



# Installation & Upgrade Guide

Your easy-to-use guide for WorldShip® software

**WorldShip®**  
Shipping Software





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## WorldShip pre-installation checklist

### 1. If upgrading WorldShip to a newer version, check compatibility:

You may have integrated WorldShip with a UPS Ready® (or third-party) vendor application. Due to changes in the WorldShip database structure, these applications may not be compatible with the latest version of WorldShip. Do not upgrade until you contact the UPS Ready (or other third-party) vendor.

### 2. Check system requirements:

WorldShip upgrading requires that you have Microsoft® Windows 8.1, Windows 10 or Windows 11 to begin installation.

To identify which Operating System and Service Pack you have (non-Windows 8 systems):

- Click **Start** on the Windows task bar, point to **Programs, Accessories** and **System Tools** and select **System Information**.
- The Operating System version and Service Pack will display in the System Information window.

#### Memory recommendations:

- **Windows 8.1 (1 GB – 32-bit and 2 GB – 64-bit)**
- **Windows 10 (1 GB – 32-bit and 2 GB – 64-bit)**
- **Windows 11 (1 GB – 32-bit and 2 GB – 64-bit)**

**CAUTION:** Do not proceed if your system is not at the proper Operating System and Service Pack version.

### 3. Check for PC administrative rights:

Ensure that the user account used to log in to Microsoft Windows operating systems has full PC administrative rights.

### 4. Use the WorldShip Support Utility to back up or move your existing data.

- On Windows 8.1: In the **Start** window, right-click the **UPS WorldShip Support Utility** tile and select **Run as Administrator**.
- On Windows 10 or Windows 11: In the **Start** window, click **All Apps**, then **UPS** and then right-click **UPS Support Utility** and select **Run as Administrator**.
- Click **Data Maintenance**, then click **Back up** under Database Operations. Note back-up location.

**Note:** for more information on how to back up, restore and move WorldShip to another computer, see our guide '**Moving WorldShip to Another PC**'.

### 5. Archive WorldShip Shipping History to improve performance and improve processing:

- Start WorldShip, select **History** on the Home tab, select **Archive/Restore**, then **Archive Shipment**.
- **Specify a date range** or select **All Shipments**, click **OK**.

**Note:** The last 14 days of history will not be deleted, and the history that is deleted may be restored when needed.

- Click **Yes** in the window that appears, requesting that the database back-up is performed.

### 6. Check for anti-spyware, anti-malware and virus scanner software:

Disable anti-spyware, anti-malware and virus scanner software that may conflict with the WorldShip installation.

### 7. Shut down open applications:

Shut down all other programs running on the task bar as WorldShip requires a restart during installation process, including Microsoft Outlook®, Internet Explorer®, Excel®, etc.

### 8. Commissioning WorldShip using a Shipper Account:

For verification purposes, you will be asked to register your application using recent invoice information. Please locate a recent invoice, as you will need this information prior to beginning shipping with WorldShip. See the Registering with UPS section of this guide for more information.

**CAUTION:** Microsoft Windows 8.1/Windows 10/Windows 11 users, please read below.

At the completion of the WorldShip installation process, you will be required to reboot your PC. After reboot, Microsoft Windows 8.1/Windows 10/Windows 11 may prevent automatic launching of the WorldShip application. If this occurs, please launch WorldShip using the icon on your desktop. If you chose not to place the WorldShip icon on your desktop, you may launch WorldShip as follows:

- On Windows 8.1: In the **Start** window, click the **UPS WorldShip** tile.
- On Windows 10 or Windows 11: In the **Start** window, click **All Apps**, then **UPS** and then click the **UPS WorldShip** tile.



## Upgrading the existing WorldShip application to the latest version

Please check system requirements and compatibility for the latest version of WorldShip at [ups.com/us/en/business-solutions/business-shipping-tools/worldship.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship.page). WorldShip is eligible for upgrade if you are on one of the latest two versions of the software. If you are on an older version, you must call UPS Technical Support.

- 1. Complete the End of Day process** prior to upgrading (if needed). Restart WorldShip once End of Day has completed.
- 2. Download and run the web installation**  
Go to [ups.com/us/en/business-solutions/business-shipping-tools/worldship.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship.page). Note the download destination.
- 3. On the WorldShip Set-up screen**, follow the instructions and select your preferred application language, installation location and country/territory. Click **Next** when finished.
- 4. On the Licence Agreement screen**, accept the UPS® Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Install**.
- 5. Wait while the installation process upgrades WorldShip.** At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

### Auto download upgrading

If a Web Installation package has been downloaded, WorldShip prompts you to upgrade now or later. If you do not upgrade now, an Install button is added to the custom toolbar for your use later.



# Installing WorldShip on a Single WorkStation or part of a Workgroup

You can install WorldShip on a Single Workstation or on a workstation that's part of a Workgroup. WorldShip should not be installed on a server.

## Installing on a Single Workstation:

### 1. Download and run the web installation

Go to [ups.com/us/en/business-solutions/business-shipping-tools/worldship.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship.page). Note the download destination.

**2. On the WorldShip Set-up Screen**, follow the instructions and select your preferred application language, then installation location and country/territory. On the Installation Type Selection screen, select **Single Workstation** and click **Install**. Click **Next** when finished.

**3. On the Licence Agreement screen**, accept the UPS® Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Install**.

**4. Wait while the installation process upgrades WorldShip.** At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.



## Installing WorldShip in a Workgroup configuration

If you want to allow multiple shippers to process parcels using the same database, then you may install WorldShip in a Workgroup configuration grouping. Installing WorldShip in a Workgroup configuration requires that a Single Workgroup Administrative workstation be installed first. After the Workgroup Administrative workstation has been installed, one or many Workgroup Remote workstations may be installed to share the database that is located on the Workgroup Administrative workstation.

WorldShip is designed to have the database reside on the Workgroup Administrative workstation. WorldShip is not designed to have the database shared on a network file server. Additionally, a Workgroup configuration grouping requires that a 'shared network drive folder' be defined. The shared network drive is the location for files (other than the database) that will need to be accessed by all of the workstations in the Workgroup configuration grouping.

**Note:** You can configure the Task Scheduler in WorldShip to make daily back-ups of the database. Those back-ups can be stored on a server. For step-by-step instructions, search for Task Schedule Editor using the Search Help bar within the Support tab in WorldShip.

**Pre-installation instructions:** Create a folder in which to install the shared WorldShip files. This folder must be a shared Microsoft® folder and can reside on either the Workgroup Administrative workstation or on any drive that is accessible from the Workgroup Administrative workstation, as well as the Workgroup Remote workstations. These files should be installed in a different folder from the local files.

### Installing the Workgroup Administrative workstation:

#### 1. Download and run the web installation

[ups.com/us/en/business-solutions/business-shipping-tools/worldship.page](https://www.ups.com/us/en/business-solutions/business-shipping-tools/worldship.page)

#### 2. On the WorldShip Set-up screen, choose the following:

- Application Language – Select the language in which you want WorldShip installed.
- Installation Location – **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you have chosen.
- Country/Territory of Installation – Select the country/territory where WorldShip is to be installed.
- Select or clear the **Add Shortcut to WorldShip on Desktop**. Tick the box if needed.
- When you have finished, click **Next**.

#### 3. On the Licence Agreement screen, accept the UPS® Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.

#### 4. On the Installation Type Selection screen, choose the following:

- For the desired installation type, select **Workgroup Admin**.
- For the location to install shared files by both the Admin and Remote, click **Browse (...)** and select the location in the **Workgroup Admin Shared Location** box. When you have finished, click **Install**.

#### 5. Wait while the installation process copies the files.

At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

#### Workgroup Remote workstation(s):

By default, the Workgroup Remote workstation can perform limited functionality. The Workgroup Administrator can configure remotes to perform additional WorldShip functions.

**Note:** If you recently installed TCP/IP, you may see other windows or be asked for additional information.

*(Continued on the next page)*



## Installing WorldShip in a Workgroup configuration *(Continued)*

### Installing from the web:

- 1. Download and run the web installation:**  
[ups.com/us/en/business-solutions/business-shipping-tools/worldship.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship.page)
- 2. On the WorldShip Set-up screen**, choose the following:
  - Application Language – Select the language in which you want WorldShip installed.
  - Installation Location – **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you have chosen.
  - Country/Territory of Installation – Select the country/territory where WorldShip is to be installed.
  - Select or clear the **Add Shortcut to WorldShip on Desktop** tick box as needed.
  - When you have finished, click **Next**.
- 3. On the Licence Agreement screen**, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.
- 4. On the Installation Type Selection screen**, choose the following:
  - For the desired installation type, select **Workgroup Remote**.
  - For the location to install shared files that were installed by the Admin, click **Browse (...)** and select the location in the **Workgroup Admin Shared Location** box.
  - When you have finished, click **Install**.
- 5. Wait while the installation process copies the files.**  
At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

### Installing from a shared drive:

You have the option of installing Workgroup Remote workstations from installation files stored on the shared drive (the shared drive location was designated during the installation of the Workgroup Administrative workstation). The installation files can be found in the \UPS\WSTD\Remote\Install\Disk1 subdirectory of the shared drive folder.

- 1. On the WorldShip Set-up screen**, choose the following:
  - Local Destination Directory – **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you have chosen.
  - Workgroup Administrator Shared Location – This field is read-only and displays the shared location that was set up by the Workgroup Administrator.
  - Country/Territory of Installation – Select the country/territory where WorldShip is to be installed.
  - By default, a shortcut to **WorldShip** will be created on your desktop.
  - When you have finished, click **Next**.
- 2. On the Licence Agreement screen**, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.
- 3. Wait while the installation process copies the files.**  
At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.  
  
For US customers who want more detailed instructions, go to [ups.com/us/en/business-solutions/business-shipping-tools/worldship/worldship-support.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship/worldship-support.page) and click **View Support Guides** in the Guides section and then select **Install on a Single or Workgroup Workstation**.



## Setting Up Communications

WorldShip requires electronic communications to transmit parcel and tracking information.  
For Direct Access: TCP/IP.

### Configuring communications:

When you start WorldShip for the first time, you will see the **Communications Set-up** window. Select the **Direct Access** connection method and provide any necessary information to complete the connection set-up:

- Direct Access: a direct or broadband connection to the Internet that does not require dialling, such as Local Area Network (LAN), Wide Area Network (WAN), Digital Subscriber Line (DSL) or cable. Direct Access generally offers the fastest connection.
- You may need to identify the proxy server with the URL address, port and authorisation information. If a proxy server is used, you must also use specific browser settings.

### Reconfiguring communications:

You should reconfigure communications when your proxy server settings change.

1. On the **Tools** tab, select **More Tools** and then **Communications Set-up**.
2. In the Communications Set-up window, make the necessary changes and click **Next**.
3. Continue making changes as needed. Click **Finish** to save your new configuration.

You should reconfigure communications when any of the following situations occur:

- Direct access to the Internet becomes available.
- You change proxy server settings for Direct Access.
- You want to add or remove a connection method.





## Registering with UPS®

Once the application is successfully installed, you must register with UPS in order to ship parcels using WorldShip.

- 1. After the WorldShip installation is complete** and you have set up communications, the Register With UPS window appears. Enter the information about your company, where your system is installed and your UPS account number, and then click **Finish**.
- 2. If the Authenticate Your Invoice Information screen appears**, complete the required information and click **Submit**.
  - Click on the calendar date selector to select the date of your invoice.
  - Enter the 13-character invoice number.
  - Enter the exact charges shown in the 'Charges this period' field of the invoice (do not enter the currency symbol).
  - Enter the Control ID printed in the top-right corner of your invoice (**Note: this may not be available for every invoice**).
- 3.** WorldShip automatically connects to UPS and transmits your registration information. This may take three to five minutes. Please wait until the Shipping window appears.

Congratulations! You are now a WorldShip customer and ready to process parcels.

### Post-installation checklist

- 1. If you disabled** any anti-spyware, anti-malware or virus scanner software, please enable it.
- 2. If you receive a message** that WorldShip cannot communicate with UPS, consult the computer technical support staff at your company.
- 3. For WorldShip Workgroup Administrative Workstations:** Be aware that the WorldShip database will be disconnected if your Workgroup Administrative workstation goes into sleep mode. You must close WorldShip on both the Workgroup Administrative and Remote workstations and relaunch the application to resolve this issue. If necessary, consult your computer technical support staff for questions about sleep mode and how to adjust this setting.
- 4. If you have a UPS-supplied printer**, restart your printer prior to shipping by powering it off and then powering it back on.

### Uninstall instructions

- 1. If you uninstall WorldShip**, do not delete any of its directories without first running the uninstallation program.
  - When running the uninstallation program on Windows 8.1, right-click the **UPS WorldShip** tile and select **UPS WorldShip Uninstall**.
  - When running the uninstallation program on Windows 10 or Windows 11, in the **Start** window, click **All Apps**, then **UPS** and then **UPS WorldShip Uninstall**.



## Technical support

For additional support, please visit [ups.com/us/en/business-solutions/business-shipping-tools/worldship.page](https://ups.com/us/en/business-solutions/business-shipping-tools/worldship.page) and search for WorldShip Support.

For any questions about WorldShip not answered by this guide or WorldShip Help, please call your local WorldShip technical support telephone number [ups.com/worldshiphelp/WSA/ENU/AppHelp/mergedProjects/CORE/GETSTART/HID\\_HELP\\_SUPPORTINFO.htm](https://ups.com/worldshiphelp/WSA/ENU/AppHelp/mergedProjects/CORE/GETSTART/HID_HELP_SUPPORTINFO.htm).



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