

Packaging Concepts Storyboard

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Welcome to Packaging Concepts. This course provides an introduction on how to properly prepare a package to be shipped within the UPS system.

Audience: Customer Center Associates

Length: 35 minutes

Objectives:

Upon completion of this course, you will be able to:

- Explain proper packing procedures for shipping regular and odd sized items
- Explain placement of the UPS label for shipping regular and odd sized items
- Identify proper packaging and recognize possible problem packages
- Sharpen the skills that help you reduce damages and the claims that result from them
- Demonstrate how to measure and weigh an item
- Show where to put an item that is ready for shipping

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_010	Introduction	H Associate with a package at the counter	<p>Welcome to the Packaging Concepts course. This course is designed to help you understand proper product preparation so that your customers' packages get delivered on-time and in good condition.</p> <p>This course will examine:</p> <ul style="list-style-type: none"> • The five components to preparing an item for shipping • Special Packaging needs, including how to deal with odd sized and shaped items • Packaging tips, including how to package fragile items, flowable bulk, liquids, framed artwork, and electronics • How to identify proper packaging and recognize possible problem packages that can result in damage claims • How to measure and weigh a package • Where to put the package once it is ready for shipping 		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_020	Preparing an Item for Shipping	Q Package showing 5 parts	<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 Counter 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>TF</p> <p>There are five components to consider when shipping an item: the external protection, the labeling, the cushioning, the closure, and the product being shipped.</p> <p>True</p>	
PC_030	What is Being Shipped?	H Several kinds of items to ship	<p>The first question to consider when shipping an item is: what is being shipped? Consider the item's (or items') size, weight and shape 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. Odd sized and shaped items will be covered later in this course.</p> <p>Secondly, consider if the item is fragile. Items such as electronics, glassware, ceramics and artwork may require special packaging for safe shipment. Tips on packaging fragile items will also be provided later in this course.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_040	The External Protection	Q Box Maker's Certificate	<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, if possible. The container you choose must be able to withstand the shipping cycle and still retain its protective qualities.</p> <p>UPS recommends choosing a box strength that is suitable for its contents, based on the UPS Box Strength Guidelines. Never exceed the maximum gross weight limit for the box, which is printed on the Box Maker's Certificate on the bottom flap of most boxes. These items will be covered in more detail in the Packaging Supplies course.</p>	<p>MC</p> <p>The Box Maker's Certificate will tell you the box's</p> <p>Size limit</p> <p>Weight limit</p> <p>Both A and B are correct</p> <p>TF</p> <p>UPS supports the use of previously used boxes.</p> <p>False</p>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_050	The Internal Protection	<p>H</p> <p>Internal Protection with descriptions</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. The different types of internal protection will be covered in more detail in the Packaging Supplies course. Unacceptable forms of internal protection include clothing, blankets, pillows, towels, and newspaper.</p> <p>TEXT FROM IMAGE</p> <p>Expanded polystyrene (peanuts)</p> <ul style="list-style-type: none"> • Void-fill material for lightweight (under 50 pounds), non-fragile items that are not flat or narrow. <p>Air-encapsulated plastic (bubble wrap)</p> <ul style="list-style-type: none"> • Protection material for lightweight (under 50 pounds), fragile items. <p>Inflatable packaging (air bags)</p> <ul style="list-style-type: none"> • Void-fill material for lightweight (under 50 pounds), non-fragile items that do not have sharp edges. <p>Engineered foam enclosures</p> <ul style="list-style-type: none"> • Moldable, resilient, and good for impact material that is pre-engineered for specific products. <p>Foam-in-place</p> <ul style="list-style-type: none"> • Comes in a variety of different densities for different needs and molds around virtually any item. <p>Corrugated board</p> <ul style="list-style-type: none"> • Can be used to form blocks, pads, trays, liners, partitions, etc. 	<p>IMAGE TEXT cont.</p> <p>Crumpled kraft paper</p> <ul style="list-style-type: none"> • Void-fill material to wrap lightweight (under 50 pounds), non-fragile items that may require moisture absorption. 	<p><i>Should include Insta-pack in the list or wait till Packaging Supplies course?</i></p>

