Section 6
On Road – Delivery – Walk to the Receiver

I.   **Know your delivery stop characteristics**

   A. Know all entrances and exits.

   B. Know the shortest walk paths from the different parking positions you may have
       to use from day to day.

   C. Know each receiver's habits: What time and where coffee breaks are taken,
       where the receiver spends most of their time, who else can sign for the delivery,
       and who prepares checks for C.O.D.s. Use this knowledge to complete the
       delivery with the least amount of effort and to provide the highest level of
       service.

   D. Know the preferred delivery point of time-sensitive packages when it's different
       from the usual delivery point.

   E. Use the EDD views to determine when you have time-sensitive packages and to
       remember and visualize the next several stops.

   F. Use CPaD views, if available, to check for any notes, procedures or alerts
       associated with the stop.

CPaD View – a small "n" refers to notes

II. **Walk with a brisk pace**

A. A brisk pace commands attention.

B. Scan your walk path for obstructions.

C. Do not run. Running requires too much of your attention. Remember that your primary objective is to give your attention to planning ahead.

D. On multiple carry trips, take your DIAD into the customer on the first trip to get the signature.

E. When appropriate, call out "UPS" in a friendly way during your approach, loud enough to let the receiver know you are coming.

F. If a signature is not required at a stop, it's especially important that you:

1. Reread the address on the package and the address in the DIAD populated by the scan and ask yourself, "Am I on the right street? Is this the right address?"

G. Record the package information by scanning the package on the way to the delivery point when it is safe to do so.

III. **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. Use a carry aid when you expect to exceed an optimum load. An optimum carry aid load is one which uses the capacity of the carry aid, but allows you to see the walk path, does not endanger your safety or the safety of others, and does not expose the packages or other property to damage.

IV. **Walking with a carry aid**

A. When walking with a carry aid:

1. Ensure the DIAD is secure, by using a DIAD belt clip or pouch. Do not place the DIAD loosely on top of packages.

2. Maintain a clear view of the walk path.

3. *Push* the carry aid whenever possible. Do not push the carry aid over curbs, a small number of steps or door thresholds. In these cases, pull the carry aid while maintaining a firm grip on its handle(s).

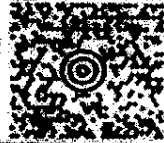**V.**   **Prepare for time-sensitive, C.O.D., Call Tag and Return Services deliveries**

   A. Use the EDD views to assist you in determining time-sensitive units of work and stops with C.O.D.s, Return Services, and Call Tags.

EDD Views for Time-Sensitive Deliveries

B. On multiple trips to one receiver, take time-sensitive packages, C.O.D.s, Return Services, and Call Tags on the first trip.

C. Check the C.O.D. label(s), Return Services label(s), and the Call Tag(s) for completeness and any special instructions.

C.O.D.
Label

JONATHAN BARBER
35 OLDBLAKE PARKWAY, N.E.
ATLANTA GA 30328

10 LBS   1 OF 1
COD
DWT: 12,12,14

SHIP TO:
UPS I.E.DEPARTMENT
301-555-5555
14841 SWEITZER LA
LAUREL MD 20707-2914

MD 207 9-32

UPS GROUND
TRACKING #: 1Z 11A F10 72 9013 9915

BILLING: P/P
COD $ 100.00

RRDO & Cost Code ie: 2010123456: 2010200010

Special
Instructions

VI. **Record during delays and use EDD views to remember several stops in advance**

A. Make the most of your time during walks and delays by using the EDD views to plan ahead. Also, record during doorbell waits, elevator waits and rides, and any other uncontrollable delays.

Section 7
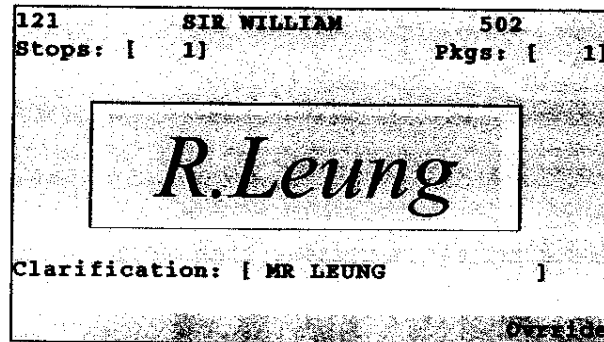# On Road – Delivery – Make the Delivery

I. **Attract immediate attention**

A. Take charge of the delivery scene. Call out a friendly greeting, "UPS", to the receiver or call the customer by name so they know who is there and why.

