

## International (ISAT)


Screen	Comments
 <div data-bbox="256 453 1123 907"> <h3>International (ISAT)</h3> <p>This section provides an overview of the procedures for international shipments at the Customer Center. Upon completion of this section, Associates will be able to:</p> <ul style="list-style-type: none"> <li>• Properly identify the various international shipping methods available to UPS customers.</li> <li>• Correctly audit an international shipment and complete an International Shipment Checklist when errors occur.</li> <li>• Correctly complete a manually prepared paper waybill.</li> <li>• Determine when an invoice is required and identify the necessary parts.</li> <li>• Accurately perform end of day procedures for international shipments.</li> </ul> <p>Audience: Customer Center Associates      Length: 30 minutes</p> </div> <div data-bbox="227 940 1117 974"> <span>EXIT</span> <span>BACK</span> <span>START</span> </div>	
 <div data-bbox="669 1045 1247 1163"> <span>International (ISAT)</span> <span>EXIT</span> <span>HELP</span> <span>GLOSSARY</span> </div> <p><b>INSTRUCTIONS:</b> Review the information, then click the next button.</p> <div data-bbox="133 1201 662 1843">  </div> <div data-bbox="669 1201 1247 1843"> <h3>Introduction</h3> <p>Welcome to the International Shipment Acceptance Training (ISAT).</p> <p>This course is designed to assist you in developing the necessary skills to verify the accuracy of our customers' international shipment documentation and to direct them to assistance when there are questions about their international shipments.</p> </div> <div data-bbox="133 1843 1247 1879"> <span>Slide 1 of 52</span> <span>← BACK</span> <span>NEXT →</span> </div>	

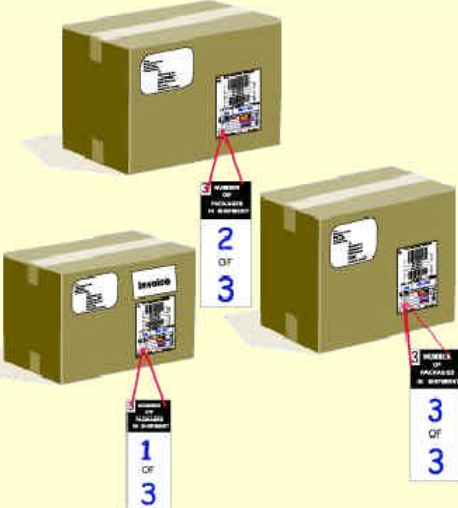
# International (ISAT)

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<div data-bbox="131 138 1243 268">  <div> <div>International (ISAT)</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div data-bbox="131 268 1243 289"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="131 289 1243 926"> <div>  <div> <div>Customs</div> <p>All international shipments must pass through Customs. Timely clearance of Customs is critical to:</p> <ul style="list-style-type: none"> <li>• Our customers receiving their shipment as promised</li> <li>• UPS maintaining high levels of reliability and customer satisfaction</li> </ul> <p>Some shipments are "held" at the UPS origin site or at Customs because of incomplete or inaccurate documentation or labeling. The result is service delays to our customers.</p> <p>Our goal is that all our customers' international shipments make it to their destinations without delays or problems at Customs.</p> </div> </div> <div> <div>Question</div> <p>Packages that are shipped internationally with UPS do not have to go through Customs.</p> <div> <div>A True</div> <div>B False</div> </div> <div>Answer</div> <div>Feedback</div> </div> <div> <div>Slide 2 of 52</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	
<div data-bbox="131 978 1243 1108">  <div> <div>International (ISAT)</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div data-bbox="131 1108 1243 1129"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="131 1129 1243 1766"> <div>  <div> <div>International Shipment Checklist</div> <p>The International Shipment Checklist is a tool that will guide you through the verification of key elements of the necessary shipping documentation for each international shipment.</p> <p>As a Customer Center Associate your responsibility is to ensure the International Shipment Checklist items are complete and correct for each international shipment.</p> <p>Use the International Shipment Checklist to perform an audit on each international shipment and fill out the necessary sections of the International Shipment Checklist when, and only when, an error is discovered.</p> <p>During an international shipment, a number of errors can be discovered during the International Shipment Checklist audit. Errors must be resolved with the customer immediately, if possible.</p> </div> </div> <div> <div>Slide 3 of 52</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	

