

Drop Box

Screen	Comments
 <div data-bbox="256 457 1128 913"> <h2>Drop Box</h2> <p>Welcome to the Drop Box section of the Customer Center course. This section provides a description of a Customer Center Associate's Drop Box responsibilities.</p> <p>Upon completion of this section, Associates will be able to:</p> <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 <p>Audience: Customer Center Associates Length: 20 minutes</p> </div> <div data-bbox="228 940 1122 982"> EXIT BACK START </div>	
<div data-bbox="164 1060 251 1165"> </div> <div data-bbox="669 1045 1068 1165"> <h2>Drop Box</h2> </div> <div data-bbox="1068 1045 1252 1165"> EXIT HELP GLOSSARY </div> <div data-bbox="154 1165 669 1192"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="175 1348 626 1686"> </div> <div data-bbox="685 1213 1222 1780"> <h3>Introduction</h3> <p>Welcome to the UPS Drop Box section of the Customer Center course. This section is designed to explain the role the Customer Center Associate plays in maintaining the Drop Box located outside the Customer Center.</p> <p>The UPS Drop Box, previously called the UPS Letter Center, is an important source of revenue for UPS. The number of packages entering our system through the Drop Box is increasing. We want to ensure that the look, ease of use, and reliability of our Drop Boxes continue to attract and keep customers.</p> <p>It is your responsibility, as the Customer Center Associate, to ensure that the appearance of the Drop Box outside the Customer Center reflects UPS positively, and that it is properly stocked with customer supplies.</p> </div> <div data-bbox="550 1850 1149 1877"> Slide 1 of 21 ← BACK NEXT → </div>	

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<div data-bbox="162 147 251 241"></div> <div data-bbox="803 136 917 168">Drop Box</div> <div data-bbox="1177 147 1242 168">EXIT</div> <div data-bbox="1177 184 1242 205">HELP</div> <div data-bbox="1120 220 1242 241">GLOSSARY</div> <div data-bbox="154 252 665 273">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="243 325 560 871"></div> <div data-bbox="673 294 893 325">Associate's Role</div> <div data-bbox="673 346 1218 378">Your role as a Customer Center Associate is to:</div> <div data-bbox="698 399 1218 703"> <ul style="list-style-type: none"> • Empty all packages from the Drop Box and scan them into the DIAD • Maintain all the supplies for the Drop Box outside the Customer Center • Maintain the outward appearance of the Drop Box, whether it is old or new, to ensure an inviting and professional experience for UPS shippers • Reset the pickup indicator to the correct setting upon completing the Drop Box pickup </div> <div data-bbox="673 714 1218 808">How to scan packages into the DIAD is covered in detail in the <i>DIAD</i> section of the <i>Customer Center</i> course.</div> <div data-bbox="544 934 657 955">Slide 2 of 21</div> <div data-bbox="755 934 844 955">◀ BACK</div> <div data-bbox="1055 934 1144 955">NEXT ▶</div>	
<div data-bbox="162 987 251 1081"></div> <div data-bbox="803 976 917 1008">Drop Box</div> <div data-bbox="1177 987 1242 1008">EXIT</div> <div data-bbox="1177 1024 1242 1045">HELP</div> <div data-bbox="1120 1060 1242 1081">GLOSSARY</div> <div data-bbox="154 1092 665 1113">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="178 1123 600 1396"> <p>OPEN</p> <p>SCAN</p> <p>SUPPLY</p> <p>CLEAN</p> <p>VERIFY</p> </div> <div data-bbox="503 1123 657 1239"></div> <div data-bbox="138 1291 292 1407"></div> <div data-bbox="138 1417 609 1438">The five-step process to maintaining the UPS Drop Box is:</div> <div data-bbox="138 1417 154 1764"> <div>Question</div> <div>Answer</div> <div>Feedback</div> </div> <div data-bbox="162 1501 446 1627"> <p>A Open, scan, supply, clean, close</p> <p>B Open, scan, stock, close, verify</p> <p>C Open, scan, supply, clean, verify</p> </div> <div data-bbox="673 1134 917 1165">Five-Step Process</div> <div data-bbox="673 1186 1169 1249">There is a five-step process to follow when managing the UPS Drop Box:</div> <div data-bbox="698 1270 820 1407"> <ul style="list-style-type: none"> • Open • Scan • Supply • Clean • Verify </div> <div data-bbox="673 1428 1177 1512">Each step must be carefully carried out for proper maintenance and preservation of the Drop Box.</div> <div data-bbox="544 1774 657 1795">Slide 3 of 21</div> <div data-bbox="755 1774 844 1795">◀ BACK</div> <div data-bbox="1055 1774 1144 1795">NEXT ▶</div>	

