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Introduction

While meeting the continuously changing needs of our customers, UPS people have positioned our company as the foremost provider of package distribution services, offering high quality and excellent value.

This competitive environment requires that we continue to provide quality service to every pickup and delivery customer, while keeping our cost of doing business under control. Improving and perfecting your skills is one way UPS Service Providers can contribute to this effort.

Skilled UPS drivers are not born that way; they develop their skills through expert training and self-disciplined learning. They have mastered the techniques for safely completing their jobs with minimal physical effort, while maintaining service commitments. For these Service Providers, the essential methods of delivery and pickup have become an everyday habit.

To help you increase your skills, we divided these methods into elements of your typical day. **Inside AM** highlights your routine inside the building and through the activities at the car. **Travel, Delivery, and Pickup** discuss the methods you will need while you are On Road. Finally, **Inside PM** deals with your end-of-day routine.

Each section begins with a list of the major points to remember, followed by a detailed description. You may find that some of the methods described in the **Delivery** section are repeated again in the **Pickup** section, because you will use many of the same methods for both activities.

Section 1 Inside AM

The things you do during the Inside AM portion of the day, and the way you do them, set the tone for your entire day. Keep the following guidelines in mind as you perform your Inside AM routine:

The order of these steps may differ depending on local conditions.

I. Be prompt

- A. Arrive at your center on time. When you are on time, you can complete your morning activities in an organized manner without having to rush. Not being on time can jeopardize service commitments to our customers.

II. Have a set routine

- A. By developing a set routine, you will reduce the effort required to perform any regularly repeated tasks. When following a routine, you are able to concentrate on any exceptional conditions that might arise before they can become serious problems.

III. Meet appearance standards

- A. The image you present to others says a lot about you, both as an individual and as a representative of UPS. Your goal is to present a professional image. Make sure your uniform is clean and neat, your hair is trimmed, your shoes are shined and in good repair, and your manner is businesslike. Your professional appearance indicates to customers that you will treat their packages in a professional way, and promotes confidence in UPS service.

IV. Verify DIAD information

- A. Be sure to handle your DIAD with care. It's an expensive, sensitive piece of equipment. Hold it firmly, and place it in its holder or on other surfaces; do not toss or throw it.
- B. Make sure your DIAD is clean, damage-free, and operational. The DIAD is the only piece of UPS equipment presented to the customer. Like you, the DIAD represents UPS to our customers.
- C. Verify that DIAD time card and other information is accurate and complete. Follow current DIAD procedures.

V. Attend PCM

- A. All Service Providers will attend a Pre-work Communication Meeting (PCM) at their scheduled start time. The PCM is one way the company will inform you of important information related to you and/or your customers.

VI. Get your supplies

- A. Restock any supplies you are running low on, but avoid overstocking, including sufficient supplies for your Drop Boxes. Make sure you have paper delivery records available as a backup in case your DIAD goes down.
- B. Keep an emergency supply of customer materials in a clean and orderly manner in your package car to satisfy customer requests.

VII. Perform "Get EDD" (Enhanced DIAD Download)

- A. Follow local procedures to "Get EDD".

VIII. Perform a complete pretrip routine at the car

- A. Perform a complete vehicle pretrip inspection. In Section 340-2, there is a complete step by step description of the pretrip procedure.
- B. A smooth pretrip routine at the car helps ensure that our vehicles, people, and service are protected throughout the day, and helps maintain air quality in our facilities.
- C. A smooth pretrip routine encourages planning ahead and avoids unnecessary package handling.

IX. Follow your center's exit routine

- A. Leave by your assigned door to minimize congestion, so everyone can leave on time.

Section 2 Inside AM – Pretrip Methods

This information reflects the vehicle pretrip procedure, and other activities at the car, in a typical facility. Variations in local conditions may require some Service Providers to drive their cars out of the building before the pretrip is completed. In those situations, some of the steps will be rearranged. However, no steps should be eliminated. After completing the routine several times, it will become a habit you can perform automatically.

I. Outside the vehicle

- A. Look for water, fuel, or oil leaks as you approach the car.
- B. Check the car for dents and scratches throughout your inspection.
- C. Check the oil and water levels if it is your responsibility.

