

Hazardous Materials

Screen	Comments
 <div data-bbox="256 457 1125 909"> <h2 data-bbox="565 499 816 531">Hazardous Materials</h2> <p data-bbox="370 604 995 646">This section provides information about the restrictions and regulations on shipping hazardous materials at the UPS Customer Center.</p> <p data-bbox="370 667 881 688">Upon completion of this section, Associates will be able to:</p> <ul data-bbox="394 709 979 846" 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 <p data-bbox="370 867 719 909">Audience: Customer Center Associates Length: 20 minutes</p> </div> <div data-bbox="232 940 1125 982"> EXIT BACK START </div>	
 <div data-bbox="670 1045 1255 1171"> Hazardous Materials EXIT HELP GLOSSARY </div> <p data-bbox="159 1171 670 1192">INSTRUCTIONS: Review the information, then click the next button.</p> <div data-bbox="134 1203 670 1843">  </div> <div data-bbox="670 1203 1255 1843"> <h3 data-bbox="686 1224 833 1245">Introduction</h3> <p data-bbox="686 1276 1222 1402">Welcome to the Hazardous Materials section of the Customer Center course. This section is designed to communicate UPS's restrictions and regulations on shipping hazardous materials at the UPS Customer Center.</p> <p data-bbox="686 1434 1222 1591">Hazardous materials packages cannot be accepted at Customer Centers for shipment. This is in compliance with the U.S. Department of Transportation Title 49, Code of Federal Regulations and the UPS Hazardous Materials Guide.</p> <p data-bbox="686 1623 1222 1696">This section will examine a Customer Center Associate's responsibilities regarding hazardous materials packages.</p> </div>	

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<div data-bbox="138 136 1242 955">  <div data-bbox="673 136 1063 252"> <div>Hazardous Materials</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="138 252 1242 283"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="138 283 665 945">  </div> <div data-bbox="665 283 1242 945"> <h3>Customers May Not Know</h3> <p>UPS cannot accept hazardous materials at Customer Centers. Customers who use the UPS Customer Centers may lack the necessary knowledge to identify their merchandise as hazardous materials or to correctly prepare such shipments.</p> <p>Incorrectly prepared shipments of hazardous materials are a potential danger to UPS employees, equipment and facilities, and the general public. Also, many regular items become hazardous when being transported. We must take all reasonable steps to keep such materials out of the UPS system.</p> <p>The Customer Center Associate must make every effort to avoid situations where customers may deliberately or inadvertently ship a hazardous material, also referred to as a HazMat, through the Customer Center.</p> </div> <div data-bbox="138 934 1242 955"> <div>Slide 2 of 33</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	
<div data-bbox="138 976 1242 1795">  <div data-bbox="673 976 1063 1092"> <div>Hazardous Materials</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="138 1092 1242 1123"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="138 1123 665 1785"> <div data-bbox="243 1218 544 1312"> <div>Loading Screen</div> <div>0%</div> <div>status : 0kb of 0kb</div> </div> <div data-bbox="138 1417 665 1785"> <div>Question</div> <p>HazMat packages can be shipped by either a Service Provider Pickup or a Customer Drop-off at the Customer Center.</p> <div> <div>A True</div> <div>B False</div> </div> <div>Answer</div> <div>Feedback</div> </div> </div> <div data-bbox="665 1123 1242 1785"> <h3>HazMats are for Service Provider Pickups</h3> <p>Customers who want to ship hazardous materials with UPS must meet all of the following criteria:</p> <ul style="list-style-type: none"> • Must have a regular daily service provider pickup account • Must be pre-approved by UPS • Must sign a hazardous materials contract <p>These customers may only ship their hazardous materials packages through a daily pickup by a service provider. Remember, HazMat packages are not accepted at the Customer Center.</p> <p>For more information about shipping hazardous materials, please ask customers to refer to www.ups.com or call the UPS Hazardous Materials Support Center at 1-800-554-9964.</p> </div> <div data-bbox="138 1774 1242 1795"> <div>Slide 3 of 33</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	

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Screen	Comments
<div data-bbox="164 149 250 247"></div> <div data-bbox="750 140 976 168" data-label="Section-Header"> <h2>Hazardous Materials</h2> </div> <div data-bbox="1185 149 1240 172" data-label="Text"> EXIT </div> <div data-bbox="1179 189 1240 212" data-label="Text"> HELP </div> <div data-bbox="1123 224 1240 247" data-label="Text"> GLOSSARY </div> <div data-bbox="152 254 667 277" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="164 277 618 930"></div> <div data-bbox="680 302 1151 329" data-label="Section-Header"> <h3>The Rationale Behind the Restrictions</h3> </div> <div data-bbox="706 354 1222 888" data-label="List-Group"> <ul style="list-style-type: none"> • The primary reason for this restriction is to ensure the safety of our customers, employees, and the general public by reducing the risk of any incident involving hazardous materials. • By eliminating HazMat shipments from the Customer Center, UPS also reduces the chance of dangerous shipments by suspicious parties. • The failure of UPS Customer Center Associates to prevent the shipment of packages that bear marks or labels identifying contents as hazardous materials could result in fines and penalties against both UPS and our customers. • Customers sending concealed or incorrectly prepared hazardous materials shipments could be subject to fines or more severe penalties, including imprisonment. </div> <div data-bbox="545 936 660 959" data-label="Text"> <p>Slide 4 of 33</p> </div> <div data-bbox="755 936 842 961" data-label="Text"> < BACK </div> <div data-bbox="1055 936 1146 961" data-label="Text"> NEXT > </div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="750 980 976 1005" data-label="Section-Header"> <h2>Hazardous Materials</h2> </div> <div data-bbox="1185 989 1240 1012" data-label="Text"> EXIT </div> <div data-bbox="1179 1026 1240 1050" data-label="Text"> HELP </div> <div data-bbox="1123 1062 1240 1085" data-label="Text"> GLOSSARY </div> <div data-bbox="152 1092 667 1115" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="245 1115 545 1415"></div> <div data-bbox="680 1138 1109 1169" data-label="Section-Header"> <h3>Mercury Shipments are Prohibited</h3> </div> <div data-bbox="680 1190 1222 1327" data-label="Text"> <p>As part of this restriction on customers' shipping hazardous materials packages at Customer Centers, employees need to know that UPS cannot accept shipments of mercury at the Customer Center.</p> </div> <div data-bbox="680 1350 1136 1407" data-label="Text"> <p>This includes devices that might contain mercury, such as, but not limited to:</p> </div> <div data-bbox="706 1430 1222 1591" data-label="List-Group"> <ul style="list-style-type: none"> • Some thermometers (modern thermometers do not contain mercury) • Barometers • Mercury vapor switches • Blood pressure cuffs • Neon and florescent lamps </div> <div data-bbox="680 1614 1206 1749" data-label="Text"> <p>Mercury shipments are not acceptable under the UPS tariff, due to handling and clean-up concerns within UPS operations. Any package or device containing mercury must be politely refused.</p> </div> <div data-bbox="134 1415 503 1440" data-label="Text"> <p>Question Which of the following may contain mercury?</p> </div> <div data-bbox="164 1507 376 1625" data-label="List-Group"> <p>A A barometer</p> <p>B A computer keyboard</p> <p>C A modern thermometer</p> </div> <div data-bbox="134 1562 157 1625" data-label="Text"> <p>Answer</p> </div> <div data-bbox="134 1684 157 1761" data-label="Text"> <p>Feedback</p> </div> <div data-bbox="545 1774 660 1797" data-label="Text"> <p>Slide 5 of 33</p> </div> <div data-bbox="755 1774 842 1797" data-label="Text"> < BACK </div> <div data-bbox="1055 1774 1146 1797" data-label="Text"> NEXT > </div>	

