



UPS® Global Freight Forwarding

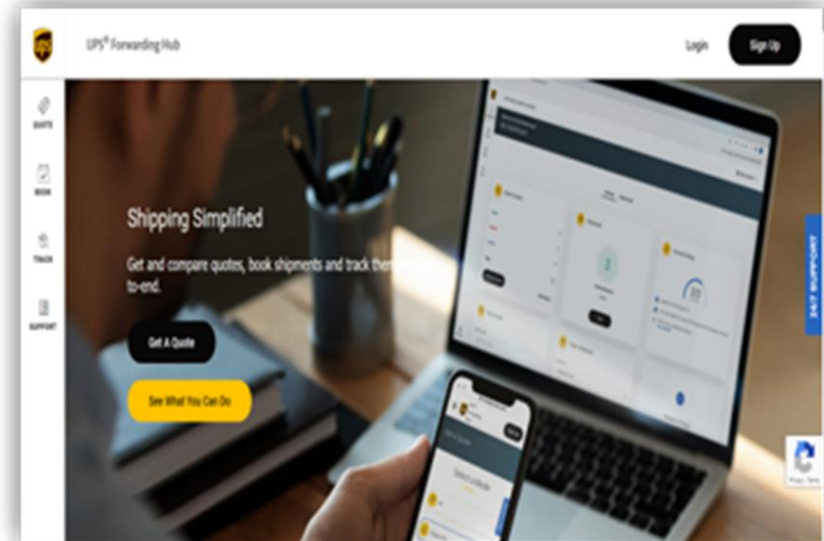
How to Transfer Your UPS® MyFreight Profile to the UPS® Forwarding Hub

Updated: 9/30/2022



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General Information

Effective March 31, 2023, UPS® MyFreight will be discontinued.

- UPS® Global Freight Forwarding has launched the [UPS® Forwarding Hub](#), a new and improved quoting, booking and tracking experience.
- UPS® MyFreight users have the option to transfer their UPS® MyFreight address book and contacts to a new UPS® Forwarding Hub profile.
- Effective April 1, 2023, UPS MyFreight users will no longer have access to their profiles and will have a 60-day grace period to submit request to transfer their profiles to the new UPS Forwarding Hub application.

The instructional steps enclosed in this guide will help you:

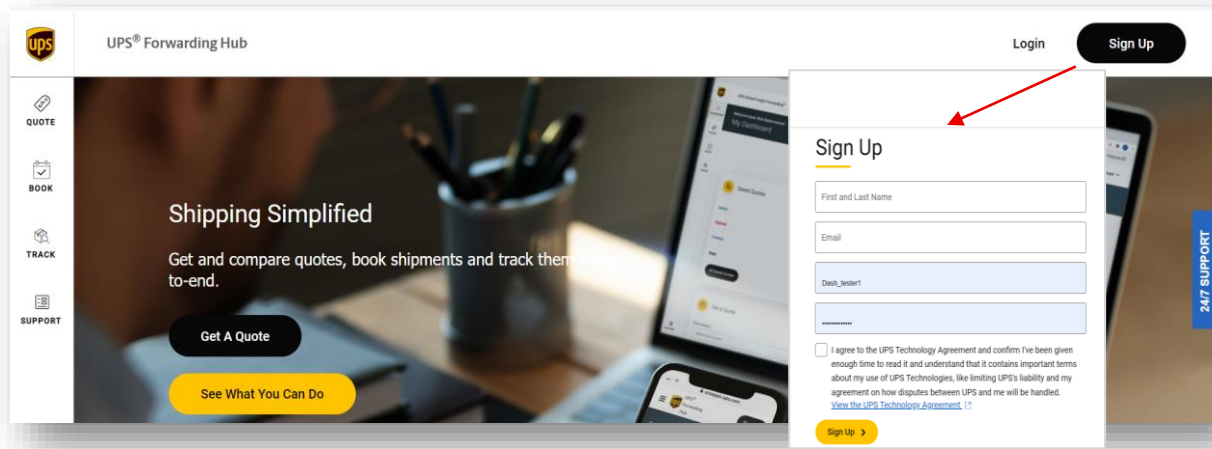


1

Create a UPS® Forwarding Hub Profile

Do you already have a UPS.com userID/password?

