

CARRIER HELP CHAIN

1. Request access to the IPS Worldwide website by sending an email to carrier_setup@ipsww.com. The subject of the email should be "WEB ACCESS REQUEST", include the following information in the email: first name, last name, email address, company name, and IPS SCAC (if known).
2. Once access is granted, go to www.IPSWW.com to obtain invoice status.
3. If this does not resolve the issue, contact the Alcoa Carrier Services Representative by calling IPS Worldwide at 386-672-7727.
4. If the Alcoa Carrier Services Representative does not respond within 48 hours, contact the supervisor for that representative by calling IPS Worldwide at 386-672-7727.
5. If the Alcoa Carrier Services department is not able to resolve the issue, contact Alcoa Logistics Support at dllogisticssupport@alcoa.com.