

Section 12

On Road – Pickup – Walk to the Pickup Point

- I. **Know your pickup stops**
 - A. **Be aware of the following:**
 - 1. Know all alternate doors and stairways to the pickup point.
 - 2. Know all the shortest walk paths.
 - 3. Always take your DIAD with you.
 - B. While walking to the pickup point, use CPaD views, if available, to check for any notes, procedures or alerts associated with the stop.
 - C. Encourage the customer to leave the packages, Pickup Summary Barcode (PSB), or pickup book(s) in a convenient location near the pickup point, with premium service packages and high-declared-values separated.
 - D. Walk directly to the location of the pickup records.
 - E. Know where or with whom packages will be left, if a stop is unexpectedly closed.
 - F. Use this knowledge to complete the pickup safely and with the least amount of effort and time.
- II. **Avoid long delays**
 - A. Use an elevator, if immediately available.
 - B. Only wait for an elevator if more than two flights of stairs are involved or if you have a carry aid. Otherwise, use the stairs. __

Section 13 On Road – Pickup – At the Pickup

- I. Show an interest in the customer**
- A. Our goal is to develop a partnership with customers by showing an interest in their shipments.
1. Greet the customer by name.
 2. Make your presence known to the person responsible for UPS shipments while continuing to complete the pickup. By doing so, you allow each customer the opportunity to cover any special instructions.
 3. Politely inquire about volume going to another carrier.
 4. Be prepared to answer any questions regarding UPS services.
 5. Continue to convey a sense of urgency to complete the pickup without being impolite.
 6. Encourage any assistance offered to you.
 7. Always thank the customer for using UPS.
- II. Determine if a pickup needs to be made**
- A. Check the Pickup Record or ask the customer if any packages are to be picked up.
- B. If there are no packages at the pickup point, attempt to make contact with the customer. If the customer is not available, leave an InfoNotice stating what time you were there. Do not scan the InfoNotice barcode.

OCT 7 2010 TO 4:10 PM
 4100
 We attempted to pick up your package(s) on 10/7/2010 at 4:10 PM.
 No packages to be picked up.
 If you have any questions, please call 1-800-533-9943.
 UPS 1000
 1 800.533.9943
 1 800.533.9943

InfoNotice: Pickup Attempt

III. Follow any CPaD instructions specific to the stop**IV. Seek additional volume**

- A. Use established relationships with the customer.
- B. Share your knowledge of UPS services.
- C. Encourage the customer to try additional UPS services, such as EAM, Next Day Air or International shipping.
- D. Enter sales lead information into the DIAD or complete sales lead cards when appropriate.

V. Visually scan the pickup records

- A. Know how to inspect each type of pickup book, document, or record used by your shippers.
- B. For records generated by automated systems:
 - 1. Confirm that the end-of-day process has been run.
 - 2. Verify that today's date is on the pickup record.
 - 3. Confirm the number of packages, noting EAM, Next Day Air and International packages so that they can be separated in the car and reconciled at the 1DA recovery point in the building.
 - 4. On Friday confirm the number of Saturday Delivery packages.
 - 5. Confirm each high-risk package by address. Follow high-risk package procedures.
 - 6. Legibly sign the pickup record.
- C. For standard recorded pickup books:
 - 1. Confirm the presence of the shipper name, address, and account number.
 - 2. Verify that today's date is on the pickup record.
 - 3. Verify that there is a destination address, including ZIP code.
 - 4. Verify that only one service level is indicated for every package.
 - 5. Verify that the weight is recorded for every package.
 - 6. Confirm that additional services such as C.O.D. and Delivery Confirmation Signature are marked.

7. Confirm the number of packages, noting EAM, Next Day Air and International packages so that they can be separated in the car and reconciled at the Next Day Air recovery point in the building.
8. On Friday, confirm the number of Saturday Delivery packages.
9. Confirm each high-risk package by address. Follow high-risk package procedures.
10. When you've completed your inspection, legibly sign your name and record the pickup time and all required totals in the appropriate boxes. If you notice any errors, work with the customer to correct them. The customer must void and initial all corrected entries. Be sure to take all voided pages of the Pickup Record with you.
11. Tear out the top sheet (original) and place it in your shirt pocket.