B. Continue to convey the sense of courtesy established by your greeting and the sense of urgency established by your brisk pace.

C. If you have to wait at a door for entry, ring the doorbell and knock on the door or door frame. Do not use the DIAD to knock.

D. Work on developing the receiver's cooperation in completing deliveries with a minimum of delay.

E. Once you have the receiver's attention:

1. Announce any time-sensitive packages first.

2. Announce C.O.D.s, Return Services, and Call Tags to eliminate delays, and communicate C.O.D. shipper, shipper amount and form of payment information.

F. Always be professional and courteous. Convey the attitude of valuing the customers business.

G. As you put the parcels down, place them so that all labels are exposed for ease in scanning and recording. Scan every package. If a barcode cannot be scanned, key enter the entire tracking number. If the tracking number cannot be read, follow local procedures.

H. Follow CPaD instructions when necessary.

I. When walking a short distance away from a carry aid to make a delivery, make sure that it is kept in sight at all times.

J. Use EDD views during any delays to visualize and remember future stops.

II. **Know when signatures are required**

A. Obtain a signature for all deliveries except Driver Release, Call Tags, Return Services, and Shipper Release deliveries. Any package with a UPS "Adult Signature Required" sticker or barcode on it requires an adult's signature (21 years of age or older) and cannot be indirected. In order to verify age, a government issued photo ID must be presented by the customer. Indirect deliveries, controlled packages, and obvious or known high-risk packages also require signatures, even in Driver Release areas.

III. Get the receiver's signature first

A. Do not make the receiver wait while you record the delivery. They are as busy as you are. Maintain the control of the DIAD when getting signatures.

B. Say *"Please sign your first initial and last name here."*

C. Always say "Thank You" when the signature is complete.

D. Always read and clarify every signature. If the signature is not legible, ask the customer how to spell their name.

```
121          SIR WILLIAM              502
Stops: [   1]                  Pkgs: [    1]



              R.Leung


Clarification: [ MR LEUNG                ]

                                    Overside
```

DIAD Signature Screen

E. If the receiver is talking on the phone, place the DIAD before them without relinquishing control of the DIAD and indicate where the signature is required.

F. If the receiver is busy elsewhere, complete your recording while you are waiting for them to be found.

G. Discard hazardous material shipping papers for the delivery after the receiver has signed for the package.

H. Keep your customer contact brief and business-like.

I. Identify new sales leads opportunities.

J. Stops at which only Return Service or Call Tag transactions are made do not require a signature.

IV. **Follow current procedures for scanning and recording package data**

A. Scan a package to establish the address information of the stop. This will save time and improve address accuracy.

B. Verify the consignee address on the shipping consignee label (not the Preload Assist Label (PAL)) matches the address in the EDD view and in the stop view.

```
PETRIE VENTURES
170  JENNIFER RD
STE 300
ANNAPOLIS MD 21401

P:2          s:WHITE    I:2
204-4000          [  ]
1Z282902034296 0389
```
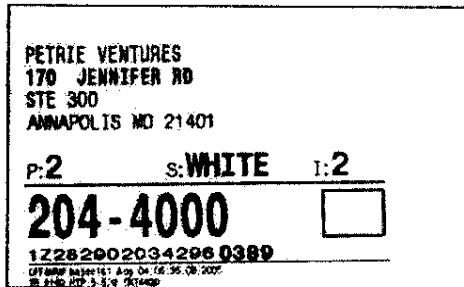
Example of a Preload Assist Label (PAL)

C. Once the address is populated by the scan of the first unit of work, EDD will:

1. Compare all other units of work as they are scanned for that stop and alert the driver if addresses do not match.

2. Display the remaining units of work for the Point Address.

3. The Unit of Work Indicator will decrease as packages are scanned. This will assist the driver to eliminate missed scans or missed packages left in the vehicle.

