



**UPS
Industrial Engineering
Standard Practice Manual**

**SERVICE PROVIDER
DELIVERY AND PICKUP METHODS
With Enhanced DIAD Download (EDD)
340 - E**

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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.
- B. Keep an emergency supply of customer materials in a clean and orderly manner in your package car to satisfy customer requests.

VII. Verify EDD (Enhanced DIAD Download)

- A. Follow local procedures to verify EDD has been downloaded to the DIAD.

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. Obtain remote from DIAD holder and clip to belt (Keyless Ignition vehicles).
- C. 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. Review and organize Driver Follow-ups and Return Services in the order you will complete them per the EDD delivery order.
 - 4. EDD eliminates the need to enter the cargo area to handle packages.
- D. In the DIAD, scan the vehicle barcode and enter the beginning odometer reading.
- E. Insert the DIAD into the holder. If a powered holder is available, it should be used.
- F. Check all emergency equipment. Check that the fire extinguisher is correctly charged and the reflective triangles are stored properly.
- G. 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.

Note: In countries regulated by ADR (Accord Européen relative au transport international des marchandises Dangereuses par Route), all fully regulated packages carry Dangerous Goods point values. These packages must be scanned before being

loaded so that the total points per vehicle can be calculated. Follow local operating procedures regarding the scanning of these packages.

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. 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

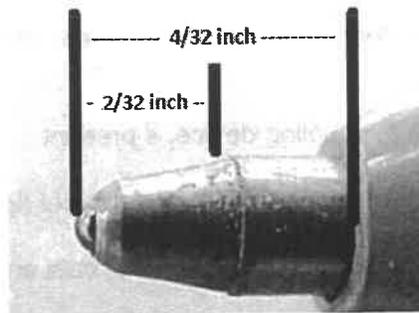
| Steering wheel diameter | Manual steering system | Power steering system |
|-------------------------|------------------------|-----------------------|
| 16" | 2" | 4½" |
| 18" | 2¼" | 4¾" |
| 20" | 2½" | 5¼" |
| 22" | 2¾" | 5¾" |

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 a ball point pen as gauge for both front and rear tires.



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.

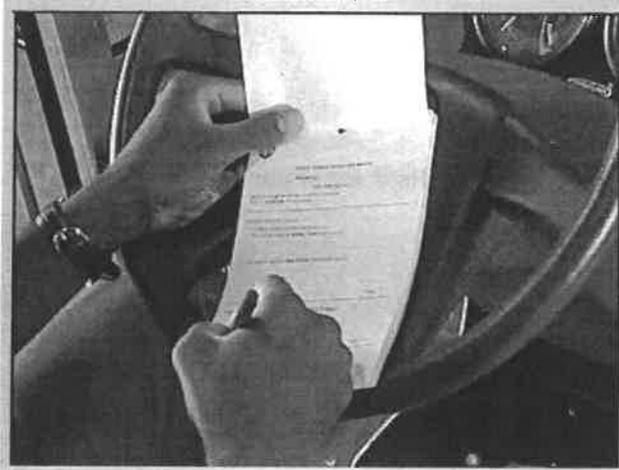
3. Ensure tread depth is no less than 4/32 inch.
- E. Check that the right side reflector and marker light are in good condition.
 - F. Make sure the fuel cap is not missing, if on this side of the vehicle.
 - G. Check that the rear right side reflector and marker light are in good condition.
 - H. Check 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 the most current Driver Vehicle Inspection Report (DVIR).



Driver Vehicle Inspection Report (DVIR)

1. If problems were reported with a vehicle from the most current DVIR, verify that the Automotive Department fixed them and sign and date the DVIR to acknowledge that you have reviewed. If the problems were not fixed, contact your supervisor. If a signature exists indicating that the most current DVIR was already reviewed, no action is required.
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. Utilize EDD views to confirm or select next stop. Choose the most efficient 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. Utilize DIAD Navigation, if available.

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.
- D. Evaluate park location for driver safe exit and entry of vehicle.

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 farther 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.
 - b. In ORION (On Road Integrated Optimization and Navigation) centers, follow the ORION plan to determine when air and ground packages should be delivered together.

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 |
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| 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. If a powered holder is available, it should be used.
 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 off vehicle:
 - i. Standard Key Ignition: 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.
 - ii. Keyless Ignition System: Press the ignition button on the dash once to stop the engine. If necessary, press once more to open the bulkhead door. With the other hand, engage the parking brake.
 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. (Standard Key Ignition). Note: For Keyless Ignition Vehicles, remote will be attached to belt.
 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 steps 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 |
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| X | | 2311 | | YORK | N RD | 1+0 2013 |
| SplCnts | | 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 or RAL. 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, HIN or RAL and address label, as you select it for delivery.

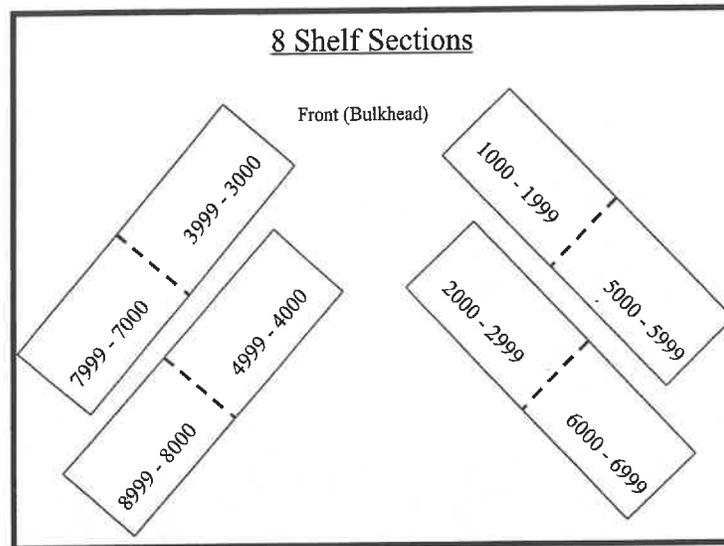
VIII. Never use the cab area for temporary storage

- 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.