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<div data-bbox="164 149 250 247"></div> <div data-bbox="805 140 920 170">Drop Box</div> <div data-bbox="1183 149 1240 172">EXIT</div> <div data-bbox="1177 189 1240 212">HELP</div> <div data-bbox="1123 224 1240 249">GLOSSARY</div> <div data-bbox="152 254 667 279">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="237 319 568 581"></div> <div data-bbox="678 302 888 336">Step One: Open</div> <div data-bbox="678 354 1222 468"> <p>Open the compartment door located on the lower half of the Drop Box. Punch in the special key code provided by your supervisor to access the inside of the Drop Box.</p> </div> <div data-bbox="678 487 1224 625"> <p>When you open the door to the Drop Box, the pickup indicator will automatically reset to "Picked Up" (red). This lets our customers know that the last pickup of the day has been completed.</p> </div> <div data-bbox="237 625 568 888"></div> <div data-bbox="678 644 1229 756"> <p>If this is not the last pickup of the day, you will need to reset the pickup indicator to "Not Picked Up." This process will be covered later in this section.</p> </div> <div data-bbox="544 936 660 963">Slide 4 of 21</div> <div data-bbox="753 936 844 963">◀ BACK</div> <div data-bbox="1053 936 1148 963">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="805 978 920 1008">Drop Box</div> <div data-bbox="1183 989 1240 1012">EXIT</div> <div data-bbox="1177 1026 1240 1050">HELP</div> <div data-bbox="1123 1062 1240 1087">GLOSSARY</div> <div data-bbox="152 1092 667 1117">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="272 1134 443 1163"> - Information </div> <div data-bbox="272 1178 545 1209">Video of Step One: Open</div> <div data-bbox="272 1234 1040 1291"> <p>Please click Close Text and then watch the video before proceeding to the next slide.</p> </div> <div data-bbox="954 1598 1076 1625">Close Text</div> <div data-bbox="812 1665 1105 1696">Click Here to See a Video</div> <div data-bbox="544 1774 660 1801">Slide 5 of 21</div> <div data-bbox="753 1774 844 1801">◀ BACK</div> <div data-bbox="1053 1774 1148 1801">NEXT ▶</div>	

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<div data-bbox="164 149 250 247"></div> <div data-bbox="805 140 920 170">Drop Box</div> <div data-bbox="1183 149 1240 172">EXIT</div> <div data-bbox="1177 189 1240 212">HELP</div> <div data-bbox="1123 224 1240 249">GLOSSARY</div> <div data-bbox="152 254 667 279">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="230 300 673 365"> <h1>UPS Drop Box</h1> </div> <div data-bbox="204 443 680 858"></div> <div data-bbox="721 609 1192 676"> <h2>Step One: Open</h2> </div> <div data-bbox="808 827 1109 858"> Click Here to See a Video </div> <div data-bbox="544 936 660 963">Slide 5 of 21</div> <div data-bbox="753 936 844 963">◀ BACK</div> <div data-bbox="1053 936 1148 963">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="805 980 920 1010">Drop Box</div> <div data-bbox="1183 989 1240 1012">EXIT</div> <div data-bbox="1177 1026 1240 1050">HELP</div> <div data-bbox="1123 1062 1240 1087">GLOSSARY</div> <div data-bbox="152 1092 667 1117">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="159 1144 634 1505"></div> <div data-bbox="677 1138 883 1173"> <h3>Step Two: Scan</h3> </div> <div data-bbox="677 1190 1196 1276"> <p>Scan the source code located inside the opened door of the Drop Box as shown in the image to the left.</p> </div> <div data-bbox="677 1295 1175 1383"> <p>Remove all contents from the Drop Box and scan all letters, PAKs, packages, and ASD packages with the DIAD.</p> </div> <div data-bbox="147 1549 386 1730"></div> <div data-bbox="414 1549 652 1730"></div> <div data-bbox="544 1774 660 1801">Slide 6 of 21</div> <div data-bbox="753 1774 844 1801">◀ BACK</div> <div data-bbox="1053 1774 1148 1801">NEXT ▶</div>	