- If **YES**, proceed to Step 2 - **'Complete Transfer Form'**
Note: You can log into the UPS® Forwarding Hub with your ups.com userID/password.
- If **NO**, follow the 'How to Sign up' instructions on the right to create your login or watch the video tutorial below.



HOW TO SIGN UP

[Watch Video Tutorial](#)

If you have multiple UPS® MyFreight userID's you will need to create a new UFH profile.

- 1. **Navigate** to [UPS® Forwarding Hub](#)
- 2. Click **'Sign Up'** (upper right corner)
- 3. Provide required information
Note: Recommend new userID relates to UPS® MyFreight userID
- 4. **Read/agree** to Terms and Conditions by checking box
- 5. Click **'Sign-up'**
Note: You will receive a verification email.
- 6. Click **'Continue'** on UPS® ID sign-up screen
- 7. Once your account is created log in to the [UPS® Forwarding Hub](#)

PROCEED TO STEP 2 
'Complete/Submit Transfer Form'

2 Complete Transfer Form

What you will need:

- UPS® MyFreight userID(s)
- UPS® Forwarding Hub userID(s)
- User Mapping Form

➤ **1. Go to the [UPS® MyFreight homepage](#).**

➤ **2. Download the 'User Mapping Form'** (right-side of webpage).

➤ **3. Fill-in the following information:**

- UPS® Forwarding Hub userID(s)
- UPS® MyFreight userID(s)
- Company Name

	A	B	C
1	UpsForwardingHub	MyFreightUserId	CompanyName
2	Jane1234	Jane1234	Example, Inc
3	John4321	John4321	Example, Inc
4			

*User Mapping Form
Example*

Note: Multiple UPS® Forwarding Hub userIDs must be listed separately with the corresponding UPS® MyFreight userID needing to be transferred.

➤ **4. Send completed User Mapping Form** via email to UPSMYFreightAccounts-Migration@ups.com.

- Within 24hrs (excluding weekends/holidays) - You will receive a notification that your request has been forwarded for processing.
- Within 5 days - You will receive a processing complete email notification with further instructions to verify profile transfer was successful.
- Submitted request are on a **first come first served basis** and will be processed as received.

PROCEED TO STEP 3
'Verify Profile Transfer'



3

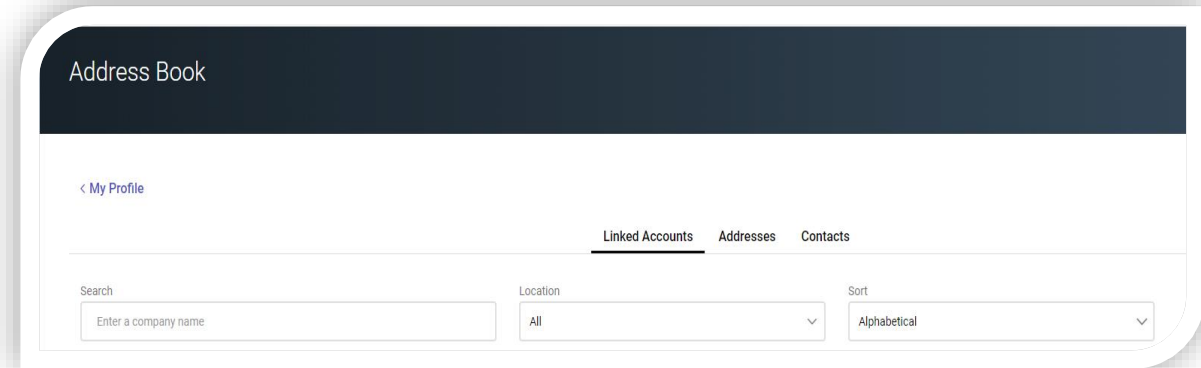
Verify Profile Transfer

Once you are notified that your profile transfer request is complete it's time to verify if the transfer was successful.