II. In the cab

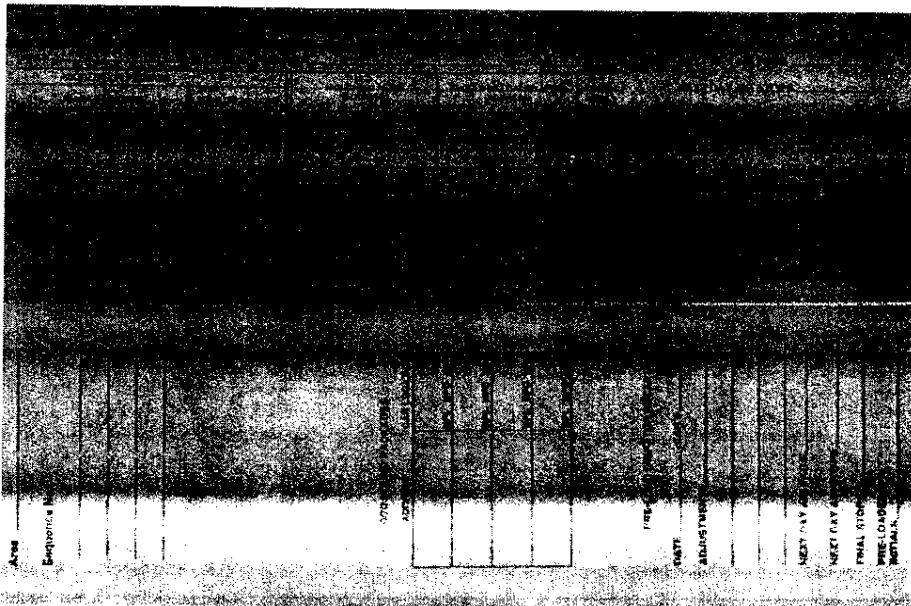
- A. Enter the cab and store any supplies.
- B. Review the EDD views to determine your first stops.
 - 1. Identify characteristics of each Point Address such as, commit times, number of units of work, where packages are loaded in the car, Return Services, etc.
 - 2. Review the minimum number of views necessary to plan ahead.
 - 3. EDD eliminates the need to enter the cargo area to handle packages.
- C. Insert the DIAD into the holder.
- D. Check all emergency equipment. Check that the fire extinguisher is correctly charged and the reflective triangles are stored properly.
- E. Check the hazardous materials pouch to determine the number of hazardous materials packages in the load. Make sure the Hazardous Materials Emergency Response Guidebook is in the pocket, is current and above the driver's seat on the bulkhead. Verify the prohibited hazardous materials poster is posted in the cab.

III. In the cargo area

- A. Make sure you have the equipment you need (carry aid, portable rollers, smalls bags, Driver Release bags, etc.) and they are properly secured.
- B. Review and organize Driver Follow-ups and Return Services in the order you will complete them per the EDD delivery order.

C. Check for Over-70 pound packages.

1. Use the information on the Preload Communication Card for your vehicle to determine the number and locations of the Over-70 pound packages.
2. Decide the handling option for each of these packages, such as hand truck, rollers, customer help, another Service Provider's help, or handling the package unassisted within the Power Zone. (If the cargo area is too full to allow access to the rear then, the Over-70 pound packages should be checked later through the rear door.)



Preload Communications Card

D. Exit the cargo area, enter the cab, and then close the bulkhead door.**IV. In the cab**

- A. Prepare for your pretrip. While sitting in the driver's seat, turn the ignition on and leave the engine off.
 1. The hydro-boost brake light should illuminate and the buzzer should sound.
- B. Turn on the car's lights and four-way flashers.
 1. Make sure that both low beams and high beams work.
 2. Leave lights and flashers on and continue your inspection.
- C. Inspect the rear vision monitor to make sure it is working and properly adjusted.

D. Inspect the mirrors to make sure they are clean, undamaged, and properly adjusted.

V. Check for excessive play in steering wheel.

A. Manual Steering Wheel

1. Exit the driver's side, leaving the ignition on and the engine off.
2. Watch the left front tire as you move steering wheel back and forth (see chart for allowed amount of free play). You should be able to move the steering wheel back and forth up to the allowed amount of inches with no movement of the tire.

B. Power Steering Wheel

1. Remain seated and turn engine on. The power steering check should be done from the driver's seat.
2. You should be able to move the steering wheel back and forth up to the allowed amount of inches with no movement of the tire (see chart for allowed amount of free play).
3. Exit the driver's side, leaving the ignition on and the engine off.

Steering Wheel Free Play Chart

Steering wheel diameter	Manual steering system	Power steering system
16"	2"	4½"
18"	2¾"	4¾"
20"	2½"	5¼"
22"	2¾"	5¾"

Note: The normal, average diameter of the steering wheels in UPS vehicles is 22 inches.

VI. Outside the vehicle

A. Check the left front wheel for tire pressure, cuts, and abrasions.

1. Make sure the valve stem cap and wheel nuts are present.
2. Visual check to ensure no cracks to the rim. Also check for evidence of "rust tracking" from the lug nuts indicating that the lug nuts could be loose and require tightening.
3. Ensure tread depth is no less than 4/32 inch. Use reverse side of penny as gauge for both front and rear tires.