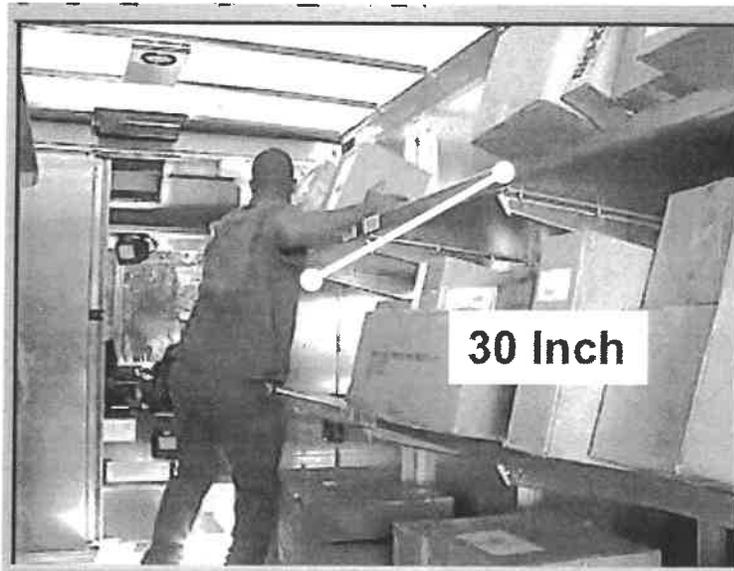
IX. Remember your routine

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.
 - a. The ODO (Optimized Delivery Order) view in EDD may identify some packages in delivery sequence that are outside the 30" selection area
 - b. When selecting these packages for delivery, walk to the appropriate shelf location, look for the correct HIN or RAL and address label, then select the correct package(s)
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.

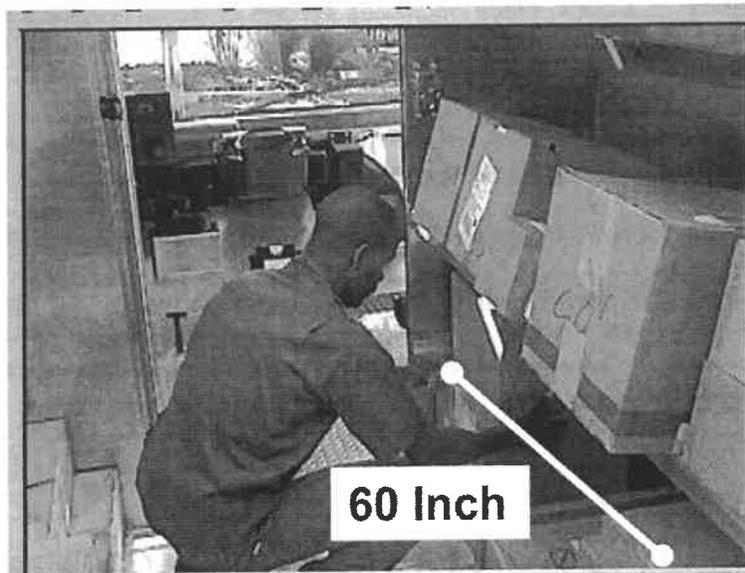


30 Inch Selection Area

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.
2. Floor packages which correspond to the first deliveries of the day are located under the 2000 section and are nearest the bulkhead door.
3. Select floor packages from the 60" areas under the 2000 or 4000 section areas.
 - a. The ODO (Optimized Delivery Order) view in EDD may identify some packages in delivery sequence that are outside the 60" selection area
 - b. When selecting these packages for delivery, walk to the appropriate floor location, look for the correct HIN or RAL and address label, then select the correct package(s)
4. As you select each package, glance at the remaining packages to remind yourself of their delivery sequence. Do this without actually rehandling the packages.
5. When selecting the last stop in a group, move approximately five more packages into the prescribed final selection area.

**60 Inch Selection Area**

6. Place the packages moved to this 60" selection section so that their labels face up, toward the car center, or toward the bulkhead door.
7. Never leave the car to make a delivery unless some packages are in this 60" selection area.
8. Follow the appropriate safe work methods during lifting.

9. Note if any hazardous material packages were selected for delivery. Once delivered successfully, the corresponding hazardous material papers for these packages should be removed from the hazardous materials pouch upon returning to the package car.

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.

Keyless Ignition System: As you walk from the cab to the rear door, activate the rear door unlock by pressing the remote button with two short pushes.

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.
8. Note if any hazardous material packages were selected for delivery. Once delivered successfully, the corresponding hazardous material papers for these packages should be removed from the hazardous materials pouch upon returning to the package car.

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.

1. Unhook strap while maintaining control of carry aid

2. Move carry aid from storage location
3. If carry aid is to be returned to same carry aid storage location, allow strap to hang
4. If carry aid is to be returned to a different carry aid storage location, hook strap back into shelf hole

Key: Securing straps should always be hooked into shelf hole and never be allowed to dangle while the vehicle is in motion.

- 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.

E. Have A Specific Storage Area For Non-Deliverable Packages and Send A-gains

- 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 a-gains 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, look at the ground surface and establish firm footing for step down. Maintain your balance and 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.

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, which are safe, 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



| | | | | | | | |
|---------|--------|-------|---------|-------------|------|------|------|
| 1030 | n | 25 | E | PADONIA | RD | 1+6 | 1001 |
| 1000 | n | 9 | | GREENMEADOW | DR | 1+22 | 1005 |
| R1030 | n | 42 | E | PADONIA | RD | 2+8 | 1007 |
| | | 2101 | | YORK | N RD | 6+0 | 1009 |
| \$ | | 2127 | | YORK | N RD | 22+0 | 2001 |
| - | | 3 | | GREENMEADOW | RD | 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 | Notes | PreRec | Sched | | | |

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

Package Commit Time

| | 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 | |

Accessorial Indicator

R = Signature or Adult Signature Required

\$ = COD

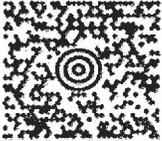
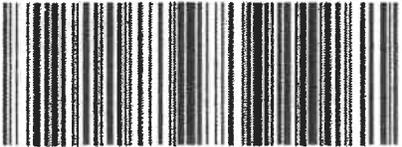
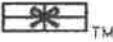
* = Multiple Accessorials

C = Call Tag or Return Services

X = OTPU

- 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 404-555-5555 55 GLENLAKE PARKWAY, N.E. ATLANTA GA 30328 | | 10 LBS COD | 1 OF 1 |
| SHIP TO: UPS I.E.DEPARTMENT 301-555-5555 14841 SWEITZER IA LAUREL MD 20707-2914 | | DWT: 12,12,14 | |
|  | MD 207 9-32  | | |
| UPS GROUND TRACKING #: 1Z 11A F10 72 9013 9915 | | | |
|  | | | |
| BILLING: P/P COD \$ 100.00 | |  | |
| RRDU & Cost Code ic: 2010123456; 2010200010 | | CS 7.5.10.0 WDCR60 42 0A 04/2005 | |

**Special
Instructions**

VI. Record during delays and use EDD views to remember several steps 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 customer's 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. A signature is only required in limited situations and will be indicated in the DIAD in the EDD manifest.
- B. 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 when a signature is required

- 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.