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Screen	Hazardous Materials	Comments
<div data-bbox="164 149 250 247"> </div> <div data-bbox="748 138 974 168"> Hazardous Materials </div> <div data-bbox="1185 149 1240 172"> EXIT </div> <div data-bbox="1177 189 1240 212"> 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="172 285 626 310"> Example of Diamond Hazard Warning Labels </div> <div data-bbox="181 317 620 655"> </div> <div data-bbox="149 669 649 699"> Example of Hazardous Materials Shipping Papers </div> <div data-bbox="220 709 578 909"> </div> <div data-bbox="545 936 660 961"> Slide 6 of 33 </div>	<div data-bbox="748 138 974 168"> Hazardous Materials </div> <div data-bbox="1185 149 1240 172"> EXIT </div> <div data-bbox="1177 189 1240 212"> HELP </div> <div data-bbox="1123 224 1240 247"> GLOSSARY </div> <div data-bbox="680 302 1105 333"> Screening for Hazardous Materials </div> <div data-bbox="680 354 1222 491"> <p>It is important to screen packages for hazardous materials. Each package offered at the Customer Center should be examined using the Six-Sided Spin Check to ensure it does not display any hazard warning labels or markings.</p> </div> <div data-bbox="680 512 1175 571"> <p>While performing the Six-Sided Spin Check, examine the package for:</p> </div> <div data-bbox="706 592 1200 703"> <ul style="list-style-type: none"> • Diamond hazard warning labels • Hazardous materials shipping papers • Hazard markings (UN number, hazardous material descriptions, etc.) </div> <div data-bbox="680 724 1211 858"> <p>Packages bearing any hazardous material labels, especially those in a diamond shape, or bearing a UPS Hazardous Materials Shipping Paper must not be accepted at the Customer Center.</p> </div> <div data-bbox="753 936 842 961"> ◀ BACK </div> <div data-bbox="1055 936 1144 961"> NEXT ▶ </div>	
<div data-bbox="164 989 250 1087"> </div> <div data-bbox="748 978 974 1008"> Hazardous Materials </div> <div data-bbox="1185 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 1115"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="178 1123 615 1386"> </div> <div data-bbox="134 1417 446 1440"> Question What shape are most hazard labels? </div> <div data-bbox="162 1507 269 1625"> <p>A Triangle B Diamond C Square</p> </div> <div data-bbox="134 1680 157 1761"> Answer Feedback </div> <div data-bbox="545 1774 660 1799"> Slide 7 of 33 </div>	<div data-bbox="748 978 974 1008"> Hazardous Materials </div> <div data-bbox="1185 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="680 1138 1115 1194"> Screening for Hazardous Materials, continued </div> <div data-bbox="680 1218 1157 1302"> <p>Discuss with the customer any description marked on the exterior of the package suggestive of a hazardous material.</p> </div> <div data-bbox="680 1323 1218 1379"> <p>HazMat descriptions include, but are not limited to:</p> </div> <div data-bbox="706 1402 1141 1539"> <ul style="list-style-type: none"> • Paint, UN1263 • Printing Ink, UN1210 • Flammable Liquid, n.o.s., UN1993 • Battery wet, filled with acid, UN2794 • Dry ice or Carbon dioxide, solid </div> <div data-bbox="680 1560 1227 1722"> <p>Additional descriptions are located in the UPS Hazardous Materials Guide, which is located under the "Resources" tab on the UPS web site at www.ups.com. Review this information for other signals that might suggest the presence of hazardous materials.</p> </div> <div data-bbox="753 1774 842 1799"> ◀ BACK </div> <div data-bbox="1055 1774 1144 1799"> NEXT ▶ </div>	