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_060	Internal Protection Activity	FS Drag & Drop with images of appropriate and not appropriate internal packaging supplies	Decide whether the item is acceptable or not acceptable for internal protection. Drag the item to its appropriate column.		
PC_070	Securely Closing the Package	Q Tape	<p>The importance of adequate closure material and methods are not always fully recognized. Even if you meet or exceed all the external and internal packaging requirements, if the container is not adequately sealed, damage or fall-out of your 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. These types of tape, as well as others and stapling, will be covered in more detail in the Packaging Supplies course.</p> <p>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</p> <p>Duct tape</p> <p>Pressure sensitive plastic tape</p> <p>Water-activated paper tape.</p>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_080	The Six-Strip Tape Method	Q Package correctly taped	<p>The Six-Strip Tape Method is used to securely seal packages.</p> <p>When sealing your container, 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> <p>MC</p> <p>On most boxes, you will need to use how many strips of tape?</p> <p>four</p> <p>six</p> <p>eight</p>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_090	Shipping Label Placement	Q Package correctly labeled	<p>The last item to consider before sending your package out is labeling. This item 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 on top of the sealing tape. If a packing slip is being used, place it on the same surface of the packages 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>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>MC To avoid confusion, labels from previous uses should be: Crossed out with a thick, dark marker Completely removed Both A and B are correct</p> <p>TF Instead of putting an additional label inside the package, it is acceptable to put a duplicate label on the bottom of the package. False</p>	IS MC answer correct?
PC_0100	Shipping Label Placement Activity	FS Multiple Hot spot with pictures of correct and incorrectly placed labels	Click the boxes with the correctly placed shipping labels.		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0110	Packaging Responsibility & Special Packaging Needs	H Customer & associate packing a package	<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. 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> <p>When the following items are shipped, please consider their special packaging needs:</p> <ul style="list-style-type: none"> • Irregularly shaped items and bare metals • Fabric and wallpaper • Tires • Bundled or strapped boxes 		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0120	Packaging Irregularly Shaped Items, Bare Metals, Fabric, and Wallpaper	H Irregular items	<p>Irregularly shaped items and bare metals: Tape the address label on a flat surface of the item being shipped. Cover the label with clear tape. Do not use “flying tags.” Blunt all sharp or protruding edges with taped-on, corrugated cardboard pieces. Protect the surface of the item as needed. An Additional Handling Charge will apply.</p> <p>Fabric and wallpaper: Rolled goods travel best when shipped in corrugated boxes. If a fabric or wallpaper roll is shipped in a bag, it is recommended to use a bag with a minimum thickness of six mils. Make sure the bag is tightly wrapped and taped against the roll to reduce the risk of tearing. A tail on an item shipped in a bag must be compressed to the body of the item using tape. Place the address label on a flat surface of the item being shipped. Place duplicate address labels inside cores or between top layers of material. An Additional Handling Charge may apply.</p>		
PC_0130	Tires and Bundled or Strapped Boxes	Q Tire and strapped box	<p>Tires Apply a wide band of pressure-sensitive tape through the center and completely around the body of the tire so that the tape is attached to itself. Attach your address label to the tape band where it covers the tread. Cover the entire label with clear tape. An Additional Handling Charge will apply.</p> <p>Bundled or Strapped Boxes 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 crisscrossed bands, two in each direction. An address label must be placed on each box. An Additional Handling Charge may apply.</p>	TF 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. True	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0140	Packaging Tips: Fragile Objects	Q Image showing fragile items being packed	<p>Fragile objects include things such as Glass, Ceramic, Porcelain, China, Pottery, Dishes, and any other breakable items.</p> <p>Wrap each item separately with foam sheeting or bubble pack. Place a layer of cushioning (foam-in-place, air bags or peanuts), at least three inches thick, on the bottom of the shipping container. Position products on the top layer of cushioning, with at least two to three inches of space between the walls of the box and the other fragile objects. Place two to three inches of cushioning between objects.</p> <p>Once all items are safely placed inside, fill remaining void space with foam-in-place, air bags or peanuts. Seal using six-strip method.</p>	<p>TF</p> <p>It is not safe to send fragile items with UPS.</p> <p>False</p>	
PC_0150	Packaging Tips: Flowable Bulk	Q Image showing flowable bulk being packed	<p>Nuts, bolts, washers, fasteners, keys and bearings, all shipped in bulk, are examples of flowable bulk shipments. The “fluid” and dense nature of the items can cause the package to bulge and accelerates the breakdown of the container.</p> <p>Choose a box that is strong enough to hold your flowable bulk items. Place a pad of corrugated board on the bottom of the container. Place your flowable bulk items inside a plastic bag (recommend a 6-mil bag). This will keep them together as a unit and add to the stability of the package.</p> <p>Fill the remaining void space with tightly crumpled 60-pound kraft paper. Peanuts, air bags or newsprint are not acceptable. Place another corrugated board pad on top of the cushioning. Seal the box using the six-strip method. Always follow the UPS Box Strength Guidelines, however it is recommended to not exceed more than 40-pounds of flowable bulk per package.</p>	<p>MC</p> <p>Due to the density of flowable bulk items, it is recommended not to exceed how many pounds of flowable bulk per package?</p> <p>30</p> <p>40</p> <p>60</p>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0160	Packaging Tips: Liquids	H Image showing liquid being packed	<p>Liquids present unique packaging challenges. When a liquid comes free of its container, not only is it damaged, but it has the potential to damage numerous other packages.</p> <p>Use continuous thread (CT) closures with taller finishes whenever possible to achieve a higher level of thread engagement. Secure the CT closure with the correct amount of application torque (see chart to the left). Use an inner seal whenever possible, such as a heat induction foil seal. Add tape around the cap and bottle to eliminate potential back-off.</p> <p>Once the liquid has been sealed with a CT closure and secured with tape, pack the liquid in a strong shipping container and use extended cell partitions and top and bottom corrugated pads to protect the bottles. Seal the container using the six-strip method.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0170	Packaging Tips: Framed Artwork	<p>H Image showing art being packed</p>	<p>Variations in frame size, thickness, material, construction, as well as style, type and quality of glass all add to the complexity of designing a packaging system for framed art.</p> <p>Framed Artwork Without Glass Place the framed art in a poly bag then cushion with medium density packing foam or bubble pack. UPS recommends a minimum thickness of two inches on all sides and edges while a three-inch depth is necessary at the corners.</p> <p>Framed Artwork With Glass Face-protection sheets of bubble cushioning, corrugated board or foam should be cut to the size of the mounted glass and have a depth great enough to fill the internal cavity of the frame. Center the bagged art piece (print side down) on a sheet of double-wall 200-pound burst corrugated board that is at least two inches wider and longer than the art piece. Using a knife, slit flaps along the four sides of the corrugated sheet. Fold the flaps around the sides of the framed art. Secure the flaps around the framed art with strips of nylon filament tape. Staple double-wall 200-pound burst corrugated spring pads to both sides of the corrugated sheet, at the top and bottom. Corrugated spring pads need to be positioned along the top and bottom edges of the frame for optimum support. The wrapped framed art can then be packaged into a strong full-telescope style box or full-overlap style box.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0180	Packaging Tips: Electronics	<p>H Image showing computer being packed</p>	<p>Electronics, such as computers, monitors and televisions are fragile pieces of equipment that require special packing care to assure safe shipment through the small-package environment. If the original manufacturer's packaging is use, make sure it is acceptable and is in good condition. This includes the original box and original cushioning. If the foam is cracked or broken, replace it or repair it with pressure sensitive tape.</p> <p>Select a new container that is six inches longer, wider and higher than the original manufacturer's box. Follow the UPS Box Strength Guidelines to ensure adequate container strength. Fill the bottom of the new container with at least three inches of foam-in-place, air bags or peanuts. Do not use paper. Place original manufacturer's box inside new box, fill remaining space with foam-in-place, air bags or peanuts. Seal using six-strip method.</p> <p>Some items may require static protection. Hard drives and printed circuit boards (such as modems and video cards) need additional protection from static discharge, especially when packed in Styrofoam peanuts.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0190	Packaging Tips: Over 70's	H Heavy package sticker	<p>A Heavy Package sticker is required whenever you ship packages weighing more than 70 pounds. Using these highly visible Heavy Package stickers enables UPS to give a heavy package the special attention and handling it requires. They alert our employees as well as your customers that special care should be taken to handle them safely.</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. Heavy Package stickers can be ordered online in the Supplies area of the UPS web site.</p> <p>Follow the UPS Box Strength Guidelines to select a strong enough container to help protect the contents from impacts during sorting and over-the-road vibration. Dense cushioning material is a must. Do not use peanuts or crumpled paper because they crush and shift under heavy loads. Customized corrugated or molded foam "framing" is more suitable and reinforces the rigidity of the outer box. Seal with heavy-duty tape, preferably reinforced.</p>		Move to later slide?