Width of words "United States..." is $2/32$ "



Width of words "One Cent" is $4/32$ "

- B. Check that the left side reflector and marker light are in good condition.
- C. Check the front lights and reflectors.
 - 1. Make sure the headlights, parking lights, four-way flashers, and reflectors are in good condition.
- D. Check the right front wheel for tire pressure, cuts and abrasions.
 - 1. Make sure the valve stem cap and wheel nuts are present.
 - 2. Visual check to ensure no cracks to the rim. Also check for evidence of "rust tracking" from the lug nuts indicating that the lug nuts could be loose and require tightening.
 - 3. Ensure tread depth is no less than $4/32$ inch.
- E. Check that the right side reflector and marker light are in good condition.
- F. Make sure the fuel cap is not missing, if on this side of the vehicle.
- G. Check that the rear right side reflector and marker light are in good condition.
- H. Check the right rear wheels for tire pressure, cuts and abrasions.
 - 1. Make sure the valve stem cap and wheel nuts are present.
 - 2. Visual check to ensure no cracks to the rim. Also check for evidence of "rust tracking" from the lug nuts indicating that the lug nuts could be loose and require tightening.
 - 3. Ensure tread depth is no less than $2/32$ inch.
 - 4. Remember to visually check the inside tire as you walk around the vehicle to ensure tire is not worn down, flat or has abrasions. Avoid bending to view the tire for inspection.
- I. Check the rear lights and reflectors.
 - 1. Make sure that the rear tail lights and four-way flashers are working, and reflectors are in good condition.

- J. Make sure the rear door is closed and secured. Inspect rear door handle and lock.
- K. Check the TP-60 and coupling device, if present.
- L. Check that the rear left side reflector and marker light are in good condition.
- M. Check the left rear wheels for tire pressure, cuts and abrasions.
 - 1. Make sure the valve stem cap and wheel nuts are present.
 - 2. Visual check to ensure no cracks to the rim. Also check for evidence of "rust tracking" from the lug nuts indicating that the lug nuts could be loose and require tightening.
 - 3. Ensure tread depth is no less than 2/32 inch.
 - 4. Remember to visually check the inside tire as you walk around the vehicle to ensure tire is not worn down, flat or has abrasions. Avoid bending to view the tire for inspection.
- N. Make sure the fuel cap is not missing, if on this side of the vehicle.

VII. In the cab

- A. Return to the cab.
 - 1. Take your seat and fasten seat belt.
 - 2. Turn off the lights and four-way flashers.
- B. Tap the horn, and check the windshield wipers and windshield.
- C. Test the turn signals.
 - 1. Check the turn signals by listening for the clicking sound or looking for the flashing indicator lights.
- D. Start the car.
 - 1. Shift into reverse to check the backup lights. You should see the white light reflected in your mirrors, or you can ask someone behind your car to verify that the backup lights are on.
 - 2. At all times minimize engine idle time in the building.
 - 3. If the hydro-boost brake buzzer and light remain on, a mechanic should inspect the system.
 - 4. Check the oil pressure gauge; ensure response at start car.

5. Check ammeter, voltmeter, all gauges and warning lights. Ensure fuel gauge shows enough fuel to complete day's work.
 6. Listen for peculiar noises.
- E. Check the parking brake.
1. While the parking brake is on, put the transmission in first gear and slowly let out the clutch. The parking brake should hold the car in place.
 2. With automatic transmissions, perform this test by putting the transmission in drive.
- F. Test the foot brake.
1. As you start to pull out, apply the foot brake. The pedal should not move more than half the distance to the floor.
- G. Check the clutch pedal clearance.
1. The clutch pedal should have 1.5 to 2 inches of free travel before it engages.
- H. Review and sign the previous day's Driver Vehicle Inspection Report (DVIR).



Driver Vehicle Inspection Report (DVIR)

1. If problems were reported with a vehicle the day before, verify that the Automotive Department fixed them. If not, contact your supervisor.
2. If any safety related problems or potential road call items were discovered during your pretrip, notify your supervisor immediately.

Section 3 On Road – Travel Methods

I. Know your car

- A. Every vehicle handles differently. The brakes, clutch, steering, and transmissions all vary from car to car. The professional Service Provider adjusts to these factors and, as a result, performs more safely and effectively.
- B. Know the height of your vehicle to ensure that you have the clearance you need under low structures. The heights listed below represent the tallest car in the car size group. Heights vary depending on the manufacturer.

P-30	6'9"
P-31	8'10"
P-47	8'5"
P-50	9'8"
P-60	10'8"
P-70	10'6"
P-80	10'8"
P-100	10'8"
P-110	12'1"
P-12	10'8"
Van	12'6"

II. Drive safely

- A. Follow space and visibility practices.
- B. Wear your seat belt whenever car is in motion.
- C. Never drive with the bulkhead door open.

III. Maintain your speed

- A. Observe all posted speed limits, and adjust your speed to current road, weather, and traffic conditions.
- B. Accelerate and decelerate smoothly.
- C. Keep the transmission engaged, and brake as necessary.

