

Computer-Based Training Courses for Customer Center Employees

Courses listed in Level 1 must be completed by all Customer Center employees annually. Courses listed in Level 2 and 3 are assigned based on job responsibilities.

Module Title	Upon completion of this course, you will be able to:	Length (mins)
Level 1 – CC Basics (0429)		
Customer Center Associate Overview	<ul style="list-style-type: none"> • Identify the main activities performed at UPS Customer Centers • Identify the procedures required for the safe, accurate and timely delivery of packages • Identify Associates' daily roles and responsibilities 	20
Providing Customer Service	<ul style="list-style-type: none"> ▪ Define the mission and goals of UPS Customer Centers. ▪ Recognize the attributes and skills required for a Customer Center Associate to build successful customer relationships, to promote UPS and to sell UPS services and products effectively. ▪ Apply the UPSCARE process to build customer satisfaction. 	30
UPS Services	<ul style="list-style-type: none"> • Identify all UPS services offered at Customer Centers • Recommend the UPS service that best fits a customer's needs • Accurately answer customer questions about UPS services 	40
Service Options	<ul style="list-style-type: none"> • Describe all the service options provided by UPS. ▪ Identify their responsibilities for accepting, processing and delivering shipments with different service options. 	30
HABITS	<ul style="list-style-type: none"> ▪ Follow safe work methods 	45
Level 2		
Label Recognition	<ul style="list-style-type: none"> • Identify the components of the electronic "smart" label. • Determine any special requirements (documents or package markings) for a package, based on the label. • Identify other labels and the standard recording method frequently used in the UPS system. 	30
Package Acceptance	<ul style="list-style-type: none"> • Explain proper packing procedures for shipping regular items • Explain placement of the UPS label for shipping regular items • Identify proper packaging & 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 	30
Internal/External Packaging	<ul style="list-style-type: none"> • Describe the different components of external protection • Explain the different types of internal protection and their appropriate uses • Explain the different types of packaging required for odd-sized, irregularly shaped, and special needs items 	30
International (ISAT)	<ul style="list-style-type: none"> • Properly identify the various international shipping methods available to UPS customers. • Correctly audit an international shipment and complete an International Shipment Checklist when errors occur. • Correctly complete a manually prepared paper waybill. • Determine when an invoice is required and identify the necessary parts. • Accurately perform end of day procedures for international shipments. 	20
Drop Box	<ul style="list-style-type: none"> • Obtain packages from the Drop Box • Restock the supplies in the Drop Box • Perform necessary cleaning maintenance to the Drop Box • Report problems with the Drop Box 	15

Module Title	Upon completion of this course, you will be able to:	Length (mins)
Hazardous Materials	<ul style="list-style-type: none"> • Explain their responsibilities regarding hazardous materials packages • Differentiate between acceptable and not acceptable hazardous materials • Identify certain words as Trigger Terms of hazardous materials • Recognize and answer Frequently Asked Questions about hazardous materials 	20
Level 3 - Systems		
Virtual DIAD	<ul style="list-style-type: none"> ▪ Record package in DIAD ▪ Record deliveries and obtain customer signatures ▪ Enter COD receipts <p>Note: only designated sections need to be completed</p>	60
Exception Capture System (ECS)	<ul style="list-style-type: none"> ▪ Access ECS to enter undeliverable and held package exceptions ▪ Look up undeliverable/held packages in ECS ▪ Clear packages in ECS that have been resolved 	30
RPOS - Overview	<ul style="list-style-type: none"> • Define the objectives of the UPS RPOS system • Identify all the different software and hardware components of the RPOS system • Give an overview of the typical RPOS procedures at UPS Customer Centers • Log on, switch between applications, and enter and select information accurately 	20
RPOS - POS	<ul style="list-style-type: none"> • Define the objectives of the POS application in Customer Centers • Accurately process customers' shipping charges, other sales and returns • Modify items correctly in POS • Void or cancel packages, merchandise and service transactions when required 	30
RPOS - Start & End of Shift	<ul style="list-style-type: none"> • Logon and logoff at the register • Secure the till in the register, if the register is unattended • Count and record the contents of the till at the end of a shift • Deliver end-of-shift paperwork to the correct location 	20
RPOS - Start & End of Day	<ul style="list-style-type: none"> • Turn on all registers and Customer Entry Stations in the proper sequence • Setup the registers and Customer Entry Stations to begin processing transactions • Perform End of Day process on all registers and Customer Entry Stations • Deliver End of Day paperwork to the correct location 	20
iShip Lite	<ul style="list-style-type: none"> • Signon and Signoff at the register • Tender customer transactions • Document and record the till contents at the end of a shift • Perform Customer Center closing procedures at the end of the day 	20
RPOS/iShip Lite - iSRF	<ul style="list-style-type: none"> • Explain to customers the objectives and procedures for pre-manifesting packages using the iShip Shipping Request Form (iSRF) application on the Customer Entry Station (CES) • Accurately enter required information in the required fields on the CES iShip screen • Help customers to set up a User ID and to enter and manage their recipient address information • Satisfactorily answer customer questions about iSRF • Print an accurate Traveler label for every package 	25
RPOS/iShip Lite - iShip PSS	<ul style="list-style-type: none"> • Define the objectives of iShip PSS • Use iShip PSS to manifest packages efficiently at the register in Customer Centers • Print out smart labels and complete documentation that will result in timely and accurate delivery of packages for domestic and international destinations 	25

***Note:** Length is estimated time to complete the course if new to the information. It is expected that employees experienced with Customer Centers will complete the courses in less time. Some courses may not be applicable to all employees. When all five courses in Level 1 are completed, a Training Roster with the students' name and Training Code of 0429 should be submitted to HR.