Screen	Comments
<div data-bbox="131 128 1235 254">  <div>International (ISAT)</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="131 254 1235 275"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="131 275 1235 569"> <div>   </div> <div> <h3>International Shipment Checklist, continued</h3> <p>Always have a pad of International Shipment Checklists with you at the Customer Center. This checklist can also be found in the DIAD. It is located under the Special key in DIAD II and is the INTL CHK Softkey in DIAD III.</p> <p>You can use a paper International Shipment Checklist as a guide to help you audit shipments or you can use the checklist located in the DIAD.</p> <p>Remember, you will fill out the appropriate section on the International Shipment Checklist only when an error is discovered and the customer is not available to remedy the error.</p> </div> </div> <div data-bbox="131 569 1235 926"> <div> <p>If you discover an error that is listed on the International Shipment Checklist, you are required to fill out the appropriate section on the checklist.</p> <p><b>A</b> For all discovered errors</p> <p><b>B</b> For a discovered error when the customer is available</p> <p><b>C</b> For a discovered error when the customer is NOT available</p> </div> <div> <p>Question</p> <p>Answer</p> <p>Feedback</p> </div> </div> <div data-bbox="131 926 1235 968"> <div>Slide 4 of 52</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	
<div data-bbox="131 968 1235 1094">  <div>International (ISAT)</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="131 1094 1235 1115"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="131 1115 1235 1766"> <div> <h2>1. Single-Package Shipments</h2>  <h3>Types of International Shipments</h3> <p>There are two types of international shipments that you will encounter at the Customer Center:</p> <p><b>1. Single-package shipment:</b> One package shipped to one consignee.</p> <p><b>2. Multiple-package shipment:</b> More than one package shipped to one consignee on the same day with the same service level indicated on each package.</p> </div> <div> <h2>2. Multiple-Package Shipments</h2>  </div> </div> <div data-bbox="131 1766 1235 1806"> <div>Slide 5 of 52</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	



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### Multiple-Package International Shipments

All packages in an international multiple-package shipment must travel together and clear Customs at the same time. If all the packages in the shipment are not present, the entire shipment will be held at the import location and will not be presented to Customs until the matter is resolved.

If the packages do not clear Customs, UPS cannot fulfill the delivery commitment to the customer.

What you do during the shipping portion of the package cycle, affects what happens "down the line." It is the responsibility of all UPS Customer Center Associates to accept only **complete** multiple-package international shipments.

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### Smuggling

An incomplete shipment that is forwarded and cleared through Customs would, in effect, be mis-declared to Customs and the invoice information presented would not match the actual commodities being shipped. **This could imply that UPS was trying to smuggle the shipment.**

Smuggling is illegal. Companies that do so not only jeopardize service to their customers, but also their very existence. UPS could lose service not just for your customer but for all customers of UPS.

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<div data-bbox="162 136 251 241"></div> <div data-bbox="755 136 966 168">International (ISAT)</div> <div data-bbox="1185 147 1242 168">EXIT</div> <div data-bbox="1177 184 1242 205">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="162 304 657 546"> </div> <div data-bbox="682 304 1193 331">Multiple-Package International Shipments</div> <div data-bbox="682 352 1226 567"> <p>When the missing packages are located and ready to be shipped, the customer can be forced to pay additional duties and taxes on goods that were listed on the original invoice. In essence, the customer would be billed twice for the same goods. At this point UPS would be faced with both an unsatisfied customer and Customs Agency.</p> </div> <div data-bbox="138 577 657 661"> <p><b>Question</b> If a customer ships a multiple-package international shipment with UPS and only needs one of the packages to arrive overseas in a hurry, the customer can ship that package via Express and mark the other packages in the shipment as Expedited.</p> </div> <div data-bbox="162 667 235 745"> <p><b>Answer</b>  <b>A</b> True  <b>B</b> False</p> </div> <div data-bbox="682 588 1226 751"> <p>It is essential that each package in a "multiple-package" shipment is documented, labeled accurately and shipped at the same time as all other packages in the shipment and has a Worldwide Services tracking label with the same service level option selected.</p> </div> <div data-bbox="682 772 1209 808"> <p><b>It is not just proper procedure, it is the law.</b></p> </div> <div data-bbox="544 934 657 955">Slide 8 of 52</div> <div data-bbox="755 934 836 955">◀ BACK</div> <div data-bbox="1055 934 1144 955">NEXT ▶</div>	
<div data-bbox="162 976 251 1081"></div> <div data-bbox="755 976 966 1008">International (ISAT)</div> <div data-bbox="1185 987 1242 1008">EXIT</div> <div data-bbox="1177 1024 1242 1045">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="186 1123 609 1522"> </div> <div data-bbox="682 1134 1201 1192">Incomplete Multiple-Package International Shipments</div> <div data-bbox="682 1213 1218 1297"> <p>Incomplete multiple-package shipments are one of the "fatal" errors that will cause a shipment not to be accepted by UPS.</p> </div> <div data-bbox="682 1318 1209 1432"> <p>Inform the customer that the packages cannot be accepted until all the packages in the multiple-package shipment are present and ready to be shipped.</p> </div> <div data-bbox="682 1453 1214 1617"> <p>If the customer is not available, attach a completed International Shipment Checklist to the package and process the shipment as normal. The UPS International Acceptance Auditor will contact the customer to remedy the error.</p> </div> <div data-bbox="267 1554 527 1753"> </div> <div data-bbox="544 1774 657 1795">Slide 9 of 52</div> <div data-bbox="755 1774 836 1795">◀ BACK</div> <div data-bbox="1055 1774 1144 1795">NEXT ▶</div>	





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**INSTRUCTIONS:** Review the information, then click the next button.

