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Tracking Answer

I am the Shipper, and I need to know where this package is.

Where is this package?

Our system shows that you have created a shipping label but UPS does not have physical possession of the package yet. Please check with your shipping department to verify that the package was dropped off for UPS to pick it up.

Sometimes packages are not scanned until delivery in an effort to provide a faster delivery. However, if it is 24 hours after the estimated delivery date, this package is considered lost, and you will need to start an investigation. You can do this online at www.ups.com/claims or you can contact one of our customer service representatives at 1-800-742-5877. To submit the claim request online you will need to be logged into My UPS.

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