The screenshot shows a terminal window with the following text:

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

In the center, a signature *R. Leung* is displayed within a rectangular box.

Below the signature, the text reads: Clarification: [LEUNG]

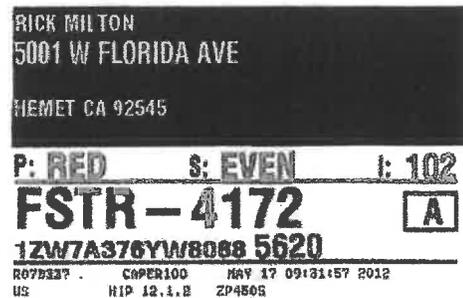
At the bottom right corner of the terminal window, the word "Override" is visible.

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.
- K. Commercial Inside Release (CIR) stops do not require a signature, but customer contact must be made and the last name of that contact person must be obtained.

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 label or Redirect Assist Label (RAL) matches the address in the EDD view and in the stop view.
 - A Redirect Assist Label (RAL) will be applied to any package that UPS is redirecting from a USPS final mile delivery stop to a UPS final mile delivery stop for the intended consignee. When this is the case, the address in the EDD manifest will represent the intended consignee and it should be used as the delivery address. Verify the address on the Redirect Assist Label (RAL) matches the address in the EDD view and in the stop view.
 - A Preload Assist Label (PAL) and the physical delivery address should be used to verify the proper delivery location for all other packages. This will ensure the package is not mis-delivered to the wrong address if the PAL was inadvertently applied to the wrong package.



Example of a Preload Assist Label (PAL) Example of a Redirect Assist Label (RAL)

- 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. Note that a SurePost delivery is treated as a normal delivery. The DIAD and EDD treat the bag as a package.

E. Remove any PALs that are covering customer labels.

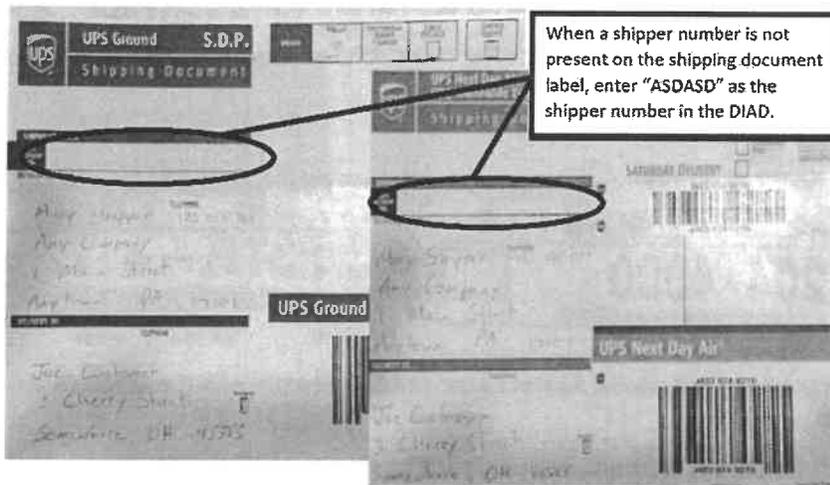


Improper PAL



Proper PAL

Note: When delivering a Shipping Document package and the shipper number is not present on the label, enter the shipper number as "ASDASD" in the DIAD. This will prevent billing issues. Shipping Document services include 1DE, 1DA, 1DS, 2DM, 2DA, 3DS, and GRD.



V. Follow Commercial Inside Release procedures

- A. Commercial Inside Release allows you to leave commercial shipments without obtaining a signature from the consignee. The delivery must still be communicated to the consignee through a verbal message or a visual gesture. *Be sure to communicate the number of packages.* The name of the person with whom you communicated the delivery must be recorded. All commercial deliveries are eligible for CIR unless the shipment contains:
1. Signature Required and Adult Signature Required packages.
 2. UPS Access Point packages.

3. UPS SurePost packages when delivered to a US Post Office.
4. Location Assured packages.
5. UPS Returns Exchange packages.
6. High Value packages. (Follow center procedures.)

VI. Follow Driver Release guidelines

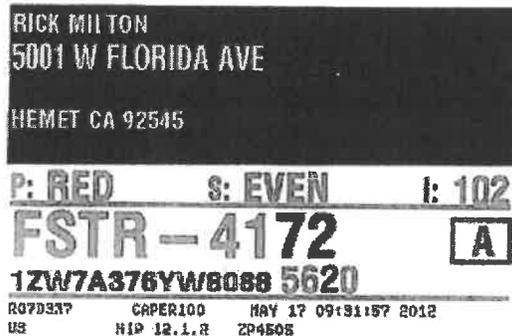
- A. Driver Release allows you to leave certain residential packages in a safe place without a signature, so you can complete the delivery without contacting the customer. Driver release is only for safe deliveries at secured access single-family homes, residential duplexes, condominiums, apartments, 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. When releasing the package, attract attention by knocking on the door, ringing the bell, and calling out "UPS". Do not use the DIAD to knock.
- C. Leave and scan an InfoNotice in a recognizable, easy to see location for the customer identifying any unusual package location.
- D. Do not Driver Release to businesses or unsecured apartments, residential duplexes, condominiums, mobile homes, and townhouses.
- E. Never leave a UPS package in a mailbox.

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.

VII. 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 UPS SurePost/BASIC (refer to service guide) product package addressed to the USPS directly to the final consignee except for those that have been formally redirected by UPS as indicated by a Redirected Assist Label (RAL).



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.

