



# INSURANCE

Powered by

**PARCEL PROTECTION**

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**[shipv2.desktopshipper.com](http://shipv2.desktopshipper.com)**



# INSURANCE

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## What is **Insurance Powered by Parcel Protection?**

DesktopShipper is partnering with Parcel Protection to provide our customers an easy way to access insurance for all carriers.

With Insurance Powered by Parcel Protection, customers can easily navigate claims without having to utilize multiple software.

## Requirements:



**Be a DesktopShipper Customer using ShipV2**

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**Agree to the Terms and Conditions**

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# Getting Started

The screenshot shows the DesktopShipper interface with the 'SETTINGS' tab selected in the top navigation bar. A dropdown menu is open, showing various settings categories. The 'Insurance' option is highlighted. Below the dropdown, the 'Insurance' settings page is visible, featuring a 'How to File a Claim' button, a 'DOMESTIC RATES' section with a US flag icon and '\$1 per \$100 of coverage', and a 'Coverage Rules' section with a toggle switch for 'Agree to the terms and opt in to DesktopShipper Insurance'.

**1** Click the Settings tab to populate the drop down

**2** Select "Insurance"

**3** Slide the toggle to the right to accept the terms and conditions

# How to Apply Insurance to a Carrier Service Code

**1. In the ShipV2 Portal, navigate to Settings.**

**2. Select "Services" from the drop down.**

**3. On the left-hand side, search for, and select, the service you would like to make Insurance Applicable too.**

The screenshot shows the ShipV2 Portal interface. At the top, there is a navigation bar with the following items: ORDERS, BATCHES, CSV, SHIPMENTS, END OF DAY, and SETTINGS (with a dropdown arrow). A red circle with the number '1' is placed over the 'SETTINGS' dropdown. Below the navigation bar, the page title is 'Carrier Services' with the subtitle 'EDIT OR CREATE CARRIER SERVICES'. On the right side of the page, there is a 'Create New' button. A dropdown menu is open from the 'SETTINGS' dropdown, showing a list of options: API, Carrier, Accounts, Marketplace Mappings, Services (highlighted with a red circle and the number '2'), Service Groups, Tax Value Mappings, Third-Party Billing, Chemical Records, Devices, Email, Preferences, Accounts, Global, Insurance, Integrations, Labels, Locations, Packaging, Packingslips, Products, Profiles, and Users. On the left side of the page, there is a list of carrier services, including: A70 - parcelConnect Standard - DDU, A72 - parcelConnect ePMI DDU, A76 - parcelConnect ePacket DDU, A80 - parcelConnect Priority - DDU, A82 - parcelConnect Priority - DDU with Delcon, A84 - parcelConnect Priority - DDU PQW, A86 - parcelConnect Expedited - DDU, A90 - parcelConnect Priority - DDP, A92 - parcelConnect Priority - DDP with Delcon, A94 - parcelConnect Expedited - DDP, AX01 - Priority Document Express, AX02 - Priority Parcel Express, AX03 - Priority Letter Express, AX04 - Deferred Document Express, AX05 - Deferred Parcel Express, AX06 - Ground Document Express, AX07 - Groud Parcel Express, and AX08 - Economy Parcel Express. A red circle with the number '3' is placed over the list of services. In the background, there is an illustration of a computer monitor displaying a shipping-related interface.

# How to Apply Insurance to a Carrier Service Code

The screenshot shows a web interface for configuring carrier services. On the left, a list of service codes is shown, with 'U11 - UPS® Ground' selected. The main area contains several dropdown menus: 'CLASS NAME' (UPS Ground), 'PROVIDER' (UPS), 'DEFAULT PACKAGING' (None), and 'BILL TRANSPORTATION TO' (Prepaid). Below these are two tables: 'DISABLED SPECIAL SERVICES' and 'ASSIGNED SPECIAL SERVICES'. The 'DISABLED SPECIAL SERVICES' table has four rows with right-pointing arrows. The 'ASSIGNED SPECIAL SERVICES' table has eight rows, with the 'DSINS' row checked. A 'Save' button is in the top right corner.

