

Hazardous Materials

Screen	Comments
 <h2 data-bbox="565 499 820 535">Hazardous Materials</h2> <p data-bbox="370 604 993 651">This section provides information about the restrictions and regulations on shipping hazardous materials at the UPS Customer Center.</p> <p data-bbox="370 661 880 688">Upon completion of this section, Associates will be able to:</p> <ul data-bbox="393 703 982 844" 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="370 856 717 903">Audience: Customer Center Associates Length: 20 minutes</p> <p data-bbox="230 940 1120 982">EXIT BACK START</p>	
 <h3 data-bbox="755 1054 977 1081">Hazardous Materials</h3> <p data-bbox="1193 1060 1242 1081">EXIT</p> <p data-bbox="1193 1096 1242 1117">HELP</p> <p data-bbox="1136 1134 1242 1155">GLOSSARY</p> <p data-bbox="159 1165 669 1186">INSTRUCTIONS: Review the information, then click the next button.</p>  <p data-bbox="365 1270 597 1375">This is an example of a Hazardous Materials Package.</p> <h4 data-bbox="685 1213 836 1243">Introduction</h4> <p data-bbox="685 1270 1218 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="685 1428 1209 1585">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="685 1612 1226 1696">This section will examine a Customer Center Associate's responsibilities regarding hazardous materials packages.</p> <p data-bbox="552 1852 662 1873">Slide 1 of 33</p> <p data-bbox="760 1852 841 1873">← BACK</p> <p data-bbox="1063 1852 1144 1873">NEXT →</p>	

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Screen			Comments
 <p style="text-align: center;">Hazardous Materials</p> <p style="text-align: right;">EXIT HELP GLOSSARY</p> <p>INSTRUCTIONS: Review the information, then click the next button.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  </div> <div style="width: 50%; background-color: #ffffcc; padding: 5px;"> <p>Customers May Not Know</p> <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> <p style="text-align: center;">Slide 2 of 33</p> <p style="text-align: center;">◀ BACK NEXT ▶</p>			
 <p style="text-align: center;">Hazardous Materials</p> <p style="text-align: right;">EXIT HELP GLOSSARY</p> <p>INSTRUCTIONS: Review the information, then click the next button.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%; background-color: #ffffcc; padding: 5px;"> <p>Loading Screen</p> <p style="text-align: center;">0%</p> <p>status : 0kb of 0kb</p> <p>Question</p> <p>HazMat packages can be shipped by either a Service Provider Pickup or a Customer Drop-off at the Customer Center.</p> <p>A True</p> <p>B False</p> <p>Answer</p> <p>Feedback</p> </div> <div style="width: 50%; background-color: #ffffcc; padding: 5px;"> <p>HazMats are for Service Provider Pickups</p> <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> <p style="text-align: center;">Slide 3 of 33</p> <p style="text-align: center;">◀ BACK NEXT ▶</p>			

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Screen	Hazardous Materials			Comments
	Hazardous Materials		EXIT	
			HELP	
INSTRUCTIONS: Review the information, then click the next button.				
	<p>The Rationale Behind the Restrictions</p> <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. 			
	Slide 4 of 33	◀ BACK	NEXT ▶	
	Hazardous Materials		EXIT	
			HELP	
INSTRUCTIONS: Review the information, then click the next button.				
	<p>Mercury Shipments are Prohibited</p> <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> <p>This includes devices that might contain mercury, such as, but not limited to:</p> <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 <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>			
	Slide 5 of 33	◀ BACK	NEXT ▶	
Question	Which of the following may contain mercury?			
Answer	<p>A A barometer</p> <p>B A computer keyboard</p> <p>C A modern thermometer</p>			
Feedback				

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<div style="background-color: #333; color: white; padding: 5px;"> Hazardous Materials <div style="float: right; text-align: right;"> EXIT HELP GLOSSARY </div> </div> <div style="background-color: #f39c12; padding: 5px; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #fff9c4; padding: 10px; margin-top: 5px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Example of Diamond Hazard Warning Labels</p> <p>Example of Hazardous Materials Shipping Papers</p> </div> <div style="width: 50%;"> <p>Screening for Hazardous Materials</p> <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> <p>While performing the Six-Sided Spin Check, examine the package for:</p> <ul style="list-style-type: none"> Diamond hazard warning labels Hazardous materials shipping papers Hazard markings (UN number, hazardous material descriptions, etc.) <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> <div style="background-color: #333; color: white; padding: 5px; margin-top: 5px; display: flex; justify-content: space-between;"> Slide 6 of 33 ◀ BACK NEXT ▶ </div> </div>			
<div style="background-color: #333; color: white; padding: 5px;"> Hazardous Materials <div style="float: right; text-align: right;"> EXIT HELP GLOSSARY </div> </div> <div style="background-color: #f39c12; padding: 5px; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #fff9c4; padding: 10px; margin-top: 5px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p style="font-size: 0.8em; margin-top: 10px;"> Question What shape are most hazard labels? A Triangle B Diamond C Square </p> <p style="font-size: 0.8em; margin-top: 10px;"> Answer B Diamond </p> <p style="font-size: 0.8em; margin-top: 10px;"> Feedback </p> </div> <div style="width: 50%;"> <p>Screening for Hazardous Materials, continued</p> <p>Discuss with the customer any description marked on the exterior of the package suggestive of a hazardous material.</p> <p>HazMat descriptions include, but are not limited to:</p> <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 <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> <div style="background-color: #333; color: white; padding: 5px; margin-top: 5px; display: flex; justify-content: space-between;"> Slide 7 of 33 ◀ BACK NEXT ▶ </div> </div>			