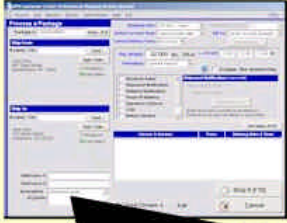

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<div data-bbox="164 149 250 247"> </div> <div data-bbox="748 138 976 168">Hazardous Materials</div> <div data-bbox="1185 149 1240 170">EXIT</div> <div data-bbox="1179 189 1240 210">HELP</div> <div data-bbox="1125 224 1240 247">GLOSSARY</div> <div data-bbox="152 254 667 277">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="180 289 617 552"> </div> <div data-bbox="680 302 1115 357">Screening for Hazardous Materials, continued</div> <div data-bbox="680 382 1157 466">Discuss with the customer any description marked on the exterior of the package suggestive of a hazardous material.</div> <div data-bbox="680 487 1218 543">HazMat descriptions include, but are not limited to:</div> <div data-bbox="706 567 1143 703"> <ul style="list-style-type: none"> • Paint, UN1263 • Printing Ink, UN1210 • Flammable Liquid, n.o.s., UN1993 • Battery wet, filled with acid, UN2794 • Dry ice or Carbon dioxide, solid </div> <div data-bbox="680 724 1227 886">Additional descriptions are located in the UPS Hazardous Materials Guide, which is located under the "Resources" tab on the UPS web site at www.ups.com. Review this information for other signals that might suggest the presence of hazardous materials.</div> <div data-bbox="136 581 636 804"> <p>Question While performing the Six-Sided Spin Check, you notice a diamond shaped warning label. You should:</p> <p>Answer</p> <p>A Ask the customer what is in the package, but not explain why you are asking.</p> <p>B Ask the customer what is in the package, and explain why you need to ask.</p> <p>C Ship the package without asking the customer what is in the package.</p> <p>Feedback</p> </div> <div data-bbox="545 936 660 961">Slide 7 of 33</div> <div data-bbox="755 936 842 961">◀ BACK</div> <div data-bbox="1055 936 1143 961">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"> </div> <div data-bbox="748 978 976 1008">Hazardous Materials</div> <div data-bbox="1185 989 1240 1010">EXIT</div> <div data-bbox="1179 1026 1240 1050">HELP</div> <div data-bbox="1125 1064 1240 1087">GLOSSARY</div> <div data-bbox="152 1094 667 1115">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="258 1136 617 1692"> </div> <div data-bbox="680 1140 1078 1171">Avoiding Suspicious Shipments</div> <div data-bbox="680 1192 1213 1329">Pay attention to customers and their packages. If a customer exhibits suspicious behavior, or if a package is suspicious for any reason, notify your management team so that they may determine the proper action.</div> <div data-bbox="680 1352 1222 1541">Report any unauthorized person (e.g., someone who is not a UPS employee) within controlled areas of the facility. Monitor the flow of people into and out of the Customer Center. Do not allow unauthorized people to come behind the counter or to introduce any unauthorized package into the package flow.</div> <div data-bbox="680 1564 1211 1644">It is your responsibility as the Customer Center Associate to be aware of your surroundings at all times.</div> <div data-bbox="545 1774 660 1799">Slide 8 of 33</div> <div data-bbox="755 1774 842 1799">◀ BACK</div> <div data-bbox="1055 1774 1143 1799">NEXT ▶</div>	

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<div data-bbox="164 149 250 247"> </div> <div data-bbox="750 140 976 168"> Hazardous Materials </div> <div data-bbox="1185 151 1240 172"> EXIT </div> <div data-bbox="1179 189 1240 210"> HELP </div> <div data-bbox="1125 224 1240 247"> GLOSSARY </div> <div data-bbox="152 254 669 277"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="136 277 669 577"> </div> <div data-bbox="680 302 1169 333"> What Might be Considered Suspicious? </div> <div data-bbox="706 354 1229 728"> <ul style="list-style-type: none"> • A person's threatening or unusual comments or behavior. • Suspicious or threatening package markings - e.g., "hate" comments, or crossed-out hazard markings, etc. • Odd noises from within a package - e.g., sounds that do not match contents descriptions, such as clinking in a box said to contain books. • A customer's unwillingness to identify the contents of a package. • A package found unexpectedly within the counter area or introduced into the package flow. </div> <div data-bbox="136 577 669 926"> <div data-bbox="136 577 152 661">Question</div> <p>Items that you consider to be suspicious should be reported to your supervisor immediately.</p> <div data-bbox="136 661 152 787">Answer</div> <p>A True</p> <p>B False</p> <div data-bbox="136 787 152 926">Feedback</div> </div> <div data-bbox="545 936 662 961"> Slide 9 of 33 </div> <div data-bbox="755 936 844 961"> ◀ BACK </div> <div data-bbox="1055 936 1144 961"> NEXT ▶ </div>	
<div data-bbox="164 989 250 1087"> </div> <div data-bbox="750 980 976 1008"> Hazardous Materials </div> <div data-bbox="1185 991 1240 1012"> EXIT </div> <div data-bbox="1179 1029 1240 1050"> HELP </div> <div data-bbox="1125 1064 1240 1087"> GLOSSARY </div> <div data-bbox="152 1094 669 1115"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="243 1222 407 1247"> Loading Screen </div> <div data-bbox="243 1247 544 1278"> <div data-bbox="373 1255 415 1278">0%</div> </div> <div data-bbox="243 1285 430 1310"> status : 0kb of 0kb </div> <div data-bbox="535 1774 662 1799"> Slide 10 of 33 </div> <div data-bbox="755 1774 844 1799"> ◀ BACK </div> <div data-bbox="1055 1774 1144 1799"> NEXT ▶ </div>	

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<div data-bbox="138 136 1242 262">  <div> <div>Hazardous Materials</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div data-bbox="154 252 665 283"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 315 657 892"> <div>HAZARDOUS MATERIALS</div> <div> <div>  <div> POISONS <small>Includes Pesticides, Weed Killers, Rat Poison</small> </div> </div> <div>  <div> FLAMMABLE SOLIDS <small>Includes Matches</small> </div> </div> <div>  <div> CORROSIVES <small>Includes Acids, Alkalies, Car Batteries</small> </div> </div> <div>  <div> FLAMMABLE LIQUIDS <small>Includes Gasoline, Paints, Solvents</small> </div> </div> <div>  <div> COMPRESSED GASES <small>Includes Spray Cans, Medical Oxygen</small> </div> </div> <div>  <div> EXPLOSIVES <small>Includes Ammonium, Gun Powder</small> </div> </div> <div>  <div> OXIDIZERS <small>Includes Bleach, Fertilizers, Swimming Pool Chemicals</small> </div> </div> </div> <div> <p>PROHIBITED</p> <p>At this location, UPS does not accept any dangerous goods or hazardous materials requiring shipping documents, including ORM-D/AIR. UPS accepts hazardous materials on a contract basis only.</p> <p>Packages containing dangerous goods must be identified and packaged in accordance with the Federal Hazardous Materials regulations (49 CFR parts 171-180). Violate these regulations and you could face five years in prison and penalties of \$250,000 or more (49 U.S.C. 5124).</p> <p>Refer to the <i>UPS Hazardous Materials Guide</i> at UPS.com for carrier requirements, restrictions, and updates, or call the UPS Hazardous Materials Support Center at 1-800-554-9964 for details.</p> </div> </div> <div data-bbox="673 294 1242 840"> <p>Avoiding "Hidden HazMats"</p> <p>Always review vague shipping descriptions with your customers.</p> <p>Many of the customers who ship packages using our Customer Centers are not familiar with what constitutes a hazardous material, especially since many of the items are common household goods. Encourage customers to review the Hazardous Materials poster.</p> <p>The Customer Center Associate is responsible for reviewing the package description used by the shipper in the contents description, iShip PSS, or on the Customer Center receipt. Whenever a vague, general, or generic description is used, the Customer Center Associate should request a more specific description of the package contents.</p> </div> <div data-bbox="535 934 1153 966"> <div>Slide 11 of 33</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	
<div data-bbox="138 976 1242 1102">  <div> <div>Hazardous Materials</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div data-bbox="154 1092 665 1123"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 1123 657 1774"> <div>  <p>The shipper listed "Household Goods" as the contents description.</p> <div> <div>Description of Goods:</div> <div>Household Goods</div> </div> <p>But this is what was inside the box...</p>  </div> </div> <div data-bbox="673 1134 1242 1701"> <p>Avoiding "Hidden HazMats", continued</p> <p>For example, a shipping description of "household goods" might actually refer to paints, bleaches, spray cans under pressure or numerous other dangerous items. Gifts or care packages to college students may contain perfumes, spray deodorants or hairspray.</p> <p>Another example is the description "auto parts." This may refer to a wet-acid battery or an air bag module, both of which are regulated hazardous materials.</p> <p>A list of "Trigger Terms" is included towards the end of this section. This list includes sample descriptions that might suggest the presence of hazardous materials.</p> <p>Any vague or general terms should be questioned and reviewed with the customer.</p> </div> <div data-bbox="535 1774 1153 1806"> <div>Slide 12 of 33</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	