VIII. 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.

IX. 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. If the package will be delivered to a UPS Access Point. Include the location name and address. Be sure to write legibly.
 - 2. If another attempt will be made on the next scheduled business day.
 - 3. The shipper’s name and the exact amount due on C.O.D.s.
 - 4. The location of the package when the delivery is made to an alternate point or unusual place.
 - 5. If the final delivery attempt has been made.

ups

InfoNotice # 0000 0000 000 0

Sorry we missed you...
Track your package(s) at ups.com® using the InfoNotice number (printed above), or see the back for more details.

Free delivery alert at ups.com/join

M. Giles

to 9729 Amazon

Package(s) from

Package(s) will be delivered to a UPS Access Point™ location on the next weekday typically by 1 p.m. IS YOUR PACKAGE THERE YET? Track your InfoNotice at ups.com to confirm availability prior to pickup at:

Package(s) will be available at this location for 3 calendar days

We will try again on the next weekday (excluding holidays). Your action is required. See back for more details.

A) Someone must be here to accept delivery and sign for your package(s)
 Must be 21 years of age or older

B) We can leave your package(s) on the next weekday (excluding holidays) if you sign the back of this InfoNotice

C) Your package(s) has a C.O.D. due \$ _____ See back for payment details.
 Cashier's check or money order only

Your package was left at: Neighbor/Office/Other _____

This was our final attempt Pickup attempted

Need more help? Read the back or go to ups.com/infonotice

InfoNotice: Delivery Attempt

X. 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. 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 | P8 |
| 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.

Note: For cash payments of C.O.D.s, follow local guidelines and procedures. In the U.S., cash payments may not be accepted.

XI. 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.
 - 3. Follow Returns Exchange procedures.

Note: When attempting to deliver an RS1 label to a consignee, remember to attract immediate attention by knocking on the door, ringing the bell, and calling out "UPS". Do not use the DIAD to knock. If the RS1 tag must be left at a consignee's location, use a door hanger when conditions warrant its use.

XII. 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.

XIII. 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 work in the DIAD 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. Prepare to start engine

- A. Standard Key Ignition: Have the ignition key in hand before reaching the car.

B. Keyless Ignition System:

No Load: As you approach the car and before you step into the vehicle, enable ignition by pressing the remote button once.

Loading Packages: As you approach the car and before you step into the vehicle, activate either the Bulkhead unlock and open (one long push on remote button) or the Rear Door unlock (two short pushes on the remote button).

V. 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. Use the handholds when entering the car.

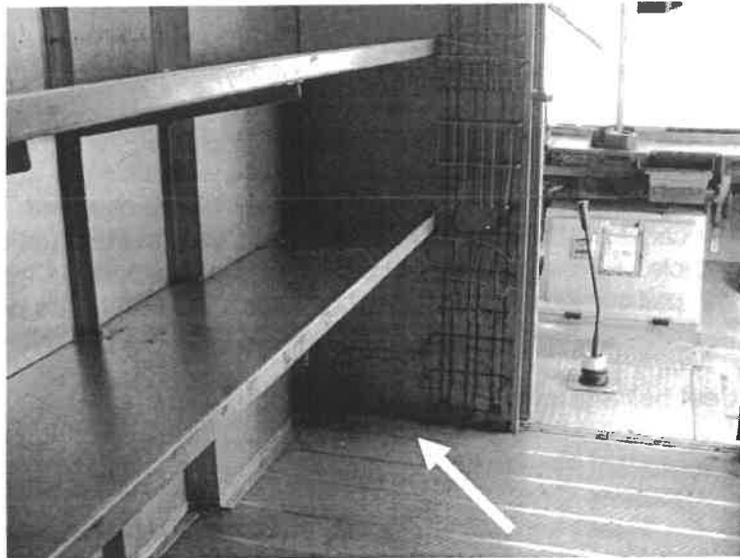


Use Handholds

- B. Place the DIAD in the holder while getting into the seat. If a powered holder is available, it should be used.

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 papers remain in the hazardous materials pouch in the cab.

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 both bulkhead storage locations to minimize interference with package selection
1. Move carry aid towards storage location
 2. If strap is hooked, unhook while maintaining control of carry aid, then move carry aid into storage location
 3. If strap is unhooked, move carry aid into storage location

4. Obtain hook and secure the carry aid to shelf by attaching hook into shelf hole

C. 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.
- B. Discard hazardous material shipping papers from the hazardous materials pouch in the cab of the car for any delivered hazardous materials packages.

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:

a. Standard Key Ignition:

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. Next, turn the key to start the engine with one hand, while releasing the parking brake with the other hand.

Diesel Cars

Insert the ignition key, turn to the on position and then fasten the seat belt. Next, turn the key to start the engine with one hand, while releasing the parking brake with the other hand.

b. Keyless Ignition System:

Gasoline and Diesel Cars

Buckle the seat belt, and then start the engine by pressing the button on the dash with one hand, while releasing the parking brake with the other.

C. 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.

Note: If hazardous materials delivery packages are transferred from the original driver to a secondary driver, the copy of the hazardous materials shipping papers must be removed from the original driver's hazardous materials pouch and placed in the secondary driver's hazardous materials pouch.

Some International Air Transport Association Dangerous Good Document (IATA DGD) shipments may have multiple hazardous materials packages shipped using a single hazardous material shipping document (one shipping paper attached to lead package of shipment). In these cases, the original driver must ensure shipment integrity when transferring these packages to the secondary driver.

In countries regulated by ADR (Accord Européen relative au transport international des marchandises Dangereuses par Route), all fully regulated packages carry Dangerous Goods point values. Follow appropriate DIAD procedures for transferring ADR Dangerous Goods.

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. Follow the pickup stop schedule to provide a consistent customer experience. 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 -- | | |
| (H) | 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 off vehicle:
 - a. Standard Key Ignition: 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.
 - b. Keyless Ignition System: Press the ignition button on the dash once to stop the engine. With the other hand, engage the parking brake.
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 feet firmly on steps, look at the ground surface and establish firm footing for step down. Maintain your balance and use handholds. Scan the walk path outside the car for 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. If using your carry aid:
 1. Unhook strap while maintaining control of carry aid
 2. Move carry aid from storage location
 3. If carry aid is to be returned to same carry aid storage location, allow strap to hang
 4. If carry aid is to be returned to a different carry aid storage location, hook strap back into shelf hole

Key: Securing straps should always be hooked into shelf hole and never be allowed to dangle while the vehicle is in motion.
- 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.

