

Package Acceptance Storyboard

10/20/2003 5:25 PM

Welcome to Package Acceptance section of the Customer Center course. This section provides an introduction on how to properly prepare a package to be shipped within the UPS system.

Audience: Customer Center Associates

Length: 30 minutes

Objectives:



Upon completion of this section, Associates will be able to:

- Explain proper packing procedures for shipping regular items
- Explain placement of the UPS label for shipping regular items
- Identify proper packaging and recognize possible problem packages
- Sharpen the skills that help reduce damages and the claims that result from them
- Demonstrate how to measure and weigh a package
- Differentiate among the different shipping rate categories at UPS

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_010	Introduction	H Associate with a package at the counter	<p>Welcome to the Package Acceptance section of the Customer Center course. This section is designed to help you understand proper package preparation so that your customers' packages are delivered on-time and in good condition.</p> <p>This section will examine:</p> <ul style="list-style-type: none"> • The five components to preparing an item for shipping • How to identify proper packaging and recognize possible problem packages that can result in damage claims • How to measure and weigh a package • How to differentiate among the different shipping rate categories at UPS 		

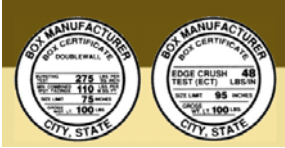
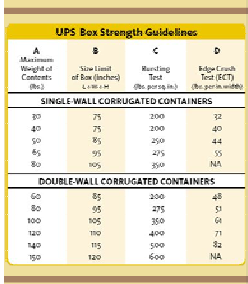
Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_020	Preparing an Item for Shipping	<p>Q</p> 	<p>At UPS, we have all kinds of customers. Sometimes we have customers who bring in an item that they would like to ship, but are not sure how to pack the item. It is your responsibility as the Customer Center Associate, to help the customer properly prepare this item for shipping.</p> <p>There are five components to consider when preparing an item for shipping: the product, the external protection, the internal protection, the method of closure, and the shipping label. The next few slides will cover each of these components in detail.</p>	<p>MC</p> <p>How many items are there to consider when packaging an item?</p> <p>Three Five Seven</p>	
PC_030	What is Being Shipped?	<p>H</p> 	<p>The first question to consider when shipping an item is: what is being shipped? Consider the size, weight and shape of the item(s) before you select the internal or external protection to be used. If an item is an odd size or shape, it may need to be prepared in a special way.</p> <p>Secondly, consider if the item is fragile. Items such as electronics, glassware, ceramics and artwork may require special packaging for safe shipment.</p> <p>Odd sized or shaped items and tips on packaging fragile items are discussed in more detail in the <i>Internal/External Packaging section</i> of the <i>Customer Center</i> course.</p>		


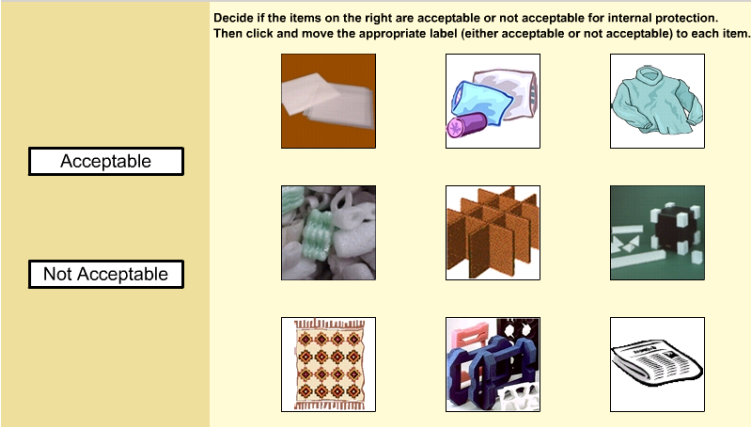
Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special																																																																																
PC_040	The External Protection	<p>Q</p> 	<p>Proper external packaging provides many benefits:</p> <ul style="list-style-type: none"> Shielding the internal protection while keeping it in place and maintaining its shape Adding strength to the internal protection in order to better protect the product <p>When choosing the external protection, always select a new corrugated box whenever possible. The container you choose must be able to withstand the shipping cycle and still retain its protective qualities. Never exceed the maximum gross weight limit for the box, which is printed on the Box Manufacturer's Certificate on the bottom flap of most boxes.</p>	<p>MC The Box Manufacturer's Certificate will tell you the box's Size limit Weight limit Both A and B</p> <p>TF UPS supports the use of previously used boxes. False</p>																																																																																	
PC_050	UPS Box Strength Guidelines	<p>H</p>  <table border="1"> <thead> <tr> <th colspan="5">UPS Box Strength Guidelines</th> </tr> <tr> <th>A</th> <th>B</th> <th>C</th> <th colspan="2">D</th> </tr> <tr> <th>Maximum Weight of Contents (lbs)</th> <th>Size Limit of Box (inches) L x W x H</th> <th>Handling Test (lb per sq. ft.)</th> <th colspan="2">Edge Crush Test (ECT) (lb per sq. inch)</th> </tr> </thead> <tbody> <tr> <td colspan="5">SINGLE-WALL CORRUGATED CONTAINERS</td> </tr> <tr> <td>30</td> <td>75</td> <td>200</td> <td colspan="2">32</td> </tr> <tr> <td>40</td> <td>75</td> <td>200</td> <td colspan="2">40</td> </tr> <tr> <td>50</td> <td>85</td> <td>200</td> <td colspan="2">44</td> </tr> <tr> <td>65</td> <td>95</td> <td>275</td> <td colspan="2">55</td> </tr> <tr> <td>80</td> <td>105</td> <td>300</td> <td colspan="2">NA</td> </tr> <tr> <td colspan="5">DOUBLE-WALL CORRUGATED CONTAINERS</td> </tr> <tr> <td>60</td> <td>85</td> <td>300</td> <td colspan="2">48</td> </tr> <tr> <td>80</td> <td>95</td> <td>275</td> <td colspan="2">51</td> </tr> <tr> <td>100</td> <td>105</td> <td>350</td> <td colspan="2">61</td> </tr> <tr> <td>120</td> <td>110</td> <td>400</td> <td colspan="2">71</td> </tr> <tr> <td>140</td> <td>115</td> <td>500</td> <td colspan="2">82</td> </tr> <tr> <td>150</td> <td>120</td> <td>600</td> <td colspan="2">NA</td> </tr> </tbody> </table>	UPS Box Strength Guidelines					A	B	C	D		Maximum Weight of Contents (lbs)	Size Limit of Box (inches) L x W x H	Handling Test (lb per sq. ft.)	Edge Crush Test (ECT) (lb per sq. inch)		SINGLE-WALL CORRUGATED CONTAINERS					30	75	200	32		40	75	200	40		50	85	200	44		65	95	275	55		80	105	300	NA		DOUBLE-WALL CORRUGATED CONTAINERS					60	85	300	48		80	95	275	51		100	105	350	61		120	110	400	71		140	115	500	82		150	120	600	NA		<p>UPS recommends choosing a box strength that is suitable for its contents, based on the UPS Box Strength Guidelines, displayed to the left.</p> <p>The box strengths are only guidelines to help ensure the containment and protection of products transported through single-package distribution environments. The guidelines are not to be considered packaging specifications, and all packaged products should be tested in accordance with industry-recognized performance tests to ensure the most appropriate level of product protection is achieved.</p> <p>These items, as well as Box Manufacturer's Certificates are covered in more detail in the <i>Internal/External Packaging section</i>.</p>		
UPS Box Strength Guidelines																																																																																					
A	B	C	D																																																																																		
Maximum Weight of Contents (lbs)	Size Limit of Box (inches) L x W x H	Handling Test (lb per sq. ft.)	Edge Crush Test (ECT) (lb per sq. inch)																																																																																		
SINGLE-WALL CORRUGATED CONTAINERS																																																																																					
30	75	200	32																																																																																		
40	75	200	40																																																																																		
50	85	200	44																																																																																		
65	95	275	55																																																																																		
80	105	300	NA																																																																																		
DOUBLE-WALL CORRUGATED CONTAINERS																																																																																					
60	85	300	48																																																																																		
80	95	275	51																																																																																		
100	105	350	61																																																																																		
120	110	400	71																																																																																		
140	115	500	82																																																																																		
150	120	600	NA																																																																																		