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<div data-bbox="164 142 250 247"> </div> <div data-bbox="751 138 974 165">Hazardous Materials</div> <div data-bbox="1185 149 1239 170">EXIT</div> <div data-bbox="1179 186 1239 207">HELP</div> <div data-bbox="1125 222 1239 245">GLOSSARY</div> <div data-bbox="152 252 667 275">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="181 289 612 564"> </div> <div data-bbox="682 300 1071 331"> <h3>Suspicious Activity Procedures</h3> </div> <div data-bbox="682 352 1229 543"> <p>If you have suspicions, whether they are based on a customer's behavior, a package description or markings, or a shipment that may present a threat to UPS, its customers, or the public, notify the management team immediately to explain your concerns. The management team will determine how to respond.</p> </div> <div data-bbox="682 564 1180 596"> <p>Examples of potential security concerns are:</p> </div> <div data-bbox="708 617 1206 888"> <ul style="list-style-type: none"> • Attempts to ship dangerous materials, including concealed hazardous materials • Attempts to introduce unauthorized packages (e.g., leaving a package behind the counter) • Attempts to enter areas off-limits to the general public • Verbal threats directed to UPS employees or customers • Threatening package markings </div> <div data-bbox="136 579 638 663"> <p>Question You inform a customer, who has a package that contains hazardous materials, that you cannot accept the package. The customer becomes extremely upset and threatens you to ship the package, or else. You should:</p> </div> <div data-bbox="164 667 621 787"> <p>Answer</p> <p>A Respond equally upset to the customer, "or else what?"</p> <p>B Notify the management team immediately.</p> <p>C Both A and B are correct</p> </div> <div data-bbox="136 846 157 919"> <p>Feedback</p> </div> <div data-bbox="535 934 660 959">Slide 13 of 33</div> <div data-bbox="755 934 842 959">◀ BACK</div> <div data-bbox="1057 934 1146 959">NEXT ▶</div>	
<div data-bbox="164 982 250 1087"> </div> <div data-bbox="751 978 974 1005">Hazardous Materials</div> <div data-bbox="1185 987 1239 1008">EXIT</div> <div data-bbox="1179 1024 1239 1045">HELP</div> <div data-bbox="1125 1060 1239 1083">GLOSSARY</div> <div data-bbox="152 1089 667 1113">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="136 1119 660 1770"> </div> <div data-bbox="682 1138 1055 1167"> <h3>Follow the Chain of Command</h3> </div> <div data-bbox="682 1188 1211 1327"> <p>Since you as the Customer Center Associate are expected to notify management of suspicious or threatening situations, it is important that you have the contact information for the following people:</p> </div> <div data-bbox="708 1350 1221 1644"> <ul style="list-style-type: none"> • The names and telephone numbers of your supervisor or other management to whom Customer Center personnel should report. In the event of a suspicious shipment or other threatening situation, they will be the first line of support for the Center personnel. • The names and telephone numbers of the District Security team. • The names and telephone numbers of the Threat Response team members. </div> <div data-bbox="682 1667 1211 1747"> <p>If you are unsure any of the contact information listed above, ask your supervisor for more details.</p> </div> <div data-bbox="535 1774 660 1797">Slide 14 of 33</div> <div data-bbox="755 1774 842 1797">◀ BACK</div> <div data-bbox="1057 1774 1146 1797">NEXT ▶</div>	

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<div data-bbox="162 147 251 241"></div> <div data-bbox="747 136 974 168">Hazardous Materials</div> <div data-bbox="1185 147 1242 168">EXIT</div> <div data-bbox="1177 189 1242 210">HELP</div> <div data-bbox="1128 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="162 346 349 493"> <p>If the shipper is not able to remove all of the hazardous markings...</p> </div> <div data-bbox="406 294 633 504"></div> <div data-bbox="682 304 1096 331"> <p>Procedures for HazMat Situations</p> </div> <div data-bbox="682 352 1218 466"> <p>Example 1: A package does not contain hazardous materials, but it's in a used box with old hazardous markings. Nothing else is suspicious about the shipment.</p> </div> <div data-bbox="682 487 1218 621"> <p>It is the shipper's responsibility to remove old hazardous markings on a carton that does not contain hazardous materials. If the markings cannot be totally obliterated, a new carton must be used.</p> </div> <div data-bbox="682 644 1214 781"> <p>UPS personnel must not remove hazardous materials markings from a carton that has been given to us for shipping. It is the shipper's responsibility to remove such markings if the contents are not hazardous.</p> </div> <div data-bbox="357 535 454 672"></div> <div data-bbox="146 703 389 924"></div> <div data-bbox="462 688 584 798"> <p>...Then a new carton must be used.</p> </div> <div data-bbox="535 934 662 961">Slide 15 of 33</div> <div data-bbox="755 934 844 961">◀ BACK</div> <div data-bbox="1055 934 1144 961">NEXT ▶</div>	
<div data-bbox="162 987 251 1081"></div> <div data-bbox="747 976 974 1008">Hazardous Materials</div> <div data-bbox="1185 987 1242 1008">EXIT</div> <div data-bbox="1177 1024 1242 1050">HELP</div> <div data-bbox="1128 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="138 1144 389 1375"></div> <div data-bbox="682 1138 1104 1194"> <p>Procedures for HazMat Situations, continued</p> </div> <div data-bbox="682 1215 1209 1272"> <p>Example 2: A package contains hazardous materials.</p> </div> <div data-bbox="682 1295 1209 1541"> <p>If it is discovered that the package contains or very likely contains hazardous materials, including mercury or devices containing mercury, the package must be refused and the customer must be politely informed that UPS does not accept hazardous materials or mercury at the Customer Centers. This company requirement protects employees, the company, and the public.</p> </div> <div data-bbox="138 1417 662 1482"> <p>Question UPS personnel may remove hazardous markings from packages that do not contain HazMats, if the customer drops off the package and forgets to remove them.</p> </div> <div data-bbox="162 1507 235 1533"> <p>A True</p> </div> <div data-bbox="162 1556 243 1581"> <p>B False</p> </div> <div data-bbox="138 1564 154 1627"> <p>Answer</p> </div> <div data-bbox="138 1680 154 1764"> <p>Feedback</p> </div> <div data-bbox="535 1774 662 1799">Slide 16 of 33</div> <div data-bbox="755 1774 844 1799">◀ BACK</div> <div data-bbox="1055 1774 1144 1799">NEXT ▶</div>	





