



InsureShield®
Shipping Insurance
by UPS Capital

FREQUENTLY ASKED QUESTIONS

InsureShield® Coverage



HOW DO I INSURE MY SHIPMENT?

- You must declare a value when processing your shipment. See these shipping systems on the next page.
UPS.com CampusShip WorldShip ShipStation



HOW WILL I BE BILLED?

- Invoices are distributed by UPS Capital Insurance Agency, Inc. on the 2nd of each month to the email address listed on your account.



WHAT IS MY MAXIMUM INSURED VALUE PER PACKAGE?

- You can insure up to \$25,000 on any UPS small packages
- You are also approved for up to \$25,000 per occurrence on any other express carrier packages (UPS, FedEx, DHL) and \$1,000 per occurrence on USPS packages. To take advantage of this additional coverage included, please call 1-877-242-7930.



HOW DO I DETERMINE ADEQUATE VALUE AND COVER MY COSTS?

- You should declare the invoice value of your sold goods.



WHAT DO I DO WHEN I HAVE A CLAIM?

- Our claims process has gone paperless.
- Please visit [InsureShield.com](https://www.insureshield.com) where you can file and check the status of your claim.



HOW DO I GET HELP?

- For additional questions, please call **1-877-242-7930**.

Where to declare value on **WorldShip®**

The screenshot shows the WorldShip shipping form. The 'Declared Value' field is highlighted in yellow. The form includes sections for 'Ship To', 'Ship From', 'Distribution', 'Service', 'Options', 'Detail', and 'Reference'. The 'Declared Value' field is located in the 'Package' section, with a 'Shipper's Cost (USD)' field below it showing '0.00'.

Where to declare value on **ups.com**

The screenshot shows the ups.com shipping form titled 'What kind of packaging are you using?'. The 'Total Package Value' field is highlighted in yellow. The form includes sections for 'Package 1', 'Packaging Type', 'Weight', 'Length', 'Width', 'Height', and 'Loss and Damage Protection (Declared Value)'. A 'Ship Tip' message states: 'Package weight and dimensions directly impact your cost.'

Where to declare value on **CampusShip®**

The screenshot shows the CampusShip shipping form titled 'What are you shipping?'. The 'Package Declared Value' field is highlighted in yellow. The form includes sections for 'Number of Packages', 'Packaging Type', 'Weight', 'Package Dimensions', 'Large or Unusually Shaped Packages', and 'Package Declared Value'. A note at the bottom states: 'Additional shipping fees may apply based on declared value. Does this package include batteries?' with 'No' selected.

Where to declare value on **ShipStation®**

The screenshot shows the ShipStation shipping form titled 'Configure Shipment'. The 'Insure Amt.' field is highlighted in yellow. The form includes sections for 'Requested', 'Ship From', 'Weight', 'Service', 'Package', 'Size', 'Confirmation', 'Insurance', and 'Insure Amt.'. The 'Insure Amt.' field is set to '\$' followed by a yellow box.

If you use a third party shipping system, refer to that company's guide on how to enter **“declared value”**.

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