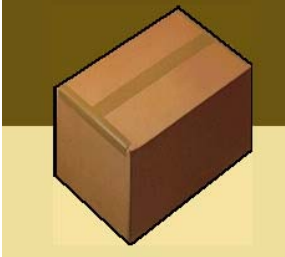
Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_060	The Internal Protection	<p>H</p> 	<p>The internal protection provides many benefits:</p> <ul style="list-style-type: none"> • Immobilizing the product • Providing impact protection for the product • Adding strength to the external protection in order to better protect the product <p>There are several different types of internal protection available. Choosing the most effective internal protection depends on what is being packed. Unacceptable forms of internal protection include clothing, blankets, pillows, towels, and newspaper.</p> <p>The different types of internal protection are covered in more detail in the <i>Internal/External Packaging</i> section.</p>		
PC_070	Internal Protection Activity	<p>FS Drag & Drop (using flash)</p>	<p>Decide if the items on the right are acceptable or not acceptable for internal protection. Then click and move the appropriate label (either acceptable or not acceptable) to each item.</p> 		



Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_080	Securely Closing the Package	<p>Q</p> 	<p>The importance of adequate closure materials and methods are not always fully recognized. Even when you meet or exceed all the external and internal packaging requirements, if the container is not adequately sealed, damage or fall-out of the product can occur.</p> <p>The two main types of closure materials used are taping and stapling. There are two commonly recommended types of tape: pressure sensitive plastic tape and water-activated reinforced kraft paper tape. Do not use masking tape, duct tape, cellophane tape, water-activated paper tape, string or paper over-wrap. Also, tape that is a minimum of 2 inches wide should be used when sealing a package.</p> <p>These types of tape, as well as other tapes and stapling, will be covered in more detail in the <i>Internal/External Packaging section</i>. The next slide will show how to properly tape a package.</p>	<p>MC</p> <p>One of the two commonly recommended types of tape is Duct tape Pressure sensitive plastic tape Water-activated paper tape.</p>	
PC_090	The Six-Strip Tape Method	<p>Q</p> 	<p>The Six-Strip Tape Method is used to seal packages securely.</p> <p>When sealing the package, firmly place a strip of tape on every seam. If a box has six seams, apply three strips of tape to both the top and the bottom of the box, so the middle and two edge seams are sealed as shown in the image to the left.</p> <p>This is called the Six-Strip Tape Method because there are six seams on most boxes.</p>	<p>TF</p> <p>When sealing your container, make sure to place a strip of tape on every seam.</p> <p>True</p>	




Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0100	Shipping Label Placement		<p>Accurate labeling is critical to ensuring that your customer's package arrives at its destination without delays.</p> <p>Proper label placement helps the label stay adhered to the container. Always place the label on the top side of the box, away from any seams or corners. Do not place the label on top of the sealing tape.</p> <p>If a packing slip is being used, place it on the same surface of the package as the address label. Be sure that the ship to and ship from address are include in the label. For Customer Centers using iShip manifesting, UPS will produce the shipping label for the customer.</p>	<p>MC</p> <p>To avoid confusion, labels from previous uses should be: Crossed out with a thick, dark marker Completely removed Both A and B</p>	
PC_0110	Shipping Label Placement, continued		<p>To avoid confusion, place only one address label on the package. Remove all old labels or markings if the box has been used before.</p> <p>Lastly, place a duplicate label inside the package. If a label does fall off, UPS's procedure is to open the package and look for another label. If there is no label inside, the package may not be deliverable or returnable.</p>	<p>TF</p> <p>Instead of placing an additional label inside the package, it is acceptable to place a duplicate label on the bottom of the package.</p> <p>False</p>	



Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0120	Shipping Label Placement Activity	FS	<p>Click the boxes with the correctly placed shipping labels.</p> 		
PC_0130	Heavy Package Sticker	Q 	<p>A Heavy Package sticker is required whenever a package weighing more than 70 pounds (31.5 kilograms) is shipped.</p> <p>Using these highly visible Heavy Package stickers enables UPS to give a heavy package the special attention and handling it requires. This also alerts our employees as well as your customers that special care should be taken to handle them safely.</p>	TF A package that weighs 31.5 pounds requires a Heavy Package sticker. False	
PC_0140	Heavy Package Sticker Placement	H 	<p>Be sure to check that a strong enough container is being used for heavy packages according to the UPS Box Strength Guidelines. This helps to protect the contents from impacts during sorting and over-the-road vibration. Dense cushioning material is a must for internal protection. And the package should be sealed with heavy-duty tape, preferably reinforced.</p> <p>Apply the bright yellow UPS Heavy Package sticker to the right of the address label for maximum visibility. Then write the package's weight in the white box.</p>		