VI. Follow current hazardous materials pickup procedures

- A. For approved hazardous materials shippers, follow proper hazardous materials procedures. Know which shippers are approved to ship hazardous material packages. They will be denoted by an "H" or an "I" in the DIAD.

VII. Scan the Pickup Summary Barcode (PSB)

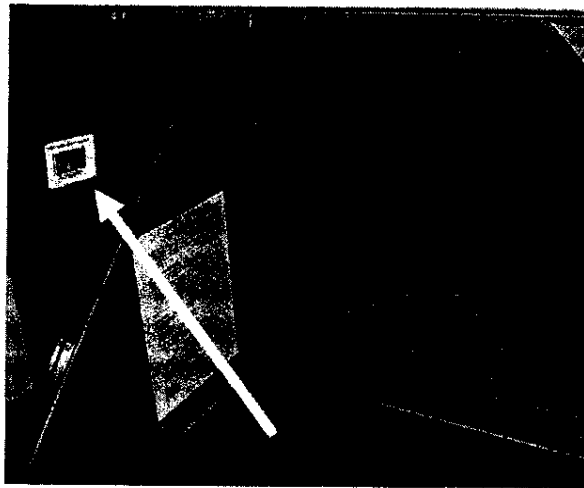
- A. The DIAD will provide a message if the customer has not uploaded their shipping information. Follow the instruction presented in the DIAD when the PSB is scanned.
- B. If there is no PSB, ask the customer if their data has been transmitted.
- C. If the barcode will not scan with the DIAD, take the report with you to turn in to your center.
- D. Encourage the customer to have their end-of-day routine with a printed PSB complete upon your arrival.

VIII. Record pickup data in the DIAD

- A. Record the pickup data on your DIAD at the contact point, during delays, or during the walk back to the car.

IX. Follow Drop Box pickup procedures

- A. Never pickup prior to scheduled pickup time. Follow scheduled pickup time.
- B. Enter Drop Box combination.
- C. Open the Drop Box and scan the barcode on the inside of the door.



Drop Box Barcode

- D. Scan and inspect all Drop Box packages as you remove them.
- E. Inspect shipping documents, such as ASDs, GSDs, and 3SDs, for completeness and accuracy including:
 - 1. One of the following: shipper numbers, major credit card number, or payment by check.
 - 2. Legible and complete shipper and consignee address.
 - 3. Weight.
 - 4. One level of service.
 - 5. On Friday ensure that the customer has placed a Saturday Delivery sticker on each package with the Saturday Delivery box marked.
 - 6. One method of payment.
 - 7. Shipment date that matches the actual pickup date.
- F. Inspect shipping documents. If packages are not acceptable for shipping in the UPS system, give package to the center exceptions clerk.

- G. On Friday, check all Air Shipping Documents (ASD) for possible Saturday delivery.
1. Ensure that a Saturday Delivery sticker is affixed to each ASD package with the Saturday Delivery box marked. If the sticker is missing, place one appropriately on the package.

3 WEIGHT		WEIGHT Ew: 1 LB or Less	DIMENSIONAL WEIGHT If Applicable	LARGE AIR PACKAGE <input type="checkbox"/>	4 SHIPPER RELEASE <input type="checkbox"/>
5 TYPE OF SERVICE	<input type="checkbox"/> NEXT DAY AIR				6 CHARGES
	<input type="checkbox"/> EXPRESS AIR (INTL)				
6 OPTIONAL SERVICES	FOR WORLDWIDE EXPRESS SHIPMENTS Mark an "X" in the box if observed only (Customs documents of no commercial value)				7 AMOUNT
	<input type="checkbox"/> SATURDAY DELIVERY	<input checked="" type="checkbox"/> SATURDAY DELIVERY for Shipment			
	<input type="checkbox"/> RELEASE VALUE FOR CARRIAGE Commercial packages only Maximum value of \$500. No return of unclaimed value. See instructions.				
	<input type="checkbox"/> C.O.D. Fees are added to the shipment amount. Payment must be made by cash only.				
7 ADDITIONAL HANDLING CHARGE	<input type="checkbox"/> An Additional Handling Charge applies in certain areas. See instructions.				\$
8 TOTAL CHARGES					\$
8 METHOD OF PAYMENT	By SHIPPER PAYEE <input type="checkbox"/>	By BUYER PAYEE Elastic Card <input type="checkbox"/>	By BUYER PARTY CARD <input type="checkbox"/>	By CASH At the time of shipment <input type="checkbox"/>	By CREDIT Account Expense Direct Billing MasterCard VISA <input type="checkbox"/>
	9 THIRD PARTY COMPANY NAME				
THIRD PARTY COMPANY NAME					
THIRD PARTY ADDRESS					
THIRD PARTY CITY AND STATE ZIP CODE					
10 SIGNATURE SIGNATURE <input checked="" type="checkbox"/>					
All shipments are subject to the terms contained in the UPS Rate and Terms and Conditions of Service, which are available at UPS.com and the UPS offices.					
DATE OF SHIPMENT					
UPS COPY					