Hazardous Materials



Screen	Comments
<div data-bbox="164 149 250 247"> </div> <div data-bbox="748 140 974 168"> Hazardous Materials </div> <div data-bbox="1185 151 1239 174"> EXIT </div> <div data-bbox="1177 189 1239 210"> HELP </div> <div data-bbox="1123 224 1239 247"> GLOSSARY </div> <div data-bbox="152 254 665 277"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="680 302 1092 329"> OTHER REGULATED MATERIALS </div> <div data-bbox="678 354 1222 518"> <p>ORM-D materials are typically consumer commodities that are not covered under specific product classifications. Examples include, but are not limited to, household aerosols, consumer pesticides, spray paints and certain types of ammunition.</p> </div> <div data-bbox="678 539 1218 703"> <p>Ground shipments within the contiguous United States that are classified as ORM-D or consumer commodities can be accepted at the UPS Customer Center, because they do not require shipping papers for ground transportation.</p> </div> <div data-bbox="678 724 1208 810"> <p>The marking ORM-D in a rectangle, along with the proper shipping name, such as consumer commodity, identifies these shipments.</p> </div> <div data-bbox="211 411 600 840"> </div> <div data-bbox="534 936 660 961"> Slide 17 of 33 </div> <div data-bbox="753 938 841 961"> ◀ BACK </div> <div data-bbox="1055 938 1143 961"> NEXT ▶ </div>	
<div data-bbox="164 989 250 1087"> </div> <div data-bbox="748 980 974 1008"> Hazardous Materials </div> <div data-bbox="1185 991 1239 1012"> EXIT </div> <div data-bbox="1177 1026 1239 1050"> HELP </div> <div data-bbox="1123 1064 1239 1087"> GLOSSARY </div> <div data-bbox="152 1092 665 1115"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="214 1178 602 1213"> CONSUMER COMMODITY </div> <div data-bbox="319 1274 479 1318"> ORM-D </div> <div data-bbox="678 1138 922 1167"> ORM-D Procedures </div> <div data-bbox="678 1190 1208 1302"> <p>Ground shipments classified as ORM-D do not require shipping papers and are acceptable at the Customer Center if all of the following requirements are met:</p> </div> <div data-bbox="704 1323 1222 1646"> <ul style="list-style-type: none"> • They are only sent via Ground service to destinations in the continental 48 States. • They are adequately packed in a new or like-new package (packages that have no holes or tears, and have good structural integrity). This must be strictly enforced. • They are clearly marked with a proper shipping name (i.e., either "Consumer commodity" or "Cartridges, small arms"). • They clearly display the letters "ORM-D" in a rectangle (stenciled, on a sticker, or hand drawn). </div> <div data-bbox="134 1417 638 1461"> Question ORM-D packages require shipping papers to travel via Ground service. </div> <div data-bbox="162 1507 248 1581"> Answer A True B False </div> <div data-bbox="134 1684 157 1761"> Feedback </div> <div data-bbox="534 1774 660 1799"> Slide 18 of 33 </div> <div data-bbox="753 1776 841 1799"> ◀ BACK </div> <div data-bbox="1055 1776 1143 1799"> NEXT ▶ </div>	

