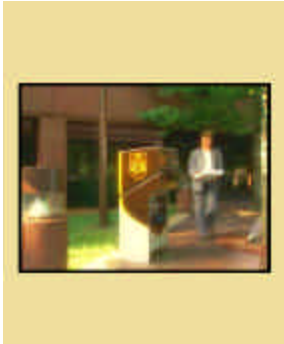# Drop Box Storyboard

8/17/2004   10:51 PM

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.

Audience: Customer Center Associates
Length: 15 minutes

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

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_010	Introduction	H	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. The Drop Box, also 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. 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.		

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_020	Associate's Role	H	Your role as a Customer Center Associate is to: • 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 be 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 How to scan packages into the DIAD is covered in detail in the *DIAD section* of the *Customer Center* course.		
DB_030	Five-Step Process	Q	There is a five-step process to follow when managing the UPS Drop Box: • Open • Scan • Supply • Clean • Verify Each step must be carefully carried out for proper maintenance and preservation of the Drop Box.	MC The five-step process to maintaining the UPS Drop Box is Open, scan, supply, clean, close Open, scan, stock, close, verify Open, scan, supply, clean, verify	

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_040	Step One: Open	H	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. 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. 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.		
DB_050	Video of Step One: Open	FS Video clip of opening the drop box and sign switching to red	Please click Close Text and then watch the video clip before proceeding to the next slide.		

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_060	Step Two: Scan	H	Scan the source code located inside the opened door of the Drop Box as shown in the image to the left. Remove all contents from the Drop Box and scan all letters, PAKs, packages, and ASD packages with the DIAD.		
DB_070	Package Processing	Q	Audit all international packages using the International Shipment Checklist. This topic is covered in the *ISAT section* of the *Customer Center* course. 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. Check for Saturday Delivery packages. Ensure a compliant label or Saturday Delivery bar-coded sticker is attached to the package.	MC For a package with an ASD label, remove which copy to be turned in at the end of the day? The Shipper's Copy The Green Billing Copy The Bottom Copy	

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_080	Video of Step Two: Scan	FS Video clip of package processing	Please click Close Text and then watch the video clip before proceeding to the next slide. 		
DB_090	Step Three: Supply	H 	It is very important that our customers have the proper shipping supplies readily available at our Drop Boxes. 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. The next slide will show the correct amount of supplies that the Drop Box should be restocked to.		

Drop Box Storyboard

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_0100	Drop Box Supplies	H	The Drop Box should contain the following supplies: • 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 *Remember to check the amount of supplies in the Drop Box everyday and restock when needed.*		
DB_0110	Supply the Drop Box Activity	FS Flash Drag & Drop	Decide how many of each item is required to restock the UPS Drop Box. Click and move the appropriate number to each supply item. 		

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_0120	Step Four: Clean	H	Inspect the outside of the Drop Box daily, for signs of damage, graffiti, and dirt. Clean the Drop Box at least once a week and also whenever needed. First, clean the Customer Supply Area of dust or dirt, and remove any old or outdated supplies. Next, clean the Package Drop Tray and the Package Storage Area of any dust or dirt, and remove any trash from the Trash Bin. Finally, clean the outside of the Drop Box by wiping the sides, back, front, and top of the Drop Box.		
DB_0130	Video of Step Four: Clean	FS Video of cleaning or cleaning images	Please click Close Text and then watch the video clip before proceeding to the next slide. 		

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_0140	Drop Box Cleaning and Supply Kit	H	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. If you have questions about or need supplies, contact your supervisor. The next slide will show the specific amounts of each supply that the Cleaning and Supply Kit should contain.		
DB_0150	Drop Box Cleaning and Supply Kit Contents	H	Each Drop Box Cleaning and Supply Kit should have: • 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 *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.*		

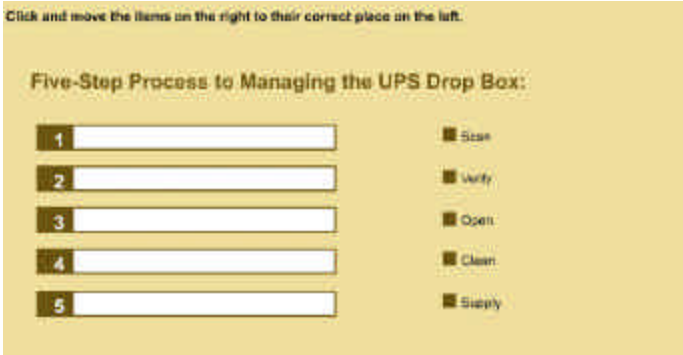|	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_0160	Reporting Problems	Q	If you notice any problems with the Drop Box outside the Customer Center, report the problem immediately to your supervisor. Examples of problems that you may encounter include, but are not limited to: • Pickup Indicator fails • 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	The Customer Center Associate must report which of the following problems to a supervisor immediately? Graffiti on or damage to the Drop Box Door lock malfunctions or pickup indicator fails All of the above are correct	
DB_0170	Step Five: Verify	Q	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. 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." It is very important that our customers know if the UPS Drop Box has already been picked up for the last time of the day.	TF When the UPS Drop Box door is opened, the Pickup Indicator will automatically turn red and read "Picked Up." True	