**Pre-Printed Waybill Smart Label**



**ASD**



**International Shipping Methods**

There are several different shipping methods customers can use to ship international packages through UPS:

- A pre-printed waybill smart label
- A manually prepared paper waybill
- A manually prepared paper waybill with Worldwide Services Tracking Label(s)
- Internet Shipping
- A manually prepared Next Day Air Shipping Document (ASD)




**Paper Waybill**

+



**Worldwide Services Tracking Label**



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**INSTRUCTIONS:** Review the information, then click the next button.

**Pre-Printed Waybill Smart Label**

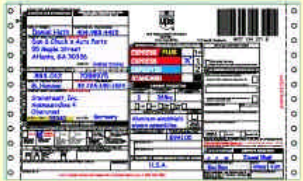


**Waybills**

Waybills can either be:

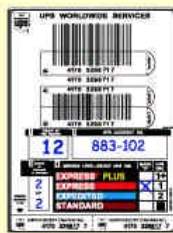
- A manually prepared paper waybill
- A pre-printed waybill smart label, which is generated from a UPS OnLine Shipping System, such as iShip

At some point, a UPS employee will need to enter all of the data from a paper waybill into the UPS system so that the package can be processed. Pre-printed waybill smart labels allow the information to be processed into the UPS system automatically. This is one reason why the pre-printed waybill smart label is the preferred method for international shipments.







**Paper Waybill**

+




**Worldwide Services Tracking Label**

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<div data-bbox="129 976 1234 1102">  <div>International (ISAT)</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="129 1102 1234 1123"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="129 1123 665 1764">  </div> <div data-bbox="665 1123 1234 1764"> <p><b>Pre-Printed Waybills</b></p> <p>Pre-printed waybills can be used for both single and multiple-package international shipments.</p> <p>Multi-package international shipments using pre-printed waybills must have a smart label on each package in the shipment.</p> <p>The packages are labeled for easy recognition of the number of packages in the shipment.</p> <p>For example: "1 of 2" and "2 of 2."</p> </div> <div data-bbox="129 1764 1234 1803"> <div>Slide 13 of 52</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	





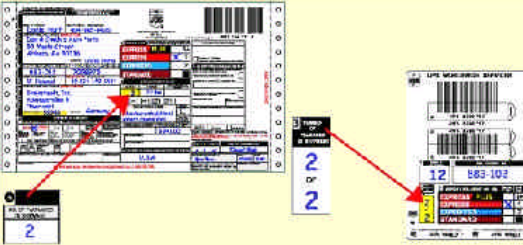
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INSTRUCTIONS: Review the information, then click the next button.



### Manually Prepared Waybills

Manually prepared UPS waybills can also be used for both single and multiple-package international shipments

Customers who use manually prepared waybills must have the UPS Waybill on the first package (often called the "lead" or "parent" package) and a UPS Worldwide Services tracking label and an address label on each additional package (often called a "child" package) in the shipment.

The lead package must also contain any other necessary shipping documents, such as the invoice. In addition, all the packages must be labeled for easy recognition of the number of packages in the shipment.

**Question**

Customers who use manually prepared waybills must have the UPS Waybill on:

**A** The lead package of the shipment.

**B** Each of the packages in the shipment.

**C** All packages in the shipment except the lead package.


**Answer**

**Feedback**

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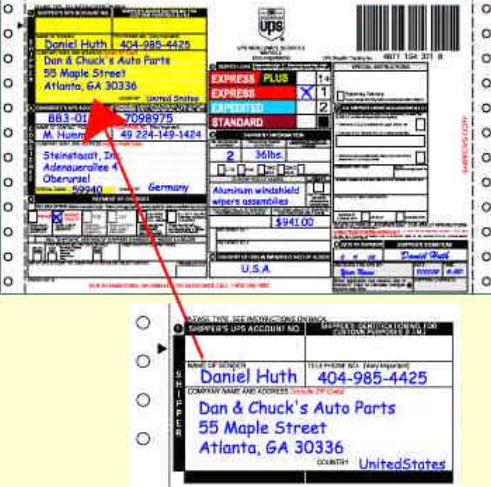
EXIT

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INSTRUCTIONS: Review the information, then click the next button.

## Shipper's Section



### Paper Waybill: Shipper's Section

As with all shipments tendered to UPS, the information required in the manually prepared paper waybill must be complete and legible. This information can be either typed or handwritten.

As the Customer Center Associate, you should first review the information in the shipper's information section and ensure that it is complete and legible.

Information that is missing or incomplete must be reviewed with the customer, if available, so that correction(s) can be made.

**Question**

**Answer**


**Feedback**

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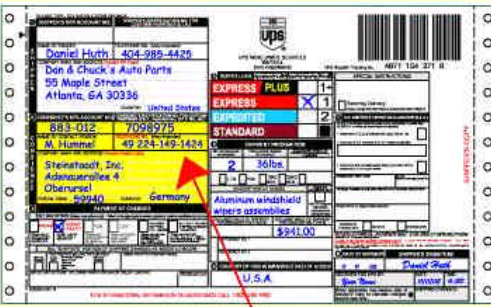



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INSTRUCTIONS: Review the information, then click the next button.