IV. Follow the delivery order

- A. Follow your EDD delivery order and choose the best path through the area that minimizes the miles traveled and avoids unnecessary delays. An efficient travel path allows you to deliver all time-sensitive packages by their committed times, and to serve your customers at their preferred pickup times.

V. Use your knowledge of the delivery area

- A. Use your knowledge of the area to drive directly to the closest park position.

VI. Follow the planned pickup order and choose best path to minimize miles

- A. Follow the sequence of pickup stops in the DIAD in order to service our customers at their preferred pickup time.
- B. Work with the center management if improvements can be made to the pickup route.

VII. Size up the situation

- A. As you approach the delivery or pickup, attract attention by tapping the horn.
- B. Look for telltale signs which indicate that the customer is not in.
 - 1. If the customer is not in, develop an alternate plan and determine a parking position.
- C. At a Driver Release stop, determine the safe package release location as you approach the stop.
 - 1. Determine whether a Driver Release bag is needed to keep the package out of weather.
 - 2. Be aware of characteristics such as the distance of houses from the street that influence the safety or risk of leaving a package at the residence. Use a level of caution appropriate to the situation.

VIII. Park appropriately for stops close together

- A. If two or more stops are close together, plan to park so the stops can be made without moving the car.
- B. Park closest to the stop with the most difficult package handling situation.

IX. Back only when necessary

- A. If you must back, back first. Always tap the horn before backing. Utilize both mirrors and the rear vision monitor to assist in backing.
- B. Never back further than necessary.
- C. Back to the customer's dock only:
 - 1. If the delivery packages were loaded for selection through the rear door and cannot be carried in one trip.
 - 2. When the normal volume of pickup packages would require more than one trip if you did not use the dock.

D. When backing to a dock, leave enough space to allow access to the rear door.

X. **Stop car**

A. Make your turn around before making deliveries.

B. Park with enough space in front to allow you to pull out without backing.

C. Back only when absolutely necessary.

D. Shift into the lowest forward gear or put into park for automatic transmission.

Section 4 On Road – Delivery - Planning Ahead

I. Plan ahead

- A. The most important component of package selection is planning ahead. Every day, you must adjust to many variables, such as time-sensitive deliveries, that affect your daily routine. You always need to think ahead, and visualize the most effective sequence to complete your deliveries. Drivers with EDD will have an enhanced ability to plan ahead by use of EDD views which eliminate the need to enter the cargo area to fine sort, recheck, or rehandle packages. EDD lists all Point Addresses in planned delivery order as well as other characteristics such as commit times, number of units of work, C.O.D.s, Call Tags, etc. This information will allow the driver with EDD to more effectively plan ahead.

Planning ahead will help you:

1. Eliminate uncertainty and indecision about what the next stop should be, where the packages are located in the car, and how many packages are for that stop.
2. Negate the need for constant rechecking, repositioning, and rereading of packages.
3. Make fine adjustments to the delivery stop sequence to optimize your travel and walk paths.
4. Make more than one delivery or pickup per car stop whenever possible.
5. Visualize the travel path for the next few stops.
6. Deliver all packages by their committed times.
 - a. Deliver Air and ground packages at the same time based on the plan for your area. The dispatch plan recognizes which time-sensitive packages will require a break from the normal delivery order.

II. Know your delivery area

- A. Familiarize yourself with your delivery area, which will help you plan ahead.
1. Develop a good sense of direction in all areas of town (N, S, E, and W).
 2. Learn to recognize the patterns of street names, house numbering, and block lengths. For example, ask yourself:
 - a. Do street names run alphabetically northward from a given dividing line?

- b. Do streets with numbers run north-south, and streets with names run east-west?
 - c. Are even numbered houses on the south side of east-west streets?
 - d. Do the house numbers in each block increase consecutively?
 - e. Is there a pattern to the address range and block length of each block, like XX49 on one side and XX50 on the other?
 - f. Is there a street that crosses all others, breaking the house numbers at a specific point?
 - g. Are there addresses that can be delivered off the corner from cross streets?
 - h. Does the area have natural and artificial boundaries like rivers, railroad tracks, and expressways?
 - i. Are there locations that require security clearance and/or codes?
3. Find out the preferred alternate delivery points for time-sensitive deliveries. For example, you might deliver Next Day Air to the front office instead of the normal delivery point.
 4. If your delivery area includes rural routes, refer to the CPaD notes associated with the stop.

III. Use the EDD views to determine the next stops and their characteristics

- A. Plan ahead by using EDD views when walking and during delivery point delays, like doorbell waits and elevator rides.
 1. Use EDD views to determine addresses, number units of work and to eliminate rechecking or rehandling packages. —

Units of Work (UOW)

Identifies ground and air packages assigned to a Point Address by Commit Time, which includes packages, OTPU, Call Tags and Return Services. The first number represents time committed packages and the second number represents ground packages, Call Tags, OTPU and Return Services. If there are zero time committed packages, the first column represents ground packages and the second column becomes zero.