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0200	Special Restrictions	H Concerned associate with a package	<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 ups.com).</p> <p>Shippers are prohibited from shipping, and UPS does not accept for transportation, articles having a value of more than \$50,000, and Hazardous Materials are not accepted at the Customer Centers. Additionally, more restrictive value limits apply to packages shipped as a result of a request for service made through the Internet by a shipper who has a UPS Internet Shipping account only; packages returned via Print Return Label, Print and Mail Return Label, Electronic Return Label, or 1 UPS Pickup Attempt Return Services; packages shipped via a UPS Letter Center; and Prepaid Letters.</p> <p>This topic is discussed in more detail in the Service Options course. For complete information on maximum liability, refer to the Terms and Conditions of Service and the UPS Tariff at ups.com. Call 1-800-PICK-UPS® or visit ups.com for guarantee details, service availability, and delivery-time commitments.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0210	Damage Claims	H An unhappy customer with an item broken or a bruised box.	<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>As stated before, 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 your responsibility as the Customer Counter Associate, along with the customer, to ensure that the item has been properly packed for shipping.</p> <p>This section of the course will explain how to</p> <ul style="list-style-type: none"> • Identify proper packaging • Recognize possible problem packages • Prevent damages that result in claims 		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0220	Identifying Proper Packaging	Q Image showing the Three C's	<p>Many times, customers will bring pre-packed packages to the Customer Center. Because these packages are already sealed, there is no guarantee that the product has been packed safely or securely. UPS reserves the right to open and check 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 packaged item. The next slide will explain what to look for in order to check each component.</p>	MC The three C's to good packaging are compact, container, and closure container, cushioning, and closure carton, closure and, customs	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0230	The Three C's to Good Packaging	<p>Q</p> <p>CCA performing either the Pressure Check or the 6 Sided Check</p>	<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>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>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. 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>	<p><i>All High Value packages are opened and inspected?</i></p>