### Consignee's Section

### Consignee's Section

The next section to review is the consignee's information section. The address label is included in this section and will be used to sort the shipment and, if necessary, contact the recipient during the Customs clearance process.


As a Customer Center Associate you must review the information in this section and ensure it is legible and complete. Not all international countries use a postal code. If available, it should be included. The destination country must always be listed.

Information that is missing or incomplete must be reviewed with the customer, if available, so the correction(s) can be made.

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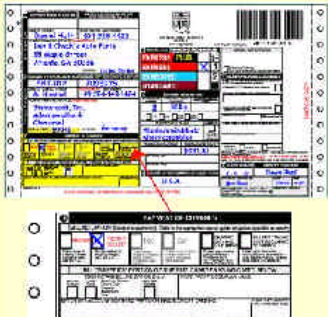




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INSTRUCTIONS: Review the information, then click the next button.

### Payment of Charges Section

### Payment of Charges Section

This section indicates who will pay the shipping charges -- the shipper, the consignee, or a third party.

If check or credit card is selected, ensure that the appropriate box is checked. If credit card is selected, the customer must also list the credit card number and expiration date. Verify that this information is legible on all copies.


The customer also has the option to bill a qualified Third Party UPS Account for the shipper's portion of the shipping charges.

As a Customer Center Associate verify that one and only one billing option is selected. More than one option, or no option selected, must be reviewed with the customer, if available, so the correction(s) can be made.

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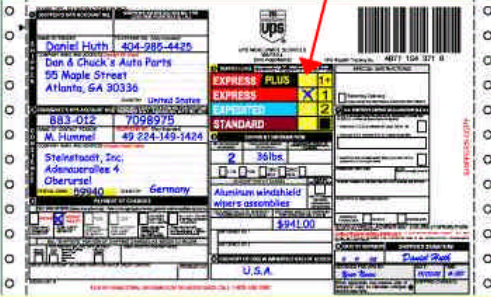
GLOSSARY

INSTRUCTIONS: Review the information, then click the next button.

## Service Level Section

**4 SERVICE LEVEL** Please mark large "X". Select one level only. Refer to the appropriate service guide for levels available.

EXPRESS PLUS	<input type="checkbox"/>	1+
EXPRESS	<input checked="" type="checkbox"/>	1
EXPEDITED	<input type="checkbox"/>	2
STANDARD	<input type="checkbox"/>	



## Service Level Section


Verify that only one service level is selected.

For multi-package international shipments, all other packages in the same shipment must have a Worldwide Services tracking label with the same service level option selected.

More than one service level option, or no option selected, must be reviewed with the customer, if available, so the correction(s) can be made.

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INSTRUCTIONS: Review the information, then click the next button.

## Number of Packages and Total Weight

**5 SHIPMENT INFO**

NO. OF PACKAGES IN SHIPMENT	TOTAL ACTUAL WEIGHT OF SHIPMENT
2	20 lbs.



☐ LTR
☐ PAK
☐ 10KG BOX
☐ 25KG BOX

Package Type

## Packages: Number, Weight & Type

### Number of Packages in the Shipment and Total Weight

Verify the:

- Total number of packages in the shipment
- Presence of additional packages in the shipment (all going to the same address with the same service level)
- Total actual weight of the shipment is included

### Packaging Type Information

The package type selected must accompany that type of UPS packaging.

Letters, 10KG and 25KG Boxes are for single-piece shipments only. Because of their special pricing, they cannot be a part of a multiple-package shipment.

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# International (ISAT)

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INSTRUCTIONS: Review the information, then click the next button.

Description of Goods

DESCRIPTION OF GOODS

1/4-inch Stainless Steel Rivets

SHIPMENT INFORMATION

NO. OF PACKAGES IN SHIPMENT

TOTAL ACTUAL WEIGHT OF SHIPMENT

NO. OF PACKAGES IN SHIPMENT

DESCRIPTION OF GOODS

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (U.S. \$)

DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (U.S. \$)

REFERENCE NO. 1

REFERENCE NO. 2

DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (U.S. \$)

\$35.00

Declared Value

Description of Goods

The description of goods must be complete and the information must accurately explain what is in the shipment.

"Parts" or "Samples" are NOT good descriptions.

As a Customer Center Associate you must review the information in this section and ensure it is legible and complete. General descriptions, or no descriptions, must be reviewed with the customer, if available, so the correction(s) can be made.


Declared Value

The value of the shipment must be declared in order for the shipment to pass through Customs. If there is no value associated with the shipment, a "\$0" should be entered in this section.

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INSTRUCTIONS: Review the information, then click the next button.

All international shipments must include descriptions of all the goods inside the package. Click the descriptions that are complete and clearly explain the contents of the package.