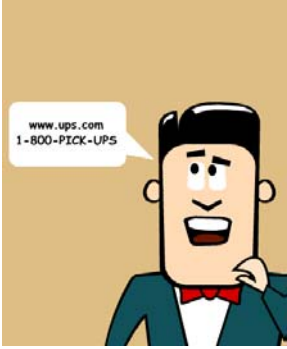
Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0150	Bundled or Strapped Boxes	<p>Q</p> 	<p>Strapping should only be used as a supplementary closure method and only same-sized boxes may be strapped together.</p> <p>When strapping boxes together, each box must be strong enough to hold the total weight of the strapped bundle. Use a minimum of four criss-crossed bands, two in each direction.</p> <p>An address label must be placed on each box. Also, an Additional Handling Charge may apply.</p>	<p>TF</p> <p>If two 40-pound boxes are strapped together into an 80-pound package, both components should be in boxes with at least an 80-pound weight capacity.</p> <p>True</p>	
PC_0160	Special Packaging Needs	<p>H</p> 	<p>Be aware that there are certain items that have special packaging needs when being shipped through the UPS system.</p> <p>These items include:</p> <ul style="list-style-type: none"> • Irregularly shaped items • Bare metals • Tires • Liquids • Fabric and wallpaper • Fragile items, including electronics <p>Proper packaging procedures for these items are explained in the <i>Internal/External Packaging section</i>.</p>		

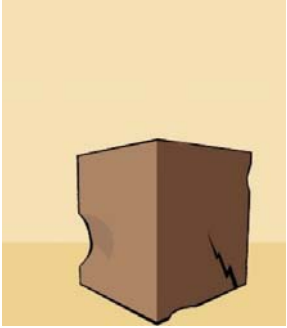

Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0170	Special Restrictions	<p>H</p> 	<p>Restrictions apply to the shipping of certain items, such as firearms, ammunition, fireworks, hazardous materials, Other Regulated Materials (ORM-D), hazardous waste, international dangerous goods, alcoholic beverages, international jewelry shipments, live animals, perishable commodities, and articles of unusual value (as defined in the UPS Tariff at www.ups.com).</p> <p>These topics are discussed in more detail in other sections of the Customer Center course. For complete information, call 1-800-PICK-UPS® or visit www.ups.com.</p>		
PC_0180	Packaging Responsibility	<p>H</p> <p>Customer & Associate packing a package</p>	<p>UPS shares the responsibility with the customer to ensure that proper packaging is used and that the contents of packages are adequately and securely packed, wrapped, and cushioned for transportation.</p> <p>The use of packaging provided by UPS, or of packaging purchased from UPS, is not a guarantee that an item is sufficiently packaged for transportation.</p> <p>UPS does not provide special handling for packages bearing “Fragile,” package orientation markings (e.g., “UP” arrows or “This End Up” markings), or any other similar such markings.</p>		

Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0190	Damage Claims	<p>H</p> 	<p>UPS insures all packages up to \$100 free of charge. If the item is damaged during shipping, UPS may reimburse the customer up to \$100. The customer also has the option to purchase additional insurance for an additional charge.</p> <p>Remember, we have all kinds of customers at UPS. The majority of our customers will bring an item to the Customer Center already packaged and ready to be shipped. It is the Customer Center Associate's responsibility, along with the customer, to ensure that the item has been properly packed for shipping.</p>		
PC_0200	Identifying Proper Packaging	<p>Q</p> 	<p>Often, customers will bring pre-packed packages to the Customer Center. However, there is no guarantee that the product has been packed safely or securely. UPS reserves the right to open and check the contents to ensure the package will not be damaged in our system.</p> <p>Fortunately, there are signs that you can look out for and questions you can ask the customer to ensure that the package arrives to its destination without damage.</p> <p>First, start with the three C's to good packaging:</p> <ul style="list-style-type: none"> • Container • Cushioning • Closure <p>Each of these components must be checked for the overall safety and security of the item.</p>	<p>MC</p> <p>The three C's to good packaging are: Compact, container and closure Container, cushioning and closure Carton, closure and customs</p>	



Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0210	The Three C's to Good Packaging	H CCA performing the Pressure Check	<p>To inspect the container, cushioning, and closure used for shipping, perform the Pressure Check and the Six-Sided Check.</p> <p>Pressure Check:</p> <ul style="list-style-type: none"> • Push down on the top of the package • Push down on the bottom of the package • Push in each side of the package <p>Any package that can be pushed in with a minimum amount of pressure, or pushing the sides in causes the tape to separate, must be opened and repacked.</p>		
PC_0220	The Three C's to Good Packaging, continued	Q CCA performing the 6 Sided Check	<p>Six-Sided Spin Check:</p> <ul style="list-style-type: none"> • A minimum of 2-inch tape must be used • Check the top for adequate tape • Check the bottom for adequate tape • Check every seam for adequate tape • Check all sides for additional address labels, hazardous markings, etc. by spinning the package <p>Add additional packaging materials and re-tape the package closed. Packages that have movement inside and all High Value (\$1,000 or more) packages must also be reopened and inspected.</p>	<p>TF</p> <p>To inspect the Three C's to good packaging, perform either the Pressure Check or the Six-Sided Spin Check.</p> <p>False</p>	

Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0230	Proper Labeling	<p>H</p> 	<p>Lastly, inspect the labeling on the package. Make sure that:</p> <ul style="list-style-type: none"> • The “Ship to:” address is below the shipper’s address • Labeling is on one side of the package only, this includes packing lists • Paper labels are completely taped-over • All shipping documents match the labels on the package • No other labels are anywhere on the package <p><i>Note: For Customer Centers using iShip manifesting, UPS will produce the shipping label, which already includes the ship to and ship from addresses.</i></p>		
PC_0240	Every Package is a Bundle of Questions	<p>H</p> 	<p>While inspecting for proper packaging, ask yourself and the customer the following questions (on this slide and the next). These questions need to be satisfactorily answered in order for you to be reasonably sure that the package will reach its destination safely.</p> <p>Customer Questions</p> <ul style="list-style-type: none"> • Is this a business or non-business shipment? • Is this your first time shipping with UPS? • Are you familiar with good packaging techniques? <p>External Packaging Questions</p> <ul style="list-style-type: none"> • Is the carton used strong enough to carry the contents? • Is the carton well sealed? • Are there any old address labels on the package which must be removed? • Is the return address valid? 		




Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0250	Every Package is a Bundle of Questions, continued	Q CCA asking a customer questions about their package.	<p>Questions about the Content(s)</p> <ul style="list-style-type: none"> • What is being shipped? What is its value? • Is it fragile? How fragile? • Are there 2 – 4 inches of packing material on all six sides and internal cushioning between each product? • Does the package contain liquid? • Is the item working or is it being shipped for repairs? • Is UPS permitted to carry this merchandise? • How is the item protected? • Has adequate internal protection been used? • Is there a duplicate address label inside? 	<p>YN</p> <p>As a Customer Center Associate do you need to ask the customer a question that you can obviously see the answer to?</p> <p>No</p>	
PC_0260	Package Refusal	Q CCA telling customer that a falling apart package cannot be accepted without being repacked.	<p>When questioning the customer on these points, a friendly, courteous approach can mean the difference between cooperation and hostility.</p> <p>Our aim is to serve every customer and accept every package we reasonably can. If you are in doubt of the packaging used, ask to open the package.</p> <p>If the customer refuses to let you open the package, we cannot accept the package for shipment. Explain to the customer that it UPS reserves the right to open and check the packaging of the contents to ensure the package will not be damaged in the UPS system.</p>	<p>TF</p> <p>If the customer refuses to let you open a questionable package, UPS requires you to respect the customer's wishes and ship the package without inspection.</p> <p>False</p>	

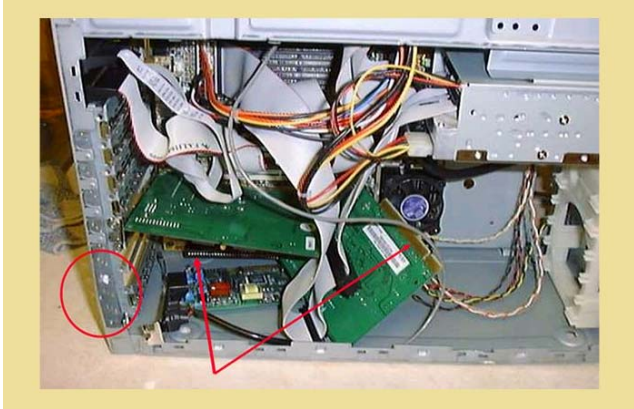
Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0270	Recognizing Problem Packages: Factory Original Boxes	<p>Q</p> 	<p>A computer case box is an example of a factory original box and could possibly be a problem package.</p> <p>Computer case boxes are designed for palletized shipments of computer cases with power supplies installed in them. They are not designed for individual travel through an automated package handling system, like UPS.</p> <p>The picture to the left is of a carton that has never been shipped by itself and already it has signs of deterioration on the top flap and down its left corner. The carton also does not have a Box Maker's Certificate. While this may actually be the "original" carton, it was not designed to house the finished PC. Factory original cartons are designed for the empty computer case, not the finished PC.</p>	<p>YN</p> <p>Can a Customer Center Associate reject a package for shipping that is in the original factory packaging?</p> <p>Yes</p>	
PC_0280	Inside the Factory Original Box: Before and After Shipment	<p>H</p> <p>BEFORE SHIPPING</p>  <p>AFTER SHIPPING</p> 	<p>Some computer case manufacturers update their products but continue to use cartons designed for the older models. Notice the large amounts of room between the cushioning material and the product, and the large amounts of room between the carton and the cushioning material in the top pictures. Carton manufacturers are not held to specifications as stringent as those who produce "certified" cartons.</p> <p>After a single shipment through an automated package handling system, the carton looks bruised and battered and the cushioning material is broken in several places. Also, notice that the product plus the foam did not fill the cavity. As a result, the end caps fell apart, which allowed them to travel inward and away from the corners of the case.</p>		



Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0290	What Happens to the Product	FS	<p>Computer case boxes should never be accepted for transportation of fully assembled computers. If this type of box is to be over-packed, the cushioning and carton used should provide adequate protection by themselves, without considering the original packaging.</p> <p>To see what can happen to the product when it is not packed safely and securely, click Close Text.</p> 		
PC_0300	Recognizing Problem Packages Activity	FS Hot spot with pictures of problem packages	Click the areas of each box that could make the package a problem package and therefore unacceptable to ship within the UPS system.		<i>NEED IMAGES of BAD BOXES.</i>


Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0310	Packaging Has a Life	<p>Q</p> 	<p>UPS strongly recommends using a new carton, new cushioning and new closure when shipping.</p> <p>Each use of a carton further compromises its strength. In fact, an estimated 28% of carton strength is lost with each use. Cardboard, Styrofoam, peanuts and Insta-pack all become oversized with each use. With each use the product is more likely to be damaged.</p> <p>If a factory original package is used, check to see if the:</p> <ul style="list-style-type: none"> • Cushioning materials are worn out • Carton is worn out • Packaging was designed for the product being shipped 	<p>MC</p> <p>Which package pictured above would be unacceptable to ship within the UPS system?</p> <p>Package A Package B Both A and B</p>	
PC_0320	Claims Information	<p>Q</p> 	<p>Regardless of how far the package is traveling, the package needs to be packed adequately. If it is not packed properly, damage can occur.</p> <p>Our liability for issuing a claim is nine months and once it is issued, our liability for paying a claim is never ending.</p> <p>The costs of damage can also include:</p> <ul style="list-style-type: none"> • The actual payment to the customer • Refund of the shipping charges • The time spent by the many UPSers involved in processing the claim • Loss of customer confidence 	<p>TF</p> <p>The costs of damage include loss of customer confidence.</p> <p>True</p>	