Drop Box

Screen	Comments
<div data-bbox="134 132 1248 961"> <div>  <div>Drop Box</div> <div> EXIT HELP GLOSSARY </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div>  <div> Package Processing <p>Audit all international packages using the International Shipment Checklist. This topic is covered in the <i>ISAT</i> section of the <i>Customer Center</i> course.</p> <p>When you have an Air Shipping Document (ASD) label, make sure to remove the green (billing) copy. Green copies must be turned into Billing at the end of the day with the other turn-in items. Then scan the barcode located on the bottom copy of the ASD.</p> <p>Check for Saturday Delivery packages. Ensure a compliant label or Saturday Delivery bar-coded sticker is attached to the package.</p> </div> <div> <div>Question</div> <p>For a package with an ASD label, remove which copy to be turned in at the end of the day?</p> <div> <div>Answer</div> <p> A The Shipper's Copy B The Green Billing Copy C The Bottom Copy </p> <div>Feedback</div> </div> </div> <div>Slide 7 of 21</div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div>	
<div data-bbox="134 972 1248 1795"> <div>  <div>Drop Box</div> <div> EXIT HELP GLOSSARY </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div>  <div> <div>Information</div> <div> Video of Step Two: Scan <p>Please click Close Text and then watch the video before proceeding to the next slide.</p> <div>Close Text</div> </div> </div> <div>Click Here to See a Video</div> </div> <div>Slide 8 of 21</div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div>	

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<div data-bbox="164 149 250 247"></div> <div data-bbox="805 140 920 170">Drop Box</div> <div data-bbox="1183 149 1240 172">EXIT</div> <div data-bbox="1177 189 1240 212">HELP</div> <div data-bbox="1123 224 1240 249">GLOSSARY</div> <div data-bbox="152 254 669 279">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="230 300 673 365"> <h1>UPS Drop Box</h1> </div> <div data-bbox="204 443 680 858"></div> <div data-bbox="722 609 1180 674"> <h2>Step Two: Scan</h2> </div> <div data-bbox="810 827 1109 856"> Click Here to See a Video </div> <div data-bbox="544 936 660 963">Slide 8 of 21</div> <div data-bbox="753 936 844 963">◀ BACK</div> <div data-bbox="1055 936 1146 963">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="805 980 920 1010">Drop Box</div> <div data-bbox="1183 989 1240 1012">EXIT</div> <div data-bbox="1177 1026 1240 1050">HELP</div> <div data-bbox="1123 1062 1240 1087">GLOSSARY</div> <div data-bbox="152 1092 669 1117">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="164 1140 639 1503"></div> <div data-bbox="678 1138 928 1173"> <h3>Step Three: Supply</h3> </div> <div data-bbox="678 1190 1224 1276"> <p>It is very important that our customers have the proper shipping supplies readily available at our Drop Boxes.</p> </div> <div data-bbox="678 1295 1208 1434"> <p>Ensure that the Customer Supply Area has all the proper supplies and restock when needed. Supplies can be found in the Drop Box Cleaning and Supply Kit, covered later in this section.</p> </div> <div data-bbox="678 1455 1201 1539"> <p>The next slide will show the correct amount of supplies that should be restocked in the Drop Box.</p> </div> <div data-bbox="144 1520 654 1759"></div> <div data-bbox="544 1774 660 1799">Slide 9 of 21</div> <div data-bbox="753 1774 844 1799">◀ BACK</div> <div data-bbox="1055 1774 1146 1799">NEXT ▶</div>	