CODE	SERVICE	→
PRL	Print Return Label	→
AHND	Additional Handling	→
SREL	Shipper Release	→
PIP	Private	→

AUTO APPLY	CODE	SERVICE	←	Edit
<input type="checkbox"/>	SIG	Signature Required	←	Edit
<input type="checkbox"/>	ASIG	Adult Signature Required	←	Edit
<input type="checkbox"/>	DRI	Dry Ice	←	Edit
<input type="checkbox"/>	INS	Carrier	←	Edit
<input type="checkbox"/>	ERL	Electronic Return Label	←	Edit
<input type="checkbox"/>	DRIE	Dry Ice Extra Materials	←	Edit
<input type="checkbox"/>	DGCR	Dangerous Good	←	Edit
<input checked="" type="checkbox"/>	DSINS	DesktopShipper Insurance	←	Edit

**4. Once the Service of your choice is selected, on the Disabled Special Services for that carrier code find "DesktopShipper Insurance"**

**5. Click the arrow next to the special service to move to "assigned Special Services"**

**6. If you would like to have insurance **auto-applied**, mark the checkbox on the special service. If you would like to add it as you please leave the check box unchecked.**

**7. Don't forget to click the Save button**

# Automatically Apply Insurance Based on a Value Limit

Once you have enabled the checkbox on the Special Service "DesktopShipper Insurance" in the Carrier Service Settings:

1. Click Edit
2. Set your rules
3. Click Save

The screenshot shows the 'Edit Special Service DSINS' modal for the 'U11 - UPS® Ground' service. The modal contains three input fields: 'AMOUNT' (0.0), 'MINIMUM AMOUNT' (200), and 'MAXIMUM AMOUNT'. A red circle with the number '2' is placed over the 'MINIMUM AMOUNT' field. Below the fields are 'Save' and 'Cancel' buttons, with a red circle and the number '3' over the 'Save' button. In the background, the 'DesktopShipper Insurance' checkbox is checked and highlighted with a red circle and the number '1'.

The above Settings mean that for U11 (UPS Ground) DesktopShipper Insurance will be auto applied to any order that chooses U11 over a value of \$200

# Applying Insurance to a Package on a One-Off Basis

Once enabled on the carrier services you can apply Insurance to your packages.

To apply to your packages, do the following:

1. Open the Ship Module
2. Have "All Rates" enabled
3. In the "All Rates" pop up slide insurance on
4. You will now see the cost of the insurance added to the right of the special service as well as the rate total
5. Ship Package

All Rates  Always show rates window. x

ORDERED 7 days ago SHIP BY DELIVER BY

Package 1

UPS, the UPS brandmark, UPS Ready®, and the color brown are trademarks of United Parcel Service of America, Inc. All Rights Reserved.

Other (0) FedEx (0) **UPS (1)**

<input checked="" type="checkbox"/>		UPS® Ground • 33R22X	TRANSIT ZONE BOX	1 day TEST Box	\$17.49
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Subclass options

**SPECIAL SERVICES**

SIGNATURE OPTIONS Signature Required

INSURANCE OPTIONS DesktopShipper Insurance \$1.00 \$1.00

DANGEROUS GOOD Dangerous Goods

BILL TRANSPORTATION TO Prepaid BILL DUTIES/TAXES TO Sender

Save Rate Ship

All Rates  Always show rates window. x

ORDERED 7 days ago SHIP BY DELIVER BY

Package 1

UPS, the UPS brandmark, UPS Ready®, and the color brown are trademarks of United Parcel Service of America, Inc. All Rights Reserved.

Other (0) FedEx (0) **UPS (1)**

<input checked="" type="checkbox"/>		UPS® Ground • 33R22X	TRANSIT ZONE BOX	1 day TEST Box	\$18.49
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Subclass options