D. Remove any PALs that are covering customer labels.
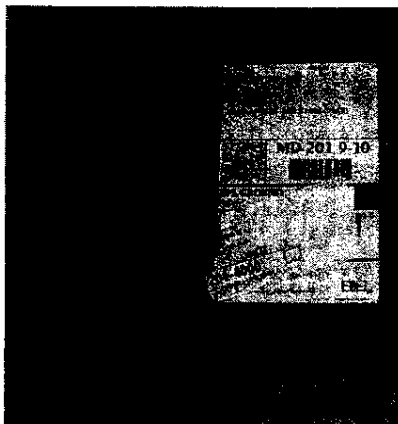
Improper PAL
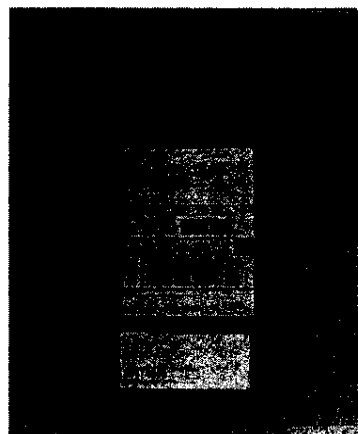
Proper PAL

V.   Follow Driver Release guidelines

A. Driver Release allows you to leave certain residential packages in a safe place without a signature, so you can complete the delivery without contacting the customer. Driver release is only for safe deliveries at secured access single-family homes, residential duplexes, condominiums, apartments, mobile homes, and townhouses. Release the package to a place:

   1. Out of sight of the passing public and neighbors.

   2. Protected from inclement weather. (Use the approved Driver Release bags to protect packages from inclement weather.)

   3. Consistent with the customer's preference.

   4. Easy for the customer to find.

B. Leave and scan an InfoNotice in a recognizable, easy to see location for the customer identifying any unusual package location.

C. Do not Driver Release to businesses or unsecured apartments, residential duplexes, condominiums, mobile homes, and townhouses.

D. Never leave a UPS package in a mailbox.

E. Discard hazardous material shipping papers for the delivery after the stop is complete.

Note: In many non-single family residential locations (ex., apartment complexes) prior arrangements have been established for delivering packages to an office if the consignee is unavailable. It is still the preferred method to obtain the signature at the office.

VI.   Follow Shipper Release Guidelines

A. Some shippers allow UPS to release packages at residential and commercial addresses without a signature. Deliver Shipper Release packages using the Release function in the DIAD. Release the package to a place:

   1. Out of sight of the passing public and neighbors.

   2. Protected from inclement weather. (Use the appropriate Driver Release bags to protect packages from inclement weather.)

   3. Consistent with the customer's preference.

   4. Easy for the customer to find.

   5. Leave and scan an InfoNotice in a recognizable, easy to see location for the customer that identifies an unusual package location.

6. Never leave a UPS package in a mailbox.

7. Never deliver a BASIC (refer to service guide) product package addressed to the USPS directly to the final consignee.

B. For Residential addresses:

1. Collect a signature if a Shipper Release is part of a multiple package delivery where a signature is required. If a signature cannot be obtained, release the Shipper Release package(s).

2. Follow normal Driver Release guidelines in known driver release areas.

3. Shipper Release at duplexes, condominiums, mobile homes, apartments, townhouses, and other non Driver Release areas.

C. For Commercial addresses:

1. Follow normal delivery procedures when the customer is open and the customer contact is made.
2. Release Shipper Release package(s) if customer is closed or otherwise unavailable.

VII.   **Make indirect attempts to complete the delivery**

A. As you approach the delivery, you should have chosen the "most likely" indirect delivery location at "not in" stops. Adult Signature Required packages cannot be indirected.

B. If the receiver is not in and a signature is required for a prepaid package, leave an InfoNotice indicating where you intend to leave the package and attempt to make the delivery to a neighbor.

C. Make an indirect delivery attempt at your first "most likely" location. If that does not work, you already know where to go next - your "second most likely" candidate. In time, familiarity with the receiver's habits, requests, and delivery area will make predetermined alternates automatic.

VIII.   **Use the InfoNotices correctly**

A. Scan and leave an InfoNotice:

1. Whenever you cannot complete a delivery to its original address.

2. Before attempting an alternate delivery. Return and change the InfoNotice only if your intended alternate delivery changes.