SHIPMENT INFORMATION

NO. OF PACKAGES IN SHIPMENT

TOTAL ACTUAL WEIGHT OF SHIPMENT

NO. OF PACKAGES IN SHIPMENT

DESCRIPTION OF GOODS

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (U.S. \$)

DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (U.S. \$)

SHIPMENT INFORMATION

NO. OF PACKAGES IN SHIPMENT

TOTAL ACTUAL WEIGHT OF SHIPMENT

NO. OF PACKAGES IN SHIPMENT

DESCRIPTION OF GOODS

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (U.S. \$)

DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (U.S. \$)

SHIPMENT INFORMATION

NO. OF PACKAGES IN SHIPMENT

TOTAL ACTUAL WEIGHT OF SHIPMENT

NO. OF PACKAGES IN SHIPMENT

DESCRIPTION OF GOODS

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (U.S. \$)

DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (U.S. \$)

SHIPMENT INFORMATION

NO. OF PACKAGES IN SHIPMENT

TOTAL ACTUAL WEIGHT OF SHIPMENT

NO. OF PACKAGES IN SHIPMENT

DESCRIPTION OF GOODS

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (U.S. \$)

DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (U.S. \$)

SHIPMENT INFORMATION

NO. OF PACKAGES IN SHIPMENT

TOTAL ACTUAL WEIGHT OF SHIPMENT

NO. OF PACKAGES IN SHIPMENT

DESCRIPTION OF GOODS

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (U.S. \$)

DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (U.S. \$)

SHIPMENT INFORMATION

NO. OF PACKAGES IN SHIPMENT

TOTAL ACTUAL WEIGHT OF SHIPMENT

NO. OF PACKAGES IN SHIPMENT

DESCRIPTION OF GOODS

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (U.S. \$)

DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (U.S. \$)

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INSTRUCTIONS: Review the information, then click the next button.

### Document Shipment Indicator




### Document Shipment Indicator

A "document" is generally considered to be a written, typed, or printed communication of "no commercial value."

An "X" in this box indicates that the shipment contains documents of no commercial value and an invoice is not required with the shipment.

Document versus non-document classification is covered later in this section. Direct customers to call UPS at 1-800-782-7892 for assistance with document versus non-document clarification. This number is printed on the waybill and the International Shipment Checklist.

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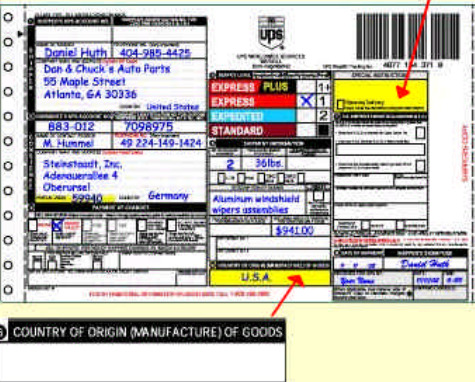
### Special Instructions

The shipper may record other messages here.

SPECIAL INSTRUCTIONS

Here are your presentation materials.

☒ Saturday Delivery  
Supply orange Saturday Delivery label below Waybill.



### Special Instructions Section

The "Special Instructions" section is used to indicate Saturday Delivery. The customer may also record messages for the consignee here.

If an international package has a Saturday Delivery sticker, verify that the "Saturday Delivery" check box is marked and an orange Saturday Delivery highlight sticker is applied to all packages in the shipment.

### Country of Origin

The country of origin is listed in this section. This refers to the country where the goods being shipped were manufactured. This information is required for each item in the shipment.


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INSTRUCTIONS: Review the information, then click the next button.

### Signature & Date Received



Associate's Signature Section

### Signature & Date Received

The customer must sign and date the waybill. Without the signature the waybill is not a valid document.

The "Date of Shipment" must match the actual date the package is accepted at the Customer Center to verify the shipment's eligibility for the UPS Worldwide Money-Back Guarantee.

The Customer Center Associate must then write the **date** and **time** of the shipping on the waybill and **sign** it.

If the dates do not match:

- Legibly write the correct date on all the shipper's and UPS's copies.
- Review the changes made with the customer, if available.

**Question**

When auditing a paper waybill shipment, what do you do if the date provided by the customer on the waybill does not match the actual shipping date?

**Answer**


A Legibly write the correct date on all of the shipper's and UPS copies.

B Review the changes you made with the customer, if the customer is available.

C Both A and B

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International (ISAT)

EXIT  
HELP  
GLOSSARY

INSTRUCTIONS: Review the information, then click the next button.

Click and move the words to their appropriate section on the paper waybill.