**SPECIAL SERVICES**

SIGNATURE OPTIONS Signature Required

INSURANCE OPTIONS DesktopShipper Insurance \$1.00 \$1.00

DANGEROUS GOOD Dangerous Goods

BILL TRANSPORTATION TO Prepaid BILL DUTIES/TAXES TO Sender

Save Rate Ship

# Okay, I Utilized Insurance and Need to File a Claim. What Now?

The screenshot displays the DesktopShipper interface. At the top, there are navigation tabs: ORDERS, BATCHES, CSV, SHIPMENTS, END OF DAY, and SETTINGS. The main area shows a table of shipments with columns for PACKAGE ID, INT CODE, CARRIER, TRACKING NUMBER, TRACKING STATUS, and CREATE DATE. Two packages are listed: one with status 'Closed' and tracking number 1233R22X0396910259, and another with status 'Void' and tracking number 1233R22X0393004261. To the right, a detailed view for 'Package 102748-2 Closed' is shown. This view includes sections for STATUS (Unknown), TRACKING MESSAGE (Record created), Address (Ship To, Return, Origin), Items (1 Package, 0 Customs), Surcharge/Fee Information (Base Charge: \$17.49, Private Insurance Charge: \$1.00, Private Insurance Amount: \$1.00, Total Charge: \$18.49), and Additional Carrier Information (Parcel Protection, File a Claim). Two orange arrows point to the 'File a Claim' button in the 'Additional Carrier Information' section.

- Look up the DesktopShipper insured package through the shipments page.
- In the package details, locate the additional carrier information tab.
- Press the "File a Claim" button to be redirected to the ParcelProtection claims page.

# Okay, I Utilized Insurance and Need to File a Claim. What Now?

To continue filing your claim, do the following:

Once you have located your package in the shipments page. "Click File a Claim"

**1. Your package info will pre-populate.**

**2. Click the "I'm not a robot" checkbox**

**3. Search for your claim**

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For common questions about the Claims Process, read our [Claims FAQ](#) [Terms and Conditions](#)

 Please validate you are human, by clicking the "I'm not a robot" checkbox.

Search for Existing Claims or File a New One by completing the fields below

\*Tracking Number: 1Z33R22X0396910259      \*Ship Date: Apr 14, 2022

I'm not a robot  [Privacy](#) [Terms](#)

**Important Notes**

- Lost Claims may only be submitted **after** the following waiting periods:
  - The waiting period for Domestic Lost Claims is 18 days after the Ship Date.
  - The waiting period for International Lost Claims is 35 days after the Ship Date.
- Claims submitted more than 90 days after the Ship Date will be automatically declined.
- For Damage Claims there is not a waiting period.

**Information Needed**

**Before starting your claim, please collect the following:**

- Invoice copy between you and the Buyer
- Pictures of the Packaging (if claim is for damaged items)
- Pictures of the Damaged Items (if claim is for damaged items)
- A repair estimate, if the item is repairable
- The buyer's name and email address. We will ask the buyer to submit a Buyer's Statement confirming the details of the claim.

# Okay, I Utilized Insurance and Need to File a Claim. What Now?

Once your package has been located proceed with the following:

**1. Select a Claim reason**

**2. Click the "Choose a Claim Reason" button.**

**You will receive a success or error message at this point**

PARCEL PROTECTION | **DESKTOPSHIPPER** [For common questions about the Claims Process, read our Claims FAQ](#) [Terms and Conditions](#)

Your tracking data has been found, please specify a Claim Reason to continue.

Package View			
Carrier	UPS - Domestic	Ship Date	4/14/2022
Tracking Number	1Z33R22X0396910259	Max Insured Value per Package	\$10,000.00
Invoice Number		Deductible	\$0.00
Buyer's Name	ie Laval	Insured Value ⓘ	\$1.00
Buyer's Address	3220 1ST AVE, STE 100, PORTLAND, OR 97239		

\*Select a Claim Reason

Lost

Your tracking data has been found, please specify a Claim Reason to continue.

# IMPORTANT NOTES

Claims require Tracking and Ship Date information

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Claims need to be submitted no sooner than 18 days after shipping for domestic shipments, 35 days after to shipping for international shipping, and no later than 90 days after shipping.

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**Billing:** You will receive an invoice from DesktopShipper Accounting. Invoices will be sent weekly.

Learn more  
about the  
claims  
process here

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GUIDE COMPLETED

**Please reach out for additional questions at:**

**503.331.4000**

**support@desktopshipper.com**

**www.desktopshipper.com**

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