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.

UPS
ABC, Inc.
1/2/18 5:00 PM
CHICAGO, ILL 60601

Sorry we missed you...
Track your package(s) at ups.com using the InfoNotice number (provided below), or see the back for more details.

Package(s) will be delivered to a UPS Access Point™ location, you will need to pick up your package(s) at:
ADDRESS AND / PHONE NUMBER

We will try again on the next weekday (weekdays only).
Your action is required. See back for more details.

A) Someone must be here to accept delivery and sign for your package(s)
 Must be 21 years of age or older

B) We can leave your package(s) on the next weekday (weekdays only) if you sign the back of this InfoNotice

C) Your package(s) has a C.O.D. due \$ _____ See back for payment details
 Cashier's check or money order only

Your package was left at: Neighbor/Other: _____

Pickup attempted
 This was our final attempt

Free delivery alert!
ups.com/join

InfoNotice # 0000 00000 000 0

Head news today? Scan the back or go to ups.com/infonotice

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. CPaD notes may assist in identifying hazardous materials shippers.
- B. In countries regulated by ADR (*Accord Européen relative au transport international des marchandises Dangereuses par Route*), all fully regulated packages carry Dangerous Goods point values. These packages must be scanned before being loaded so that the total points per vehicle can be calculated. Follow local operating procedures regarding the scanning of these packages.

VII. Scan the Pickup Summary Barcode (PSB) or Manifest Summary Barcode (MSB)

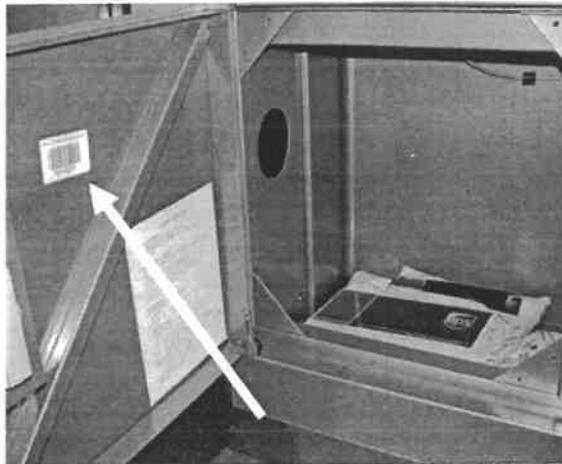
- A. The DIAD will provide a message if the customer has not uploaded their shipping information. Follow the instruction presented in the DIAD when the PSB or MSB is scanned.
- B. If there is no PSB or MSB, ask the customer if their data has been transmitted.
- C. If the barcode will not scan with the 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 or MSB 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.

| | | | |
|--|--|---|--|
| UPS Next Day Air[®] UPS Worldwide Express[™] Shipping Document | | See instructions on back. Visit UPS.com or call 1-800-PICK-UPS [®] (800-742-5877) for additional information and Terms and Conditions. | |
| TRACKING NUMBER 1Z 123 456 22 1234 567 8 | | 3 WEIGHT WEIGHT: Enter: GTR of Label DIMENSIONAL WEIGHT: If Applicable LARGE AIR PACKAGE: <input type="checkbox"/> | |
| 1 SHIPMENT FROM SHIPPER'S UPS ACCOUNT NO. REFERENCE NUMBER NAME: _____ TELEPHONE: () _____ COMPANY: _____ STREET ADDRESS: _____ CITY AND STATE: _____ ZIP CODE: _____ | | 4 SHIPPER RELEASE <input type="checkbox"/> | |
| 2 EXTREMELY URGENT DELIVERY TO NAME: _____ TELEPHONE: () _____ COMPANY: _____ STREET ADDRESS: _____ DEPT./FLR. _____ <input type="checkbox"/> <small>Revised/Local Delivery</small> CITY AND STATE (INCLUDE COUNTRY IF INTERNATIONAL): _____ ZIP CODE: _____ | | 5 TYPE OF SERVICE <input type="checkbox"/> NOT DAY AIR <input type="checkbox"/> EXPRESS (INTL) FOR WORLDWIDE EXPRESS SHIPMENTS Mark an "X" in this box if shipment only contains documents of no commercial value. | |
| 6 OPTIONAL SERVICES <input type="checkbox"/> SATURDAY PICKUP <input type="checkbox"/> SATURDAY DELIVERY <input type="checkbox"/> INSURE TO VALUE FOR CARRIAGE <input type="checkbox"/> C.O.D. | | 6 CHARGES DOCUMENT ONLY: \$ _____ SATURDAY DELIVERY: \$ _____ AMOUNT: \$ _____ TOTAL CHARGES: \$ _____ | |
| 7 ADDITIONAL HANDLING CHARGE <input type="checkbox"/> An Additional Handling Charge applies for certain items. See instructions. | | 8 METHOD OF PAYMENT <input type="checkbox"/> SHIPPER'S ACCOUNT PAYABLE <input type="checkbox"/> RECEIVED BY BUYER <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK | |
| 9 RECEIVER'S/THIRD PARTY'S UPS ACCT. TAG OR MAJOR CREDIT CARD NO. _____ EXPIRATION DATE _____ THIRD PARTY'S COMPANY NAME: _____ STREET ADDRESS: _____ CITY AND STATE: _____ ZIP CODE: _____ | | This shipping document (SD) is not an invoice and does not include payment. The shipper is responsible for payment of the shipping charges and any other charges. The shipper is responsible for the accuracy of the information provided on this document. The shipper is responsible for the accuracy of the information provided on this document. The shipper is responsible for the accuracy of the information provided on this document. | |
| 10 SHIPPER'S SIGNATURE X _____ 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, address labels, and hazardous materials labels and decals 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).