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<div data-bbox="164 149 250 247"></div> <div data-bbox="805 140 919 170">Drop Box</div> <div data-bbox="1183 149 1240 172">EXIT</div> <div data-bbox="1177 189 1240 212">HELP</div> <div data-bbox="1122 224 1240 249">GLOSSARY</div> <div data-bbox="152 254 667 279">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="190 296 643 926">  25  25  10  10  25  25  25 </div> <div data-bbox="680 302 915 336">Drop Box Supplies</div> <div data-bbox="680 354 1159 413">The Drop Box should contain the following supplies:</div> <div data-bbox="704 434 1070 625"> <ul style="list-style-type: none"> • 25 Next Day Air Letters • 10 Next Day Air PAKs • 25 Next Day ASDs • 25 2nd Day Air Letters • 10 2nd Day Air PAKs • 25 2nd Day ASDs • 25 Saturday Delivery Stickers </div> <div data-bbox="680 644 1208 730">Remember to check the amount of supplies in the Drop Box every day and restock when needed.</div> <div data-bbox="535 938 659 963">Slide 10 of 21</div> <div data-bbox="753 938 842 963">◀ BACK</div> <div data-bbox="1053 938 1143 963">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="805 980 919 1010">Drop Box</div> <div data-bbox="1183 989 1240 1012">EXIT</div> <div data-bbox="1177 1026 1240 1050">HELP</div> <div data-bbox="1122 1062 1240 1087">GLOSSARY</div> <div data-bbox="152 1092 667 1117">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="180 1125 953 1184">Decide how many of each item is required to restock the UPS Drop Box. Then click and move the appropriate number to each supply item.</div> <div data-bbox="254 1318 328 1358">0</div> <div data-bbox="254 1461 328 1501">10</div> <div data-bbox="254 1602 328 1642">25</div> <div data-bbox="521 1199 712 1365"> <div data-bbox="542 1203 691 1228">Next Day ASD</div>  </div> <div data-bbox="764 1199 956 1365"> <div data-bbox="786 1203 935 1228">2nd Day ASD</div>  </div> <div data-bbox="1005 1199 1196 1365"> <div data-bbox="1026 1203 1175 1257">International Waybills</div>  </div> <div data-bbox="521 1394 712 1560"> <div data-bbox="542 1398 691 1423">NEXT DAY AIR</div> <div data-bbox="521 1423 712 1560">LETTER</div> </div> <div data-bbox="764 1394 956 1560"> <div data-bbox="786 1398 935 1423">2ND DAY AIR</div> <div data-bbox="764 1423 956 1560">LETTER</div> </div> <div data-bbox="1005 1394 1196 1560"> <div data-bbox="1026 1398 1175 1484">Saturday Delivery Stickers</div> <div data-bbox="1005 1484 1196 1560"></div> </div> <div data-bbox="521 1589 712 1755"> <div data-bbox="542 1593 691 1619">NEXT DAY AIR</div> <div data-bbox="521 1619 712 1755">PAK</div> </div> <div data-bbox="764 1589 956 1755"> <div data-bbox="786 1593 935 1619">2ND DAY AIR</div> <div data-bbox="764 1619 956 1755">PAK</div> </div> <div data-bbox="1005 1589 1196 1755"> <div data-bbox="1026 1593 1175 1619">Heavy Package Stickers</div> <div data-bbox="1005 1619 1196 1755"></div> </div> <div data-bbox="535 1774 659 1799">Slide 11 of 21</div> <div data-bbox="753 1774 842 1799">◀ BACK</div> <div data-bbox="1053 1774 1143 1799">NEXT ▶</div>	

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<div data-bbox="164 989 250 1087"></div> <div data-bbox="805 980 920 1008" data-label="Section-Header">Drop Box</div> <div data-bbox="1183 989 1240 1012" data-label="Text">EXIT</div> <div data-bbox="1177 1026 1240 1050" data-label="Text">HELP</div> <div data-bbox="1122 1062 1240 1087" data-label="Text">GLOSSARY</div> <div data-bbox="152 1092 667 1115" data-label="Text">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="272 1134 443 1163" data-label="Text">- Information</div> <div data-bbox="271 1176 557 1207" data-label="Section-Header">Video of Step Four: Clean</div> <div data-bbox="271 1232 1042 1289" data-label="Text"> <p>Please click Close Text and then watch the video before proceeding to the next slide.</p> </div> <div data-bbox="954 1596 1078 1623" data-label="Text">Close Text</div> <div data-bbox="812 1663 1109 1694" data-label="Text">Click Here to See a Video</div> <div data-bbox="534 1772 660 1799" data-label="Text">Slide 13 of 21</div> <div data-bbox="753 1772 844 1799" data-label="Text">◀ BACK</div> <div data-bbox="1053 1772 1148 1799" data-label="Text">NEXT ▶</div>	