Types of Work Associated with the Point Address

Accessorial Indicator

R = Signature or Adult Signature Required
 \$ = COD
 * = Multiple Accessorials
 C = Call Tag or Return Services
 X = OTPU

	1030	25	E	PADONIA	RD	1+6	1001
	1030	9		GREENMEADOW	DR	3+22	1005
R	1030	42	E	PADONIA	RD	2+8	1007
		2101		YORK	N	RD 6+0	1009
\$		2127		YORK	N	RD 22+0	2001
*		3		GREENMEADOW	DR	38+0	RDL
C		2301		YORK	N	RD 17+0	2009
X		2311		YORK	N	RD 1+0	2013
SplCnts	ChgRte	Comm	Res/Com	Edit			
Details	Commit		PreRec	Sched			

2. Visualize the selection of the package(s) as well as the delivery.
3. If unfamiliar with next stop, refer to CPaD notes when necessary.
4. Use the minimum number of EDD views necessary to plan ahead.
5. Never enter the cargo area after a delivery stop unless there is a package to be loaded or to store carry aid.

B. You should always know your next time committed stops, such as Worldwide Express, Next Day Air, 2nd Day Air AM stops, and Combined and Scheduled Delivery (CSD).

1. EDD displays the commit time for each Point Address.

Commit Time

Identifies earliest Commit Time for at least one UOW at the Point Address.

	1030	25	E	PADONIA	RD	1+6	1001
	1030	9		GREENMEADOW	DR	3+22	1005
R	1030	42	E	PADONIA	RD	2+8	1007
		2101		YORK	N	RD 6+0	1009
\$		2127		YORK	N	RD 22+0	2001
*		3		GREENMEADOW	DR	38+0	RDL
C		2301		YORK	N	RD 17+0	2009
X		2311		YORK	N	RD 1+0	2013
SplCnts	ChgRte	Comm	Res/Com	Edit			
Details	Commit		PreRec	Sched			

- C. As you become more familiar with the area, develop the skill of using EDD to assist in knowing how many units of work there are, and where they are located in the package car (using the Handling Instruction Number (HIN)), for the next several delivery stops.
1. Use this skill to visualize the actual selection and delivery of each package.
 2. Use the EDD views and knowledge of the delivery area to enable you to plan ahead.
 3. Use the EDD views to visualize your travel path.
 4. You will improve your selection time by remembering the number of units of work, and where they are located in the package car.

Section 5

On Road – Delivery – Select and Secure

I. Have a smooth on-car routine

- A. Keep all materials and supplies organized and in a predetermined location, so that their use is automatic. Examples:
1. The pen is kept in the same shirt pocket (left pocket for right handers) and never left in another location or placed in another pocket. The stylus should always be attached to the DIAD.
 2. The DIAD is stored in the DIAD holder without exception.
 3. InfoNotices are always kept in the right shirt pocket.
- B. Secure the car at the stop using the following combined steps:
1. Shift into the lowest forward gear or put in park for automatic transmission.
 2. Turn the ignition switch off and remove the key with one hand; engage the parking brake with the other. Never leave the key in the car.
 3. Release the seat belt with left hand. If a rear door delivery stop, obtain the DIAD as you rise from the seat. (For a bulkhead select, obtain DIAD as you exit the car.)
 4. Place the key ring on your finger after unlocking the bulkhead door.
 5. Proceed to obtain package for delivery.

II. Handle packages with care

- A. Do not drop, throw or abuse packages. Follow prescribed procedures for any damaged package(s).

III. Face labels for selection

- A. Whenever packages are handled, whether as part of the loading procedure or as part of moving packages forward to the final selection area, they should be placed so that the labels are exposed as you obtain them. The shelf packages should have their labels facing you or the bulkhead door.

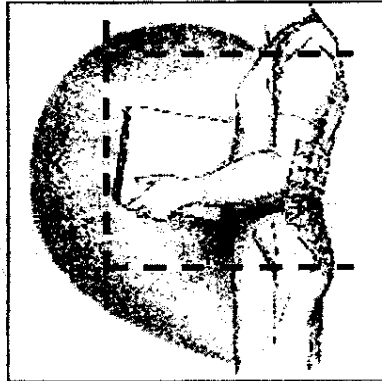
IV. Carry optimum loads

- A. An optimum carry is the maximum number of packages you can carry without obstructing vision of the walk path, endangering your safety or the safety of others, or exposing the packages, the DIAD, or other property to damage.