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<div style="background-color: #004a7c; color: white; padding: 5px;"> Hazardous Materials </div> <div style="background-color: #e67e22; color: white; padding: 2px; text-align: right; font-weight: bold; font-size: 0.8em;"> EXIT HELP GLOSSARY </div> <div style="background-color: #e67e22; color: white; padding: 2px; font-weight: bold; font-size: 0.8em;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #fff9c4; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 30%;">  </div> <div style="width: 65%;"> <h3 style="margin: 0;">Screening for Hazardous Materials, continued</h3> <p>Discuss with the customer any description marked on the exterior of the package suggestive of a hazardous material.</p> <p>HazMat descriptions include, but are not limited to:</p> <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 <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> <div style="background-color: #fff9c4; padding: 5px; font-size: 0.8em; margin-top: 5px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 10%; font-weight: bold; writing-mode: vertical-rl; transform: rotate(180deg);">Question</div> <div>While performing the Six-Sided Spin Check, you notice a diamond shaped warning label. You should:</div> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 10%; font-weight: bold; writing-mode: vertical-rl; transform: rotate(180deg);">Answer</div> <div> <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> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 10%; font-weight: bold; writing-mode: vertical-rl; transform: rotate(180deg);">Feedback</div> <div></div> </div> </div> <div style="background-color: #004a7c; color: white; padding: 5px; text-align: center; font-weight: bold; font-size: 0.8em;"> ◀ BACK NEXT ▶ </div> <div style="text-align: right; font-size: 0.8em; margin-top: 5px;">Slide 7 of 33</div> </div>			
<div style="background-color: #004a7c; color: white; padding: 5px;"> Hazardous Materials </div> <div style="background-color: #e67e22; color: white; padding: 2px; text-align: right; font-weight: bold; font-size: 0.8em;"> EXIT HELP GLOSSARY </div> <div style="background-color: #e67e22; color: white; padding: 2px; font-weight: bold; font-size: 0.8em;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #fff9c4; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 30%;">  </div> <div style="width: 65%;"> <h3 style="margin: 0;">Avoiding Suspicious Shipments</h3> <p>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.</p> <p>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.</p> <p>It is your responsibility as the Customer Center Associate to be aware of your surroundings at all times.</p> </div> </div> <div style="background-color: #004a7c; color: white; padding: 5px; text-align: center; font-weight: bold; font-size: 0.8em;"> ◀ BACK NEXT ▶ </div> <div style="text-align: right; font-size: 0.8em; margin-top: 5px;">Slide 8 of 33</div> </div>			

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<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <p>Hazardous Materials</p> <p>EXIT HELP GLOSSARY</p> </div> </div> <p style="background-color: #f00; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</p> <div style="display: flex;"> <div style="flex: 1;">  </div> <div style="flex: 2;"> <h3 style="text-align: center;">What Might be Considered Suspicious?</h3> <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> <div style="margin-top: 10px;"> <p>Question: Items that you consider to be suspicious should be reported to your supervisor immediately.</p> <p>Answer: A True B False</p> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> Slide 9 of 33 ◀ BACK NEXT ▶ </div>	
<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <p>Hazardous Materials</p> <p>EXIT HELP GLOSSARY</p> </div> </div> <p style="background-color: #f00; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</p> <div style="text-align: center; margin-top: 50px;"> <p>Loading Screen</p> <div style="background-color: #ccc; width: 100px; height: 10px; margin: 5px 0; display: flex; align-items: center; justify-content: center;"> 0% </div> <p>status : 0kb of 0kb</p> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> Slide 10 of 33 ◀ BACK NEXT ▶ </div>	

