

UPS FAQs

Is UPS a strategic supplier for express delivery?

Yes.

Does UPS accept ShortCodes?

Yes.

Can we use multiple ShortCodes with one UPS Account?

Yes. More information is available on the UPS Contract page:

<http://www.finance.umich.edu/procurement/howtobuy/universitycontracts/ups>

Which express delivery supplier does the university want us to use?

UPS is the university's strategic supplier for express delivery and ground services. Departments should use UPS or Print, Copy, Mail whenever possible. Departments should use FedEx for Category A Hazardous Materials and for services not available through UPS. If you need assistance determining if UPS can meet your needs, contact Ian Pepper, U-M Contract Administrator for express delivery, ipecpper@umich.edu.

Which express delivery supplier has the best pricing?

Procurement Services has negotiated competitive pricing with UPS and FedEx. However, UPS is lowest overall because it has lower ground service rates. Actual costs depend where it is going, what time it needs to arrive, and what services are needed. U-M discount UPS shipping rates are displayed on the UPS World and CampuShip online systems.

What shipping method does the university want us to use?

Ground shipments should be your first choice unless there is a business need that justifies the added expense of air shipments ([plus the environmental challenges of ground vs air](#)).

Can we use both FedEx and UPS?

Yes. You can use FedEx for services that are not available through UPS.

Who should I call at UPS for assistance?

Contact names and numbers are available on the U-M UPS Contract page:

<http://www.finance.umich.edu/procurement/howtobuy/universitycontracts/ups>

We have received a UPS paper invoice that is not for our department. What do I do with it?

Forward the invoice (via campus mail or PDF e-mail attachment) to Ian Pepper, ipecpper@umich.edu, Procurement Services, 3003 S. State Street, Ann Arbor, MI 48109.

We have received a paper invoice from UPS for a valid shipment. What should I do?

You should first make sure that you have not paid this invoice already. If you have not paid it and it is your shipment, forward the invoice (via campus mail or PDF e-mail attachment) to Ian Pepper, ipecpper@umich.edu, Procurement Services, 3003 S. State Street, Ann Arbor, MI 48109.

Is a purchasing agent allowed to issue a PO for a complex UPS shipment?

A purchasing agent is allowed to issue a purchase order for large, complex shipments that typically involve hiring crating services.

We have a UPS invoicing problem. Who can I contact to help me?

Contact names and numbers are available on the UPS Contract page:

<http://www.finance.umich.edu/procurement/howtobuy/universitycontracts/ups>

Where can I find the university's UPS contract rates?

Your UPS account must be registered to CampuShip and linked to the university's administration account. Contact Ian Pepper, ipepper@umich.edu, for CampuShip information.

Where can I find more information on UPS's sustainability efforts?

More information about UPS corporate responsibility at:

<http://www.sustainability.ups.com/Environment/UPS+Environmental+Philosophy>