Number of Packages and Weight

Shipment Date and Shipper's Signature

Associate's Signature, Date, Time

Description of Goods

Document Indicator

Special Instructions

Payment Method

Declared Value

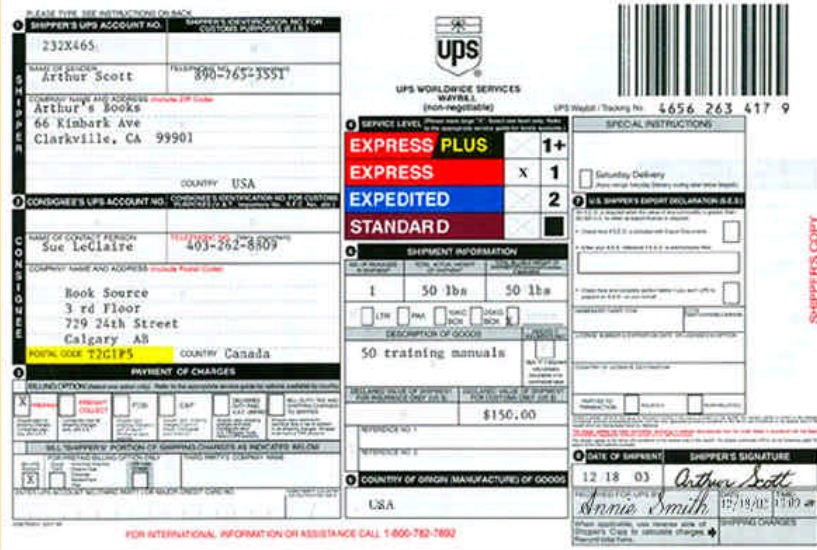
Country of Origin

Package Type

Service Level


Consignee's Address and Telephone

Shipper's Address and Telephone



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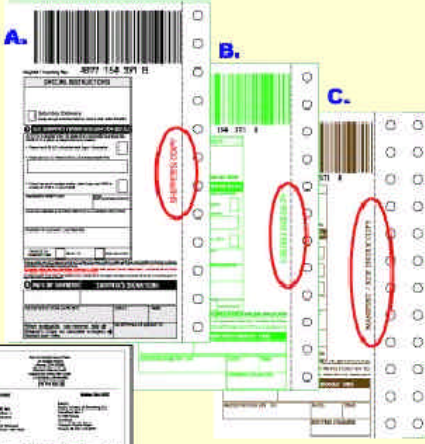



International (ISAT)

EXIT  
HELP  
GLOSSARY

INSTRUCTIONS: Review the information, then click the next button.

## Paper Waybill Copies

Invoice Example

### Waybill Copies

1. Remove the top copy (shipper's) of the waybill and give it to the customer for their records.
2. Remove the green copy (billing) and turn it in with your other records at the end of the day.

*Remember: Green = Money!*

3. Replace the remaining copies in the waybill pouch (with the address and bar code visible) and seal it.

If applicable, the invoice must also be secured in the pouch **under** the waybill.

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International (ISAT)

EXIT  
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GLOSSARY

INSTRUCTIONS: Review the information, then click the next button.

## International Customer Service Center



FOR INTERNATIONAL INFORMATION OR ASSISTANCE CALL: **1-800-782-7892**

### International Shipping Questions


Direct customers to call the International Customer Service Center (ICSC) at 1-800-782-7892 for any assistance they may need with international shipments.

This telephone number is located at the bottom of each paper waybill and also at the bottom of each International Shipment Checklist.

Customers can also visit [www.ups.com](http://www.ups.com) for international shipping information.

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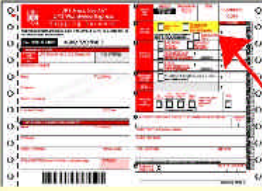
International (ISAT)

EXIT

HELP

GLOSSARY

INSTRUCTIONS: Review the information, then click the next button.



Next Day Air ASD

### Next Day Air Shipping Document

Customers can also use a Next Day Air Shipping Document (ASD) to ship their international packages. However, an ASD can only be used for a single-package Worldwide Express shipment.

Do not accept a multiple-package shipment that has an ASD on the lead package and Worldwide Services tracking labels or domestic labels on the other packages in the shipment. Next Day Air ASDs do not allow for the billing of multiple-package shipments.

International packages prepared using Next Day ASD is similar to using waybills. **The ASD is not an invoice and cannot take the place of an invoice.**

Question

A Next Day Air Shipping Document (ASD) can only be used for a single-package Worldwide Express shipment.

Answer


**A** True  
**B** False

Feedback

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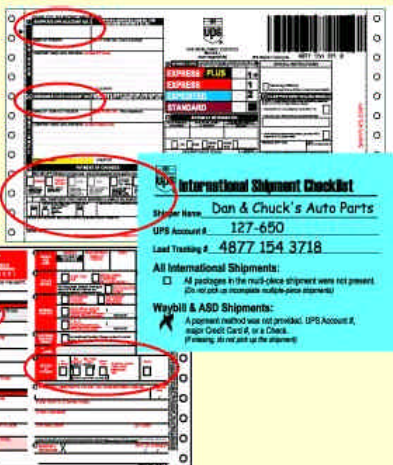
International (ISAT)

EXIT

HELP

GLOSSARY

INSTRUCTIONS: Review the information, then click the next button.



Paper Waybill

### Payment Method

Customers using manually prepared shipping documents (paper waybills and ASDs) must supply a payment method for UPS to accept the shipment.

The following options are valid payment methods:

- Shipper's UPS Account Number
- Consignee's UPS Account Number
- 3rd Party's UPS Account Number
- Major Credit Card Number (with expiration date)
- Check

Question

A paper waybill or ASD can only be used for a single-package Worldwide Express shipment.

Answer

**A** True  
**B** False

Feedback

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# International (ISAT)

## Screen


## Comments



### International (ISAT)

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**INSTRUCTIONS:** Review the information, then click the next button.