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<div style="background-color: #004a7c; color: white; padding: 5px;"> Hazardous Materials </div> <div style="text-align: right; background-color: #e67e22; color: white; padding: 2px 5px; margin-top: 5px;"> EXIT HELP GLOSSARY </div> <div style="background-color: #e67e22; color: white; padding: 2px; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #f1c40f; padding: 10px; margin-top: 10px;"> <div style="background-color: #34495e; color: white; padding: 5px; margin-bottom: 10px;"> <h2 style="margin: 0;">HAZARDOUS MATERIALS</h2> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;"></th> <th style="width: 25%;"></th> <th style="width: 50%; text-align: left;">PROHIBITED</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">POISONS <small>Includes Pesticides, Weed Killers, Rat Poison</small></td> <td rowspan="6" style="font-size: 0.8em;"> 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. 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). 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. </td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">FLAMMABLE SOLIDS <small>Includes Matches</small></td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">CORROSIVES <small>Includes Acids, Alkalis, Car Batteries</small></td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">FLAMMABLE LIQUIDS <small>Includes Gasoline, Paints, Combs</small></td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">COMPRESSED GASES <small>Includes Spray Cans, Medical Oxygen</small></td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">EXPLOSIVES <small>Includes Ammonites, Gun Powder</small></td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">OXIDIZERS <small>Includes Bleach, Fertilizers, Swimming Pool Chemicals</small></td> </tr> </tbody> </table> </div> <div style="background-color: #004a7c; color: white; padding: 5px; margin-top: 10px; text-align: center;"> Slide 11 of 33 ← BACK NEXT → </div>			PROHIBITED		POISONS <small>Includes Pesticides, Weed Killers, Rat Poison</small>	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. 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). 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.		FLAMMABLE SOLIDS <small>Includes Matches</small>		CORROSIVES <small>Includes Acids, Alkalis, Car Batteries</small>		FLAMMABLE LIQUIDS <small>Includes Gasoline, Paints, Combs</small>		COMPRESSED GASES <small>Includes Spray Cans, Medical Oxygen</small>		EXPLOSIVES <small>Includes Ammonites, Gun Powder</small>		OXIDIZERS <small>Includes Bleach, Fertilizers, Swimming Pool Chemicals</small>	<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>
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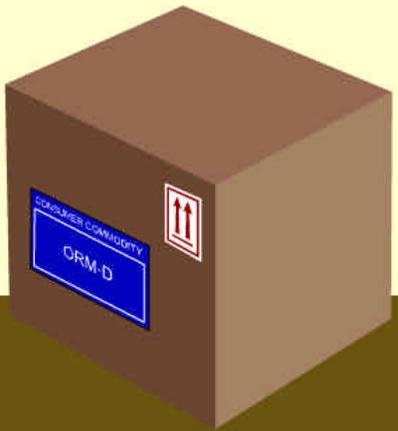
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<div style="background-color: #003366; color: white; padding: 5px;"> Hazardous Materials </div> <div style="background-color: #FF6600; padding: 2px; text-align: right; font-size: 0.8em; font-weight: bold;"> EXIT HELP </div> <div style="background-color: #FF9933; padding: 2px; text-align: right; font-size: 0.8em; font-weight: bold;"> GLOSSARY </div> <div style="background-color: #FF6600; padding: 2px; font-size: 0.8em; font-weight: bold;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #FFF9C4; padding: 10px;"> <div style="display: flex; align-items: center;"> <div> <h3 style="margin: 0;">Suspicious Activity Procedures</h3> <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> <p>Examples of potential security concerns are:</p> <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> <div style="margin-top: 10px; font-size: 0.8em;"> <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> <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 style="margin-top: 5px; font-size: 0.7em; font-weight: bold;"> <p>Answer</p> <p>Feedback</p> </div> </div> <div style="background-color: #003366; color: white; padding: 5px; text-align: center; font-size: 0.8em;"> Slide 13 of 33 ◀ BACK NEXT ▶ </div>			
<div style="background-color: #003366; color: white; padding: 5px;"> Hazardous Materials </div> <div style="background-color: #FF6600; padding: 2px; text-align: right; font-size: 0.8em; font-weight: bold;"> EXIT HELP </div> <div style="background-color: #FF9933; padding: 2px; text-align: right; font-size: 0.8em; font-weight: bold;"> GLOSSARY </div> <div style="background-color: #FF6600; padding: 2px; font-size: 0.8em; font-weight: bold;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #FFF9C4; padding: 10px;"> <div style="display: flex; align-items: center;"> <div> <h3 style="margin: 0;">Follow the Chain of Command</h3> <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> <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. <p>If you are unsure any of the contact information listed above, ask your supervisor for more details.</p> </div> </div> <div style="background-color: #003366; color: white; padding: 5px; text-align: center; font-size: 0.8em;"> Slide 14 of 33 ◀ BACK NEXT ▶ </div> </div> <td></td> <td></td> <td></td>			

Hazardous Materials

Screen				Comments
<div style="display: flex; justify-content: space-between; align-items: center; background-color: #004a7c; color: white; padding: 5px;"> <div style="text-align: center;"> <p style="margin: 0;">Hazardous Materials</p> <p style="margin: 0; font-size: 0.8em;">EXIT</p> <p style="margin: 0; font-size: 0.8em;">HELP</p> <p style="margin: 0; font-size: 0.8em;">GLOSSARY</p> </div> </div> <div style="background-color: #f4a460; padding: 2px; font-size: 0.8em; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>If the shipper is not able to remove all of the hazardous markings...</p> </div> <div style="width: 60%;"> <h3 style="margin: 0;">Procedures for HazMat Situations</h3> <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> <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> <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> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;"> <p>...Then a new carton must be used.</p> </div> </div> </div> <div style="display: flex; justify-content: space-between; align-items: center; background-color: #004a7c; color: white; padding: 5px; margin-top: 10px;"> Slide 15 of 33 ◀ BACK NEXT ▶ </div>				
<div style="display: flex; justify-content: space-between; align-items: center; background-color: #004a7c; color: white; padding: 5px;"> <div style="text-align: center;"> <p style="margin: 0;">Hazardous Materials</p> <p style="margin: 0; font-size: 0.8em;">EXIT</p> <p style="margin: 0; font-size: 0.8em;">HELP</p> <p style="margin: 0; font-size: 0.8em;">GLOSSARY</p> </div> </div> <div style="background-color: #f4a460; padding: 2px; font-size: 0.8em; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> </div> <div style="width: 60%;"> <h3 style="margin: 0;">Procedures for HazMat Situations, continued</h3> <p>Example 2: A package contains hazardous materials.</p> <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> <div style="margin-top: 10px;"> <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> <p>A True</p> <p>B False</p> </div> <div style="margin-top: 10px;"> <p>Answer</p> </div> <div style="margin-top: 10px;"> <p>Feedback</p> </div> </div> <div style="display: flex; justify-content: space-between; align-items: center; background-color: #004a7c; color: white; padding: 5px; margin-top: 10px;"> Slide 16 of 33 ◀ BACK NEXT ▶ </div>				

