125.00).** Be sure to check all your information on the summary page carefully before confirming the shipment.

3 WHAT ARE YOU SHIPPING?

Number of Packages: 1 Packages are all the same? Yes

Packaging Type: Other Packaging *

Shipment Weight: kg *

Total Dimensional Weight: or enter package dimensions kg

Shipment Declared Value: GBP

Note: Additional shipping fees may apply based on declared value.
[Large or Unusually Shaped Packages](#)

Large Package
 Additional Handling

Does this package include [batteries](#)?
 Yes No

Click here for additional information

- If the packages you are sending are the same, select “Yes” from the “Packages are all the same?” option and enter the combined weight (not to exceed 20kgs per parcel). If they are different sizes or weights, select “No” from the “Packages are all the same?” option. You will be able to enter the individual weights on the next page.

Section 4: How would you like to Ship?

4 HOW WOULD YOU LIKE TO SHIP?

Service: UPS Standard * [Compare Time and Cost](#)

Do you need [additional services](#)?

	Fee?
<input type="checkbox"/> Send E-mail Notifications	Free
<input type="checkbox"/> Receive Confirmation of Delivery	Yes
<input type="checkbox"/> Deliver On Saturday	Yes
<input type="checkbox"/> C.O.D.	Yes

Some services may require extra information. You will be able to enter the required information on the next page.

Service should be pre-set as **UPS Standard**.

Section 5: References

VERY IMPORTANT: You **MUST** enter correct references in both fields before you can continue further.

- **Reference #1 (Name of Receiver)** – should always be the full name of the person or company receiving the package or club name if it is an Associate account (e.g. John Smith or Spectrum Yarns).
- **Reference #2 (Name of Sender)** – should be the full name of the **TGI partner** sending the package or the name of the club if it is an Associate account. If someone else is making the booking on behalf of the partner or club, they should not enter their own name. Please do not use acronyms or abbreviations. After the TGI partner's name you should type one of the codes below: -

PA – if it is a TGI Partner to TGI Partner

SU – if it is a TGI Partner to Supplier

PE – if it is a TGI Partner to a Personal Address

**** Please ensure you enter the references as indicated above, as incorrect details will appear on the monthly invoice, involving a lot of investigating and you could be billed incorrectly**

5 WOULD YOU LIKE TO ADD REFERENCE NUMBERS TO THIS SHIPMENT?

UPS gives you the option to track your shipments using references that you define.

Receiver Name *

Name of Sender+PA-Partner/PE-Personal/SU-Supplier *

Add a bar code for Receiver Name to my Shipping label

Section 6: Billing Account Information

This should always be Tartan Golf International Limited

6 HOW WOULD YOU LIKE TO PAY?

Please enter your payment information below. The information you enter will be transmitted using a secure connection. Required fields are indicated with *.

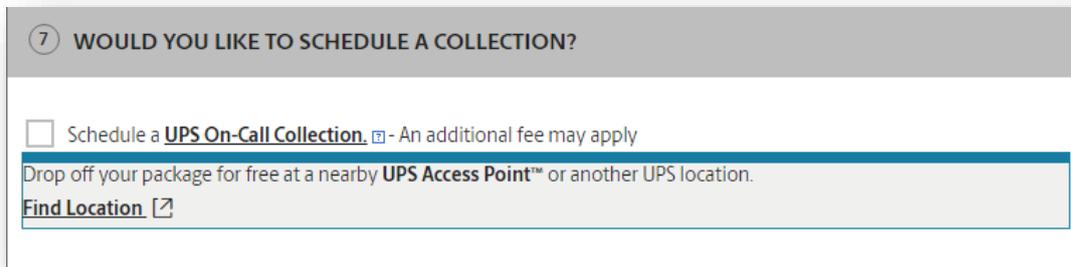
Payment Method for Shipping Charges:

43X415 - TARTAN GOLF INTERNATIONAL LIMITED *

Section 7: Would you like to schedule a Collection?

Always ensure that you tick the box below to prompt the driver to collect your parcel. However, if you are dropping off your parcel at a UPS Drop-off Point please leave the box unticked.

You can search for your nearest Drop-off locations here: https://www.ups.com/dropoff/?loc=en_GB.