3. When a Driver Release package(s) is left in an out of the way or unused location.

B. Always leave a new InfoNotice with each delivery attempt. Never reuse an InfoNotice.

C. Write legibly and provide the customer with all needed information.

D. Indicate on the InfoNotice (when applicable):

1. The location of the package when delivery is made to an alternate point or unusual place.

2. If another attempt will be made on the next scheduled business day.

3. The shipper name and the exact amount due on C.O.D.s.

4. If the shipment is being returned.

InfoNotice: Delivery Attempt

IX.   Complete the C.O.D. delivery

A. Develop a set routine for making C.O.D. deliveries. Put any tags and checks in the same pocket each time. Cash payments are not acceptable. Progressively organize C.O.D.s for turn-in.

B. Complete the recording of all C.O.D.s before entering the C.O.D. calculation screen.

Review C.O.D. Data (Statistics Card Option 5)

This screen allows you to view C.O.D. information by stop and by package. This is a display-only screen.

Shipper	Col Amt	Check Amt	Stop
333333	12.00	12.00	D4
333333	6.00	6.00	
666666	9.00	9.00	ODS D
ASD OP	3.00	3.00	ODS P
222222	150.00	150.00	P3
ASD S	15.00	15.00	P4
ASD U	11.00	11.00	P4

Review C.O.D. Screen

Review C.O.D. Screen Field Definitions

- **Shipper**—Shipper number.

- **ASD OP**—Collection amount for an ASD at an On Demand pickup.

- **ASD S**—Collection amount for an ASD at a scheduled pickup.

- **ASD U**—Collection amount for an ASD at an unscheduled pickup.

- **Col Amt**—C.O.D. amount.

- **Check Amt**—Check amount if recorded.

- **Stop**—Delivery or pickup stop number.

    D = Delivery.

    P = Pickup.

    ODS = On Demand System Event.

C. Place the package down so that it will not interfere with the transaction. Do not allow package to be opened.

D. Accept the payment from the receiver, and, if a signature is required, offer your DIAD and request the signature.

E. Payment processing:

1. Verify that the check is made out to the shipper's name on the C.O.D.

2. Verify that the check amount matches the C.O.D. amount and is in compliance with the UPS tariff.

3. For checks collected for multiple C.O.D.s ensure the dollar amount matches the amount due in the C.O.D. calculation screen.

4. Verify that the check has a current date, and is neither post-dated nor stale-dated.

5. Verify that the numerical and written dollar amounts match.

6. Verify that the check is signed.

7. Follow local practices when discrepancies are discovered.

8. Place the folded checks in your pocket.

9. For "cashiers check/money order only" C.O.D.s, you may only accept cashiers check, money order, or an official bank check.

10. Do not accept cash payment.

X. **Complete the Return Services and Call Tag deliveries**

A. Every Return Services and Call Tag package is just as important as any other package.

B. Announce *"Pickup from"* (name of the shipper) when dealing with receivers for Call Tags and Return Services.

1. Verify the merchandise description and weight.

2. Verify that the package is properly packed.

C. Give the receipt portion of the Return Services label or Call Tag to the receiver. Apply the Return Services label or Call Tag to the package covering any receiver's address that may exist on the package. Ensure no other shipping labels are on the package.

1. Be aware of, and follow, all Call Tag restrictions.

2. Follow Return Services procedures.

XI. **Develop additional volume and sales leads**

A. Inform the appropriate person(s) of any potential volume and sales leads you noticed. Enter the sales lead information into the DIAD or complete the sales leads card(s) and follow local procedures for processing.

XII. **Undeliverable package procedures**   —

A. For a package that cannot be delivered, the driver must write a service cross on the package.

B. The driver must write the following information on the service cross:
   a. Date
   b. Driver's initials
   c. Reason the package is undeliverable
   d. Time

C. The acronym D.I.R.T. will help you remember what is needed for the service cross: "D" is for date, "I" is for initial, "R" is for reason and "T" is for time. Below is an example of the service cross.

Reason	Time
Initials	Date

NM ①	3:40
JWR	6/16

D. The following is a list of reasons:

Reason	Abbreviation
Closed	CL1, CL2, CL3
No Money	NM1, NM2, NM3
No Such Number	NSN
No Such Street	NSS
Not In	NI1, NI2, NI3
No Such Company	NSC
No Such Person	NSP
No Ready	NR1, NR2, NR3
Out of Territory	OOT
Overweight / Size	OS
Refused	REF
Need Directions	
Need Apt. #	
Damaged	

E. Follow other known non-deliverable package procedures, as needed.

Section 8
On Road – Delivery – Walk to the Car

I.   **Walking from the delivery stop**

   A. As you turn away from the stop, look to see that your path is clear. Normally, you will be retracing your steps, so things should be familiar to you. Never record or view EDD while walking up or down stairs, crossing a street, or whenever it might be unsafe. Use EDD views during other walks and delays to remember and visualize the next several stops.

