



Thank you for your continued participation in the UPS® Authorized Shipping Outlet (ASO) Program. We have been working hard to bring you the most innovative tools and tips to help drive your growth. Below are some important phone numbers and helpful links.

ASO Preferred Support Line: 877-543-4207

ASO program inquiries: asoawards@ups.com

UPS Pick-up Issues: 800.PICK-UPS (800.742.5877)

Access Point Management Center Support: 855-404-0585 option 3; email (accesspoint@ups.com)

- Utilize this phone number or email for inquiries outside of technical issues with the ReAP scanning application

Access Point Technical Support: 855-404-0585 option 2

- Utilize this phone number for inquiries pertaining to technical support with the ReAP scanning application
- This number will not provide support for printers, computers, or anything else outside of the ReAP application

Claims/Damages/Losses FAQ: <https://www.ups.com/us/en/help-center/claims-support/preventing-claims.page>

Dry Ice shipments: <https://www.ups.com/us/en/help-center/packaging-and-supplies/special-care-shipments/hazardous-materials/coolants.page>

Hazmat Department: 800-554-9964

Import/ Export tool: https://www.ups.com/ga/CountryRegs?loc=en_US

International shipping: <https://www.ups.com/us/en/shipping/international/services.page>

International Help Desk: 800-782-7892

Shipping Batteries or Devices with Batteries: <https://www.ups.com/us/en/help-center/packaging-and-supplies/special-care-shipments/batteries.page>

UPS Billing Department: 800-811-1648: <https://www.ups.com/us/en/help-center/billing-payment.page>

UPS Freight: 800-333-7400

UPS Packaging Advisor: <https://www.ups.com/packaging>

I encourage you to visit the UPS Billing Center - a secure, online location to view, manage, and pay your UPS invoices. By gathering all your shipping invoices in one place, you can access information sooner and accelerate your billing and payment processes. The billing center guide is attached in the welcome email you received from us.

Feel free to contact the ASO Awards Group by using the asoawards@ups.com email with any questions regarding or assistance needed with the program.

All shipments are subject to the UPS Tariff/Terms and Conditions of Service, located at www.ups.com/tariff.