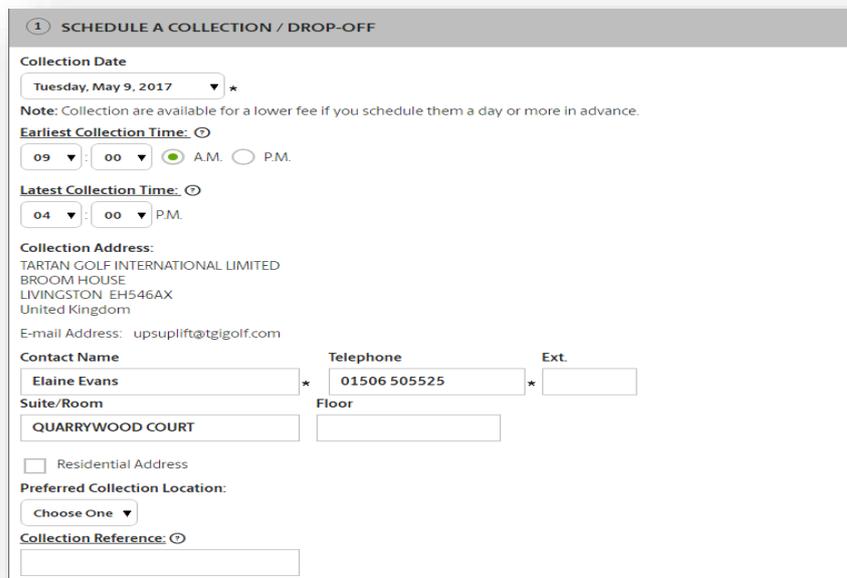
7 WOULD YOU LIKE TO SCHEDULE A COLLECTION?

Schedule a [UPS On-Call Collection](#) - An additional fee may apply

Drop off your package for free at a nearby [UPS Access Point™](#) or another UPS location.

[Find Location](#)

- Click **“Next”**
- Enter your collection date. This date should be for the next day and beyond. This will depend on your location and where the parcel is going to. A same day pick up will incur a £5.00 charge. Review your information, then click **“Next”**.



1 SCHEDULE A COLLECTION / DROP-OFF

Collection Date
Tuesday, May 9, 2017 *

Note: Collection are available for a lower fee if you schedule them a day or more in advance.

Earliest Collection Time: ⌚
09 : 00 A.M. P.M.

Latest Collection Time: ⌚
04 : 00 P.M.

Collection Address:
TARTAN GOLF INTERNATIONAL LIMITED
BROOM HOUSE
LIVINGSTON EH546AX
United Kingdom
E-mail Address: upsuplift@tgigolf.com

Contact Name Telephone Ext.
Elaine Evans * 01506 505525 *

Suite/Room Floor
QUARRYWOOD COURT

Residential Address

Preferred Collection Location:
Choose One ▼

Collection Reference: ⌚

Review Your Shipment Details

You can edit this page if needed.

1 ADDRESS INFORMATION

Ship To: [Edit](#) Ship From: [Edit](#) Return Address: [Edit](#)

Any Golf Club
John Smith
Golf Road
Any Town
EH12 3AB
Telephone: 01234
567890
E-mail: jsmith@gigolf.com

TARTAN GOLF INTERNATIONAL LIMITED
Elaine Evans
BROOM HOUSE
QUARRYWOOD COURT
LIVINGSTON EH546AX
Telephone: 01506
505525 e-mail: upsplift@gigolf.com

QUARRYWOOD COURT
LIVINGSTON EH546AX
Telephone: 01506
505525 e-mail: upsplift@gigolf.com

2 SHIPMENT INFORMATION

GENERAL SHIPMENT INFORMATION [EDIT](#)

Shipment Weight: 14.0 kg
Total Billable Weight: 14.0 kg
Number of Packages: 1
Packaging Type: Other Packaging
Reference #1: Receiver Name - John Smith PO12345
Reference #2: Name of Sender+FA-Partner/PE-Personal/SU-Supplier - Polys

PACKAGE INFORMATION

WEIGHT	DIMENSIONS / PACKAGING	DECLARED VALUE
1 14.0 kg (14.0 kg billable)	Other Packaging	

3 UPS SHIPPING SERVICE AND SHIPPING OPTIONS [EDIT](#)

Service: UPS Standard [Compare Time and Cost](#)

Guaranteed By: End of Day Wednesday, 10-May-2017

- Once you have checked that all your shipment information is correct, click on **“Ship Now”**. The box appears for you to print your label which you can either print out or save as a PDF file. You must print out the label and have it ready for the driver.
- Once you have booked your first parcel – go to Shipping Preferences on the right-hand side menu. There are two drop-down menus to change so that your own address will show from now on - **“My preferred ship from address”** and **“Return to address”**. Click on the drop-down menus and choose your address.

CampusShip Options

- Create a Shipment >
- Create a Return >
- Create an Import >
- Create a Freight Shipment >
- Ship Using a Batch File >
- View History >
- Void Shipment >
- Shipping Ticket History >
- Process a Shipping Ticket >
- Shipping Preferences >**

Customising your Preferences will save you time by remembering your most frequently used shipping options. The options you select will appear as defaults on your shipping pages. Please note that you are not required to make a selection in every category.