   B. As you take your first few steps, complete the recording for the stop you have just made.

   C. Use the EDD views to determine the next address as you continue to walk to the car and to remind you of the units of work and location in the car.

   D. Use CPaD views, if available, for any notes, procedures or alerts associated with the next stop.

II.   **Plan ahead**

   A. On your way back to the car, using the EDD views to assist you, ask yourself the questions below. Your ability to answer them will tell you how effective you are at planning ahead.

      1. Do I have any time-sensitive packages?

      2. What's my next stop?

      3. How many packages do I have for the next stop?

      4. What are the characteristics of the packages (C.O.D.s, Return Services, Call Tags, Signature Required, Over-70's, oversize, etc.)

      5. Where are they located in the car (on the shelf, on the floor, or at the rear door)?

      6. What's the best travel path to get to that stop?

      7. Where does the next pickup fit into my delivery sequence?

      8. Where in the car should I load the carry aid to be ready for its next anticipated use?

   B. Do not record or look at EDD views while in the car. Use EDD during walks and delays to remember the characteristics of future stops.

III.   **Follow DIAD two-way communication procedures**

     A.   Read and, if necessary, respond to any DIAD messages.

IV.   **Check for pedestrians as well as traffic conditions**

     A.   As you approach the car, scan the area around vehicle. Check in front, under and behind the vehicle. Recheck in front if conditions have changed. Check to see that you can pull out without backing. If not, see if the rear of the car is clear enough for backing. Enter the car from the side you are approaching.

Section 9
On Road – Delivery – Load, Prepare, and Start the Car

I.   **Move out without delay**

   A. By planning ahead, there is no need for you to recheck, reposition, or reread any of the packages when you return to the car. Proceed directly with your start car routine.

   B. Do not record or look at EDD views while in the car.

II.   **Follow your start car routine**

   A. Have the ignition key in hand before reaching the car.

   B. Use the handholds when entering the car.


Use Handholds

   C. Place the DIAD in the holder while getting into the seat.

III.   **Load non-deliverable packages and send agains**

A. 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.
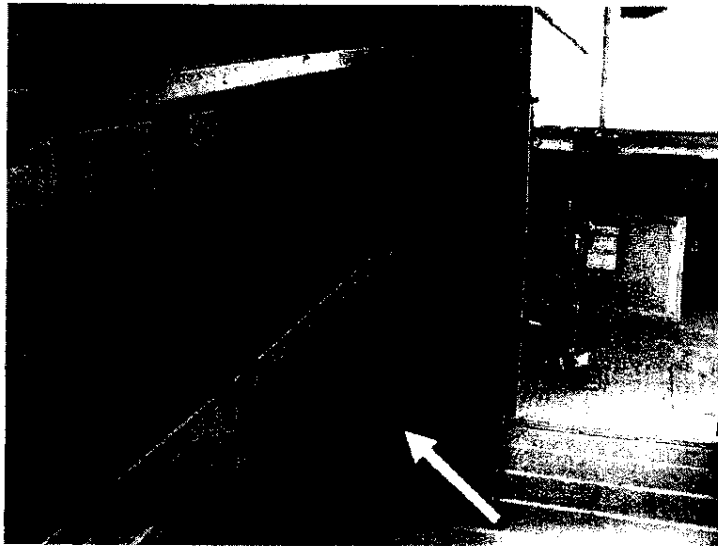
Section 4000 Floor Area

B. For all hazardous materials send again packages, make sure that the corresponding shipping paper is placed back into the hazardous materials pouch in the cab after returning to the car.

IV.   **Load and secure the carry aid**

A. Load the carry aid through the door from which your next carry aid packages will be selected. Secure the carry aid in the designated area.

B. Utilize the carry aid's bumper glides and tires as leverage over the cab steps or bumper to pull the carry aid into the car.