Hazardous Materials




Screen	Comments
<div data-bbox="164 149 250 247"></div> <div data-bbox="750 140 974 168">Hazardous Materials</div> <div data-bbox="1185 149 1239 172">EXIT</div> <div data-bbox="1179 189 1239 210">HELP</div> <div data-bbox="1125 224 1239 247">GLOSSARY</div> <div data-bbox="154 254 667 277">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="207 289 609 577"></div> <div data-bbox="682 302 971 331">Special Note on ORM-D</div> <div data-bbox="682 354 1196 466">An ORM-D package requires shipping papers to travel by air. Therefore, ORM-Ds are NOT accepted at the Customer Center for the following air services:</div> <div data-bbox="708 487 1052 623"> <ul style="list-style-type: none"> • Next Day Air services • 2nd Day Air services • 3 Day Select • Worldwide Express services • Worldwide Expedited </div> <div data-bbox="682 644 1221 753">It is very important to complete a Six-Sided Spin Check to ensure there are no ORM-D markings or other indicators (such as the 'aerosol rattle') on or in the carton for these air services.</div> <div data-bbox="682 777 1224 913">If a customer wants to ship an ORM-D package by air, the customer must refer to www.ups.com, call 1-800-PICK-UPS or call the UPS Hazardous Materials Support Center at 1-800-554-9964.</div> <div data-bbox="136 581 600 604">ORM-D packages require shipping papers to travel by air.</div> <div data-bbox="164 669 233 695">A True</div> <div data-bbox="164 718 243 743">B False</div> <div data-bbox="535 936 660 961">Slide 19 of 33</div> <div data-bbox="755 936 841 961">◀ BACK</div> <div data-bbox="1057 936 1143 961">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="750 980 974 1008">Hazardous Materials</div> <div data-bbox="1185 989 1239 1012">EXIT</div> <div data-bbox="1179 1026 1239 1050">HELP</div> <div data-bbox="1125 1064 1239 1087">GLOSSARY</div> <div data-bbox="154 1094 667 1117">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="207 1129 609 1417"></div> <div data-bbox="682 1140 971 1171">Special Note on ORM-D</div> <div data-bbox="682 1192 1196 1304">An ORM-D package requires shipping papers to travel by air. Therefore, ORM-Ds are NOT accepted at the Customer Center for the following air services:</div> <div data-bbox="708 1325 1052 1461"> <ul style="list-style-type: none"> • Next Day Air services • 2nd Day Air services • 3 Day Select • Worldwide Express services • Worldwide Expedited </div> <div data-bbox="682 1482 1221 1591">It is very important to complete a Six-Sided Spin Check to ensure there are no ORM-D markings or other indicators (such as the 'aerosol rattle') on or in the carton for these air services.</div> <div data-bbox="682 1614 1224 1751">If a customer wants to ship an ORM-D package by air, the customer must refer to www.ups.com, call 1-800-PICK-UPS or call the UPS Hazardous Materials Support Center at 1-800-554-9964.</div> <div data-bbox="136 1421 649 1503">A customer asks a Customer Center Associate if they should send their ORM-D package using ground or air services. The Associate replies that either service is fine. Was the Associate's response correct?</div> <div data-bbox="164 1509 227 1535">A Yes</div> <div data-bbox="164 1558 222 1583">B No</div> <div data-bbox="535 1776 660 1799">Slide 19 of 33</div> <div data-bbox="755 1776 841 1799">◀ BACK</div> <div data-bbox="1057 1776 1143 1799">NEXT ▶</div>	

Hazardous Materials



Screen	Comments
<div data-bbox="138 136 1242 262">  <div> <div>Hazardous Materials</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </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 934"> <div> <div> Pharmaceuticals Auto Parts Hunting Supplies Electrical Equipment Frozen Food Cosmetics </div> <div>  </div> </div> <div> <h3>Trigger Terms</h3> <p>Certain words may also be clues that dangerous goods or hazardous materials are present. UPS refers to these words as Trigger Terms. The next few slides will cover the most common Trigger Terms to listen and look for.</p> <p>This is only a sample of Trigger Terms which should prompt further questions about a shipment. There are many more, and it is hoped that the sample will lead you to think about other general terms that may require further investigation.</p> <p>From time to time, additional information may be added to the list of Trigger Terms. The most current list is available at the following internal UPS web address:</p> <p>http://www.air.inside.ups.com/HazMat/content/HazMat_Main/trigger_terms.htm</p> </div> <div> <p>Question</p> <p>If a word listed in the Trigger Terms list is mentioned by a customer, written in the package contents, or is marked on the box, you should ask the customer to explain what exactly, and how much of it, is in the package.</p> <p>Answer</p> <p>A True</p> <p>B False</p> </div> <div> <p>Feedback</p> </div> </div> <div> <div>Slide 20 of 33</div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	
<div data-bbox="138 976 1242 1102">  <div> <div>Hazardous Materials</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </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 1774"> <div>  <div> <h2>TRIGGER TERMS 1 - 6</h2> <div> <div> Air Conditioning Equipment May contain gases under pressure. </div> <div> Auto Parts May contain such dangerous items as a wet-acid battery or an air bag module. </div> <div> Aircraft Parts May contain such dangerous items as oxygen generators or cylinders, fire extinguishers, batteries, paints, solvents or devices containing residual fuel. </div> <div> Barometers May indicate the presence of mercury. </div> <div> Blood Pressure Cuffs May indicate the presence of mercury. </div> <div> Breathing Apparatus May mean oxygen cylinders under pressure. </div> </div> </div> </div> <div> <div>Slide 21 of 33</div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div>	

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 <div>Hazardous Materials</div> <div>EXIT HELP GLOSSARY</div> <p>INSTRUCTIONS: Review the information, then click the next button.</p> <div> <h3>TRIGGER TERMS 7 - 14</h3> <table> <tr> <td> Bull Semen May signal the presence of dry ice or liquefied gas. </td> <td> Cosmetics May contain flammable liquids. </td> </tr> <tr> <td> Camping Gear May include many different dangerous items such as: flammable gas, flammable liquids, matches, flares (the structural tubing on certain types of backpacks contains liquid fuels). </td> <td> Cryogenic (liquid) A liquefied gas of very low temperature, which must be shipped as dangerous goods/hazardous materials. </td> </tr> <tr> <td> Chain Saw Will most likely contain a residue of fuel. </td> <td> Cylinder May contain compressed gas. </td> </tr> <tr> <td> Chemical Oxygen May indicate the presence of an oxygen generator. </td> <td> Dental Apparatus/Equipment May contain hazardous chemicals such as a resins or solvents or gases. </td> </tr> </table> </div> <div>Slide 22 of 33 < BACK NEXT ></div>	Bull Semen May signal the presence of dry ice or liquefied gas.	Cosmetics May contain flammable liquids.	Camping Gear May include many different dangerous items such as: flammable gas, flammable liquids, matches, flares (the structural tubing on certain types of backpacks contains liquid fuels).	Cryogenic (liquid) A liquefied gas of very low temperature, which must be shipped as dangerous goods/hazardous materials.	Chain Saw Will most likely contain a residue of fuel.	Cylinder May contain compressed gas.	Chemical Oxygen May indicate the presence of an oxygen generator.	Dental Apparatus/Equipment May contain hazardous chemicals such as a resins or solvents or gases.									
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 <div>Hazardous Materials</div> <div>EXIT HELP GLOSSARY</div> <p>INSTRUCTIONS: Review the information, then click the next button.</p> <p>Select the words that are considered to be TRIGGER TERMS.</p> <table> <tr> <td>Aircraft Parts</td><td>Cylinder</td><td>Auto Parts</td><td>Air Conditioning Equipment</td></tr> <tr> <td>Bull Semen</td><td>Breathing Apparatus</td><td>Camping Gear</td><td>Chemical Oxygen</td></tr> <tr> <td>Blood Pressure Cuffs</td><td>Aluminium</td><td>Dental Equipment</td><td>Crystal</td></tr> <tr> <td>Barometers</td><td>Cryogenic</td><td>Chain Saw</td><td>Cosmetics</td></tr> </table> <div>Slide 23 of 33 < BACK NEXT ></div>	Aircraft Parts	Cylinder	Auto Parts	Air Conditioning Equipment	Bull Semen	Breathing Apparatus	Camping Gear	Chemical Oxygen	Blood Pressure Cuffs	Aluminium	Dental Equipment	Crystal	Barometers	Cryogenic	Chain Saw	Cosmetics	
Aircraft Parts	Cylinder	Auto Parts	Air Conditioning Equipment														
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Blood Pressure Cuffs	Aluminium	Dental Equipment	Crystal														
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<div data-bbox="138 136 1242 955"> <div>  <div> <div>Hazardous Materials</div> <div> EXIT HELP GLOSSARY </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div> <div>TRIGGER TERMS 15 - 20</div> <div> <div> Drilling and Mining Equipment May contain explosives, acids, lubricants or other dangerous goods. </div> <div> Engine Parts May include carburetors, gas lines, or gas tanks which may contain gasoline. </div> <div> Electrical Equipment May contain powerful magnets or mercury in switches. </div> <div> Fertilizer May be an oxidizer. </div> <div> Electrically Powered Apparatus May contain wet electric storage batteries. </div> <div> Fire Extinguishers or Fire Equipment May contain gases under pressure. </div> </div>  </div> <div> <div>Slide 24 of 33</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div></div>	
<div data-bbox="138 976 1242 1795"> <div>  <div> <div>Hazardous Materials</div> <div> EXIT HELP GLOSSARY </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div> <div>TRIGGER TERMS 21 - 28</div> <div> <div> Frozen Food May contain dry ice. </div> <div> Laboratory or Testing Equipment May contain assorted dangerous materials. </div> <div> Household Goods May include paints, bleaches, spray cans under pressure and numerous other dangerous items. </div> <div> MSDS or Material Safety Data Sheet May indicate a product is hazardous. Ensure that the shipment receives expert analysis before being advanced. </div> <div> Hunting Supplies May contain small arms ammunition. </div> <div> Machinery Parts May include adhesives, paints, sealants, solvents or other chemicals and gases. </div> <div> Laundry Supplies May mean strong bleaches or oxidizing fabric treatments. </div> <div> Medical Supplies May contain flammable or corrosive chemicals, infectious substances or radioactive materials. </div> </div> </div> <div> <div>Slide 25 of 33</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div></div>	