SHIPPING OPTIONS [HELP](#)

Service: UPS Standard Packaging: Other Packaging

My Preferred Ship From Address: My Location Address

My Preferred Shipper Address: My Location Address

Review Shipping details, including price, before completing this shipment.

Default to Save As Shipping Ticket

Set collection or delivery preferences for UPS Worldwide Express Freight™ shipments.

Collection Option: UPS will Collect Delivery Option: UPS will Deliver

RETURN OPTIONS

Return To Address: My Location Address

Set collection or delivery preferences for UPS Worldwide Express Freight™ shipments.

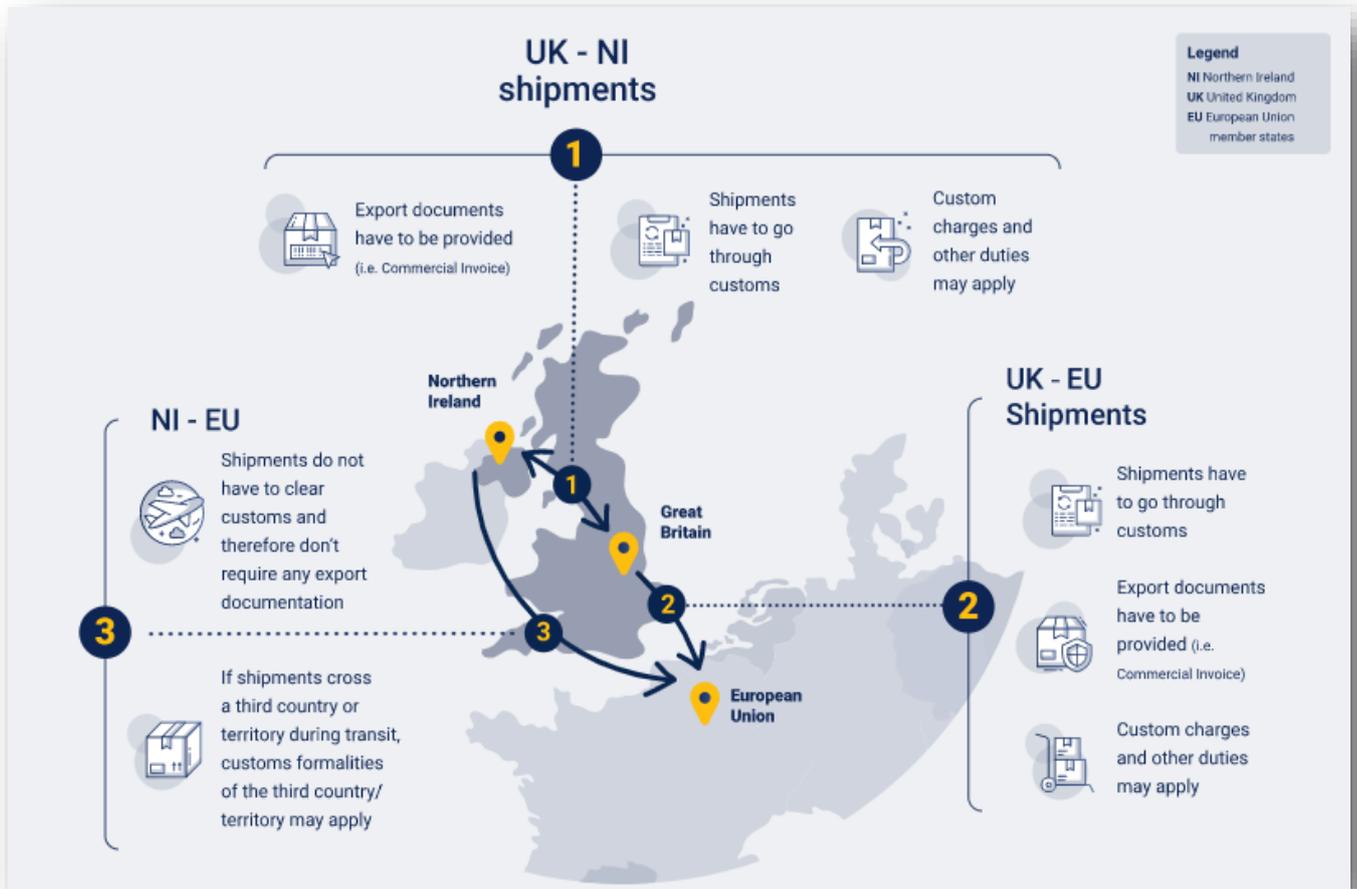
Collection Option: UPS will Collect Delivery Option: UPS will Deliver

Scroll down and click on **“Update”**. You will only need to do this once.