Hazardous Materials

Screen			Comments
<div style="background-color: #003366; color: white; padding: 5px;"> Hazardous Materials </div> <div style="background-color: #FF6600; padding: 2px; text-align: right; font-size: 0.8em; font-weight: bold;"> EXIT HELP </div> <div style="background-color: #FF6600; padding: 2px; text-align: right; font-size: 0.8em; font-weight: bold;"> GLOSSARY </div> <div style="background-color: #FF6600; padding: 2px; font-size: 0.8em; font-weight: bold;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #FFFFCC; padding: 10px;"> <h3 style="text-align: center;">OTHER REGULATED MATERIALS</h3> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;">  </div> <div style="width: 65%;"> <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> <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> <p>The marking ORM-D in a rectangle, along with the proper shipping name, such as consumer commodity, identifies these shipments.</p> </div> </div> </div> <div style="background-color: #003366; color: white; padding: 5px; text-align: center; font-size: 0.8em;"> Slide 17 of 33 ◀ BACK NEXT ▶ </div>			
<div style="background-color: #003366; color: white; padding: 5px;"> Hazardous Materials </div> <div style="background-color: #FF6600; padding: 2px; text-align: right; font-size: 0.8em; font-weight: bold;"> EXIT HELP </div> <div style="background-color: #FF6600; padding: 2px; text-align: right; font-size: 0.8em; font-weight: bold;"> GLOSSARY </div> <div style="background-color: #FF6600; padding: 2px; font-size: 0.8em; font-weight: bold;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #FFFFCC; padding: 10px;"> <h3 style="text-align: center;">ORM-D Procedures</h3> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;">  </div> <div style="width: 65%;"> <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> <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> </div> <div style="background-color: #003366; color: white; padding: 5px; font-size: 0.8em;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 10%; text-align: center; font-weight: bold;">Question</div> <div style="width: 80%;"> ORM-D packages require shipping papers to travel via Ground service. </div> <div style="width: 10%; text-align: center; font-weight: bold;">Answer</div> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 10%; text-align: center; font-weight: bold;">Feedback</div> <div style="width: 80%;"></div> <div style="width: 10%;"></div> </div> </div> <div style="background-color: #003366; color: white; padding: 5px; text-align: center; font-size: 0.8em;"> Slide 18 of 33 ◀ BACK NEXT ▶ </div>			

Hazardous Materials

Screen	Comments
<div style="background-color: #004a7c; color: white; padding: 5px;"> Hazardous Materials <div style="float: right; text-align: right;"> EXIT HELP GLOSSARY </div> </div> <div style="background-color: #ff6600; color: white; padding: 2px; font-size: 0.8em; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #fff9c4; padding: 10px; margin-top: 5px;"> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%; text-align: center;"> </div> <div style="width: 65%;"> <p>Special Note on ORM-D</p> <p>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:</p> <ul style="list-style-type: none"> Next Day Air services 2nd Day Air services 3 Day Select Worldwide Express services Worldwide Expedited <p>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.</p> <p>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.</p> </div> </div> <div style="background-color: #fff9c4; padding: 5px; margin-top: 5px; font-size: 0.8em;"> <p>Question ORM-D packages require shipping papers to travel by air.</p> <p>A True</p> <p>B False</p> </div> <div style="background-color: #fff9c4; padding: 5px; margin-top: 5px; font-size: 0.8em;"> <p>Feedback</p> </div> <div style="background-color: #004a7c; color: white; padding: 5px; margin-top: 5px; font-size: 0.8em;"> Slide 19 of 33 <div style="display: flex; justify-content: space-between; width: 100%;"> ← BACK NEXT → </div> </div> </div>	
<div style="background-color: #004a7c; color: white; padding: 5px;"> Hazardous Materials <div style="float: right; text-align: right;"> EXIT HELP GLOSSARY </div> </div> <div style="background-color: #ff6600; color: white; padding: 2px; font-size: 0.8em; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #fff9c4; padding: 10px; margin-top: 5px;"> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%; text-align: center;"> </div> <div style="width: 65%;"> <p>Special Note on ORM-D</p> <p>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:</p> <ul style="list-style-type: none"> Next Day Air services 2nd Day Air services 3 Day Select Worldwide Express services Worldwide Expedited <p>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.</p> <p>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.</p> </div> </div> <div style="background-color: #fff9c4; padding: 5px; margin-top: 5px; font-size: 0.8em;"> <p>Question 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?</p> <p>A Yes</p> <p>B No</p> </div> <div style="background-color: #fff9c4; padding: 5px; margin-top: 5px; font-size: 0.8em;"> <p>Feedback</p> </div> <div style="background-color: #004a7c; color: white; padding: 5px; margin-top: 5px; font-size: 0.8em;"> Slide 19 of 33 <div style="display: flex; justify-content: space-between; width: 100%;"> ← BACK NEXT → </div> </div> </div>	

