

CARS & TRUCKS



GETTING STARTED

To sign up, you'll need to create a free uShip account by following these steps:

- Create your uShip account by selecting your RSA membership type below:
 - » [RS Basic Members](#)
 - » [RS Premium Members](#)
 - » [PackageHub Members](#)
- On the registration page, select "Business Shipper" and fill in the required information.
- Review and accept uShip's terms and conditions
- Check your inbox for an account verification email and click the link to activate your account.
- Once your account is activated, you will receive an email from uShip within one business day with a link to your shipping portal that you can use to price, book, and ship.

PRO TIP *Bookmark your store portal for easy access in the future.*

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HOW TO GET RATES ON SHIPPING CARS & TRUCKS

From your store shipping portal, choose Vehicles to start the listing process. Provide as many details as possible, including vehicle type, pickup and delivery locations, and any particular shipping needs, such as open or enclosed transport.

Once you provide details about the vehicle and delivery requirements, you can view and select available instant rates.

HOW TO BOOK YOUR VEHICLE DELIVERY

From your store shipping portal, choose Vehicles to start the listing process. Enter the password for uShip Logistics: [ushiplogistics2024](#) and enter the vehicle information:

- Year/ Make/ Model
- Pickup City or Zip, Delivery City or Zip
- Your Email Address

Once you provide details about the vehicle and delivery requirements, you will see your instant rate from uShip Logistics. Select "**Send Booking Request**" to lock in your rate. You will then receive confirmation and what to expect next from uShip Logistics.

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WHAT TO EXPECT AFTER BOOKING YOUR VEHICLE DELIVERY

Once you've successfully booked a shipment, all of the details you'll need to get started will be located within your Booking Confirmation page. To get here, click on the shipment from your Booking Confirmation email, or log in and select the shipment from your My Shipments page.

Here, you'll also be able to click Track Shipment to see the progress of your delivery. This option is available after pickup, and is only available when booking with carriers who've opted into location sharing.

You'll want to be able to contact your service provider. We provide the name, phone number, and email address in the top right corner of the page. Reach out to clarify details and determine a plan for staying in touch throughout the course of the shipment. [Learn More](#).

FREQUENTLY ASKED QUESTIONS

HOW DO I SIGN UP?

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HOW DO I ACTIVATE MY USHIP ACCOUNT?

After signing up, check your inbox for an email verification link. Click the link to activate your account. If you don't see the email, be sure to check your spam or junk folder.

I DIDN'T GET AN EMAIL AFTER I SIGNED UP. WHAT SHOULD I DO?

If you didn't receive the activation email, be sure to check your spam folder. If you still can't find it, please contact [uShip Customer Support](#) for more help.

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FREQUENTLY ASKED QUESTIONS

THE SIGN-UP PROCESS WON'T ACCEPT MY EMAIL ADDRESS, AND I GET AN ERROR MESSAGE THAT THE ACCOUNT ALREADY EXISTS.

The most common registration problem is using an email address that's invalid or already in use. In most cases, this means you already have an account. If you come across this error, reset your password by sending a request to your email address.

If you still cannot register for an account, please contact [uShip Customer Support](#) for assistance.

HOW DO I DETERMINE SHIPPING COSTS?

From your store shipping portal, choose Vehicles to start the listing process. Provide as many details as possible, including vehicle type, pickup and delivery locations, and any particular shipping needs, such as open or enclosed transport.

Once you provide details about the vehicle and delivery requirements, you can view and select available instant rates.

DO ITEMS NEED TO BE PICKED UP AT MY STORE?

Nope! Most shipments involve picking up an item from your customer's location and delivering it directly to their preferred destination. Discuss the best pickup and delivery locations with your customer before creating a listing.

HOW DO I PREPARE A DELIVERY FOR CARS, BIKES, AND LIGHT TRUCKS?

To prepare a vehicle for shipping, your customer should thoroughly empty and wash the car, document its current condition, and take detailed photos from several angles. Add those photos to your listing as possible.

The most important piece of listing a vehicle delivery and pricing is whether the vehicle is operable or not. If it's inoperable, it's necessary for the carrier to know as additional equipment will be necessary to safely move the vehicle.

[See this article](#) for a more detailed explanation of how to prepare a vehicle for transport.

IS THERE A MONTHLY FEE?

No, there is no monthly fee for RSA members.

HOW DOES PAYMENT WORK WITH A PROVIDER?

- uShip Payments allows you to pay for your shipment in full upon booking through our secure payments processor.
- Keep in mind that further action is required upon delivery in order for your payment to be released to your service provider. Once your shipment is booked, the Release Payment option will become available on the Payments section of your Booking Confirmation page. You must click this in order to complete the transaction.
- Once you click Release Payment, we'll prompt you to indicate that the shipment has been received and that you understand the payment release cannot be reversed. To continue with your payment release, check the box, and then click Release Payment.
- Once you've released your Payment Code, your transaction is complete.

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FREQUENTLY ASKED QUESTIONS

WHAT IF I NEED TO CANCEL A SHIPMENT?

- If your shipment hasn't been picked up and you need to cancel, sign into your account and click on My Shipments. Then find your shipment under the Assigned tab, and select Cancel from the drop down menu on the right side of the page. Make sure to thoroughly read through the information provided to ensure you fully understand the process. You'll be asked to choose a cancellation reason, leave a detailed explanation, and submit your cancellation request.
- Your service provider will have the opportunity to respond to the request, leave comments, and complete the cancellation. If there's a disagreement, your service provider could end up disputing the cancellation. This option should only be used if the shipment has already been picked up or if both parties agree that it will be picked up. If a cancellation is disputed, uShip will contact both parties to see if an arrangement can be made to complete the shipment. Depending on the responses we receive, we'll either void or complete the cancellation.
- Once the cancellation is completed, you'll receive a full refund.

DO YOU SHIP TO EUROPE OR OTHER INTERNATIONAL DESTINATIONS?

Depending on your shipping destination, uShip can be a good option for finding and connecting with international transporters. [Visit this page](#) to learn more about international shipping with uShip.

HOW DO I COMPLETE CUSTOMER PAPERWORK FOR A DELIVERY TO CANADA?

For shipments to Canada, your customer may need to complete customs paperwork. If you're unsure, contact [uShip Customer Support](#) for help.

DO I GET A DISCOUNT?

All RSA Members qualify for discounted uShip shipping rates, which can vary depending on what you're shipping and how often. Please contact us to see which discounts you qualify for.

USHIP HELP CENTER

Check out our [uShip Help Center](#) - Get answers to your shipping questions and access uShip's world-class support team.