

To request service on your UPS account, please follow the steps below:

1st Contact

Preferred Customer Associate (PCA):

For UPS support, customers should attempt PCA support at preferred.us@ups.com

If Urgent, please call:

Domestic: 1-800-377-4877
Mon – Fri: 7:00 am – 11:00 pm ET
Sat: 7:00 am – 6:00 pm ET

International: 1-800-377-4877
Mon – Fri 8:00 am – 9:00pm ET

Technical Support:

For UPS Technical support, customers should attempt support at 1-877-289-6418.

Mon – Fri: 7:30 am - 9:00 pm ET
Weekends: 9:00 am - 8:00 pm ET

Escalation

If you do not receive a response or the situation is not resolved, please send an email to the following individuals.

Ben Pena
UPS Strategic Accounts Manager
benitopena@ups.com