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<div data-bbox="164 149 250 247"></div> <div data-bbox="805 138 920 170">Drop Box</div> <div data-bbox="1183 149 1240 170">EXIT</div> <div data-bbox="1177 189 1240 210">HELP</div> <div data-bbox="1123 224 1240 247">GLOSSARY</div> <div data-bbox="152 254 667 277">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="230 300 673 363"> <h1>UPS Drop Box</h1> </div> <div data-bbox="204 443 680 858"></div> <div data-bbox="722 606 1224 674"> <h2>Step Four: Clean</h2> </div> <div data-bbox="808 827 1109 856"> Click Here to See a Video </div> <div data-bbox="534 936 660 961">Slide 13 of 21</div> <div data-bbox="753 936 844 961">◀ BACK</div> <div data-bbox="1055 936 1146 961">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="805 978 920 1010">Drop Box</div> <div data-bbox="1183 989 1240 1010">EXIT</div> <div data-bbox="1177 1026 1240 1050">HELP</div> <div data-bbox="1123 1064 1240 1087">GLOSSARY</div> <div data-bbox="152 1094 667 1117">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="146 1159 656 1253"> <h2>Drop Box Cleaning and Supply Kit</h2> </div> <div data-bbox="155 1327 643 1659"></div> <div data-bbox="678 1138 1105 1171"> <h3>Drop Box Cleaning and Supply Kit</h3> </div> <div data-bbox="678 1190 1209 1304"> <p>The Customer Center should have a Drop Box Cleaning and Supply Kit. This kit contains the necessary items to clean and restock a UPS Drop Box. Re-stock the Supply Kit as needed.</p> </div> <div data-bbox="678 1323 1221 1407"> <p>The next slide will show the specific amounts of each supply that the Cleaning and Supply Kit should contain.</p> </div> <div data-bbox="534 1774 660 1799">Slide 14 of 21</div> <div data-bbox="753 1774 844 1799">◀ BACK</div> <div data-bbox="1055 1774 1146 1799">NEXT ▶</div>	