V.   **Progressively organize delivery turn-in materials**

A. Progressively organize delivery turn-in materials before your start car routine. These include Return Services send agains, Call Tag send agains, C.O.D. checks, etc.
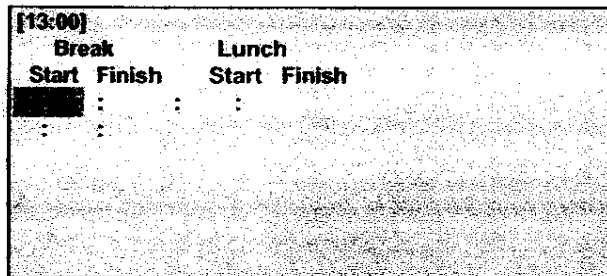
VI.   Start car

A. Recheck in front of car to see if conditions have changed. As you approach the car, scan the area around vehicle. Check in front, under and behind the vehicle. Recheck in front if conditions have changed. Check to see that you can pull out without backing. If not, see if the rear of the car is clear enough for backing. Enter the car from the side you are approaching.

B. Seat belt and ignition sequence:
    Gasoline Cars
    If a 3-point harness seat belt is installed, first fasten the seat belt and then insert the ignition key. For single lap belts, buckle the seat belt while inserting the ignition key.

    Diesel Cars
    Insert the ignition key, turn to the on position and then fasten the seat belt.

C. Start the engine with one hand while releasing the parking brake with the other.

D. Look over your left shoulder, scan the area, and check your mirrors for traffic conditions. Proceed into traffic when it's safe to do so.

Section 10
On Road – Personal Time

I.   **Personal Time**

A. Enter the time that you start and finish your lunch/meal into the DIAD time card screen as you take it. You are required to take your full personal time.

DIAD View for Break and Lunch Screen

```
[13:00]
    Break            Lunch
 Start  Finish    Start  Finish
            :         :        :
      :     :
```

Break and Lunch Screen

B. Secure the DIAD in the cargo area during lunch and break or take the DIAD with you.

Section 11
On Road – Pickup – Leave the Car

The UPS package cycle begins with shippers preparing "clean" packages and continues with your service commitments. A "clean" package is one that has proper labeling, proper packaging, and complete and correct delivery information.

What happens at the pickup point has a ripple effect throughout the system. If the pickup process is done right, the job of handling packages throughout the system is more effective, and customers receive the high quality service they expect.

I. **Arrive at the pickup point on schedule**

A. Arrive at the pickup stop within a 15 minute window of the scheduled pickup time. Please note that if you arrive too early, the packages may not be ready for shipping; if you arrive too late, the packages may go to the competition.

B. Ensure the pickup information in your DIAD is accurate. Follow local procedures for updating information as things change in your area.

```
DIAD Main Menu V21.32_D3    [12:14]

      1             2            3
   Scheduled    Unscheduled   OneTime
      4             5            6
   Delivery     Statistics     Comm
      7             8            9
    Print        DelLink       ODS

 SplCnts  IntlChk  PreComm
```
Main Menu

```
    1025  LEUNG ENTERPRISES     17:30
VICTORIA HARBOUR                DOCK  __
ASEANA            Rm            Flr
----------------------- 0 Prerecorded --
(B) LEUNG ENTERPRISES     90123456  17:30
DAVIS INVESTMENTS         78901234  17:30
PEARL GARDEN HOTE         56789012  18:00
MAJESTIC HOTEL            34567890  18:00
```
Scheduled Pickup Account List

C. Make Drop Box pickups after the pickup time posted on the box.

D. Park at the closest space available that allows exit without delay and shortens the walk path.

II. Perform your stop-car routine

A. 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 and obtain your DIAD as you arise from the seat.

4. Exit through the door nearest to the point of pickup. If the exit is through the driver's door, check traffic prior to leaving car.

5. When exiting the car, place your feet firmly on the steps, maintain your balance, use the handholds, and visually scan the walk path outside the car for any obstructions.

6. Check traffic before crossing the street.

III. Use a carry aid to eliminate extra trips and to move Over-70 pound packages

A. Take your carry aid when you expect to exceed an optimum load. Use the customer's carry aid if appropriate and readily available.

B. If taking a carry aid, utilize the bumper glides and wheels as leverage over the steps and bumper to lower the carry aid out of the car.