**Shipper Name:** Dan & Chuck's Auto Parts  
**UPS Account #:** 127-650  
**Lead Tracking #:** 4877 154 3718

**All International Shipments:**  
☐ All packages in the multi-piece shipment were not present.  
(Do not pick up incomplete multiple-piece shipments)

**Waybill & ASD Shipments:**  
 A payment method was not provided. UPS Account #, major Credit Card #, or a Check.  
(If missing, do not pick up the shipment)

### Payment Method Missing

A missing payment method is considered a "fatal" error with waybill and ASD shipments.

If a payment method was not provided, try to resolve the situation with the customer. **If the error cannot be resolved, do not accept the shipment.**

If the customer is not available, attach a completed International Shipment Checklist to the package and process as normal. The UPS International Acceptance Auditor will contact the customer to remedy any errors that exist.

If the customer is available, it is important to fix the errors before processing the shipment. Errors will cause delays in shipping later on.

**Question**

Customers have a variety of billing options when using the waybill or ASD. Which of the following methods of payment is NOT acceptable for shipping with UPS?

**Answer**

A A shipper's, consignee's, or 3rd party's UPS Account #


B A major credit card with expiration date or a check

C No billing method at all

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### International (ISAT)

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**INSTRUCTIONS:** Review the information, then click the next button.



**INVOICE**

Ship To:  
 SynchroLab, Inc.  
 14000000000000000000  
 10000000000000000000  
 Germany  
 Contact: M. Thiemel  
 Phone: 49 234 145-1424

Ship From:  
 H&M, Cernus, & Seewerth Co.  
 Overland Dr. 1  
 41000000000000000000  
 Germany  
 Contact: Cayla Ridge  
 Phone: 49 931 330-8707

No. Invo	Description of Goods	Country of Origin	Unit Price	Total Value
10	Automatic Windshield Wiper Assemblies	United States	\$10.00	\$100.00
20	Valve Stem Seal Replacement Kit	United States	1.00	\$10.00
30	Plastic Injection Molds	United States	1.00	\$10.00
Shipping Charges				\$10.00
Total Value				\$140.00
3 Packages				
In Box				

### Invoices

Invoices are also known as:

- Export documents
- Commercial invoices
- Customs control documents

Invoices act as "passports" into the destination country. Without an invoice the shipment will not be allowed into the country. Destination countries use the invoice to assess taxes and duties on the shipment. *A packing slip is not an invoice.*

Customers are required to include one original and two copies of the invoice with every non-document shipment.

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## Screen

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# INVOICE

INTERNATIONAL (ISAT)

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GLOSSARY

**INSTRUCTIONS:** Review the information, then click the next button.

Den & Chuck's Auto Parts  
55 Maple Street  
Atlanta, GA 30309  
Contact: David Huft  
Telephone: (404) 965-4425  
(000)0000 555-55-0886

From

**INVOICE**

---

Date: 11/11/02

Ship To: To  
Salsaroad, Inc.  
Adamswood Dr 4  
59040 Oberland  
Germany  
Contact: M. Hummel  
Phone: 49 224-149-1434

Purchase Order: 04297

Billed To:  
Baur, Cactus, & Swenberg Co.  
Geoffrey Str. 1  
41460 Nurem  
Germany  
Contact: Capita Edge  
Phone: 49 331-154-8797

No. Cells	Description of Goods (Harmonized System Tariff Number if Known)	Country of Origin	Gross Value	Net Value
20	Aluminum Windshield Wiper Assemblies	United States	\$10.00	\$700.00
50	Natural Rubber Replacement Mats	United States	5.00	130.00
	Printed Instruction Kits		5.40	135.00
	Shipping Charges			156.00
				904.00
	3 Packages			
	36 Bx.			

*David Huft* 11/11/02  
Signature Date

## Invoice Information Required

An invoice **requires** the following information:

- From
- To (who and where)
- How many
- What
- Country of Origin (where the product was manufactured)
- The cost of each and totals
- Shipper's signature