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0240	Good Packaging Continued	Q CCA telling customer that a falling apart package cannot be accepted without being repacked.	<p>Lastly, inspect the labeling on the package:</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>Note: For Customer Centers using iShip manifesting, UPS will produce the shipping label, which already includes the ship to and ship from addresses.</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>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0250	Every Package is a Bundle of Questions	H Question Guy	<p>While inspecting for proper packaging, ask yourself, with some help from 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>Outside Pack 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? 		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0260	Every Package is a Bundle of Questions Continued	Q CCA asking a customer questions about their package.	<p>Contents Questions</p> <ul style="list-style-type: none"> • What is being shipped? What is its value? • Is it fragile? How Fragile? • Is there two-four inches of packing material on all six sides and internal cushioning between each product? • Does it contain liquid? • Does the item work or is it being shipped for repairs? • Is UPS permitted to carry this merchandise? • How is it protected? • Has adequate internal protection been used? • Is there a duplicate address label inside? <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. If the customer refuses to let you open the package, we cannot accept the package for shipment.</p>	<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> <p>YN</p> <p>Can you open a package that you feel is not packed properly?</p> <p>Yes</p>	Is MC answer correct?

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0270	Recognizing Problem Packages: Factory Original Boxes	Q Problem package from description	<p>A computer case box is an example of a factory original box and possibly be 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>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0280	Inside the Factory Original Box: Before and After Shipment	H Before and after photos of problem package	<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 "Zone 2" shipment, 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> <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>Otherwise...</p>		
PC_0290	What Happens to the Product	FS Broken computer inside	To see what can happen to the product when it is not packed safely and securely, click Close Text.		
PC_0300	Recognizing Problem Packages Activity	FS Hot spot with pictures of problem packages	Click the areas of each box that would make the package a possible problem package and therefore unacceptable to ship within the UPS system.		NEED IMAGES of BAD BOXES.