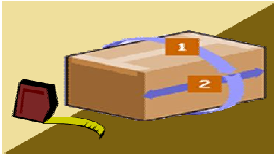
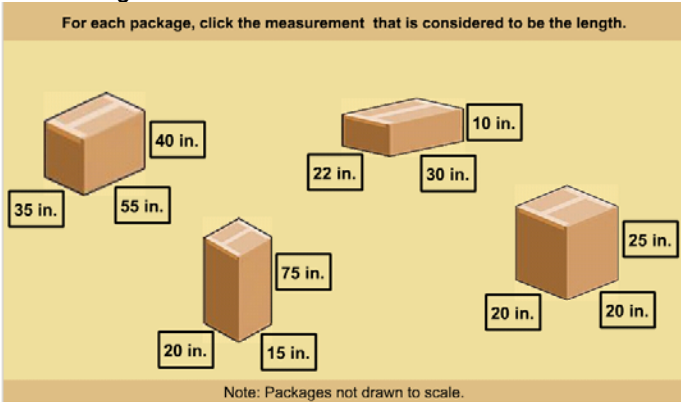
Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0330	Best Practices	<p>Q</p> 	<p>To prevent a package from being damaged and resulting in a damage claim, all Customer Center Associates should follow the following "Best Practices":</p> <ul style="list-style-type: none"> • Pressure Check and Six-Sided Spin Check of all packages • Use cartons that are a proper size and have sufficient weight limit for the contents • Previously used cartons should be in "like new" condition with all flaps intact, no holes, and minimal crush or crease marks 	<p>TF</p> <p>As a Customer Center Associate you have the ability and responsibility to reduce damage claims at UPS.</p> <p>True</p>	
PC_0340	Best Practices, continued	<p>H</p> <p>CCA and supervisor discussing a package</p>	<ul style="list-style-type: none"> • Inspect packages containing liquid, glass, picture frames with glass, and electronics for proper packaging • Inquire if electronics are in working order or being sent for repairs. Note the answer on the shipping record • Know which commodities are restricted or prohibited • Refer to a supervisor to provide additional suggestions on reducing claims <p>Additionally, Customer Center claims will be reviewed with Customer Center Associates periodically. It is your responsibility to make every effort to minimize claims.</p>		



Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0350	Measuring the Package Size	<p>Q</p> 	<p>The two major measures of the package size are the length and the girth.</p> <p>Length: the longest side of the package or object. It is represented by number 1 in the diagram to the left.</p> <p>Girth: the distance completely around the package or object at its widest point, perpendicular to the length. It is represented by number 2 in the diagram to the left.</p> <p>Package Size: the result of adding the length and the girth.</p> <p>When measuring a package, each side is measured in inches (in.) and then rounded to the nearest inch. For example, 10.49 inches would be rounded to 10 inches but 10.5 inches would be rounded to 11 inches.</p>	<p>MC</p> <p>If a package has a girth of 35 in. and a length of 25 in., the total package size would be:</p> <p>35 in. 50 in. 60 in.</p> <p>MC</p> <p>A side of a package measures exactly to 25.63 inches. What measurement would you use for billing purposes?</p> <p>25 in. 25.5 in. 26 in.</p>	
PC_0360	Measure the Package Size Activity	<p>FS</p>	<p>For each package, click the measurement that is considered to be the length.</p>  <p>Note: Packages not drawn to scale.</p>		

Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special																				
PC_0370	Weight and Size Limitations at UPS	<p>Q</p> 	<p>UPS has established specific weight and size limits for individual packages that are sent with all UPS services. Individual packages exceeding these limits cannot be accepted for shipping.</p> <p>The restrictions are:</p> <ul style="list-style-type: none"> • The weight can be up to and including 150 pounds (lbs.) • The length can be up to and including 108 inches • The package size (length+ girth) can be up to and including 165 inches <p>Associates must not accept packages outside UPS size and weight limits. If there are packages found in the UPS system that exceed these limits, the shipper is subject to additional charges, including an Over Maximum Limits Charge of \$50.</p>	<p>MC</p> <p>Which of the following packages cannot be accepted for shipping at UPS?</p> <p>A package that weighs 140 lbs.</p> <p>A package with the package size (length and girth combined) of 155 in.</p> <p>A package with a length of 110 in.</p>																					
PC_0380	Weight and Size Limitations at UPS Activity	<p>FS</p>	<p>Click the measurement(s) that exceed(s) UPS Weight and Size Limitations for each package.</p> <div style="border: 1px solid black; padding: 5px; background-color: #f9e79f;"> <p>All of the packages below cannot be shipped with UPS due to their weight, size, or both. Click the measurement(s) that exceeds UPS Weight and Size Limitations for each package.</p>  <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <tbody> <tr> <td>weight = 165 lbs.</td> <td>weight = 145 lbs.</td> <td>weight = 175 lbs.</td> <td>weight = 110 lbs.</td> <td>weight = 110</td> </tr> <tr> <td>length = 100 in.</td> <td>length = 125 in.</td> <td>length = 25 in.</td> <td>length = 35 in.</td> <td>length = 110 in.</td> </tr> <tr> <td>girth = 70 in.</td> <td>girth = 40 in.</td> <td>girth = 90 in.</td> <td>girth = 140 in.</td> <td>girth = 65 in.</td> </tr> <tr> <td>pack. size = 170 in.</td> <td>pack. size = 165 in.</td> <td>pack. size = 115 in.</td> <td>pack. size = 175 in.</td> <td>pack. size = 175 in.</td> </tr> </tbody> </table> <p>Hint: In some cases its weight AND size (length, girth or package size) exceed the limitations.</p> <p>Remember: Length is the longest side and Package Size = Length + Girth</p> </div>	weight = 165 lbs.	weight = 145 lbs.	weight = 175 lbs.	weight = 110 lbs.	weight = 110	length = 100 in.	length = 125 in.	length = 25 in.	length = 35 in.	length = 110 in.	girth = 70 in.	girth = 40 in.	girth = 90 in.	girth = 140 in.	girth = 65 in.	pack. size = 170 in.	pack. size = 165 in.	pack. size = 115 in.	pack. size = 175 in.	pack. size = 175 in.		
weight = 165 lbs.	weight = 145 lbs.	weight = 175 lbs.	weight = 110 lbs.	weight = 110																					
length = 100 in.	length = 125 in.	length = 25 in.	length = 35 in.	length = 110 in.																					
girth = 70 in.	girth = 40 in.	girth = 90 in.	girth = 140 in.	girth = 65 in.																					
pack. size = 170 in.	pack. size = 165 in.	pack. size = 115 in.	pack. size = 175 in.	pack. size = 175 in.																					



Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0390	Other Weight and Size Regulations	<p>Q</p>	<p>In addition to the restrictions described, there are additional regulations related to package size and weight:</p> <ul style="list-style-type: none"> • Packages that weigh more than 70 lbs. (31.5 kg.) require a special heavy-package label. • Packages that weigh more than 55 lbs. (25 kg.) require a special heavy-package label within the European Union (EU). • Oversize packages and packages with a large size-to-weight ratio require special pricing using dimensional weight calculations. This will be discussed in the next several slides. 	<p>MC</p> <p>Which of the following is true?</p> <p>A package that weighs 50 lbs requires a special heavy-package label</p> <p>A package that weighs 60 lbs requires a special heavy-package label within the European Union</p> <p>A package that weighs 60 lbs requires a special heavy-package label in the U.S.</p>	



Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0400	Package Size and Shipping Charges		<p>In many situations, package shipping fees are based only on the weights of packages; whereas in some other situations, the package size or a combination of size and weight is considered in determining shipping charges.</p> <p>At UPS, we have two approaches to handling situations where package sizes play a role in calculating the shipping fees: oversize package pricing and dimensional weight pricing.</p> <p>For packages shipped via UPS Ground and UPS Standard To Canada, three oversize conditions apply to packages of large sizes. For many other services, dimensional weight is used to handle large packages.</p> <p>The details of these two approaches will be discussed in the next several slides.</p>	<p>TF</p> <p>Oversize determinations apply only to packages that are shipped using UPS Ground and UPS Standard To Canada.</p> <p>True</p> <p>TF</p> <p>A package is ready to be shipped via UPS Ground. It is a large package. You may need to use its dimensional weight in calculating the shipping fee.</p> <p>False</p>	
PC_0410	Oversize Condition 1		<p>There are three oversize conditions:</p> <p>Oversize Condition 1:</p> <p>A package is considered Oversize 1 (OS1) when all of these conditions apply:</p> <ul style="list-style-type: none"> • The package's combined length and girth exceeds 84 inches (213.3 cm) but is equal to or less than 108 inches (274.3 cm) • The package's actual weight is less than 30 pounds (13.6 kg) <p>The billable weight for each OS1 package is 30 pounds (13.6 kg).</p>	<p>MC</p> <p>Which of the following packages would be classified as OS1?</p> <p>Package size of 90 in., weight of 40 lbs.</p> <p>Package size of 110 in., weight of 25 lbs.</p> <p>Package size of 108 in., weight of 25 lbs.</p>	

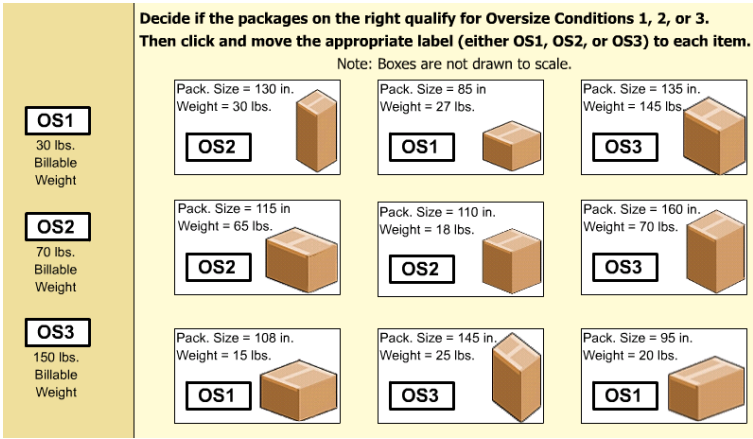

Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0420	Oversize Condition 2		<p>A package is considered Oversize 2 (OS2) when all of these conditions apply:</p> <ul style="list-style-type: none"> • The package's combined length and girth exceeds 108 inches (274.3 cm) but is equal to or less than 130 inches (330.2 cm) • The package's actual weight is less than 70 pounds (31.7 kg) <p>The billable weight for each OS2 package is 70 pounds (31.7 kg).</p>	<p>MC</p> <p>Which of the following packages would be classified as OS2?</p> <p>Package size of 135 in., weight of 40 lbs.</p> <p>Package size of 110 in., weight of 25 lbs.</p> <p>Package size of 110 in., weight of 80 lbs.</p>	
PC_0430	Oversize Condition 3		<p>A package is considered Oversize 3 (OS3) when all of these conditions apply:</p> <p>The package's combined length and girth exceeds 130 inches (330.2 cm.) but is equal to or less than 165 inches (419.1 cm)</p> <p>The package's actual weight is less than 150 pounds (68.0 kg.)</p> <p>The billable weight for each OS3 package is 150 pounds (68.0 kg).</p>	<p>MC</p> <p>Which of the following packages would be classified as OS3?</p> <p>Package size of 130 in., weight of 140 lbs.</p> <p>Package size of 155 in., weight of 160 lbs.</p> <p>Package size of 165 in., weight of 149 lbs.</p>	



Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0440	Determine the Oversize Condition Activity	FS	<p>Decide if the packages on the right qualify for Oversize Conditions 1, 2, or 3. Then click and move the appropriate label (either OS1, OS2, or OS3) to each item.</p> 		
PC_0450	Dimensional Weight – The Rationale Behind It		<p>Dimensional weight is a standard formula used throughout the air-freight industry that considers density when determining the shipping charges.</p> <p>Dimensional weight is determined by using the International Air Transportation Association (IATA) volumetric standard. The calculations are then used to consider the amount of space a package will occupy on an aircraft in relation to the actual weight of a package.</p> <p>UPS uses two different dimensional weight calculations for domestic and international shipments that are based on the cubic size of the package.</p>	<p>MC</p> <p>How many different dimensional weight calculations are used at UPS?</p> <p>One Two Three</p>	


Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0460	How to Measure the Cubic Size of a Package		<p>The cubic size of a package is calculate by multiplying the height in inches or centimeters (number 1 in the diagram), by the length in inches or centimeters (number 2 in the diagram), by the width in inches or centimeters (number 3 in the diagram).</p> <p>Round each measurement to the nearest whole inch or centimeter. The resulting total is the cubic size of the package.</p> <p>Cubic Size = Length x Width x Height</p>	<p>MC</p> <p>A package with a height of 10 in., width of 10 in, and a length of 5 in. would have a cubic size of</p> <p>25 105 500</p>	
PC_0470	Cubic Size Example		<p>For example, a package that has a Height of 9.6 in., round to 10 in. Width of 14.5 in., round to 15 in. Length of 20.2 in., round to 20 in.</p> <p>The cubic size equals 10 in. x 15 in. x 20 in. or 3,000 cubic inches.</p> <p>If the customer is shipping a multiple-package shipment, add the cubic size of all of the packages together. The resulting total is the cubic size of the entire shipment.</p>	<p>MC</p> <p>If a customer has a multiple-package shipment, the cubic size of the entire shipment is found by</p> <p>Calculating the cubic size of each individual package, then adding the results together</p> <p>Calculating the cubic size of only the largest package</p> <p>Calculating the cubic size of only the heaviest package</p>	



Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0480	Dimensional Weight for Domestic Shipment		<p>Dimensional Weight is used as the billable weight on packages that measure more than one cubic foot (1,728 inches) and are domestic shipments and shipments to Puerto Rico using these services:</p> <ul style="list-style-type: none">• UPS Next Day Air Early A.M.®• UPS Next Day Air ®• UPS Next Day Air Saver ®• UPS 2nd Day Air A.M.®• UPS 2nd Day Air ®• UPS 3 Day Select ® <p>Do not use Dimensional Weight to calculate the shipping price for UPS Ground and UPS Standard To Canada; instead use the Oversize conditions.</p>		



Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0490	How to Calculate Dimensional Weight for Domestic Shipment	<p>Q</p> 	<p>If the cubic size of the package is 1,728 inches or less, the actual weight of the package is used in the rate calculations.</p> <p>If the cubic size of the package is greater than 1,728 inches, the cubic size is divided by 194 to determine the dimensional weight in pounds. The weight is rounded to the nearest full pound and used to calculate the shipping rate. The actual weight of the package is compared to the dimensional weight and the heavier weight is used to calculate the shipping rate.</p> <p>If your customer has a multiple-package shipment, add the cubic sizes for all of the packages together. The total is the cubic size of the entire shipment.</p>	<p>TF</p> <p>A Domestic Shipment package has a cubic size of 1,728 in. and a weight of 15 lbs. The weight used to calculate the shipping rate is 9 lbs. (note: $1728/194 = 8.9$)</p> <p>False</p> <p>TF</p> <p>A Domestic Shipment package has a cubic size of 2,525 in. and a weight of 10 lbs. The weight used to calculate the shipping rate is 13 lbs. (note: $2525/194 = 13.0$)</p> <p>True</p>	
PC_0500	Dimensional Weight for International Shipment	<p>H</p> 	<p>Use dimensional weight as the billable weight when the dimensional weight of the packages exceeds their actual weight, for international shipments using these services:</p> <ul style="list-style-type: none"> • UPS Worldwide Express Plus • UPS Worldwide Express • UPS Worldwide Expedited • UPS 3 Day Select • UPS Standard to Canada 		

Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0510	How to Calculate Dimensional Weight for International Shipment	<p>Q</p>  <p>The image shows a chart titled 'International Shipment' with two columns for 'Dimensional Weight (lbs.)' and 'Dimensional Weight (kg.)'. The lbs. column has the formula $\frac{H \times L \times W}{166}$ and the kg. column has $\frac{H \times L \times W}{6000}$. A small brown box is shown between the two columns. Below the formulas, it defines H as Height, L as Length, and W as Width in both inches and centimeters.</p>	<p>The dimensional weight of a package is calculated in pounds by dividing the cubic size of the package in inches by 166. The weight is rounded to the nearest full pound.</p> <p>The dimensional weight of a package is calculated in kilograms by dividing the cubic size of the package in centimeters by 6,000. The weight is rounded to the nearest full kilogram.</p> <p>The actual weight of the package is compared to the dimensional weight of the package and the heaviest weight is used to calculate the shipping rate.</p> <p>If your customer has a multiple-package shipment, add the cubic sizes for all of the packages together. The total is the cubic size of the entire shipment.</p>	<p>TF</p> <p>An International Shipment package has a cubic size of 15,770 in. and a weight of 145 lbs. The weight used to calculate the shipping rate is 145 lbs. (note: $15,770/166 = 95$)</p> <p>True</p> <p>TF</p> <p>An International Shipment package has a cubic size of 15,770 in. and a weight of 90 lbs. The weight used to calculate the shipping rate is 90 lbs. (note: $15,770/166 = 95$)</p> <p>False</p>	
PC_0520	Additional Handling Charges	<p>H</p>  <p>The image shows a cartoon character with a speech bubble that says 'An Additional Handling Charge may apply.' The character is wearing a blue suit and a red bow tie.</p>	<p>An Additional Handling Charge may be applied to the following:</p> <ul style="list-style-type: none"> • Any article that is encased in an outside shipping container made of metal or wood. • Any cylindrical items, such as a barrel drum pail, or tire, that is not fully encased in a corrugated cardboard shipping container. • Any package with the longest side exceeding 60 inches or its second longest side exceeding 30 inches. <p>UPS also reserves the right to assess the charge for any package that, using UPS's sole discretion, requires special handling.</p>		

Package Acceptance Storyboard

10/20/2003 5:25 PM

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0530	Where to Put the Package Once It's Ready	H Image of an example where to put the package once it is ready to go.	<p>Your supervisor will inform you of the designated areas at your Customer Center to place packages that are ready to be shipped.</p> <p>Remember that certain types of packages, for example, Next Day Air packages or High Risk packages, need to go in special areas. This topic is covered in the <i>Associate Overview</i> section of the Customer Center course.</p>		
PC_0540	Summary	No image	<p>This section examined:</p> <ul style="list-style-type: none"> • The five components to preparing an item for shipping • How to identify proper packaging and recognize possible problem packages that can result in damage claims • How packages are measured and weighed • The different shipping rate categories at UPS <p>It is important that Customer Center Associates have an in-depth knowledge of packaging concepts so that they can advise and help customers to ship packages that will reach their destinations on time and in good condition.</p>		

Package Acceptance Storyboard

10/20/2003 5:25 PM

Post Test

TF

The components to consider when packaging an item are the external protection, the labeling, the cushioning, the closure, and the product being shipped.

True

That is incorrect. The components to consider when packaging an item are the external protection, the labeling, the cushioning, the closure, and the product being shipped. Please click Next to continue.

MC

The Box Maker's Certificate will tell you the box's

Size limit

Weight limit

Both A and B

None of the above are correct

That is incorrect. The Box Maker's Certificate will tell you the box's size and weight limit. Please click Next to continue.

UPS supports the use of previously used boxes.