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Screen	Comments
<div>  <div> <div>Hazardous Materials</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div>Select the words that are considered to be TRIGGER TERMS.</div> <div> <div>Medical Supplies</div> <div>Frozen Food</div> <div>Engine Parts</div> <div>Electrical Equipment</div> <div>Fertilizer</div> <div>Electrically Powered Apparatus</div> <div>Hunting Supplies</div> <div>Machinery Parts</div> <div>Drilling Equipment</div> <div>Household Goods</div> <div>Mining Equipment</div> <div>Fire Extinguishers</div> <div>Miniature Houses</div> <div>Laundry Supplies</div> <div>MSDS</div> <div>Laboratory Equipment</div> </div> <div> <div>Slide 26 of 33</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	
<div>  <div> <div>Hazardous Materials</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div> <div> <div>TRIGGER TERMS 29 - 34</div> <div> <div> Mercury or Mercurial May indicate a shipment that is regulated. </div> <div> Motorized Equipment May contain gasoline. </div> <div> Oxygen Generator A prohibited chemical device that generates oxygen and a large amount of heat. </div> </div> <div> <div> Passenger Service Unit (PSU) May indicate the presence of an oxygen generator as utilized in an aircraft. </div> <div> Perfume May contain flammable liquids. </div> <div> Pharmaceuticals May include flammable liquids, radioactive medicines, or other hazardous chemicals. </div> </div> </div> </div> <div> <div>Slide 27 of 33</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	

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Screen	Comments
<div>  <div> <div>Hazardous Materials</div> <div> EXIT HELP GLOSSARY </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div>TRIGGER TERMS 35 - 42</div> <div> <div> Photographic Supplies May contain acids, corrosive materials, bleaches, or poisonous materials. </div> <div> Thermometers May indicate the presence of mercury. </div> <div> Repair Kits May contain adhesives, paints, solvents, flammable gases, or other dangerous goods. </div> <div> Tool Boxes May contain explosives (power rivets), compressed gases (spray cans), flammable adhesives or paints, corrosive liquids, etc. </div> <div> Samples for Testing May contain any number of dangerous goods. </div> <div> Vaccines May be packed in dry ice. </div> <div> Swimming Pool, Jacuzzi Chemicals or Parts May contain oxidizers or other dangerous goods. </div> <div> Weather Equipment May indicate the presence of devices containing mercury. </div> </div> </div> <div>Slide 28 of 33</div> <div> < BACK NEXT > </div> </div>	
<div>  <div> <div>Hazardous Materials</div> <div> EXIT HELP GLOSSARY </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div>Select the words that are considered to be TRIGGER TERMS.</div> <div> <div>Vaccines</div> <div>Tool Box</div> <div>Perfume</div> <div>Motorized Equipment</div> <div>Repair Kits</div> <div>Passenger Service Unit</div> <div>Sewing Supplies</div> <div>Photography Supplies</div> <div>Oxygen Generator</div> <div>Musical Instruments</div> <div>Samples for Testing</div> <div>Testing Equipment</div> <div>Thermometers</div> <div>Jacuzzi Chemicals</div> <div>Pharmaceuticals</div> <div>Mercurial</div> <div>Swimming Pool Parts</div> <div>Mercury</div> <div>Material Safety Data Sheet</div> <div>Weather Equipment</div> </div> </div> <div>Slide 29 of 33</div> <div> < BACK NEXT > </div> </div>	