Section 8: Shipping to EU countries and Northern Ireland

As of 1st January 2021, there are changes to the way in which parcels are shipped from the UK Mainland to EU countries and Northern Ireland.

In the diagram below, "UK" refers to the UK Mainland.



When shipping to the EU, the destination country should be chosen from the drop down menu. If shipping to Northern Ireland, leave the destination country as United Kingdom.

Country or Territory:

Canary Islands ▼ *

The description of goods should be entered in Section 3.

3 What are you shipping?

Description of Goods: ?

Golf Club *

The weight, dimensions and declared value must be entered.

Shipment Weight:
3 kg *

Package Dimensions: ⓘ or enter dimensional weight
Length: 120 x Width: 10 x Height: 10 cm

Shipment Declared Value: ⓘ
500 GBP

The cheapest service for the EU is to choose UPS Standard.

4 How would you like to ship?

Service:
UPS Standard ▼ *

Do you need additional services? ⓘ

- Send E-mail Notifications
- Receive Confirmation of Delivery
- Deliver On Saturday
- C.O.D.

The references should be filled out with the Receiver's full name in Ref 1 and the Sender's name (TGI Partner's name, or the name of the club if an Associate, must be entered for billing purposes) in Ref 2 followed by PA for partner to partner, PE for a personal address and SU for a TGI Supplier address.

5 Would you like to add reference numbers to this shipment?

UPS gives you the option to track your shipments using references ⓘ that you define.

Receiver Name
John Brown *

Name of Sender+PA-Partner/PE-Personal/SU-Supplier
Scott Gourlay PE *

You will then be prompted to complete a section for shipping and tax charges. Please leave the **Payment Method for Shipping Charges** as **43X415 – TARTAN GOLF INTERNATIONAL LIMITED**.

For parcels with a value of €150 or less change the **Bill Duties and Taxes** from Bill the receiver to **43X415 – TARTAN GOLF INTERNATIONAL LIMITED**.

6 How would you like to pay?

Please enter your payment information below. The information you enter will be transmitted using a secure connection. Required fields are indicated with★.

Payment Method for Shipping Charges: ⓘ

43X415 - TARTAN GOLF INTERNATIONAL LIMITED ▼ ★

Bill Duties and Taxes to: ⓘ

43X415 - TARTAN GOLF INTERNATIONAL LIMITED ▼ ★

For parcels with a value of more than €150, leave the bill duties and taxes as “**Bill the Receiver**” as per the diagram below.

The Receiver of the parcel will have to pay customs or VAT charges in the receiving country before they can claim the parcel. These charges will depend on the country to which it is being sent, the value of the item and whether it is a gift or commercial goods. When the package is tracked, there is an option to pay these charges online. The UPS driver can also take cash or card payment on delivery, for which a receipt will be given. A separate invoice will also be sent by post.

Receiver UPS Account Number - if the Receiver doesn't have a UPS account number, you can bypass that field.

6 How would you like to pay?

Please enter your payment information below. The information you enter will be transmitted using a secure connection. Required fields are indicated with★.

Payment Method for Shipping Charges: ⓘ

43X415 - TARTAN GOLF INTERNATIONAL LIMITED ▼ ★

Bill Duties and Taxes to: ⓘ

Bill the Receiver ▼ ★

Receiver UPS Account Number:

Country or Territory:

Always ensure you tick the box below to prompt the driver to collect your parcel. However, if you are dropping off your parcel at a UPS Drop-off Point please leave the box unticked.

You can search for your nearest Drop-off locations here: https://www.ups.com/dropoff/?loc=en_GB.

7 Would you like to schedule a collection?

Schedule an additional [UPS On-Call Collection](#). - An additional fee may apply

Drop off your package for free at a nearby UPS Access Point™ or another UPS location.

[Find Location](#)

Once you have reviewed your shipping details click **Next** and you will be prompted to complete a commercial invoice.

By using UPS Paperless Invoice, you can file your commercial invoice electronically while processing your shipment.

In certain countries, the recipient of the goods may also be required to complete a Power of Attorney. The Power of Attorney (POA) authorises UPS to act on the shipper's behalf for completion of Customs documents.

Click **Next** to complete your form.

Package

Select Export Forms [Help](#)

You can complete the export forms online or let UPS help you decide which export forms you need by answering a few questions. You can also review your forms history and reuse previously completed forms for your current shipment.

Complete selected export forms online

- Commercial Invoice { [UPS PaperlessSM Invoice](#) }
- Packing List { [UPS Paperless Packing ListSM](#) }

Reuse forms from your forms history

[Back](#) [Next](#)

Click on **Add Product** then **Next**

Access International Forms

Enter Product Information [Help](#)

Information about the products added to your shipment is displayed below. You must have at least one product in your shipment, and a maximum of 50.