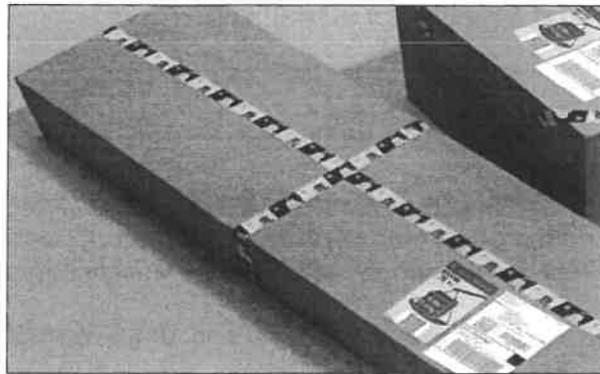
4. Check the invoice for completeness, especially for value, description, and country of origin.
 5. Verify completeness and legibility of the waybill, ensuring that the shipment date matches the actual pickup date and that a payment method is indicated.
 6. Leave an InfoNotice when any International 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. For hazardous materials packages, check shipping papers in accordance with hazardous materials procedures and ensure the shipper has used new, or like new, packaging.
- 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 work in the DIAD 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. Use the handhold when entering the car.

VI. Prepare to load

- A. Standard Key Ignition: Have the ignition key in hand before reaching the car.
- B. Keyless Ignition System: As you approach the car, and before you step into the vehicle, activate either the Bulkhead unlock and open (one long push on remote button) or the Rear Door unlock (two short pushes on remote button).

VII. 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 bulkhead and 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.
 1. Move carry aid towards storage location
 2. If strap is hooked, unhook while maintaining control of carry aid, then move carry aid into storage location
 3. If strap is unhooked, move carry aid into storage location
 4. Obtain hook and secure the carry aid to shelf by attaching hook into shelf hole.

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 in the turn-in pouch.



Turn-in Pouch

Note: All hazardous materials pickup packages must remain with their corresponding shipper's certification until processed at the package center, or other UPS facility, by a designated hazardous materials clerk.

Section 16 On Road – Pickup – Start the Car

I. Move out without delay

- A. If you planned ahead, there is no need for you to recheck, reposition, or reread any of the delivery packages when you return to the car. Proceed directly with your start car routine.
- B. Do not record or use EDD views while in the car.
- C. Activate Ignition – Keyless Ignition System: Upon completion of load and before you step into the cab, activate ignition by pressing the remote button once. For loads through the Bulkhead door, ignition activation will occur in the cargo area as you step through the Bulkhead door. For loads through the Rear Door, ignition activation will be done as you walk from the Rear Door to the cab.
- D. Place the DIAD in the holder while getting into the seat. If a powered holder is available, it should be used.
- E. Recheck in front of the car to see if conditions have changed.

II. Start car

- A. Seat belt and ignition sequence:
 - a. Standard Key Ignition:
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. Next, turn the key to start the engine with one hand, while releasing the parking brake with the other hand.

Diesel Cars
Insert the ignition key, turn to the on position and then fasten the seat belt. Next, turn the key to start the engine with one hand, while releasing the parking brake with the other hand.
 - b. Keyless Ignition System:
Gasoline and Diesel Cars
Buckle the seat belt, and then start the engine by pressing the button on the dash with one hand, while releasing the parking brake with the other.
- B. 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 17 Inside PM

I. Have a set routine

- A. Follow your center's set routine when you arrive back at the center. Follow local procedures for car wash, fueling, air recovery, exceptions processing and check-in.

II. Proceed to your final car position

- A. When you stop at your first designated area, record the time you returned to the building (crossed property line), the ending odometer reading, and complete the load quality review in the DIAD.
- B. Unload all designated packages at their appropriate recovery site.
- C. Park your car in the final position. If this is at the dock, position your car flush against the dock.
- D. Turn off engine.
- E. Open the rear door.
- F. Make sure the carry aid is secured in the bulkhead position.

III. Post-trip your car

- A. Turn on your lights and four-way flashers to verify that they are in working order.
- B. Make one trip around your car in a stopped position to check for obvious scratches, or leaks, and the condition of your lights.
- C. Return to the cab.
- D. If problems exist, complete, sign and date the DVIR and remove the yellow copy for turn in.
- E. Turn off your lights, four-way flashers, cargo lights and cab lights.
- F. Standard Key Ignition: Make sure the keys are left in the prescribed location.
Keyless Ignition System: Remove remote from belt and clip to the DIAD holder in the cab.
- G. Verify that all shipping papers for delivered hazardous materials packages have been removed from the car.
- H. Always remove any trash from the package car at the end of the day.

IV. Process packages not delivered

- A. Process all exception and non-deliverable packages.
- B. Follow your center's procedures for handling these packages.
- C. Unload Same Day Will Calls from the car and place in the designated area.
- D. Follow local center send again procedures.
- E. If a hazardous material send again package is left on the car, make sure that its corresponding shipping papers are left in the hazardous materials pouch in the cab.

V. Process packages requiring inspection

- A. Follow your center's plan for unloading all high-declared-value, hazardous materials, Delivery Change Requests (DCR) and other packages that require inspection.

VI. Complete the C.O.D. turn-in

- A. Do a complete C.O.D. turn-in in accordance with your center's procedures.

VII. Report the condition of your car

- A. Follow the prescribed turn-in procedure for your copy of the DVIR.

VIII. Make a complete turn-in

- A. Follow the prescribed turn-in procedure for all your paperwork.
- B. Follow local procedures for any Drop Box cash collected during the day.
- C. Complete these tasks while making one trip through the turn-in area and handling presorted paperwork a minimum number of times.

IX. Discuss volume leads and service problems

- A. Inform the appropriate person(s) of any potential volume leads you noticed or service problems you encountered in your area.
- B. Review any Drop Box condition concerns with your supervisor.

X. Complete your DIAD time card

- A. Complete all necessary time card information. Verify that your time card information is correct.
- B. Clean the DIAD as required with materials from the DIAD cleaning station.
- C. Punch out.
- D. Do not “Stop Complete” pickup stops you did not make.
- E. Return your DIAD to its proper location.

Section 18

TP60 Trailer Coupling and Uncoupling

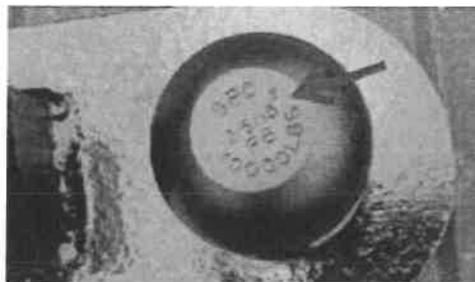
This section outlines the procedure necessary to complete the coupling and uncoupling of a TP60 trailer. Package cars with a full towing package or a properly rated and equipped powered industrial truck are the only vehicles authorized to tow/pull a TP60 or other similar type trailer.