Hazardous Materials

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<div style="background-color: #004a7c; color: white; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> Hazardous Materials <div style="text-align: right;"> EXIT HELP GLOSSARY </div> </div> <div style="background-color: #e67e22; color: white; padding: 2px; font-size: 0.8em; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="border: 2px solid #004a7c; border-radius: 15px; padding: 15px; margin: 10px 0; text-align: center;"> <h2 style="margin: 0;">TRIGGER TERMS 7 - 14</h2> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 50%; vertical-align: top; padding: 5px;"> <p>Bull Semen May signal the presence of dry ice or liquefied gas.</p> <p>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).</p> <p>Chain Saw Will most likely contain a residue of fuel.</p> <p>Chemical Oxygen May indicate the presence of an oxygen generator.</p> </td> <td style="width: 50%; vertical-align: top; padding: 5px;"> <p>Cosmetics May contain flammable liquids.</p> <p>Cryogenic (liquid) A liquefied gas of very low temperature, which must be shipped as dangerous goods/hazardous materials.</p> <p>Cylinder May contain compressed gas.</p> <p>Dental Apparatus/Equipment May contain hazardous chemicals such as a resins or solvents or gases.</p> </td> </tr> </table> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 5px;"> Slide 22 of 33 ◀ BACK NEXT ▶ </div>	<p>Bull Semen May signal the presence of dry ice or liquefied gas.</p> <p>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).</p> <p>Chain Saw Will most likely contain a residue of fuel.</p> <p>Chemical Oxygen May indicate the presence of an oxygen generator.</p>	<p>Cosmetics May contain flammable liquids.</p> <p>Cryogenic (liquid) A liquefied gas of very low temperature, which must be shipped as dangerous goods/hazardous materials.</p> <p>Cylinder May contain compressed gas.</p> <p>Dental Apparatus/Equipment May contain hazardous chemicals such as a resins or solvents or gases.</p>	
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<div style="background-color: #004a7c; color: white; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> Hazardous Materials <div style="text-align: right;"> EXIT HELP GLOSSARY </div> </div> <div style="background-color: #e67e22; color: white; padding: 2px; font-size: 0.8em; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #e67e22; color: white; padding: 10px; text-align: center; font-weight: bold; font-size: 1.1em; margin: 10px 0;"> Select the words that are considered to be TRIGGER TERMS. </div> <div style="display: grid; grid-template-columns: repeat(4, 1fr); gap: 10px; margin: 10px 0;"> <div style="border: 1px solid black; padding: 5px; text-align: center;">Aircraft Parts</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Cylinder</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Auto Parts</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Air Conditioning Equipment</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Bull Semen</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Breathing Apparatus</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Camping Gear</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Chemical Oxygen</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Blood Pressure Cuffs</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Aluminium</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Dental Equipment</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Crystal</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Barometers</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Cryogenic</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Chain Saw</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Cosmetics</div> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 5px;"> Slide 23 of 33 ◀ BACK NEXT ▶ </div>			