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_0180	Earlier Pick Ups	Q	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. 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. The Pickup Indicator will change after the button is released. Verify that the indicator has turned green and now reads "Not Picked Up." Remember, this informs our customers that there is at least one more pickup at this Drop Box by the end of the day.	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? Nothing Reset it to show that all packages have been picked up Reset it to show the green indicator, which means that there is still another pickup for the day	
DB_0190	Video of Step Five: Verify	FS Video showing resetting the pickup indicator	Please click Close Text and then watch the video clip before proceeding to the next slide. **UPS Drop Box** VERIFY PICKED UP 7:45 PM LIFT HERE FOR SHIPPING SUPPLIES **Step Five: Verify** Click Here to See a Video		

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
DB_0200	Closing Procedures	H	Finally, close and lock the Drop Box. Take the Drop Box Cleaning and Supply Kit and all the packages from the Drop Box inside the Customer Center. Place the packages in their designated shipping location. Place any ASD billing copies in their designated locations to be turned in at the end of the day.		
DB_0210	Five-Step Process Activity	FS	Click and move the items on the right to their correct place o the left.		
DB_0220	Summary	No image	Customers appreciate cleanliness and finding what they need when using services inside 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.		

Drop Box Storyboard

8/17/2004   10:51 PM

Post Test

TF

The five-step process to maintaining the UPS Drop Box in order is open, scan, supply, clean, and verify.

True

That is incorrect. The five-step process to maintaining the UPS Drop Box in order is open, scan, supply, clean, and verify. Please click Next to continue.

MC

Your role as a Customer Center Associate is to:

Maintain the outward appearance of the Drop Box

Maintain all the supplies for the Drop Box outside the Customer Center

Empty all packages from the Drop Box and scan them into the DIAD

All of the above are correct

That is incorrect. Maintaining the outward appearance and supplies of the Drop Box, emptying packages from the Drop Box and scaning them into the DIAD are all responsibilities of the Customer Center Associate. Please click Next to continue.

MC

To open the Drop Box, locate the compartment door and:

Scan the Drop Box source code

Punch in the special key code

Press and hold the reset button for a total of five seconds

Text message the Center Team to open the Drop Box

That is incorrect. To open the Drop Box, locate the compartment door and punch in the special key code. Please click Next to continue.

MC

When the UPS Drop Box door is opened, the Pickup Indicator will automatically turn:

Green and read "Not Picked Up"

Red and read "Picked Up"

Green and read "Picked Up"

Red and read "Not Picked Up"

That is incorrect. When the UPS Drop Box door is opened, the Pickup Indicator will automatically turn red and read "Picked Up." Please click Next to continue.

MC

The Drop Box should be checked for supplies everyday and then restocked:

Every hour

Only on Fridays

Only when needed

Only when the supplies are completely empty

That is incorrect. The Drop Box should be checked for supplies once a day and then restocked when needed.

C:\Documents and Settings\mike\Desktop\pictures\drop_box_storyboard.doc

MC
What kinds of supplies are NOT included in the UPS Drop Box Cleaning and Supplies Kit?
ASDs
Fragile, Handle with Care Stickers
Trash bags and cleaning wipes
Saturday Delivery Stickers
That is incorrect. Trash bags and cleaning wipes, Saturday Delivery Stickers, ASDs are all included in the UPS Drop Box Cleaning and Supplies Kit. Please click Next to continue.

MC
The Drop Box should be checked for signs of damage, graffiti, and dirt everyday and then cleaned:
Only on Fridays
Only once a week
Only when needed
Once a week and also when needed
That is incorrect. The Drop Box should be checked for signs of damage, graffiti, and dirt everyday and then cleaned once a week and also when needed. Please click Next to continue.

MC
The Customer Center Associate must report which of the following problems to a supervisor immediately?
Pickup indicator fails
Graffiti on or damage to the Drop Box
Door lock malfunctions
All of the above
That is incorrect. The Customer Center Associate must report all of the listed problems to a supervisor immediately. Please click Next to continue.

MC
If the Customer Center Associate retrieves the packages from the Drop Box before the scheduled pickup time, what should the Associate do what with the Pickup Indicator?
Nothing
Reset it to show that all packages have been picked up
Reset it to show the green indicator, which means that there is still another pickup for the day
Reset it to show the red indicator, which means that there is still another pickup for the day
That is incorrect. If the Customer Center Associate retrieves the packages from the Drop Box before the scheduled pickup time, the Associate must reset the Pickup Indicator to green, which means that there is still another pickup for the day. Please click Next to continue.

TF

The last step to the Five-Step Drop Box Process is to verify that the Pickup Indicator displays the correct message to UPS customers, either "Picked Up" or "Not Picked Up."

True

That is incorrect. The last step to the Five-Step Drop Box Process is to verify that the Pickup Indicator displays the correct message to UPS customers, either "Picked Up" or "Not Picked Up." Please click Next to continue.