NOTE: Follow the prescribed package car “secure” and “prepare” methods when coupling or uncoupling a TP60. This includes proper use of the seat belt and parking brake, and removal of the ignition key before exiting the vehicle. Couple the TP60 to the package car, then performs the pre-trip of the TP60.

I. TP60 Trailer Coupling

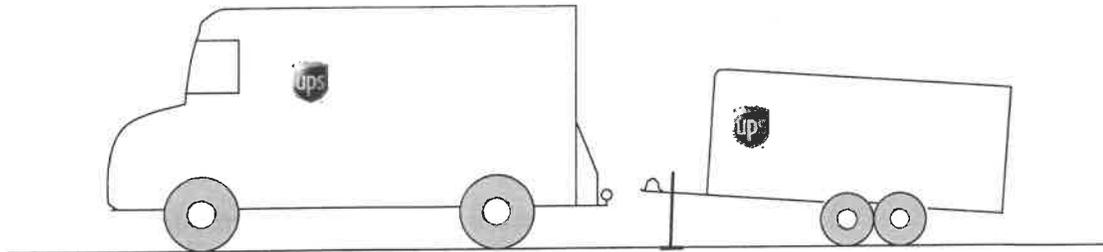
NOTE: Follow local operating procedure to ensure that you are connecting to the correct TP60.

- A. Trailer hitch/draw bar attached: Line the package car up with the TP60 trailer, while watching the rear-view camera monitor, so that the trailer hitch ball and trailer hitch are in line and approximately five feet away from each other. Secure the package car and remove the ignition key.
- B. Turn on the parking lights and four-way flashers.
- C. Walk to the rear of the package car.
- D. Trailer hitch/draw bar not attached: Open the rear door of the package car and obtain the trailer hitch. Slide the hitch into the receiver and secure it with the clevis pin.
- E. Lift and secure the rear bumper grate over the trailer hitch ball, if applicable
- F. Check the draw bar, coupler, and hitch ball for damage and verify the size of the hitch ball is correct. (TP60 ball size is 2-5/16”)



Ball size stamped on top of hitch ball

- G. Adjust the TP60 trailer hitch height in relation to the trailer hitch ball on the rear of the package car, so that the hitch is higher than the trailer hitch ball, as shown below.



- H. Observe the alignment between the trailer hitch ball and the trailer hitch to determine if any side-to-side adjustments will be needed during the final package car movement.
- I. Set or verify the TP60 hand brake is set.
- J. Return to the cab of the car, prepare for travel, and back up the package car, while watching the rear-view camera monitor, so that the trailer ball is underneath the TP60 trailer hitch.
- K. Secure the vehicle and remove the ignition key.
- L. Walk to the TP60 and open the trailer hitch lock assembly.
- M. Lower the trailer hitch onto the trailer ball, lock the trailer hitch, and insert the clevis pin or similar safety pin.
- N. Visually inspect the coupling. **NOTE:** It may be necessary to move the trailer or package car to get the hitch and lock to completely seat.
- O. Completely retract the trailer landing gear and lock it up in the travel position.
- P. Hook the safety chains to the eye hooks on the package car hitch. Hook the chains so that they are crossed with the latches facing down. Also, hook them so that they (1) do not drag on the ground, and (2) have enough slack to prevent binding and brake lock-up during hard turns.
- Q. Hook the brake safety chain to the bumper grate and release the brake lever on the TP60.
- R. Plug in the light cord. Confirm the electrical cord is not dragging on the ground.
- S. Return to cab, turn off the parking lights and four-way flashers.

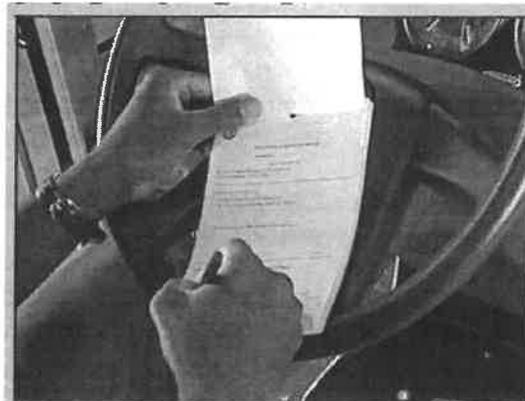
II. TP60 Trailer Pre-Trip Inspection

Walk down the roadside of the trailer making the following inspections. As you move around the TP60 trailer check for damage and that the trailer is not leaning to one side.

- A. Inspect roadside of trailer for reflectors and lights.
- B. Inspect roadside tires 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.
- C. Inspect rear of trailer for signal lights, brake lights, marker lights, clearance lights and tail lights. Ensure that the door is properly closed.
- D. Inspect the curbside of the TP60 trailer in the same manner as the roadside.
- E. Lift the king box cover and check for the hazmat pouch, which will contain shipping papers for any hazmats loaded in the TP60. (If there are no hazmats loaded, an empty pouch should be in the king box.)
- F. Review the most current Driver Vehicle Inspection Report (DVIR). The DVIR for the TP60 is located inside of the trailer.



TP60 DVIR Holder



Driver Vehicle Inspection Report (DVIR)

- G. If problems were reported with the TP60 from the most current DVIR, verify that the Automotive Department fixed them and sign and date the DVIR to acknowledge that you have reviewed. If the problems were not fixed, contact your supervisor. If a signature exists, indicating that the most current DVIR was already reviewed, no action is required.

- H. If any safety related problems or potential road call items were discovered during your pretrip, notify your supervisor immediately.
- I. Return to the cab and activate the trailer electric brake controller. Insert the ignition key and start the engine.
- J. Pull ahead and apply the TP60 brakes with the trailer manual electric brake controller. Stop and inspect the coupling again prior to leaving the yard.