Hazardous Materials

Screen	Comments
<div data-bbox="162 147 251 241"></div> <div data-bbox="747 136 982 168" data-label="Section-Header"><h2>Hazardous Materials</h2></div> <div data-bbox="1185 147 1242 172" data-label="Text">EXIT</div> <div data-bbox="1177 184 1242 210" data-label="Text">HELP</div> <div data-bbox="1120 220 1242 247" data-label="Text">GLOSSARY</div> <div data-bbox="154 252 673 277" data-label="Text"><p>INSTRUCTIONS: Review the information, then click the next button.</p></div> <div data-bbox="332 409 868 457" data-label="Section-Header"><h3>TRIGGER TERMS 15 - 20</h3></div> <div data-bbox="227 499 519 529" data-label="Section-Header">Drilling and Mining Equipment</div> <div data-bbox="227 529 560 583" data-label="Text"><p>May contain explosives, acids, lubricants or other dangerous goods.</p></div> <div data-bbox="600 499 730 529" data-label="Section-Header">Engine Parts</div> <div data-bbox="600 529 982 583" data-label="Text"><p>May include carburetors, gas lines, or gas tanks which may contain gasoline.</p></div> <div data-bbox="227 609 430 638" data-label="Section-Header">Electrical Equipment</div> <div data-bbox="227 638 527 693" data-label="Text"><p>May contain powerful magnets or mercury in switches.</p></div> <div data-bbox="600 609 690 638" data-label="Section-Header">Fertilizer</div> <div data-bbox="600 638 779 667" data-label="Text"><p>May be an oxidizer.</p></div> <div data-bbox="227 720 527 749" data-label="Section-Header">Electrically Powered Apparatus</div> <div data-bbox="227 749 519 804" data-label="Text"><p>May contain wet electric storage batteries.</p></div> <div data-bbox="600 720 950 749" data-label="Section-Header">Fire Extinguishers or Fire Equipment</div> <div data-bbox="600 749 917 779" data-label="Text"><p>May contain gases under pressure.</p></div> <div data-bbox="1063 730 1242 934"></div> <div data-bbox="535 934 665 961" data-label="Text"><p>Slide 24 of 33</p></div> <div data-bbox="755 934 844 961" data-label="Text">← BACK</div> <div data-bbox="1055 934 1144 961" data-label="Text">NEXT ▶</div>	
<div data-bbox="162 987 251 1081"></div> <div data-bbox="747 976 982 1008" data-label="Section-Header"><h2>Hazardous Materials</h2></div> <div data-bbox="1185 987 1242 1012" data-label="Text">EXIT</div> <div data-bbox="1177 1024 1242 1050" data-label="Text">HELP</div> <div data-bbox="1120 1060 1242 1087" data-label="Text">GLOSSARY</div> <div data-bbox="154 1092 673 1117" data-label="Text"><p>INSTRUCTIONS: Review the information, then click the next button.</p></div> <div data-bbox="414 1249 950 1297" data-label="Section-Header"><h3>TRIGGER TERMS 21 - 28</h3></div> <div data-bbox="227 1312 349 1341" data-label="Section-Header">Frozen Food</div> <div data-bbox="227 1341 406 1371" data-label="Text"><p>May contain dry ice.</p></div> <div data-bbox="722 1312 1039 1341" data-label="Section-Header">Laboratory or Testing Equipment</div> <div data-bbox="722 1341 1104 1371" data-label="Text"><p>May contain assorted dangerous materials.</p></div> <div data-bbox="227 1396 397 1425" data-label="Section-Header">Household Goods</div> <div data-bbox="227 1425 641 1480" data-label="Text"><p>May include paints, bleaches, spray cans under pressure and numerous other dangerous items.</p></div> <div data-bbox="722 1396 1063 1425" data-label="Section-Header">MSDS or Material Safety Data Sheet</div> <div data-bbox="722 1425 1169 1507" data-label="Text"><p>May indicate a product is hazardous. Ensure that the shipment receives expert analysis before being advanced.</p></div> <div data-bbox="227 1533 389 1562" data-label="Section-Header">Hunting Supplies</div> <div data-bbox="227 1562 552 1591" data-label="Text"><p>May contain small arms ammunition.</p></div> <div data-bbox="722 1533 885 1562" data-label="Section-Header">Machinery Parts</div> <div data-bbox="722 1562 1153 1617" data-label="Text"><p>May include adhesives, paints, sealants, solvents or other chemicals and gases.</p></div> <div data-bbox="227 1644 397 1673" data-label="Section-Header">Laundry Supplies</div> <div data-bbox="227 1673 625 1728" data-label="Text"><p>May mean strong bleaches or oxidizing fabric treatments.</p></div> <div data-bbox="722 1644 885 1673" data-label="Section-Header">Medical Supplies</div> <div data-bbox="722 1673 1128 1728" data-label="Text"><p>May contain flammable or corrosive chemicals, infectious substances or radioactive materials.</p></div> <div data-bbox="535 1774 665 1801" data-label="Text"><p>Slide 25 of 33</p></div> <div data-bbox="755 1774 844 1801" data-label="Text">← BACK</div> <div data-bbox="1055 1774 1144 1801" data-label="Text">NEXT ▶</div>	