Air Shipping Document (ASD)

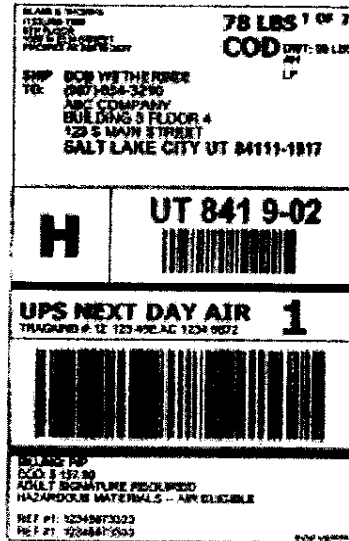
- H. Hazardous material packages are prohibited in Drop Boxes. If you find a hazardous material package in a Drop Box, take it back to the center, and give it to your supervisor.
- I. Cash dropped in a Drop Box must be collected and turned in to the appropriate center personnel.
- J. Maintain the supplies and the outward appearance for an inviting, professional experience for UPS shippers.
- K. Close and verify that the Drop Box is locked.

- L. Reset the pickup indicator to correct setting upon completing the Drop Box pickup.
- M. Seek additional sales leads from approaching customers using competitor Drop Boxes.
- X. Follow On Demand pickup procedures**
 - A. Always take the DIAD to the pickup point and complete the transaction promptly in the DIAD once the pickup is made.
 - B. Take supplies to the pickup point at an infrequent or first-time shipper.
- XI. Scan all packages from walk-up customers**
 - A. Follow current pickup scanning procedures.
- XII. Count the packages**
 - A. Collect Return Services first.
 - B. Count the packages as you pick them up or load them on the carry aid.
 - 1. If the packages are containerized, count them as you load them into the car. To help with verifying containerized piece counts, encourage the customer to containerize in like amounts.
 - 2. Count out loud to verify the piece count and to discourage interruptions.
 - 3. Check for the required number of premium service packages, C.O.D.s, and International shipments, as you count.
 - C. Confirm each high-risk package by address. Follow high-risk package procedures.
 - D. Verify the count with the Pickup Record count.
- XIII. Pick up “clean” packages**
 - A. Pickup “clean” packages with proper packaging, proper labeling, and complete and correct pickup and delivery information.
 - 1. For purposes of package recording, a package must have one of the following:
 - a. A 1Z tracking label.
 - b. A PTN and six-digit shipper number.
 - c. A six-digit shipper number without a barcode.

- d. A shipping document, such as an ASD, Ground Shipping Document (GSD) and 3 Day Select Document (3SD), with a six-digit shipper number, or shipper name and address.
- B. Use your relationships with shippers to remind them that it is in their best interest to provide packages that will make it through the UPS system. Work with the customer to correct improper packaging or labeling.
- C. Inspect each pickup package, including Internet shipments and Return Services for:
 1. Proper packaging.
 2. The removal of old tracking labels or address labels when cartons are reused.
- D. Inspect used corrugated boxes to ensure that they perform like new.
- E. Verify that packages are properly packed and securely closed.
- F. Do not accept into our system:
 1. Packages that will not make it through our system, or are open, damaged, or leaking. Offer assistance as needed.
 2. Prohibited hazardous materials.
 3. Packages that exceed weight and size restrictions.
- G. Check address labels for secure fastening and proper positioning and legible to and from addresses.
- H. Ensure the barcode labels are securely fastened and properly positioned.
- I. Inspect International shipments for the necessary documentation and shipment integrity.
 1. Follow proper International Shipping Acceptance Training (ISAT) pickup procedures.
 2. All packages in a multi-piece shipment must be present.
 3. Use the International Shipment Checklist (available in the DIAD).
 4. Check the invoice for completeness, especially for value, description, and country of origin.
 5. Verify completeness and legibility of the waybill, ensuring that the shipment date matches the actual pickup date and that a payment method is indicated.