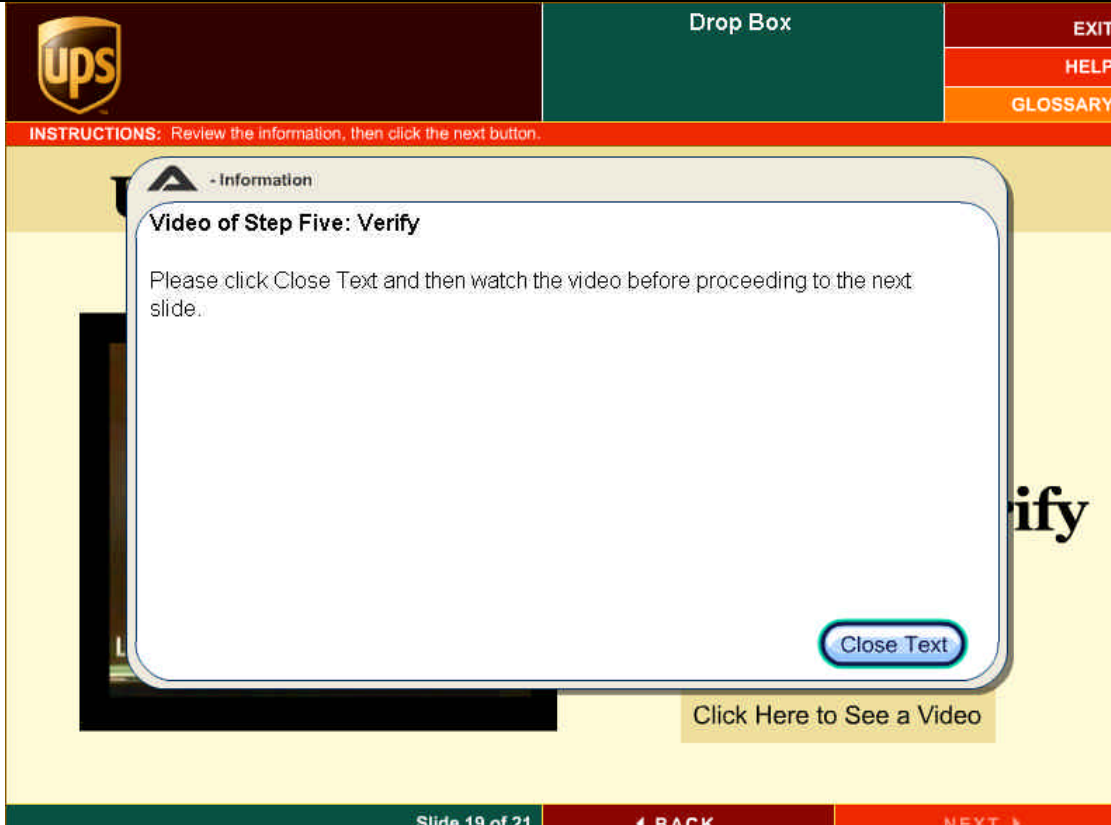
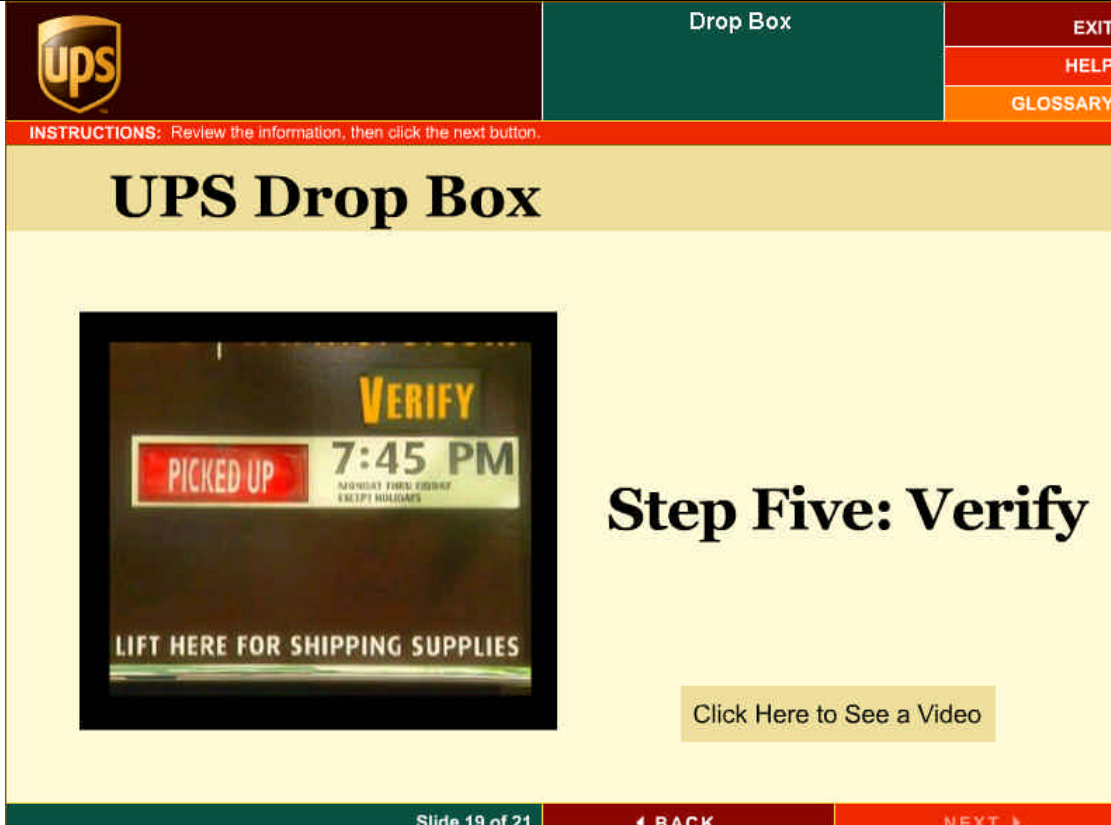
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Screen	Comments
<div data-bbox="164 149 250 247"></div> <div data-bbox="805 140 919 170" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Drop Box</div> <div data-bbox="1183 149 1240 170" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">EXIT</div> <div data-bbox="1177 189 1240 210" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">HELP</div> <div data-bbox="1123 224 1240 247" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">GLOSSARY</div> <div data-bbox="152 254 667 277" style="background-color: #ff6600; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="146 321 654 462" style="text-align: center;"> <h3>Drop Box Cleaning and Supply Kit Contents</h3> </div> <div data-bbox="157 495 646 827"></div> <div data-bbox="678 302 1174 359" style="background-color: #ffffcc; padding: 10px;"> Each Drop Box Cleaning and Supply Kit should have: </div> <div data-bbox="704 384 1070 623" style="background-color: #ffffcc; padding: 10px;"> <ul style="list-style-type: none"> 50 Next Day Air Letters 25 Next Day Air PAKs 50 Next Day ASDs 50 2nd Day Air Letters 25 2nd Day Air PAKs 50 2nd Day ASDs 50 Saturday Delivery Stickers 1 can of cleaning wipes 1 roll of trash bags </div> <div data-bbox="678 644 1219 896" style="background-color: #ffffcc; padding: 10px;"> <p><i>Note: This list looks similar to the list of supplies that fully restock the Drop Box. However, the Cleaning and Supply kit contains cleaning items as well as greater numbers of each type of supply required for restocking, so that there will always be sufficient restocking supplies available. To review the restocking list, please click the BACK button and review slide # 10.</i></p> </div> <div data-bbox="534 936 660 961" style="background-color: #006666; color: white; padding: 5px;">Slide 15 of 21</div> <div data-bbox="753 936 842 961" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">◀ BACK</div> <div data-bbox="1053 936 1143 961" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="805 980 919 1010" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Drop Box</div> <div data-bbox="1183 989 1240 1010" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">EXIT</div> <div data-bbox="1177 1026 1240 1050" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">HELP</div> <div data-bbox="1123 1064 1240 1087" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">GLOSSARY</div> <div data-bbox="152 1094 667 1117" style="background-color: #ff6600; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="167 1180 376 1348"></div> <div data-bbox="420 1180 631 1348"></div> <div data-bbox="678 1140 935 1171" style="background-color: #ffffcc; padding: 10px;"> Reporting Problems </div> <div data-bbox="678 1190 1187 1276" style="background-color: #ffffcc; padding: 10px;"> <p>If you notice any problems with the Drop Box outside the Customer Center, report the problem immediately to your supervisor.</p> </div> <div data-bbox="678 1297 1205 1354" style="background-color: #ffffcc; padding: 10px;"> <p>Examples of problems that you may encounter include, but are not limited to:</p> </div> <div data-bbox="704 1377 1213 1541" style="background-color: #ffffcc; padding: 10px;"> <ul style="list-style-type: none"> Pickup Indicator fails Door lock malfunctions Graffiti on the body of the Drop Box Damage to the Drop Box Last pickup time on the Drop Box does not match DIAD pickup time </div> <div data-bbox="136 1419 599 1461" style="background-color: #ffffcc; padding: 10px;"> Question The Customer Center Associate must report which of the following problems to a supervisor immediately? </div> <div data-bbox="164 1507 553 1627" style="background-color: #ffffcc; padding: 10px;"> <div style="background-color: #cc0000; color: white; padding: 2px; text-align: center;">Answer</div> <p>A Graffiti on or damage to the Drop Box</p> <p>B Door lock malfunctions or pickup indicator fails</p> <p>C All of the above are correct</p> </div> <div data-bbox="136 1686 157 1761" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">Feedback</div> <div data-bbox="534 1774 660 1799" style="background-color: #006666; color: white; padding: 5px;">Slide 16 of 21</div> <div data-bbox="753 1774 842 1799" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">◀ BACK</div> <div data-bbox="1053 1774 1143 1799" style="background-color: #cc0000; color: white; padding: 5px; text-align: center;">NEXT ▶</div>	