B. Your options for handling Over-70 pound packages include:

1. Leveraging and ramping the package with the portable rollers or the handcart.
2. Enlisting the customer's assistance.
3. Scheduling assistance from another Service Provider.
4. Handling the package unassisted within the Power Zone.

Power Zone (Keep package close to your body)



V. Use the EDD views to remember several stops in advance

- A. As you look at labels and move packages to the final selection area, develop the skill of visualizing each of the stops. By "visualizing" we mean to picture in your mind the actual delivery of that particular package.
- B. You must remember: (1) the next several stops (know the package location in the car: shelf, floor or rear door), and (2) the next pickup stop (including One Time pickups). As you become more familiar with the area, you will develop the skill of recalling several more delivery stops in addition to those above through the use of EDD views and your "visualization" skills.
- C. The skill of visualizing the next stop, combined with the knowledge of the area and the use of EDD views, will result in the achievement of the objectives mentioned under "Plan Ahead." You can implement your planning by constantly using EDD views at all delivery point delays, on elevator waits and rides, etc.

Point Address
Street Address for the stops.

	1030	25	E	PADONIA	RD	1+6	1001
	1030	9		GREENMEADOW	DR	3+22	1005
R	1030	42	E	PADONIA	RD	2+8	1007
		2101		YORK	N RD	6+0	1009
\$		2127		YORK	N RD	22+0	2001
*		3		GREENMEADOW	DR	38+0	RDL
C		2301		YORK	N RD	17+0	2009
X		2311		YORK	N RD	1+0	2013
Sp/Cnts	ChgRte	Comm	Res/Com	Edit			
Details	Commit		PreRec	Sched			

VI. Handle the packages a minimum number of times

- A. Once you have read the labels and moved the packages to the final selection area, they will need no further handling until they are obtained for delivery. (A less skilled driver who has not developed the memory skills and does not visualize enough to plan ahead, will tend to make work rehandling packages. To outward appearances, it may look as though that driver is performing at an acceptable level. Nevertheless, considerable time is being lost in repeated and unnecessary movement of packages.)

VII. Develop the “one look” habit

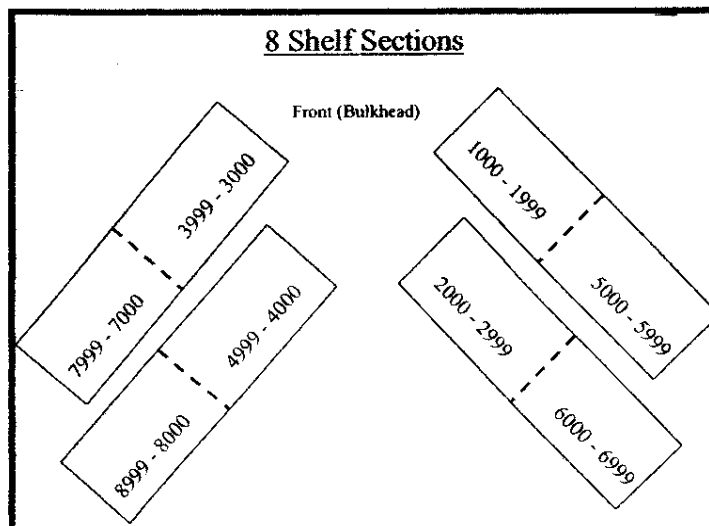
- A. “One look” begins by visualizing the delivery order of units of work from the EDD views, and then looking at the HIN and address labels. If you have visualized the delivery of the package as you moved it to its final selection area and by using EDD views during previous walks and delays, you need to only recheck the name and address on the package as you select it at its delivery stop.

VIII. Never use the cab area for temporary storage

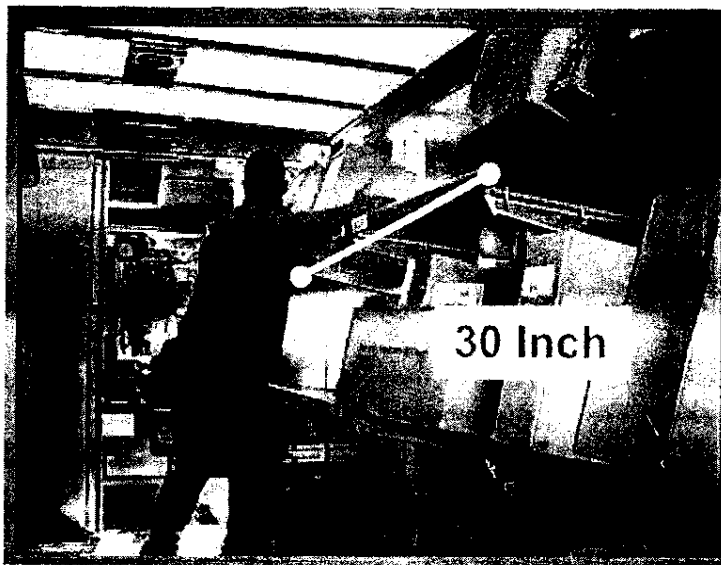
- A. Do not pre-select packages to the cab or attempt to carry large packages in the cab that could hinder you while you drive or cause damage to the packages.
- B. If you are delivering from a P30 or P31 vehicle, you may pre-select packages to a final selection area on the floor next to your seat.