6. Leave an InfoNotice when any International packages must be left with a shipper due to not meeting ISAT requirements, if the customer is not available. Do not scan the InfoNotice barcode.
- J. Check for proper labeling of all Saturday Air and Over-70 pound packages.
 - K. Inspect shipping documents, such as ASDs, GSDs, and 3SDs, for completeness and accuracy including:
 1. One of the following: shipper number, major credit card number, or payment by check.
 2. Legible and complete shipper and consignee address.
 3. Weight.
 4. One level of service.
 5. On Friday ensure that the customer has placed a Saturday Delivery sticker on each package with the Saturday Delivery box marked.
 6. One method of payment.
 7. Shipment date that matches the actual pickup date.
 - L. Check for fully completed C.O.D.s.
 - M. Check shipping papers according to hazardous materials procedures.
 - N. Check for overweight, oversize, and over limit packages and notify the customer if any are found.

- O. Check for Over-70 pound packages. Verify the customer's use of the Over-70 pound label; highlight tape, and proper packaging techniques. All Over-70 pound labels or highlight tape should be visible on all sides of the package.



Over-70 pound Label

- P. Make sure the weight on any Over-70 pound package is clearly identified on the Over-70 label.



Over-70 pound Package with Label and Tape

- Q. If any package(s) do not meet the "clean" package requirements, work with the customer to meet package requirements.

XIV. Discourage “not ready” situations

- A. Through your actions and friendly attitude, let your customer know the importance of maintaining your pickup schedule.
- B. Encourage the customer to be prepared for your pickup by recording each shipment as it's packaged and labeled for shipment.
- C. Encourage the customer to have their end-of-day routine with a printed PSB complete upon your arrival.

XV. Encourage customer assistance

- A. Encourage customer help in moving Over-70 pound packages.
- B. Encourage customers to separate High Value, Next Day Air, and International packages.
- C. Encourage customers to separate Saturday Delivery packages on Friday.
- D. Encourage customers to containerize smalls.
- E. Encourage customers to move packages to be loaded into the package car.

XVI. Develop additional volume and sales leads

- A. Inform the appropriate person(s) of any potential volume and sales leads you noticed. Complete the sales leads card(s) and follow local procedures for processing.

Section 14

On Road – Pickup – Move Packages to the Car

I. Handle packages properly

- A. Do not throw, drop, or abuse the packages.
- B. Your options for handling Over-70 pound packages include:
 - 1. Leveraging and ramping the package using portable rollers or a carry aid.
 - 2. Enlisting customer assistance.
 - 3. Scheduling assistance from another Service Provider.
 - 4. Handling the package unassisted within the Power Zone.

II. Carry optimum loads

- A. An optimum load 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.

III. Use carry aid to eliminate extra trips

- A. Use a carry aid when you expect to exceed an optimum load. An optimum load on a carry aid 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.
- B. 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.



Walking With A Carry Aid and DIAD Pouch

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).

IV. Encourage a helping hand

- A. Develop a friendly relationship with shippers by showing an interest in their shipments. Use the shippers help, as needed. If you are able to handle the packages yourself, do so. The shipper will then be more willing to assist when you do need help.

V. Walking from the pickup 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. 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.
- C. Use CPaD views, if available, for any notes, procedures or alerts associated with the next stop.
- D. Have the ignition key in hand before reaching the car.
- E. Use the handhold when entering the car.

VI. 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 15 On Road – Pickup – Load Packages

- I. **Utilize the bottom shelves fully**
 - A. Packages on the bottom shelves are easier to handle, for both you and the unloader. Make a final inspection of each package as you load it. Usually, this is your last chance to stop a defect from entering our system.

- II. **Section your car**
 - A. Divide the space in your car from front to back into two sections.
 1. Allow space near the bulkhead door for the packages you anticipate will be carried through that door.
 2. Allow the space based on having a level, flat floor load throughout the car when all pickups have been completed.
 3. Start your floor load from this dividing line and load toward the bulkhead and the rear doors.
 - B. Keep pickup packages separate from all remaining deliveries, send agains and returns.