- 1. Log in to [UPS® Forwarding Hub](#)
- 2. Select '**My Profile**', '**My Profile Page**' (upper right corner)
- 3. Under Address Book & Linked Accounts, click '**Manage**'
- 4. Verify '**Linked Accounts**' are listed
Note: Accounts not listed, proceed to step 4 'Link your Accounts'
- 5. Click '**Addresses**' tab
- 6. Verify '**Addresses**' are listed

If transfer was **a success** – You are all done transferring your profile!

If transfer was **not a success** – reply to the processing team via email and let them know the issue.



PROCEED TO STEP 4
'Link an Account(s)'



1

Link an Account

What you will need:

- ❑ Your Account Number(s)

You will need to link an account to your UPS® Forwarding Hub profile if the following criteria applies:

- Account number was not successfully transferred to your UPS® Forwarding Hub profile in step 3

Or

- The account number is associated with an active UPS® pricing agreement and not already linked to your new profile

UPS® Forwarding Hub

Link a Global Freight Forwarding Account Number

STEP 1 STEP 2 STEP 3

Search by Account Number

Account Number

012345678 I don't know my account number

Search

Link An Account

[Watch Video Tutorial](#)

- 1. Login to [UPS® Forwarding Hub](#)
- 2. Select **'My Profile', 'My Profile Page'** (upper right corner)
- 3. Find Address Book & Linked Accounts, click **'Manage'**
- 4. Under **'Linked Accounts'** tab, select **'⊕ Link an Account'**
- 5. Already **have an account number** -- select **'Yes'**, then **'Get Started'**
Don't have an account - select **'No'** to follow the steps to create one. Once you have an account number proceed with linking the account
- 6. Enter your 9-digit account number for step 1, click **'search'**
- 7. Select the correct account, click **'Continue'**
- 8. Answer security validation questions
- 9. Select **'Continue'** to link the account number
- 10. You are all done and ready to ship!

[Additional Resources](#)



Additional Resources

Need help transferring a UPS® MyFreight Profile?

Email our UPS® MyFreight Migration Team at:
UPSMYFreightAccounts-Migration@ups.com

Watch & Learn...

To help get started using the UPS® Forwarding Hub check out these video tutorials:

[Create a Quote](#)

[Book a Shipment](#)

Need help in the UPS® Forwarding Hub?

The screenshot shows the UPS Forwarding Hub interface. At the top, there is a navigation bar with the UPS logo, 'UPS® Forwarding Hub', and user options for 'Notifications' and 'My Profile'. Below this is a dark blue header with 'Customer Support' and a search bar containing the text 'Need help? Find answers here.' with a magnifying glass icon. A callout bubble points to the search bar with the text 'Search for self-guided support and general information'. On the left side, there is a vertical sidebar with icons for 'DASHBOARD', 'QUOTE', 'BOOK', 'TRACK', and 'SUPPORT'. The 'SUPPORT' icon is circled in blue, and a callout bubble points to it with the text 'Click here to visit the Support page'. The main content area features four regional support options, each with a map icon and a 'Contact Customer Support' link: 'United States & Canada', 'Europe', 'Asia & Pacific', and 'Latin America & Mexico'. A callout bubble points to the 'Latin America & Mexico' link with the text 'Submit an inquiry to a regional support team'. On the right side, there is a vertical sidebar with a '24/7 SUPPORT' button and a list of menu items: 'My Profile', 'Quote', 'Book', 'Track', and 'Pay'. At the bottom right, it says 'powered by whatfix'.



THANK YOU