Drop Box

Screen	Comments
<div data-bbox="138 136 1242 262">  <div>Drop Box</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="138 262 1242 283"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 283 1242 577">  <div> <p>Step Five: Verify</p> <p>If this is the last time the Drop Box will be emptied for the day, verify the DIAD scheduled pickup time is later than or matches the posted pickup time on the Drop Box.</p> <p>Also verify the Pickup Indicator has turned red and reads "Picked Up." Six hours later the Pickup Indicator will automatically reset to green and "Not Picked Up."</p> <p>It is very important that our customers know if the packages in the UPS Drop Box have already been picked up for the last time of the day.</p> </div> <div data-bbox="138 577 665 934"> <p>Question</p> <p>When the UPS Drop Box door is opened, the Pickup Indicator will automatically turn red and read "Picked Up."</p> <p>Answer</p> <p>A True</p> <p>B False</p> <p>Feedback</p> </div> <div data-bbox="138 934 1242 976"> <div>Slide 17 of 21</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	
<div data-bbox="138 976 1242 1102">  <div>Drop Box</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="138 1102 1242 1123"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 1123 1242 1417">  <div> <p>Earlier Pick Ups</p> <p>If this is not the last pickup for the day, it is very important to reset the Pickup Indicator to let customers know that there is still another pickup for the day.</p> <p>To manually reset the Pickup Indicator to green and read "Not Picked Up," press and hold in the "Reset" button for a total of five seconds. The "Reset" button is located inside the top left corner of the Package Area and marked with a green dot.</p> <p>The Pickup Indicator will change after the button is released. Verify that the indicator has turned green and now reads "Not Picked Up."</p> <p>Remember, this informs our customers that there is at least one more pickup at this Drop Box before the end of the day.</p> </div> <div data-bbox="138 1417 665 1774"> <p>Question</p> <p>If the Customer Center Associate retrieves the packages from the Drop Box before the scheduled pickup time, what should the Associate do with the Pickup Indicator?</p> <p>Answer</p> <p>A Nothing</p> <p>B Reset it to show that all packages have been picked up</p> <p>C Reset it to show the green indicator, which means that there is still another pickup for the day</p> <p>Feedback</p> </div> <div data-bbox="138 1774 1242 1806"> <div>Slide 18 of 21</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	