False

That is incorrect. UPS encourages customers to always use a new or a like-new box when shipping with UPS. Please click Next to continue

TF

The best way to seal your container is with the Six-Strip Tape Method to tape the top, bottom and every seam.

True

That is incorrect. The best way to seal your container is with the Six-Strip Tape Method. Please click Next to continue.

MC

To avoid confusion, labels from previous shipments on boxes should always be:

Completely removed

Crossed out with a marker

Covered over with the new label

Both B and C

That is incorrect. Labels previous shipments on boxes from should always be completely removed. Please click Next to continue.

TF

Instead of placing an additional label inside the package, it is acceptable to put a duplicate label on the bottom of the package.

False

That is incorrect. There should only be one label on the package and at least one duplicate label inside the package. Please click Next to continue.

Package Acceptance Storyboard

10/20/2003 5:25 PM

TF

If two 60-pound boxes are strapped together into a 120-pound package, both boxes only need to have 60-pound weight capacity.

False

That is incorrect. Both boxes need to have at least 120-pound weight capacity. Please click Next to continue.

MC

The three C's to good packaging are

Carton, closure, and customs

Compact, container, and closure

Carton, cushioning, and customs

Container, cushioning, and closure

That is incorrect. The three C's to good packaging are container, cushioning, and closure. Please click Next to continue.

TF

To inspect the three C's to good packaging, perform both the Pressure Check and the Six-Sided Spin Check.

True

That is incorrect. Both the Pressure Check and the Six-Sided Spin Check should be used to inspect the three C's to good packaging. Please click Next to continue.

TF

If a customer refuses to let you open a questionable package, UPS requires that you respect the customer's wishes and ship the package without inspection.

False

That is incorrect. If a package is considered to be questionable, either in contents of packaging, the package must be inspected or else UPS cannot ship the package. Please click Next to continue.

TF

As a Customer Center Associate you have the ability and responsibility to reduce damage claims at UPS.

True

That is incorrect. As a Customer Center Associate you are a vital part in helping to reduce damage claims at UPS. Please click Next to continue.

TF

The length of a package is the side where the package opens.

False

That is incorrect. The length is the longest side of the package. Please click Next to continue.

Package Acceptance Storyboard

10/20/2003 5:25 PM

MC

If a package has a length of 25 in. and in girth of 40 in., the total package size would be:

25 in.

40 in.

60 in.

65 in.

That is incorrect. The total package size equals 40 in. plus 25 in., or 65 inches. Please click Next to continue.

MC

Which of the following packages cannot be accepted for shipping at UPS?

A package that weighs 110 lbs.

A package with a package size of 110 in.

A package with a length of 110 in.

All of the above are acceptable at UPS

That is incorrect. A package with a length over 108 inches (choice C) is not acceptable at UPS. Please click Next to continue.

MC

Which of the following is true within the U.S.?

A package that weighs 50 lbs requires a special heavy-package label

A package that weighs 75 lbs requires a special heavy-package label

A package that weighs 60 lbs requires a special heavy-package label

None of the above are correct

That is incorrect. Packages that weigh over 55.1 lbs. require a special heavy-package label within the EU. Packages that weigh over 70 lbs. require a special heavy-package label within the US. Please click Next to continue.

TF

Oversize conditions apply only to packages that are shipped internationally.

False

That is incorrect. Oversize conditions apply only to packages that are shipped using UPS Ground and UPS Standard To Canada. Please click Next to continue.

MC

A package that has a package size over 130 in. but less than or equal to 165 in. and weighs less than 150 lbs, would be classified as

OS1

OS2

OS3

Not acceptable at UPS

That is incorrect. A package that has a package size over 130 in. but less than or equal to 165 in. and weighs less than 150 lbs, would be classified as OS3. Please click Next to continue.

Package Acceptance Storyboard

10/20/2003 5:25 PM

MC

A package that has a package size over 84 in. but less than or equal to 108 in. and weighs less than 30 lbs, would be classified as

OS1

OS2

OS3

Fragile, handle with care package

That is incorrect. A package that has a package size over 84 in. but less than or equal to 130 in. and weighs less than 30 lbs, would be classified as OS1. Please click Next to continue.

When you calculate the shipping charges for an air service package, the rate is based on the smaller of the total actual weight or the total dimensional weight of all the packages in your shipment.

False

That is incorrect. When calculating the shipping charges, the rate is based on the larger of the total actual weight or the total dimensional weight of all the packages in your shipment. Please click Next to continue.

MC

A package with a height of 10 in., width of 10 in. and a length of 10 in. would have a cubic size of

30

110

500

1000

That is incorrect. A package with a height of 10 in., width of 10 in. and a length of 10 in. would have a cubic size of 1000 ($10 \times 10 \times 10 = 1000$). Please click Next to continue.

MC

If a customer has a multiple-package shipment, the cubic size of the entire shipment is found by

Calculate the cubic size of an average package, then multiplying by the number of packages

Calculating the cubic size of each individual package, then adding the results together

Calculating the cubic size of only the heaviest package

Calculating the cubic size of only the largest package

That is incorrect. If a customer has a multiple-package shipment, the cubic size of the entire shipment is found by calculating the cubic size of each individual package, then adding the results together. Please click Next to continue.

Package Acceptance Storyboard

10/20/2003 5:25 PM

MC

If a Domestic Shipment package has a cubic size of 1,728 inches or more, the billable weight is found by

Finding the actual weight

Calculating the dimensional weight by dividing the cubic size by 166

Calculating the dimensional weight by dividing the cubic size by 194

Calculating the dimensional weight by dividing the cubic size by 194, then taking the higher of the actual weight and the dimensional weight

That is incorrect. When a Domestic Shipment package has a cubic size of 1,728 in. or more, the billable weight is found by calculating the dimensional weight by dividing the cubic size by 194, then taking the higher of the actual weight and the dimensional weight. Please click Next to continue.

TF

The billable weight for an International Shipment package is found by calculating the dimensional weight, then using the larger of the dimensional weight and the actual weight.

True

That is incorrect. The billable weight for an International Shipment package is found by calculating the dimensional weight, then using the larger of the dimensional weight and the actual weight. Please click Next to continue.

TF

Packages found in the UPS system that exceed the weight and size limitations at UPS are subject to an Additional Handling Charge of \$5.00.

False

That is incorrect. Packages found in the UPS system that exceed the weight and size limitations at UPS are subject to an Over Maximum Limits Charge of \$50.00. Please click Next to continue.