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<div data-bbox="138 136 1242 955"> <div>  <div> <div>Hazardous Materials</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div>  <div> <div> <div>1. Stop</div> <div>2. Leave Area</div> <div>3. Notify Supervisor Immediately</div> </div> <div> <div>HazMat Packages in the Customer Center</div> <div> <p>Even though hazardous materials are not accepted at the Customer Center for shipping, there may be instances when a HazMat package will be in the Customer Center.</p> <p>For example, if a customer was not able to sign for their HazMat package when their service provider attempted to deliver the package, the customer may request that the package be Held for Pickup at the Customer Center.</p> <p>HazMat packages must be kept in a designated, segregated area. Ask your supervisor where this area located.</p> <p>It is also important to be aware of the condition of a HazMat package. If a HazMat package is leaking, smells, or making noises, stop, leave the area immediately and notify your supervisor. Remember, UPS is concerned for your safety, as well as everyone else's safety in</p> </div> </div> </div> <div> <div>Question</div> <div> <p>A customer comes into the Customer Center to pick up their package, and you, the Customer Counter Associate, notice that the package is a damaged HazMat package. Can you give the customer their package?</p> </div> <div> <div>A Yes</div> <div>B No</div> </div> <div>Answer</div> <div>Feedback</div> </div> <div>Slide 30 of 33</div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div>	
<div data-bbox="138 976 1242 1795"> <div>  <div> <div>Hazardous Materials</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div> <div>Information</div> <div>FAQ</div> <div> <p>As a Customer Center Associate, different customers may ask you similar questions regarding hazardous materials. This slide displays several frequently asked questions and their correct responses.</p> <p>Click Close Text to continue.</p> </div> <div>Close Text</div> </div> <div>SHOW ANSWER</div> </div> <div>Slide 31 of 33</div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	

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<div data-bbox="134 132 1248 961"> <div>  <div> <div>Hazardous Materials</div> <div> EXIT HELP GLOSSARY </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div>Frequently Asked Questions</div> <div>About Hazardous Materials</div> </div> <div> <div>Question:</div> <div>Why won't UPS take a customer's hazardous material package at the Customer Center?</div> </div> <div> <div>Answer:</div> <div> <div>SHOW ANSWER</div> </div> </div> <div> <div>Slide 31 of 33</div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div> </div>	
<div data-bbox="134 972 1248 1795"> <div>  <div> <div>Hazardous Materials</div> <div> EXIT HELP GLOSSARY </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div>  <div> <div>Non-Acceptance at Customer Centers</div> <div> <p>For reasons of both compliance and security, UPS Customer Centers do not accept hazardous materials requiring shipping papers in any package for delivery via any UPS service. Mercury and any devices containing mercury are included in this prohibition.</p> <p>(UPS also does not accept hazardous materials from Authorized Shipping Outlets (ASOs), or The UPS Stores.)</p> <p>The primary reason for this decision is to help ensure the safety of our customers, employees, and the general public by reducing the risk of any incident involving hazardous materials.</p> <p>To find an alternative carrier for hazardous materials shipments, suggest that the customer check the "delivery" section of their local Yellow Pages, commercial airlines, bus services, couriers, or local motor freight companies.</p> </div> </div> </div> <div> <div>Slide 32 of 33</div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div> </div></div>	

Hazardous Materials

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<div data-bbox="164 149 250 247"></div> <div data-bbox="748 138 974 168" data-label="Section-Header"> <h3 style="text-align: center;">Hazardous Materials</h3> </div> <div data-bbox="1185 149 1240 172" data-label="Text"> EXIT </div> <div data-bbox="1177 189 1240 210" data-label="Text"> HELP </div> <div data-bbox="1123 224 1240 247" data-label="Text"> GLOSSARY </div> <div data-bbox="152 254 667 277" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="680 302 1125 329" data-label="Section-Header"> <h4>Best Practices for Possible HazMats</h4> </div> <div data-bbox="177 459 337 594" data-label="Text"> <p>Contact the UPS HazMat Support Center at 1-800-554-9964.</p> </div> <div data-bbox="326 474 664 930"></div> <div data-bbox="704 354 1227 915" data-label="List-Group"> <ul style="list-style-type: none"> • Complete a Six-Sided Spin Check on all packages offered at the Customer Center to ensure there are no hazardous markings on the carton. • Review the contents area on the Customer Center receipt or in iShip to make sure that there are no vague descriptions, or that the contents listed would indicate a hazardous material. (Review 'Trigger Terms' for clues to potential hazardous materials.) • Stay alert to shipments that are suspicious - due to either the customer's behavior or to features of the shipment itself, such as markings on the package, odd sounds from contents inconsistent with package contents description, etc. • If you have any security-related concerns, notify your management team immediately so that appropriate notifications can be made. • If you have any HazMat-related questions, </div> <div data-bbox="535 936 660 961" data-label="Text"> <p>Slide 33 of 33</p> </div> <div data-bbox="753 936 842 961" data-label="Text"> <p>◀ BACK</p> </div> <div data-bbox="1055 936 1146 961" data-label="Text"> <p>NEXT ▶</p> </div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="748 982 974 1010" data-label="Section-Header"> <h3 style="text-align: center;">Hazardous Materials</h3> </div> <div data-bbox="1185 989 1240 1012" data-label="Text"> EXIT </div> <div data-bbox="1177 1029 1240 1052" data-label="Text"> HELP </div> <div data-bbox="1123 1066 1240 1089" data-label="Text"> GLOSSARY </div> <div data-bbox="152 1096 706 1119" data-label="Text"> <p>INSTRUCTIONS: Review the summary. Click the next button to continue.</p> </div> <div data-bbox="217 1209 664 1312" data-label="Section-Header"> <h2 style="text-align: center;">Summary</h2> </div> <div data-bbox="680 1144 808 1176" data-label="Section-Header"> <h4>Summary</h4> </div> <div data-bbox="680 1194 1170 1304" data-label="Text"> <p>This section provided information about the restrictions and regulations on shipping hazardous materials at the UPS Customer Center.</p> </div> <div data-bbox="680 1329 1218 1491" data-label="Text"> <p>Hazardous materials packages, also referred to as HazMat packages, are NOT accepted at Customer Centers. This is in compliance with the U.S. Department of Transportation Title 49, Code of Federal Regulations and the UPS Hazardous Materials Guide.</p> </div> <div data-bbox="680 1514 1174 1596" data-label="Text"> <p>Under no circumstances can Hazardous Materials be shipped or dropped off at a CustomerCenter.</p> </div> <div data-bbox="680 1619 1211 1730" data-label="Text"> <p>It is your responsibility as the Customer Center Associate to politely reject these packages and give the customer an explanation for the rejection.</p> </div> <div data-bbox="519 1778 660 1803" data-label="Text"> <p>Summary Slide</p> </div> <div data-bbox="753 1778 842 1803" data-label="Text"> <p>◀ BACK</p> </div> <div data-bbox="1055 1778 1146 1803" data-label="Text"> <p>NEXT ▶</p> </div>	