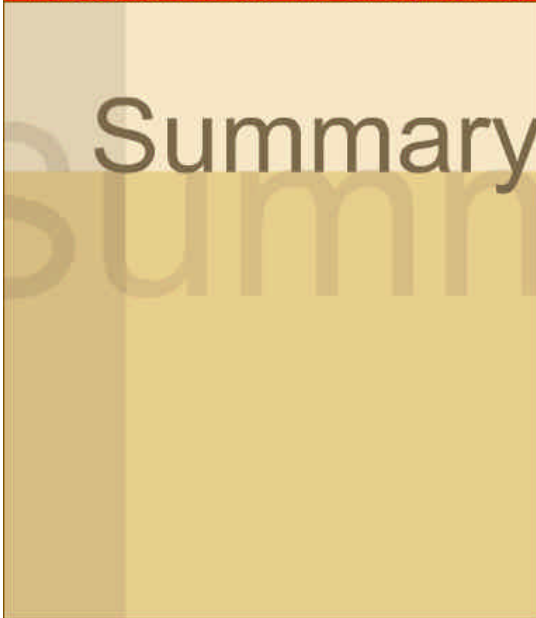
Drop Box

Screen	Comments
 <p>Slide 19 of 21</p>	
 <p>Slide 19 of 21</p>	

Drop Box

Screen	Comments
<div data-bbox="164 149 250 247"></div> <div data-bbox="805 140 920 170">Drop Box</div> <div data-bbox="1183 149 1240 172">EXIT</div> <div data-bbox="1177 189 1240 212">HELP</div> <div data-bbox="1123 224 1240 249">GLOSSARY</div> <div data-bbox="152 254 667 279">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="136 279 664 930"></div> <div data-bbox="680 302 930 336">Closing Procedures</div> <div data-bbox="680 354 1096 388">Finally, close and lock the Drop Box.</div> <div data-bbox="680 407 1222 491">Take the Drop Box Cleaning and Supply Kit and all the packages from the Drop Box into the Customer Center.</div> <div data-bbox="680 512 1224 571">Place the packages in their designated shipping location.</div> <div data-bbox="680 592 1224 651">Place any ASD billing copies in their designated locations to be turned in at the end of the day.</div> <div data-bbox="535 936 660 961">Slide 20 of 21</div> <div data-bbox="755 936 844 963">◀ BACK</div> <div data-bbox="1055 936 1146 963">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="805 980 920 1010">Drop Box</div> <div data-bbox="1183 989 1240 1012">EXIT</div> <div data-bbox="1177 1026 1240 1050">HELP</div> <div data-bbox="1123 1062 1240 1087">GLOSSARY</div> <div data-bbox="152 1092 667 1117">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="152 1142 904 1173">Click and move the items on the right to their correct place on the left.</div> <div data-bbox="139 1226 954 1266">Five-Step Process to Managing the UPS Drop Box:</div> <div data-bbox="232 1335 250 1362">1</div> <div data-bbox="232 1402 250 1432">2</div> <div data-bbox="232 1467 250 1497">3</div> <div data-bbox="232 1535 250 1564">4</div> <div data-bbox="232 1602 250 1631">5</div> <div data-bbox="570 1312 820 1755"></div> <div data-bbox="941 1329 1029 1356">■ Scan</div> <div data-bbox="941 1396 1032 1425">■ Verify</div> <div data-bbox="941 1463 1034 1493">■ Open</div> <div data-bbox="941 1530 1037 1558">■ Clean</div> <div data-bbox="941 1598 1047 1627">■ Supply</div> <div data-bbox="535 1774 660 1799">Slide 21 of 21</div> <div data-bbox="755 1774 844 1801">◀ BACK</div> <div data-bbox="1055 1774 1146 1801">NEXT ▶</div>	

Drop Box

Screen				Comments
	Drop Box	EXIT		
		HELP		
		GLOSSARY		
	INSTRUCTIONS: Review the summary. Click the next button to continue.			
		Summary		
		Customers appreciate cleanliness and finding what they need when using services at a place of business.		
		Whether you are maintaining an original or a newly designed Drop Box, we want our customers to find the Drop Box clean, easy to use, and filled with appropriate supplies.		
		As a Customer Center Associate, you are a vital part of upholding the UPS reputation for quality and excellent service.		
Summary Slide		◀ BACK	NEXT ▶	