

## GPS

★★★★★ 10/2/21

Ups is terrible. By far very far these worst package handling company. Even USPS has them beat. Their online package track capabilities are inferior and obsolete. I don't hate many things but I hate UPS

★★★★★ 9/23/21

What did you do to this app? It won't show the map where the driver is anymore. Fix it!

★★★★★ 9/14/21

It's not up to date on half of your packages progress, and when you set the notification of each package it doesn't notify you it's in transit to another location half the time! I can track it better by just getting the tracking number and doing it myself! Not worth the wasted memory on your phone, don't use!

★★★★★ 10/3/21

Avoid UPS at all costs. Their tracking is abysmal, "express" is slower than Canada Post and their customer service representatives will intentionally lie to you about your package status, if every other shipper in Canada went out of business, I'd rather walk and deliver my packages myself.

★★★★★ 10/6/21

We need MAP Trackers for all our packages. It would solve a lot of problems! Especially THEFT!!

★★★★★ 10/2/21

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★★★★★ 9/23/21

Great love it the only problem really not a problem but on the website you can track your delivery live radar in lifetime it shows a little UPS truck and it shows your location but it don't have it on the app that I can see unless I'm missing it that's a really nice feature to have but it looks like it's only available on the website not in app they need to change that so it's both other than that it's easy doesn't crash great app love you UPS waiting on my packages now fingers crossed thank you

★★★★★ 9/24/21

Doesn't provide live tracking, the apps serve no real purpose.

★★★★★ 9/24/21

I totally agree with all the UPS app reviews, both good and bad, tracking is not the greatest, sometimes you

## Login Issues

★★★★★ 9/21/21

After spending 30 minutes trying to make an account I was able to log in to stare at the problem that needs fixing with zero ability to fix it great app to watch things go wrong

★★★★★ 9/23/21

Fedex is better This app forces you to sign in over and over as well as forces you to get a new password. After the new password, you will be locked out of your account for failed attempts to login. Your account will be blocked for 24hrs and there is absolutely nothing UPS tech support can do about it ..... But they'll want to keep talking for minutes about it. 5 minutes, repeating over and over they can't do anything. After the 7th time, voluntarily repeating themselves I hung up. Fedex>UPS

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★★★★★ 9/29/21

Had a terrible time attempting to log into the account and received several error messages and requests to login/confirm. After changing the password, I was informed that the account could not log in, and that it had been locked due to too many attempts. UPS REALLY needs to get things together. I'm just trying to track a package they lost...

★★★★★ 9/14/21

I can't sign up, this is not fair. I tried it on both my browser and the UPS app.. just end it up with error message

★★★★★ 10/7/21

App and website do not work. Will not allow me past sign up page. After I sign in it takes me to a sign up page

★★★★★ 10/7/21

Login process is perpetually broken

★★★★★ 9/15/21

App is freaking garbage man. Spent thirty minutes trying to make an account with several errors and failed to connect to the internet issues. I love ups but what in the world is wrong with your app? USPS app worked great for me but this one is such a pain in the \*\*\*. And when I finally did get my account made, it kept saying wrong password till it locked my account lmao. What a joke. I'll try again next month, waste of my time.

★★★★★ 9/23/21

Unable to log in and their supposed recover account doesn't work either. Talking to them is a waste of time and effort I will refuse to do further business with them. I will report them to the proper Agency as well.

## Notifications

★★★★★ 9/14/21

It used to be great but I'm no longer being notified like before. IDK what's wrong. It also won't let me add my son as a household member because he has a different last name and it won't let me verify myself to proceed! I tried contacting UPS about it and got the worthless runaround token email response.

★★★★★ 10/5/21

Rubbish! I get more info off the website. The App simply says "out for delivery" whereas the website says ERA 11:15 - 15:15. Not worth the bother of installing.

★★★★★ 9/21/21

I did not get a reply on why my package is being held for 5 days already in a UPS warehouse and the delivery date to me is not given.

★★★★★ 9/21/21

I did not get a reply on why my package is being held for 5 days already in a UPS warehouse and the delivery date to me is not given.

★★★★★ 9/14/21

I'm not even getting any information on my delivery or anything I give up

★★★★★ 9/28/21

The Follow My Delivery option is not working - I get an error that says the webpage cannot be resolved. This has been a problem since the last update. When will it be fixed? Unable to contact Support through app, just getting the runaround.

## UPS MyChoice

★★★★★ 9/22/21

Why do you have on your app the ability to have it placed at the back door if the driver won't do it? They did it the first time and never again after that. One of my packages was even left on the curb and not even my front porch. It wasn't a large or heavy item by any means. My medical supplies use you and who leaves packages in the rain and on the curbs? The box even has ESCRIPTS on the box. I'm lucky nothing has been stolen for your drivers incompetence.

★★★★★ 10/5/21

Can't get info into any ups program says my number isn't valid Won't verify information Spotty information sent on package delivery Needs to be less complicated Anything I have set up is unacceptable on all ups sites and app

★★★★★ 10/5/21

Poor, not happy, the app is just as useless as the website, can't update my preferences, without getting a system error, I can't change my delivery date without the parcel needing to be attempted first, which is stupid, even though it says sign up for UPS My Choice to change delivery options and preferences? But you still can't do it and the virtual assistant tells you the same thing, most pointless app and website I've ever used.

★★★★★ 10/3/21

An absolute DISGRACE! Parcel went missing when registered at a drop off station. Went through the app with no help. Phoned 5 times or more each time was an absolute waste of my time. Told me they'd get back to me with no reply. No help what's so ever. My conclusion is the parcel was either robbed at the drop off centre or robbed by a UPS driver. Absolutely distraught 😞

★★★★★ 9/29/21

Delivery date not met and package requires signature and I work tomorrow. How inconvenient.

★★★★★ 9/28/21

Ups is the most aggravating service to deal with! I click all the links to register my email and it never goes thru. I have been trying to receive a package for over a month but the phone number is useless the app is just as terrible.

★★★★★ 9/16/21

Lost a \$74 package all because it wouldn't let me add special instructions as to where to deliver it and about to lose a second one I'm not happy about this at all.

★★★★★ 9/28/21

The Follow My Delivery option is not working - I get an error that says the webpage cannot be resolved. This has been a problem since the last update. When will it be fixed? Unable to contact Support through app, just getting the runaround.

★★★★★ 9/28/21

I miss my package cz I was at work and I was trying to change it to get sent to another address and it kept bugging out and I never got my package smfh

## Chat Bot

★★★★★ 10/4/21

Useless app with a even more worthless chat bot. One of the worst Ui/Ux I have experienced!

## Miscellaneous

★★★☆☆ 10/6/21

Switching to another app for a few minutes and back gives you the "Oops! We can't find your network." message. This has been an issue for two years at least. You have to kill the app from memory and open it again.

★★★★★ 10/5/21

This app is abysmal, no matter what I click on doesn't work properly, it needs a total overhaul, if I could give it no stars I would!

★★★★★ 9/20/21

Only for checking status. They could easily make this app useful but it's as useless and doesn't make anything easier. It can only monitor tracking info

★★★★★ 9/29/21

Keeps saying I am not connected to the internet. I am. Not a isolated incident, it's every time I use it. User cannot go through the whole process of creating a shipment without being interrupted.

★★★★★ 9/28/21

DO NOT DOWNLOAD! Waste of space!!! Use a computer instead. Doesn't even work anymore. Map doesn't show up, sometimes I have to use a computer to change delivery instructions because of too many glitches. Please fix the horribly broken useless piece of trash of an app or I will be deleting.