IX. Remember your routine

- A. Shelf Packages – Utilize the 30” Shelf Selection Area
1. The car was divided into eight equal sections when it was loaded for delivery, leaving room at the rear for rear door delivery stops. See the 8 Shelf Sections diagram below.



2. Deliver the sections in the same sequence as they are numbered. This sequence will match the order in which the delivery point addresses are displayed in EDD.
3. The top shelf (1000 section) contains the first deliveries.
4. The first stop on each shelf is nearest the front of the car.
5. Select all shelf packages directly from the first 30" area of each shelf. Step through the bulkhead door only when necessary.
6. As packages are selected from the 30" area, glance at the remaining packages in the selection area to verify their locations on the shelf and their sequence of delivery. Do this internally to motions performed in making the original selection. You should have a good understanding of where the packages are located based on the EDD views used during walks and delays.



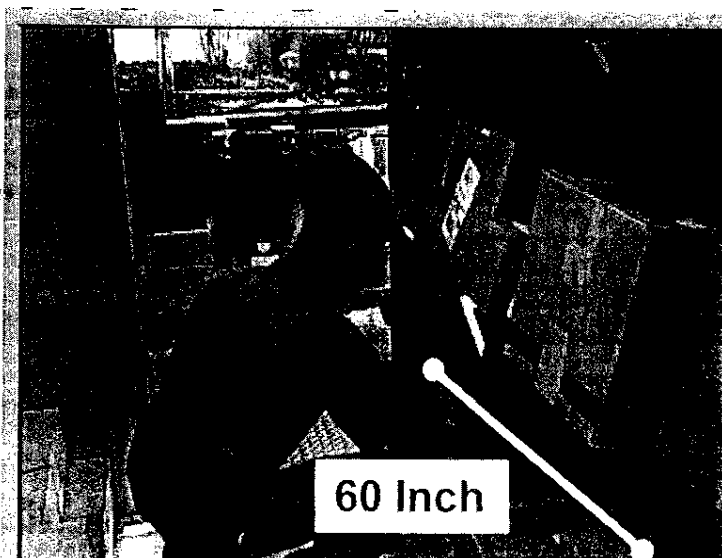
30 Inch Selection Area

7. Move a new supply of packages forward to the 30" selection area when the last stop of the previous group is being selected for delivery. Identify and remember an average of four packages at a time as you slide them forward to the 30" selection area. The number of packages which can be placed in the 30" selection area may vary slightly, but usually runs between eight and ten. Packages which are out of prescribed delivery sequence can be aligned as you identify them. Use the information you obtain from EDD views during your previous walks and delays to remind you what the next stops are and the number of packages for these stops. Do not spread the packages out in the final selection area in an attempt to keep the labels visible.
8. Never leave the car unless some packages are in the 30" selection area of the shelf you are selecting from.

9. Never move packages to another shelf.
10. EDD views tell you the number of packages for the next stop. When selecting from the shelves, count to see if all packages are there. If they are not found on the shelf, it is because they were too large to fit on the shelf. In this case, locate these packages on the floor under the shelf.
11. Next Day Air packages may be located at the front of the 1000 section or loaded with other packages that will be delivered prior to the commit time. Use EDD views during walks and delays to view delivery point addresses with time-committed packages.
 - a. EDD will provide you with reminders for time-committed packages not delivered 20 minutes prior to their commit time.

B. Floor Packages Too Large for Shelves – Utilize the 60" Floor Selection Area

1. Packages that are too large for the shelves, are irregularly shaped, or are a hazardous material are loaded on the floor under the 2000 and 4000 shelves. Select all floor packages from the 60" areas under the 2000 or 4000 section areas. Floor packages which correspond to the first deliveries of the day are located under the 2000 section and are nearest the bulkhead door.
2. As you select each package, glance at the remaining packages to remind yourself of their delivery sequence. Do this without actually rehandling the packages.
3. When selecting the last stop in a group, move approximately five more packages into the prescribed final selection area.



60 Inch Selection Area

4. Place the packages moved to this 60" selection section so that their labels face up, toward the car center, or toward the bulkhead door.

5. Never leave the car to make a delivery unless some packages are in this 60" selection area.
6. Follow the appropriate safe work methods during lifting.