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0310	Packaging Has a Life	Q Two problem packages	<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:</p> <ul style="list-style-type: none"> • The cushioning materials are worn out • The carton is worn out • The 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 are unacceptable</p>	
PC_0320	Claims Information	Q UPS world logo	<p>Regardless of far the package is traveling, it needs to be packed safely and securely. If it is not packed properly, a damage can occur.</p> <p>Our liability for issuing a claim is 9 months and once it is issued, our liability for paying a claim is never ending. Additionally, Customer Counter claims will be reviewed with Customer Center Associates periodically.</p> <p>Damage costs 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>As a Customer Counter Associate you have the power to help reduce damage claims at UPS.</p> <p>True</p>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0330	Best Practices	H Damaged package	<p>To prevent a package from being damaged and resulting into 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 • 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 		
PC_0340	A Scenario	H An angry female customer with a large and odd-shaped package complaining to a male Customer Center Associate	<p>Tom is a new associate at this Customer Center. It was a frustrating day for him. A customer brought in a large and odd-shaped package to be shipped to New York. Tom followed his work procedure to measure and weigh the package. He then told the customer that the shipping fee for the package would be about \$25. The customer became very upset. She argued that it should not possibly be so expensive because last time she shipped something it was much heavier than this one, and she only paid \$15. Tom was not sure whether the charge was correct and did not know how to explain this to the customer. What would you tell Tom to do?</p> <p>This last section of the course will provide Customer Center Associates with knowledge and skills to handle situations similar to the one mentioned above.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0350	How to Measure the Package Size?	Q Package with length and girth marked	<p>The two major measures of the package size are the length and the girth.</p> <p>Girth: the distance completely around the package or object at its widest point, perpendicular to the length. It is represented by number 1 in the diagram to the left.</p> <p>Length: the longest side of the package or object. 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>Package Size = length + girth</p> <p>When measuring a package, measure each side in inches and then round 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 inches 25.5 inches 26 inches</p>	<p>Should mention something about the chain measuring system?</p> <p>The length is always the longest side, correct?</p>
PC_0360	Measure the Package Size Activity	FS Multiple Hot Spot	For each package, click the measurement that is considered to be the length.		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0370	Weight and Size Limitations at UPS	Q Very large package	<p>UPS has established specific weight and size limits for individual packages that are sent with all UPS services. Individual packages exceeding the limits can not 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 lbs. • The length can be up to and including 108 in. • The package size (length+ girth) can be up to and including 165 in. <p>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 the length of 110 in.</p>	The shipper or receiver would have to pay the over limit charges?
PC_0380	Weight and Size Limitations at UPS Activity	FS Multiple Hot Spot	Click the measurement(s) that exceeds UPS Weight and Size Limitations for each package.		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0390	Other Weight and Size Regulations	<p>Q</p> <p>Two packages: One has caption: US, 75 lbs, and special heavy-package label The other has caption: EU, 30 kg, and special heavy-package label</p>	<p>In addition to these restrictions, 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 level</p> <p>A package that weighs 60 lbs within the European Union requires a special heavy-package level</p> <p>A package that weighs 60 lbs in the US requires a special heavy-package level</p>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0400	Package Size and Shipping Charges	Q A graphic illustrating the two approaches	<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 should be 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 should be used to handle large packages.</p> <p>The details of these two approaches will be discussed in 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	Q Image illustrating a package that would appear to be OS1	<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 in. (213.3 cm) but is equal to or less than 108 in. (274.3 cm) • The package's actual weight is less than 30 lbs. (13.6 kg.) <p>The billable weight for each OS1 package is 30 lbs. (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>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0420	Oversize Condition 2	Q Image illustrating a package that would appear to be OS2	<p>Oversize Condition 2:</p> <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 in. (274.3 cm.) but is equal to or less than 130 in. (330.2 cm) • The package's actual weight is less than 70 lbs. (31.7 kg.) <p>The billable weight for each OS2 package is 70 lbs. (31.7 kg.)</p>	MC Which of the following packages would be classified as OS2? Package size of 135 in., weight of 40 lbs. Package size of 110 in., weight of 25 lbs. Package size of 110 in., weight of 80 lbs.	
PC_0430	Oversize Condition 3	Q Image illustrating a package that would appear to be OS3	<p>Oversize Condition 3:</p> <p>A package is considered Oversize 3 (OS3) when all of these conditions apply:</p> <ul style="list-style-type: none"> • The package's combined length and girth exceeds 130 in. (330.2 cm.) but is equal to or less than 165 in. (419.1 cm) • The package's actual weight is less than 150 lbs. (68.0 kg.) <p>The billable weight for each OS3 package is 150 lbs. (68.0 kg.)</p>	MC Which of the following packages would be classified as OS3? Package size of 130 in., weight of 140 lbs. Package size of 155 in., weight of 160 lbs. Package size of 165 in., weight of 149 lbs.	
PC_0440	Determine the Oversize Condition Activity	FS Drag & Drop	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.		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0450	Dimensional Weight – The Rationale Behind It	Q Image of IATA volumetric standard	<p>Dimensional weight is a standard formula used throughout the air-freight industry that considers density when determining your 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 your package will take up on an aircraft in relation to the actual weight of your package.</p> <p>If a package has a large size-to-weight ratio, you may need to consider the package's dimensional weight when you calculate the shipping charges. The rate is based on the greater of the total actual weight or the total dimensional weight of all the packages in your shipment. The larger weight will be used to calculate your shipping rates.</p> <p>UPS uses two different dimensional weight calculations for domestic and international shipments that is based on the cubic size of the package.</p>	<p>TF</p> <p>When you calculate 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.</p> <p>True</p>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0460	How to Measure the Cubic Size of a Package	Q Image showing length, width and height	<p>Calculate the cubic size of the package 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). Round each measurement to the nearest whole inch or centimeter. The resulting total is the cubic size of the package.</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>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</p> <p>105</p> <p>500</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>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0470	Dimensional Weight – Domestic Shipment	H Image of labels of domestic services	<p>Calculating Dimensional Weight for Domestic Shipments use dimensional weight as the billable weight on packages that measure more than one cubic foot (1,728 in.), for 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>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0480	How to Calculate Dimensional Weight for Domestic Shipment	<p>Q</p> <p>Image from PPT showing dimensional weight formula</p>	<p>If the cubic size of the package is 1,728 in. or less than, use the actual weight of the package in your rate calculations.</p> <p>If the cubic size of the package is greater than 1,728 in., divide the cubic size by 194 to determine the dimensional weight in pounds. Increase the total to the nearest full pound and use this weight to calculate the shipping rate. Compare the actual weight of the package to the dimensional weight of the package and use the heaviest weight 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_0490	Dimensional Weight – International Shipment	<p>H</p> <p>Image of labels of international services</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 PlusSM • UPS Worldwide ExpressSM • UPS Worldwide ExpeditedSM • UPS 3 Day SelectSM From Canada • UPS Standard From Canada 		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0500	How to Calculate Dimensional Weight for International Shipment	Q Use the image from the PPT to display the formulas.	<p>Calculate the dimensional weight of the package in pounds by dividing the cubic size of the package in inches by 166. Increase the total to the nearest full pound.</p> <p>For the dimensional weight of the package in kilograms, divide the cubic size of the package in centimeters by 6000. Increase the total to the nearest full kilogram.</p> <p>Compare the actual weight of the package to the dimensional weight of the package and use the heaviest weight 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_0510	Additional Handling Charges	H UPS guy with speech bubble saying "an Additional Handling Charge may apply..."	<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, in UPS's sole discretion, requires special handling.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
PC_0520	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 Center to put packages that are ready to be shipped.</p> <p>Remember that certain types of packages need to go in special areas. This topic was covered in the Service Options course.</p>		
PC_0530	Summary	No image	<p>This course examined:</p> <ul style="list-style-type: none"> • The five components to preparing an item for shipping • Special Packaging needs, including how to deal with odd sized and shaped items • Packaging tips, including how to package fragile items, flowable bulk, liquids, framed artwork, and electronics • How to identify proper packaging and recognize possible problem packages that can result in damage claims • How to measure and weigh a package • Where to put the package once it is ready for shipping <p>It is important that customer counter associates have an in-depth knowledge of packaging concepts so that your packages get to your customers on time and in good condition.</p>		