Products Added Summary

Product Name or Part Number:	Product Description:	Unit of Measure	Number of Units	Price Per Unit
No products added to shipment; add a product to continue.				

[Add Product](#)

[Save your forms and finish them later](#)

[Cancel](#) [Next](#)

In the following section you must populate all the boxes marked with an Asterisk and choose a product from the **Product List** - e.g. Golf Club (or add another product). Please add as much detail as you can in the **Product Description** field.

Then **Submit**.

Add Product ⓘ ✕

Use the form below to add a product to your shipment. You can select a saved product from your product list or add new product information.

Product List:
 --- or enter new product details below

Product Name or Part Number:
 Save to Product List

Product Description: ⓘ
 *

Number of Units: ⓘ
 *

Price Per Unit: ⓘ
 *

Currency:
 *

Unit of Measure: ⓘ
 *

Product Country or Territory of Origin: ⓘ
 *

Tariff Code: ⓘ

Access International Forms

Enter Product Information Help ⓘ

Information about the products added to your shipment is displayed below. You must have at least one product in your shipment, and a maximum of 50.

Products Added Summary

<input type="checkbox"/>	Product Name or Part Number: ▼	Product Description:	Unit of Measure	Number of Units	Price Per Unit
<input type="checkbox"/>	Golf Clubs	Callaway golf clubs	BOX	2	150 GBP edit

[Add Product](#)

[Save your forms and finish them later](#)

Now click **Next** to finish your booking.

You will then see your summary of your booking details. Click **Next**.

Access International Forms

Create Commercial Invoice [Help](#)

Use the form below to add or modify information that will appear on your Commercial Invoice.

Address Information

Ship From: Swanston Golf Academy Scott Gourlay Scott Gourlay Golf Technology 111 Swanston Road Edinburgh EH107DS United Kingdom 07980923961 Ship From Tax ID (EIN/VAT): <input type="text"/>	Ship To: John Brown John Brown PRESTANA VILA SOL ALTO DO SEMINHO B125307 QUARTEIRA Portugal 01306 905525 Ship To Tax ID (EIN/VAT): <input type="text"/>	Sold To: Edit John Brown John Brown PRESTANA VILA SOL ALTO DO SEMINHO B125307 QUARTEIRA Portugal 01306 905525 Sold To Tax ID (EIN/VAT): <input type="text"/>
---	---	--

Product Information

Information about the products added to your shipment is displayed below. You can edit, remove, or add additional products as needed.

<input type="checkbox"/>	Product Name or Part Number	Product Description	Unit of Measure	Number of Units	Price Per Unit
<input type="checkbox"/>	Golf Clubs	Callaway golf clubs	Box	1	150 GBP edit

[Remove Selected](#)

[Add Product](#)

Commercial Invoice Data [Edit Additional Information](#)

Total Number of Packages:
1

Waybill Number/Shipment ID:
43X41579V58

Declaration Statement

None [Add Statement](#)

Save your forms and finish them later

[Back](#)
[Cancel](#)
[Next](#)

Add a form name for future reference.

Access International Forms

Enter a Description of Your Forms

Enter an optional description of the forms just completed to help you identify them. You will still be able to access these forms from your forms history if you do not provide a description.

Forms Description:

[Back](#)
[Cancel](#)
[Next](#)

Access International Forms allows you to edit, save and print your form. You can also save and print the form, as well as your labels, in your **View History**.

International Toolset: UPS TradeAbility > Access International Forms

Access International Forms

Review Export Forms Help

Use the tables below to review all export forms associated with your shipment.

Online Export Forms

Form Type	Actions
Paperless Commercial Invoice	Edit Form

[Print All Online Forms](#)

UPS PaperlessSM Invoice is activated for your selected UPS Account, so a printed Commercial Invoice is not required for this shipment. All other completed forms will be printed. Note: The Air Waybill number will not be included when printing an air freight commercial invoice.

[Next](#)

Click **Next**

Create A Shipment

Package

Select Export Forms Help

The Customs Value entered does not equal the Invoice Total value entered. The Invoice Total value will be substituted for the Customs Value.

You can ship with your export documents, edit the documents you just created or cancel your shipment.

Ship Now with Completed Export Documents

- Commercial Invoice (UPS PaperlessSM Invoice)
- Provide Additional Documents
- Preview Shipment before Completing Shipment.

Edit your Export Documents

Cancel Your Shipment

[Next](#)

Next will take you to your final review page where you can click **Ship Now** to complete your booking. You can then save and print your label.