Hazardous Materials

Screen	Comments																
 <p data-bbox="753 142 972 170">Hazardous Materials</p> <p data-bbox="1192 153 1235 174">EXIT</p> <p data-bbox="1187 191 1240 212">HELP</p> <p data-bbox="1133 226 1235 247">GLOSSARY</p> <p data-bbox="159 258 667 279">INSTRUCTIONS: Review the information, then click the next button.</p> <p data-bbox="191 317 1122 352">Select the words that are considered to be TRIGGER TERMS.</p> <table border="1" data-bbox="180 478 1219 804"><tr><td>Medical Supplies</td><td>Frozen Food</td><td>Engine Parts</td><td>Electrical Equipment</td></tr><tr><td>Fertilizer</td><td>Electrically Powered Apparatus</td><td>Hunting Supplies</td><td>Machinery Parts</td></tr><tr><td>Drilling Equipment</td><td>Household Goods</td><td>Mining Equipment</td><td>Fire Extinguishers</td></tr><tr><td>Miniature Houses</td><td>Laundry Supplies</td><td>MSDS</td><td>Laboratory Equipment</td></tr></table> <p data-bbox="542 940 659 961">Slide 26 of 33</p> <p data-bbox="760 940 841 961">◀ BACK</p> <p data-bbox="1065 940 1146 961">NEXT ▶</p>	Medical Supplies	Frozen Food	Engine Parts	Electrical Equipment	Fertilizer	Electrically Powered Apparatus	Hunting Supplies	Machinery Parts	Drilling Equipment	Household Goods	Mining Equipment	Fire Extinguishers	Miniature Houses	Laundry Supplies	MSDS	Laboratory Equipment	
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 <p data-bbox="753 982 972 1010">Hazardous Materials</p> <p data-bbox="1192 993 1235 1014">EXIT</p> <p data-bbox="1187 1031 1240 1052">HELP</p> <p data-bbox="1133 1066 1235 1087">GLOSSARY</p> <p data-bbox="159 1098 667 1119">INSTRUCTIONS: Review the information, then click the next button.</p> <div data-bbox="324 1129 1230 1766"><p data-bbox="516 1255 1040 1291">TRIGGER TERMS 29 - 34</p><table data-bbox="396 1346 1154 1644"><tr><td data-bbox="396 1346 748 1423">Mercury or Mercurial May indicate a shipment that is regulated.</td><td data-bbox="792 1346 1154 1423">Passenger Service Unit (PSU) May indicate the presence of an oxygen generator as utilized in an aircraft.</td></tr><tr><td data-bbox="396 1455 748 1512">Motorized Equipment May contain gasoline.</td><td data-bbox="792 1455 1154 1512">Perfume May contain flammable liquids.</td></tr><tr><td data-bbox="396 1539 748 1644">Oxygen Generator A prohibited chemical device that generates oxygen and a large amount of heat.</td><td data-bbox="792 1539 1154 1644">Pharmaceuticals May include flammable liquids, radioactive medicines, or other hazardous chemicals.</td></tr></table></div>  <p data-bbox="542 1780 659 1801">Slide 27 of 33</p> <p data-bbox="760 1780 841 1801">◀ BACK</p> <p data-bbox="1065 1780 1146 1801">NEXT ▶</p>	Mercury or Mercurial May indicate a shipment that is regulated.	Passenger Service Unit (PSU) May indicate the presence of an oxygen generator as utilized in an aircraft.	Motorized Equipment May contain gasoline.	Perfume May contain flammable liquids.	Oxygen Generator A prohibited chemical device that generates oxygen and a large amount of heat.	Pharmaceuticals May include flammable liquids, radioactive medicines, or other hazardous chemicals.											
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Hazardous Materials

Screen	Comments		
<div style="border: 1px solid black; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center; border-bottom: 1px solid black; margin-bottom: 10px;"> <div style="text-align: center; background-color: #006666; color: white; padding: 5px; border-radius: 5px;">Hazardous Materials</div> <div style="text-align: right;"> <div style="background-color: #e67e22; color: white; padding: 2px 5px; border-radius: 3px; margin-bottom: 2px;">EXIT</div> <div style="background-color: #e67e22; color: white; padding: 2px 5px; border-radius: 3px; margin-bottom: 2px;">HELP</div> <div style="background-color: #e67e22; color: white; padding: 2px 5px; border-radius: 3px;">GLOSSARY</div> </div> </div> <div style="background-color: #f1c40f; padding: 5px; border-radius: 5px; margin-bottom: 10px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="border: 2px solid #006666; border-radius: 20px; padding: 20px; text-align: center; margin-bottom: 10px;"> <h2 style="margin: 0;">TRIGGER TERMS 35 - 42</h2> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 50%; vertical-align: top; padding: 5px;"> <p>Photographic Supplies May contain acids, corrosive materials, bleaches, or poisonous materials.</p> <p>Repair Kits May contain adhesives, paints, solvents, flammable gases, or other dangerous goods.</p> <p>Samples for Testing May contain any number of dangerous goods.</p> <p>Swimming Pool, Jacuzzi Chemicals or Parts May contain oxidizers or other dangerous goods.</p> </td> <td style="width: 50%; vertical-align: top; padding: 5px;"> <p>Thermometers May indicate the presence of mercury.</p> <p>Tool Boxes May contain explosives (power rivets), compressed gases (spray cans), flammable adhesives or paints, corrosive liquids, etc.</p> <p>Vaccines May be packed in dry ice.</p> <p>Weather Equipment May indicate the presence of devices containing mercury.</p> </td> </tr> </table> </div> <div style="display: flex; justify-content: space-between; align-items: center; border-top: 1px solid black; margin-top: 10px;"> Slide 28 of 33 <div style="display: flex; gap: 10px;"> ◀ BACK NEXT ▶ </div> </div> </div>	<p>Photographic Supplies May contain acids, corrosive materials, bleaches, or poisonous materials.</p> <p>Repair Kits May contain adhesives, paints, solvents, flammable gases, or other dangerous goods.</p> <p>Samples for Testing May contain any number of dangerous goods.</p> <p>Swimming Pool, Jacuzzi Chemicals or Parts May contain oxidizers or other dangerous goods.</p>	<p>Thermometers May indicate the presence of mercury.</p> <p>Tool Boxes May contain explosives (power rivets), compressed gases (spray cans), flammable adhesives or paints, corrosive liquids, etc.</p> <p>Vaccines May be packed in dry ice.</p> <p>Weather Equipment May indicate the presence of devices containing mercury.</p>	
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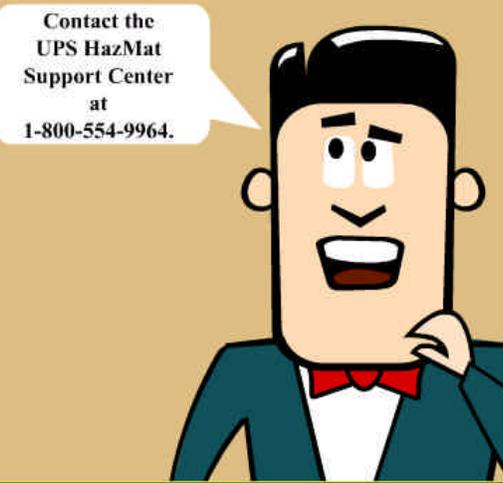
Hazardous Materials