C. Rear Door Delivery Stops

1. Use EDD views during walks and delays to remind you of upcoming rear door delivery point addresses.
2. Select each of these multiple package stops through the rear door. Do not move the packages for subsequent stops to the rear door until they are being selected for immediate delivery.
3. Exit the cab from the driver's side when going to the rear door.
4. While unloading, face labels for ease in DIAD scanning. Check the address on each package as you select it.
5. If unloading to a dock, place packages in rows of equal numbers to make DIAD scanning and package counting easier. Do not scan with a DIAD while you are unloading.
6. Count all packages as they are selected so that you can quickly validate your total against the total packages in EDD.
7. All Over-70 pound packages will be on the floor. Some may require assistance.

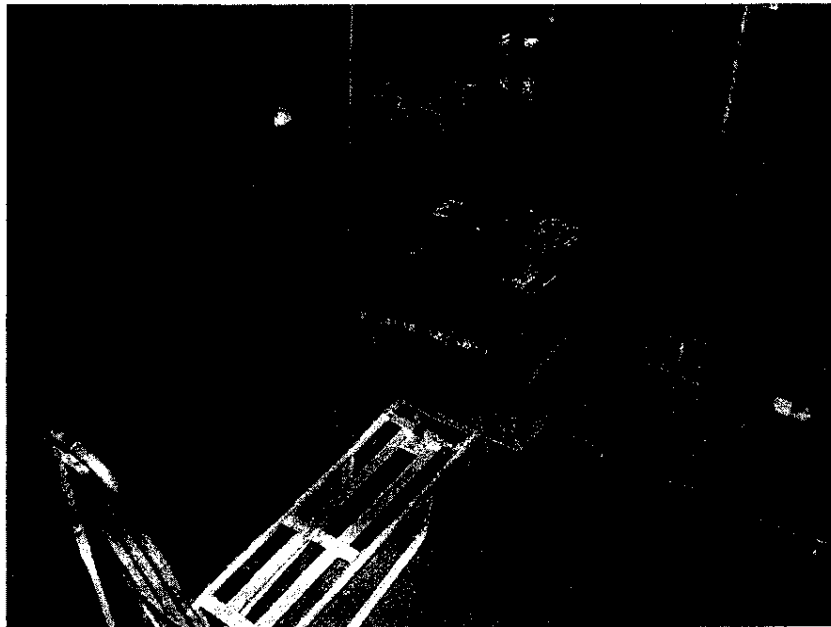
D. Do Not Record or Look at EDD Views While In The Car

1. DIAD recording is to be done during the delivery cycle (Walk to Receiver, Make Delivery, Walk to Car, or after unloading to a dock). EDD views are read during walks and delays in the delivery cycle.

E. Load the Carry Aid Properly

1. Based on your EDD views during previous walks and delays, you should visualize the need for a carry aid based on the number of units of work and physical characteristics of the stop and the packages.
 - a. Properly unlatch the carry aid from the securing mechanism.
 - b. Load packages to the carry aid to save time and energy.
 - c. In most cases, you will find it is more efficient to make one trip with the carry aid rather than two or more trips without it.
 - d. Utilize the carry aid's bumper glides and wheels as leverage over the cab steps or rear bumper when lowering the carry aid out of the car.
2. When you load packages to the carry aid:

- a. Place heavier packages on the bottom to prevent potential damage and build a secure load. Ideally, the first stop loaded will be the last stop delivered.
- b. Use the "ramping technique" to place Over-70 pound packages onto the carry aid when at ground level. Lean the carry aid on the bumper and place the rubber grommets into the bumper grating to secure the carry aid. Using a firm grip, slide the package(s) onto the handle and guide it down the frame of the carry aid onto the bottom plate.



Ramping Technique

- c. Make sure that the carry aid's placement does not endanger your safety, or the safety of others, and does not expose the packages, equipment, or property of others to damage.
- d. Pivot your feet to eliminate twisting when placing packages on the carry aid.
- e. Load the carry aid with minimum package handling.
- f. Load the carry aid such that the packages will not block your range of vision.

F. Have A Specific Storage Area For Non-Deliverable Packages and Send Agains

1. The storage space should be in a part of the car which will reduce package handling and minimize interference with the day's activities. It should also be accessible at the end of the day's work, so the center processing of non-deliverable packages and send agains can be done without disturbing any pickups in the car. The suggested space to be used while deliveries are being made is the floor area under the 4000 section.

X. **Leave the car**

- A. Obtain the DIAD prior to leaving the car.
- B. When delivering hazardous materials packages remove the corresponding shipping papers from the hazardous materials pouch and take them with you as you leave the car.
- C. Exit through the door nearest the point of delivery. If the exit is through the driver's door, check for traffic prior to leaving the car.
- D. When exiting the car, place feet firmly on steps. Maintain your balance. Use handholds. Scan the walk path outside the car for obstructions.
- E. Never leave the engine running.
- F. Never leave the bulkhead door or the rear door open while the car is unattended, to ensure the security of the packages.