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Post Test

TF

The components to consider when packaging an item are the external protection, the labeling, the cushioning, the closure, and the ship to state.

False

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 are correct

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:

Crossed out with a marker

Completely removed

Both A and B are correct

None of the above are correct

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

TF

Instead of putting 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 supplicate label inside the package. Please click Next to continue.

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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-pond weight capacity. Please click Next to continue.

TF

It is not safe to send fragile items, such as framed artwork, with UPS.

False

That is incorrect. It is safe to send fragile items with UPS, provided special care has been taken when packaging the item. Please click Next to continue.

MC

The three C's to good packaging are

Carton, closure and, customs

Compact, container, and closure

Container, cushioning, and closure

None of the above are correct

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 either the Pressure Check or the Six-Sided Spin Check.

False

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 Counter Associate you have the power to help reduce damage claims at UPS.

True

That is incorrect. As a Customer Counter Associate you are a vital part in helping to reduce the 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.

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MC

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

25 in.

40 in.

60 in.

None of the above are correct.

That is incorrect. The total package size would be 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?

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.

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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 Fragile, handle with care package

OS1

OS2

None of the above are correct

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, 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 every other package, then adding the results together

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

Calculating the cubic size of only the largest package

Calculating the cubic size of only the heaviest 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.

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MC

If a Domestic Shipment package has a cubic size of 1,728 in. 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.