Collection Charges: Additional duties/taxes may apply and are not reflected in the total amount due.
Transportation Charges: Additional duties/taxes may apply and are not reflected in the total amount due.
By selecting the Ship Now button, I agree to the [Terms and Conditions](#).

[Cancel Shipment](#) [Ship Now](#)



What do I need to know before making a booking within the UK mainland?

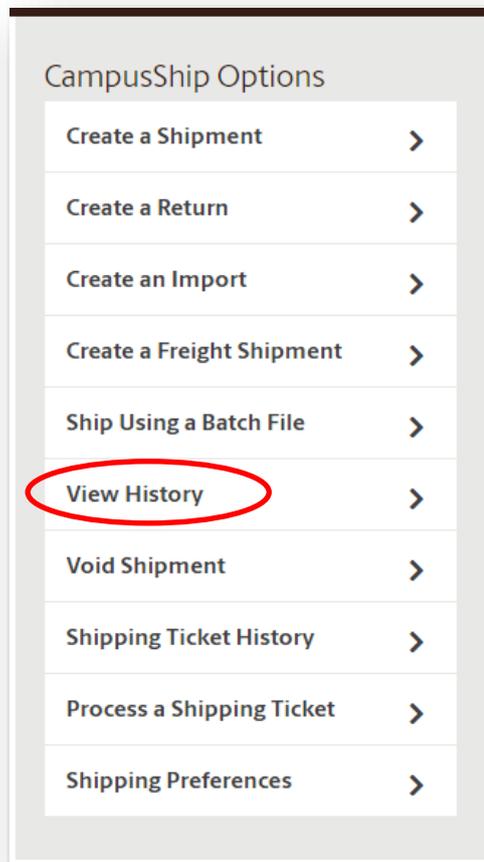
Before booking on, you must ensure that all address details are correct and that someone will be at that address to receive the parcel. As TGI are the account holders, all undeliverable parcels will be sent back to our Head Office address and you will incur a further charge for the item to be re-issued.

Please Note: The person who is sending the parcel should book it onto UPS (whether going to another partner, partner supplier or private address), as they will need to print off a label to give to the UPS driver.

If the receiving partner books it on, it is more complicated as they will need to save the label then email it to the sender so that they can print it off for the UPS driver.

Can I see a list of all the shipments I've booked on?

Yes. Click on **“View History”** in the menu on the right-hand side. This will give you a list of all the shipments you have booked on.



Can I track a parcel?

Yes. If you wish to view the status of your package, you can track it online. Click on “Tracking” at the top of the page then click on “Track & Tracking History”. Copy the tracking number from your booking and paste it into the “Track by Number” box, then click on “Track”

The screenshot shows the UPS CampusShip interface. At the top, the 'Tracking' menu item is circled in red. Below it, the 'TRACK SHIPMENTS' link is also circled in red. A 'Tracking' modal window is open, showing a 'Track by Number' input field and a 'Track' button. The modal also displays a 'RECENTLY TRACKED' table with columns for Tracking Number, Description, and Status.

Tracking Number	Description	Status
1743X4156892283993	Click to add a description	Delivered
1743X4156895256338	Click to add a description	Returned to Sender
1743X4156895349765	Click to add a description	Delivered

How do I cancel/void a shipment?

Click on **Shipping**, then **View History** and find the parcel in the list. Tick the white box on the left-hand side then click the green void button. A confirmation box will ask if you are sure you want to void the shipment. Click OK.

You must also remember to cancel the collection you have requested (so that the driver does not try to collect the parcel). To do this, click on **Show Detail/Receipt** and scroll down to **Collection Request Number** in **Section 4**. Now click on the **actual request number**.

The screenshot shows the UPS CampusShip interface. At the top, there are navigation tabs for 'Tracking', 'Shipping', and 'Services'. Below this, a header indicates 'Shipments 1 through 10 out of 10 in the last 7 Days'. A row of buttons includes 'Show Detail/Receipt', 'Track', 'Ship Again', and 'Void'. Below the buttons is a table with columns: 'Shipped Date', 'Ship To - Company or Name', 'Service', 'Shipment Tracking #', and 'Voided'. The table lists 10 shipments, with the second row (WICKLOW GOLF CLUB) having a checked box in the 'Voided' column.