III. TP60 Trailer Disconnect and Post-Trip

- A. Secure package car. Turn on the parking lights and four-way flashers. Remove the ignition key.
- B. Exit the curbside of the package car.
- C. Make a post-trip inspection of the trailer:
 - 1. Inspect for damage.
 - 2. Inspect marker lights.
 - 3. Inspect four-way flashers.
 - 4. Inspect wheels and tires.
- D. Unplug the light cord.
- E. Remove the brake lever safety chain and lock the parking brake on the TP60.
- F. Remove the safety chains, and store them by hooking them onto the TP60 so that they do not drag.
- G. Unlock the trailer hitch.
- H. Lower the trailer landing gear leg. Raise the trailer hitch high enough to clear the trailer hitch ball and lock the hitch.
- I. Pull the package car ahead approximately five feet. Secure the vehicle and remove the ignition key.
- J. Exit the car, and walk to the rear of the car. Lower and lock the rear bumper grate over the trailer hitch ball.
- K. Many vehicles have a detached hitch that must be removed from the vehicle. If this is necessary, remove the hitch and store it in the package car or the TP60, depending on local operating procedure.
- L. If problems exist, complete, sign, and date the DVIR for the TP60 and remove the yellow copy for turn in. Replace the TP60 DVIR book into the holder inside the TP60.

Section 19 Fueling

Fueling package cars includes all activity required to fuel the car at the fuel island. Fueling usually takes place on-property at a UPS facility, though the activity may also occur while on road. The fueling process in this section describes the use of the fueling stations located on UPS property. Follow local procedures for fueling at a non-UPS location. Fueling is recorded as a separate activity on the timecard for the application of the time allowance.

A. Vehicle Movement

Drive to the fuel island. On property speed should not exceed the posted speed limit. Stop the vehicle adjacent to the fuel island. Vehicle movement from the fueling location is not included as part of the fuel process; the travel away from the fuel location is included as part of the next on-property activity.

B. Fuel

The fueling process in this section discusses filling the tanks of the vehicle for:

1. Diesel/Unleaded
2. Diesel Exhaust Fluid (DEF)
3. Compressed Natural Gas (CNG)

1. Diesel/Unleaded

Drivers should refill the tanks with a frequency based on local operating procedures.

The work elements to Fuel diesel or unleaded tank are:

- Secure vehicle and turn off engine.
- Exit vehicle using three points of contact.
- Fill tank with fuel.
- Return hoses and nozzles to the dispenser after filling
- Make entries onto fuel and oil record, as necessary.
- Enter vehicle using three points of contact.
- Prepare to travel.
- Proceed (travel) to the next planned activity.

Safety Tip

Remain in visual contact of the nozzle through the fueling process.

Safety Tip

Do not leave the vehicle unattended during the fueling process.

Safety Tip

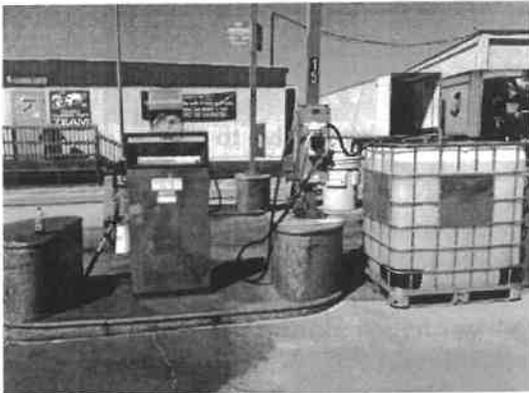
Follow the posted safety procedures during fuel.

2. Diesel Exhaust Fluid (DEF)

Diesel Exhaust Fluid (DEF) is a solution used in certain diesel engines to lower the nitrogen oxide concentration in the exhaust emissions. Drivers should refill the DEF tank with a frequency based on local operating procedures.

The work elements to Fuel DEF tank are:

- Fill the DEF tank after fueling with diesel.
- Return hose and nozzle to the dispenser after filling.
- Record the usage of DEF fluid per local operating procedures.



DEF Station (adjacent to Diesel Station)

3. Compressed Natural Gas (CNG)

This section will provide the fueling methods and procedures to fuel CNG vehicles.

Before fueling, comply with the following safety related items

- Turn off the vehicle
- Locate the nearest emergency shutdown button

I. Procedures to fuel a CNG vehicle

- A. Remove the dust cap from the fueling receptacle.
- B. Select the appropriate fueling nozzle.



Removing dust cap



Fueling nozzles

- C. Retract the sleeve of the fuel nozzle and push connector onto the fueling receptacle and release the sleeve to secure the connection.
- D. Turn the fueling control valve from "Vent to "Fill".



Connecting nozzle to receptacle



Fueling control valve to "Fill"

- E. Lift the dispenser handle to begin fueling.
(a) Intermittent pauses are a normal part of the filling cycle.
(b) Fueling will stop when the target pressure for the tank is reached.
- F. When fueling is complete, push the dispenser handle down.



Lifting dispenser handle



Pushing dispenser handle

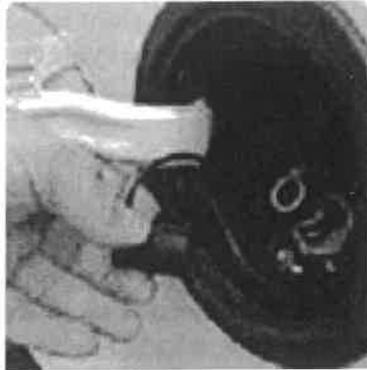
- G. Turn the fueling control valve from "Fill" to "Vent".
- H. Pull back on the nozzle sleeve to release.



Fueling control valve to “Vent”

Releasing the fuel nozzle

- I. Replace the dust cap.



Replacing dust cap

Conclusion

We cannot overstate the importance of continuously developing skill in our jobs. Survival in the worldwide competitive market depends on constant improvement. Leadership in this market is based, in part, on our company's ability to improve -- to widen the gap between UPS and our competitors.

Our methods provide a firm foundation on which we can improve. Practicing these methods allows us to be more efficient and effective in handling the repetitive tasks associated with the work we do. These methods must become automatic -- habit.

We believe that UPS people are the best. And when the best have been given the right tools and training, they perform their jobs better than anyone else can. We're doing that today. Our challenge is to continue to do that tomorrow, and all the days that follow.

You play a key role in building our success as a company. Thank you for your careful attention to the methods presented here.

Although these methods are written for Service Providers, they are also originated by Service Providers. Send recommendations for changes to your engineering manager through your center manager or operations manager. Your ideas and comments are valued.

Stop Recording Procedures

To view the Stop Recording Procedures, please refer to the iGate:

