

Add Existing UPS Account Number to User ID on UPS.com

If additional assistance is needed, please call the External Customer Technical Support Help Desk at 1-877-289-6418.

Information:

Customers have the option to verify their UPS account number using Invoice Data or a PIN code. The invoice must meet Account Invoice Authentication (AIA) requirements. The email address in the PIN validation must match the ups.com "Account Owner".

A maximum of 99 accounts can be added to a ups.com payment profile. The customer can delete unwanted accounts to make room for additional accounts. If the customer has 99 accounts in their profile and needs additional accounts, refer them to their UPS account representative.

During this process do not log out or change the browser window or the process will need to start from the beginning.

Prerequisite:

Verify Account Invoice Requirements: Use one of the last three Delivery Service Invoices received within 90 days, or an International Package Services Invoice received within the last 45 days. If the invoice is for a CPP (Consolidated Payment Plan) it cannot be used to authenticate an individual account. Have the customer use the Delivery Service Invoice within the CPP invoice for the appropriate account number.

There are no rules restricting any account types for the PIN verification process. All accounts can request PIN verification. If the customer cannot pass the PIN process and does not have an invoice, connect the customer to their regional billing inquiry group.

Steps:

1. Log into ups.com.
2. Click the user **initial icon** (circle) in the top right corner of the banner.
3. Select **Accounts and Payment**.



4. In the Add a Payment Method drop-down menu select **Add Existing Account**.

5. Click the **Add** button.



6. Select the account type:

- Documents and Package
- Air Freight

7. Complete the required fields:

- Account Number
- Nickname (can be anything you choose)
- Make this my default payment method (optional)

8. Click the **Next** button.

Add an Existing Account

We need to verify your information to make sure no one fraudulently uses your payment account.

Payment Account Type

Documents and Packages

Air Freight

Account Number

Nickname

Make this my default payment method.

Back

Next

- If incorrect information is entered an error will be received:

“Sorry, the data you entered does not match the account. Please check your information and try again.”

If you do not have an invoice, or would prefer to verify the account by PIN, select PIN Verification. (Go to steps 11-18)

If your account is missing contact information the PIN verification option will not be available. You will need to authenticate using an invoice. (Go to steps 9-10, then skip to step 19)

9. Click **Next**.

Account Verification Method

Select a method to verify the account.

INVOICE DATA VERIFICATION
You'll need a recent account invoice (within 90 days for the US or 45 days for international countries) to input specific invoice information.

PIN VERIFICATION
You'll need a PIN to complete authentication of this account, or you can request a PIN.

[< Back](#) [Next >](#)

10. If there is an invoice on file, complete the Invoice fields and click **Save**.

Domestic shipment invoices must be one of the last 3 invoices received within last 90 days, or an international invoice received within the last 45 days. A CPP (Consolidated Payment Plan) invoice cannot be used to authenticate an individual account.

- Enter the existing Account number
- The country field must match the country for the pickup address on the account number
- Invoice number - as it is listed on the invoice
- Invoice Date - Enter in MM/DD/YYYY format as listed on the invoice
- Amount due (Do not include a comma, dollar sign, or other currency designation besides a period between dollars and cents) – Use the Charges Due this period from the invoice for the Amount Due field
- Control ID - This is required when it is present on the invoice, keep in mind it is case sensitive

Confirm Your Information

Please use one of your three most recent UPS invoices.

Valid invoices must have been generated within last 90 days for US Accounts or last 45 days for International Accounts.

Account Number
Country or Territory United States
Invoice Number
Invoice Date (MM/DD/YYYY)
Amount Due (Do not include currency symbols)
Control ID
< Back Save >

- If there is no invoice on file or the last three invoices have a zero balance due, you will be unable to proceed. Click the **Back** button.

Confirm your account information.

! Invoice Details not found.

[Back](#)

You will be returned to the Add an Existing Account screen.

11. Re-enter the account information and click **Next**.

12. Complete the required fields:

- Account Number
- Nickname
- Make this my default payment method (optional)

13. Click **Next**.

14. Select *Pin Verification* and click **Next**.

Account Verification Method

Select a method to verify the account.



INVOICE DATA VERIFICATION

You'll need a recent account invoice (within 90 days for the US or 45 days for international countries) to input specific invoice information.



PIN VERIFICATION

You'll need a PIN to complete authentication of this account, or you can request a PIN.

< Back

Next >

If the PIN option is greyed out this means, there is “No email currently associated with this account.” and the PIN verification method cannot be completed.

Account Verification Method

Select a method to verify the account. [Help ?](#)



INVOICE DATA VERIFICATION

You'll need a recent account invoice (within 90 days for the US or 45 days for international countries) to input specific invoice information.



PIN VERIFICATION

No email is currently associated with this account

< Back

Next >

If multiple email addresses are associated with the account number, those choices will display on the screen so that the user can select the email address they have access to. For accounts opened online or by phone, this will be the email of the person who opened the account. If you are unsure of the email address, contact the person who manages your account.

15. Select the preferred email address or if you already have a PIN number select **I already have a PIN**

16. Click the **Next** button.

One-Time Passcode

To verify your identity, UPS will send a one-time passcode to your email on record.

Where should we send a One-Time Passcode?

- Send via email to j.....@gmail.com
- Send via email to s.....@gmail.com
- I already have a PIN

Next >

17. Enter the **PIN** number in the *One Time Passcode* field.

18. Click the **Verify** button.

- If you enter the PIN incorrectly 3 times, you will have to wait 24 hours before attempting to try again.
- If you need to request another PIN, click on the **Resend OTP** link.
- You can only request a PIN 3 times within 24 hours.

One-Time Passcode

To verify your identity, UPS will send a one-time passcode to your email on record.

Enter your one-time passcode:
This passcode will expire in 30 min

One-Time Passcode

✓ Passcode Sent

Verify >

[Resend OTP](#)

19. After authentication is complete you will be returned to the *Accounts and Payment* page. Your account number should then be viewable under My Accounts and Payment Methods.



If you see the following error, “Sorry, we're unable to process the request. Please check your information and try again”.

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