Shipped Date	Ship To - Company or Name	Service	Shipment Tracking #	Voided
<input type="checkbox"/>	24 Jan 2018	ST PATRICK'S GOLF CLUB	UPS Standard 1Z43X4156893504377 Reprint Label	
<input checked="" type="checkbox"/>	24 Jan 2018	WICKLOW GOLF CLUB	UPS Standard 1Z43X4156897394944 Reprint Label	<input checked="" type="checkbox"/>
<input type="checkbox"/>	22 Jan 2018	DOWNFIELD GOLF CLUB	UPS Standard 1Z43X4156899986677 Reprint Label	
<input type="checkbox"/>	22 Jan 2018	ICG PLC	UPS Standard 1Z43X4156898874067 Reprint Label	
<input type="checkbox"/>	19 Jan 2018	MALTON & NORTON GOLF CLUB	UPS Standard 1Z43X4156894655239 Reprint Label	
<input type="checkbox"/>	19 Jan 2018	SILVERSTONE GOLF CLUB	UPS Standard 1Z43X4156890407228 Reprint Label	
<input type="checkbox"/>	18 Jan 2018	ASTRATEC ELECTRONICS LTD	UPS Standard 1Z43X4156894934615 Reprint Label	
<input type="checkbox"/>	18 Jan 2018	MR GORDON HYSLOP	UPS Standard 1Z43X4156890521407 Reprint Label	<input checked="" type="checkbox"/>
<input type="checkbox"/>	18 Jan 2018	INVERURIE GOLF CLUB	UPS Standard 1Z43X4156891091595 Reprint Label	
<input type="checkbox"/>	18 Jan 2018	KINGSKNOWE GOLF CLUB	UPS Standard 1Z43X4156892486354 Reprint Label	

You will now see the option to cancel the collection at the bottom. Click on **Cancel Collection**.

The screenshot shows the 'COLLECTION INFORMATION' section. It includes a 'Collection Address' and a 'Collection Request Number'. Below this is a 'Schedule a Collection' section with a table of 'TOTAL FEES' and two buttons: 'Modify Collection' and 'Cancel Collection'.

4 COLLECTION INFORMATION

Collection Address
TARTAN GOLF INTERNATIONAL LIMITED
ELAINE EVANS
BROOM HOUSE
QUARRYWOOD COURT
LIVINGSTON EH546AX
Telephone:01506505525

Collection Request Number:
[2940Q1QL5MP](#)

Schedule a Collection

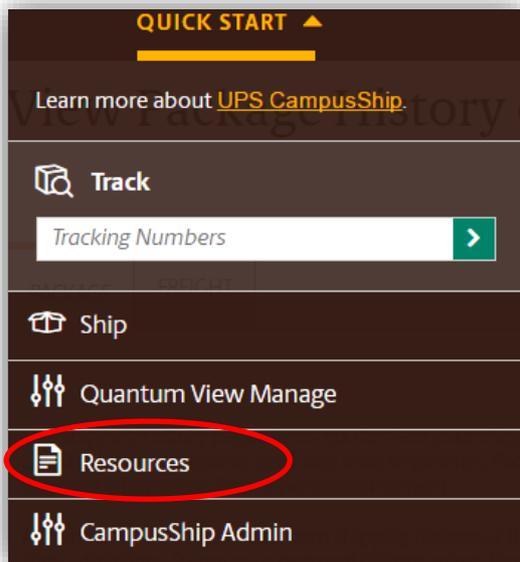
TOTAL FEES	
Total Charge for Collection:	4.00 GBP
Base Charge	3.33 GBP
Total Charges:	4.00 GBP

[Hide Collection Fee Details](#)

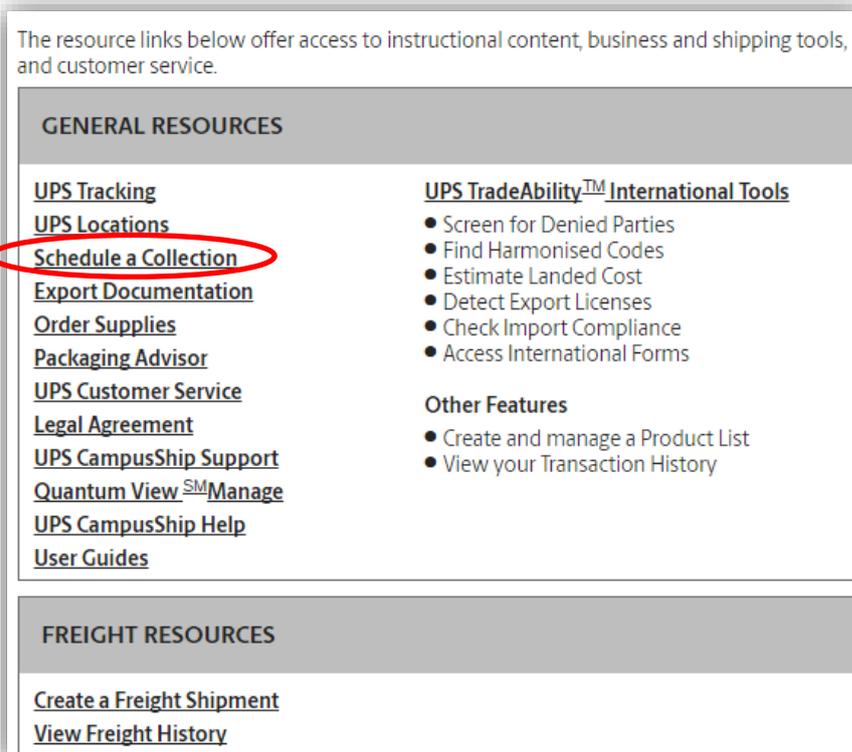
[Modify Collection](#) [Cancel Collection](#)

What do I do if my parcel has not been uplifted? Can I reschedule the collection?