- III. **Use the bulkhead door for single-carry stops**
 - A. When making these carries, place each package directly into its final position so it will not require re-handling.
 - B. Packages may be shelf-loaded if this does not require rehandling delivery packages and if they are securely placed.

- IV. **Use the rear door for multiple-carry stops**
 - A. When picking up at a dock, or when making several trips to the car at one parking position, load through the rear door.
 - B. Stack the packages directly into their final position in the load.
 - C. When at ground level, use the “ramping technique” to maneuver Over-70 pound packages from the carry aid into the package car. Lean the carry aid on the bumper and place the rubber grommets into the bumper grating to secure the carry aid. Using proper posture (bent knees), slide the package(s) up the carry aid’s frame onto the surface of the package car floor.

V. Stack a tight load on the shelves and on the floor

- A. Build the load up in rows that go from side to side of the car and are approximately twenty four inches deep, starting at the dividing line of your load.
- B. Keep the front of your row as parallel to the front edge as possible.
- C. Start at either end of your row and work your way to the opposite side, building a wall up to no more than a three package height. Then start another row and build it to the height of the first.
- D. Build your two walls up to the height of the anticipated load, and then start a third row. Follow this pattern as you complete loading the car.
- E. Fit the packages tightly onto one another as you go across the row, selecting the best spot to utilize all available space and eliminating possible slipping of packages as you travel.
- F. Keep flat surface on top of flat surface, so that the package weights as well as bearing surfaces are equally distributed.
- G. Use smaller packages to fill in voids.
- H. Keep the labels facing up or toward the back of the car.
- I. Keep irregularly shaped packages to one side of the car.
- J. Keep Over-70 pound packages on the floor in the rear.

VI. Procedures for loading hazardous materials packages:

- A. Load hazardous material packages flat on the floor and stacked no higher than waist level.
- B. Load them with orientation arrows pointing up.
- C. Block and brace them with non-hazardous materials packages to prevent movement while in transit. Ensure that there are no void spaces on all sides of the hazardous material package.
- D. Different hazardous material packages should be separated by at least one non-hazardous materials package on all sides. Packages with the same hazardous material class may be placed together.

VII. Separate packages as needed

- A. Containerize all small packages at the rear of the car for immediate processing upon the return of the building.

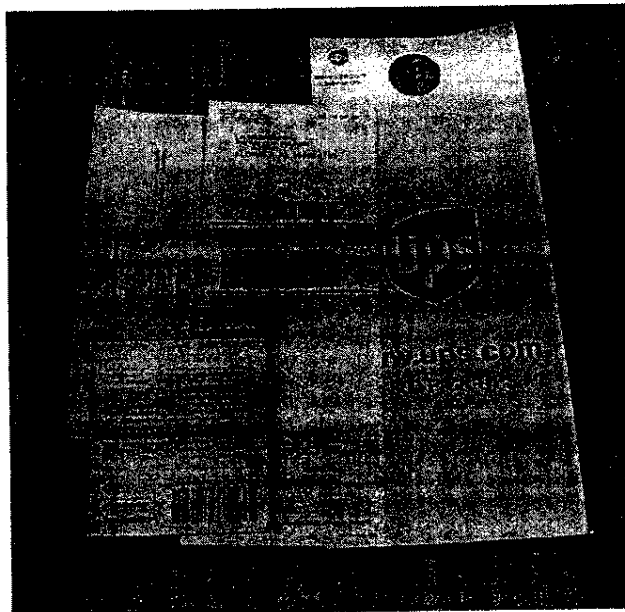
- B. Place packages requiring special handling in designated areas in the car. These packages include Air, International, High Value, smalls, and any other designated packages. Follow your center's separation procedures.
- C. Consistently place all of these packages in designated areas for easy removal when you return to the center.

VIII. Properly secure the carry aid in the car

- A. 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.
- B. After your last stop requiring a carry aid, store the carry aid in the storage position.

IX. Progressively organize turn-in materials

- A. Properly organize turn-in materials as you receive them before your start car routine.
- B. When you return to the car, group all waybills, shipping documents, Pickup Records, and One Time Pickup checks by type. Immediately put them in your turn-in pouch and do not fold them. Any hazardous materials documents must be neatly folded and placed into the turn-in pouch.



Turn-in Pouch