Screen	Comments
<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <p>Hazardous Materials</p> <p>EXIT HELP GLOSSARY</p> </div> </div> <p style="background-color: #f00; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</p> <div style="display: flex;"> <div style="flex: 1;"> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>1. Stop 2. Leave Area 3. Notify Supervisor Immediately</p> </div> </div> <div style="flex: 2; padding-left: 10px;"> <p>HazMat Packages in the Customer Center</p> <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 style="display: flex; justify-content: space-between; margin-top: 10px;"> <p>Slide 30 of 33</p> <p>◀ BACK</p> <p>NEXT ▶</p> </div>	
<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <p>Hazardous Materials</p> <p>EXIT HELP GLOSSARY</p> </div> </div> <p style="background-color: #f00; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</p> <div style="border: 1px solid gray; border-radius: 15px; padding: 10px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">- Information</p> <p>FAQ</p> <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> <p style="text-align: right; margin-top: 10px;">Close Text</p> </div> <div style="text-align: center; margin-top: 10px;"> <p>SHOW ANSWER</p> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <p>Slide 31 of 33</p> <p>◀ BACK</p> <p>NEXT ▶</p> </div>	

Hazardous Materials

Screen	Comments
<div data-bbox="138 136 1250 262">Hazardous MaterialsEXITHELPGLOSSARY</div> <div data-bbox="138 262 1250 283"><p>INSTRUCTIONS: Review the information, then click the next button.</p></div> <div data-bbox="357 294 1023 399"><h2>Frequently Asked Questions About Hazardous Materials</h2></div> <div data-bbox="170 472 1177 556"><p>Question: Why won't UPS take a customer's hazardous material package at the Customer Center?</p></div> <div data-bbox="170 651 324 703"><p>Answer:</p></div> <div data-bbox="836 850 1015 913"><p>SHOW ANSWER</p></div> <div data-bbox="535 934 665 966"><p>Slide 31 of 33</p></div> <div data-bbox="755 934 844 966"><p>← BACK</p></div> <div data-bbox="1055 934 1153 966"><p>NEXT →</p></div>	
<div data-bbox="138 976 1250 1102">Hazardous MaterialsEXITHELPGLOSSARY</div> <div data-bbox="138 1102 1250 1123"><p>INSTRUCTIONS: Review the information, then click the next button.</p></div> <div data-bbox="138 1123 665 1774"></div> <div data-bbox="682 1134 1153 1176"><h3>Non-Acceptance at Customer Centers</h3></div> <div data-bbox="682 1186 1209 1354"><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></div> <div data-bbox="682 1375 1226 1459"><p>(UPS also does not accept hazardous materials from Authorized Shipping Outlets (ASOs), or The UPS Stores.)</p></div> <div data-bbox="682 1480 1226 1596"><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></div> <div data-bbox="682 1617 1226 1753"><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 data-bbox="535 1774 665 1806"><p>Slide 32 of 33</p></div> <div data-bbox="755 1774 844 1806"><p>← BACK</p></div> <div data-bbox="1055 1774 1153 1806"><p>NEXT →</p></div>	

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<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <p>Hazardous Materials</p> <p>EXIT HELP GLOSSARY</p> </div> </div> <p style="background-color: #f00; color: white; padding: 2px;">INSTRUCTIONS: Review the summary. Click the next button to continue.</p> <div style="display: flex;"> <div style="flex: 1; padding: 10px; background-color: #f0e68c;"> <h1 style="font-size: 48px; opacity: 0.5;">Summary</h1> </div> <div style="flex: 2; padding: 10px; background-color: #fff9c4;"> <p>Summary</p> <p>This section provided information about the restrictions and regulations on shipping hazardous materials at the UPS Customer Center.</p> <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> <p>Under no circumstances can Hazardous Materials be shipped or dropped off at a CustomerCenter.</p> <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> <div style="display: flex; justify-content: space-between; align-items: center; font-size: small;"> Summary Slide ◀ BACK NEXT ▶ </div>	