Yes. If the driver has not been in to collect your parcel, you can reschedule the collection request. **This process can only be used in conjunction with an existing booking which has generated a label.**



- Click on Resources in the Quick Start menu
- Click on Schedule a Collection



Scroll down to Section 3 (Collection Information and Location) and select **“Collect From – A different collection address”**. You can either select an address from the drop-down list, or overtype the existing details

In Section 4 (Service and Package Information), select the number of packages, enter the weight and click on UPS Standard. In Section 5, select the date and time you wish the reschedule to happen. Scroll down and click **“Next”**

What do I do if my parcel has not been delivered?

If your parcel has not been delivered, UPS will make 2 attempts to deliver this. If the 2nd attempt fails, the parcel will be returned to Head Office. Please remember each booking has a tracking number which you can use to view the progress of the booking. Go to **View History** and tick the box next to the relevant booking, then click on **“Track”**

Can I reprint a label? How do I do this?

Yes. Go to **View History** and tick the box next to the relevant booking then click on the **“Reprint Label”** link. You will only be able to reprint the label if the booking was made within the past 24 hours.

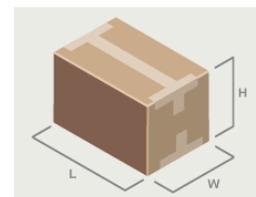
Insurance

Our insurance covers £60 per parcel. If you wish to claim insurance for anything of a higher amount, then you must enter the amount into the Shipment Declared Value box. The additional charge for this would be £1.75 per parcel up to the value of £500.00. Any parcels greater than this amount will be charged at 0.7% of the value of the goods.

Large Parcels

Parcel size is important when booking an uplift. UPS have provided us with a firm structure of dimensions that all packages should be within to avoid going over the limits and incurring extra charges. These dimensions are:

- **Maximum 1.5 METRES in length**
- **Maximum 20 KILOS in weight (shipment & billable)**
- **Your UPS package is considered a large package when its length plus girth (2 x Width) + (2 x height) combined exceeds 330cm**



When booking on your parcel, once you have entered its weight and dimensions, the UPS system will calculate your figures and any parcels which are over 20kilos (either Shipment or Billable weight) may incur extra charges. This will show in your booking summary (Shipment Information) as the **Total Billable Weight**. This determines the price of the parcel - see example below: -

If either the shipment or billable weight goes over 20kgs, please contact Head Office for a quote.

2 Shipment Information		
General Shipment Information Edit		
Shipment Weight:	8.0 kg	
Total Billable Weight: <input type="checkbox"/>	112.0 kg	
Number of Packages:	1	
Packaging Type:	Other Packaging	
Package Dimensions:	160 x 70 x 50 cm	
Number of Packages that are Large Packages:	1	
Reference #1:	Name of Receiver - lkdfklsjdkfjsda	
Reference #2:	Name of Sender, plus Reference (e.g. PA, PE, SU) - jaklsjdkfjasdlkfj	
Package Information		
Weight	Dimensions / Packaging	Declared Value
1. 8.0 kg (112.0 kg billable)	160 x 70 x 50cm Other Packaging	

Additional Handling

Additional Handling applies to the following: -

- Any article that is encased in an outside shipping container made of metal or wood
- Any cylindrical item, such as a barrel, drum, pail, or tyre, that is not fully encased in a corrugated cardboard shipping container
- Any package with the longest side exceeding 150 cm or its second-longest side exceeding 76 cm
- Any package with an actual weight greater than 32 kg
- Each package in a shipment where the average weight per package is greater than 32 kg and the weight for each package is not specified on the source document or the UPS automated shipping system used

UPS also reserves the right to assess the Additional Handling Charge for any package that, in UPS's sole discretion, requires special handling.

Lost or Damaged parcels

If any of your parcels have been lost or damaged in transit, please contact Head Office immediately so that this can be raised ASAP as a tracer or a claim.

Missing Parcels - We have 60 days to claim this back from UPS.

Faulty or Damaged goods - We have 14 Days to make a claim.

How do I pay for my uplifts?

TGI will invoice you monthly.