How Many

Where


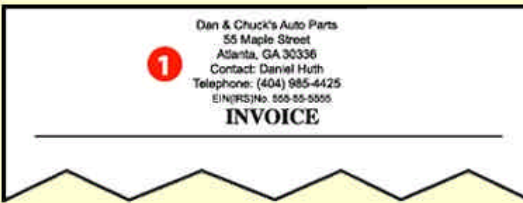


What

How Much

Who

NEXT >

# International (ISAT)


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<div data-bbox="138 136 1242 262">  <div>International (ISAT)</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="138 262 1242 283"> <b>INSTRUCTIONS:</b> Review the information, then click the next button.         </div> <div data-bbox="138 325 657 525">  </div> <div data-bbox="673 294 1242 336"> <b>Invoice Example</b> </div> <div data-bbox="673 346 1242 493"> <p>Invoices vary among customers. There is no universal invoice format or template. The following items are generally listed on the invoice and are included here as a general guide only.</p> </div> <div data-bbox="673 504 1242 735"> <p>1. Shipper information:</p> <ul style="list-style-type: none"> <li>• Complete shipper information is required</li> <li>• Company name and full address, including ZIP code</li> <li>• Country</li> <li>• Contact person</li> <li>• Telephone number (very important)</li> </ul> </div> <div data-bbox="138 577 657 924"> <p>Every package that needs an invoice must use the standard UPS invoice.</p> <p><b>Question</b></p> <p><b>A</b> True</p> <p><b>B</b> False</p> <p><b>Answer</b></p> <p><b>Feedback</b></p> </div> <div data-bbox="138 924 1242 966"> <div>Slide 34 of 52</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	
<div data-bbox="138 976 1242 1102">  <div>International (ISAT)</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="138 1102 1242 1123"> <b>INSTRUCTIONS:</b> Review the information, then click the next button.         </div> <div data-bbox="138 1165 657 1365">  </div> <div data-bbox="673 1134 1242 1176"> <b>Invoice Example, continued</b> </div> <div data-bbox="673 1186 1242 1417"> <p>2. Consignee information:</p> <ul style="list-style-type: none"> <li>• Complete consignee information must be provided</li> <li>• Company name and full delivery address</li> <li>• Destination country and postal code</li> <li>• Contact person</li> <li>• Telephone number (very important)</li> </ul> </div> <div data-bbox="138 1417 657 1764"> <p>The telephone number of the shipper and the consignee should be included in the invoice.</p> <p><b>Question</b></p> <p><b>A</b> True</p> <p><b>B</b> False</p> <p><b>Answer</b></p> <p><b>Feedback</b></p> </div> <div data-bbox="673 1428 1242 1470"> <p>3. Today's date</p> </div> <div data-bbox="138 1764 1242 1806"> <div>Slide 35 of 52</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	



# International (ISAT)

## Screen

## Comments



International (ISAT)

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INSTRUCTIONS: Review the information, then click the next button.

**Invoice Example, continued**

4. Sold to:

- If sold to someone other than the consignee, list the same information for that party as for the consignee


5. An adequate description of each commodity in the shipment

- What is it?
- What is it made from?
- What is it used for?

6. The number of units of each commodity

7. The individual value of each unit

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International (ISAT)

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INSTRUCTIONS: Review the information, then click the next button.

**Invoice Example, continued**

8. The total value of each commodity type being shipped

9. The total value of the entire shipment

10. Country of Origin

- Where each commodity was manufactured

11. Number of packages in the shipment

12. Total weight of the shipment


13. Shipper's signature and date of the shipment

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# International (ISAT)

Screen	Comments
<div data-bbox="164 142 250 247"></div> <div data-bbox="756 136 967 165">International (ISAT)</div> <div data-bbox="1183 147 1235 170">EXIT</div> <div data-bbox="1177 186 1235 210">HELP</div> <div data-bbox="1123 222 1235 245">GLOSSARY</div> <div data-bbox="152 252 665 275">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="323 281 493 407"></div> <div data-bbox="680 300 1055 331">Shipments Requiring Invoices</div> <ul style="list-style-type: none"> <li>• All "non-document" shipments require invoices.</li> <li>• A single-package, non-document shipment requires an invoice.</li> <li>• On a multiple-package, non-document shipment, the invoice must be attached to the first or "lead" package.</li> </ul> <div data-bbox="237 449 583 569"></div> <div data-bbox="134 577 633 623">Question When accepting a non-document, multi-package international shipment, what must be attached to the lead package?</div> <div data-bbox="164 667 466 787"> <p>A An invoice</p> <p>B A Worldwide Services tracking label</p> <p>C An orange Saturday delivery sticker</p> </div> <div data-bbox="134 722 155 787">Answer</div> <div data-bbox="134 842 155 926">Feedback</div> <div data-bbox="532 934 659 959">Slide 38 of 52</div> <div data-bbox="753 934 841 959">◀ BACK</div> <div data-bbox="1053 934 1141 959">NEXT ▶</div>	
<div data-bbox="164 982 250 1087"></div> <div data-bbox="756 976 967 1005">International (ISAT)</div> <div data-bbox="1183 987 1235 1010">EXIT</div> <div data-bbox="1177 1024 1235 1047">HELP</div> <div data-bbox="1123 1060 1235 1083">GLOSSARY</div> <div data-bbox="152 1089 665 1113">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="168 1188 367 1341"></div> <div data-bbox="399 1136 643 1394"></div> <div data-bbox="680 1136 941 1167">What is a document?</div> <p>Generally, a document is a written, typed or printed communication of no commercial value.</p> <p>Exact definitions of documents are defined by the destination country. For example, a computer diskette may be considered a document in one country and not in another.</p> <p>Customers indicate document shipments using the various UPS shipping methods. The electronic or smart label will note that the package is a document shipment with an EDI-DOC mark on the bottom right corner.</p> <p>If a customer needs specific assistance, direct the person to call UPS at 1-800-782-7892. This number is also located on the International Shipment Checklist.</p> <div data-bbox="134 1417 522 1440">Question A letter to a friend is an example of a document.</div> <div data-bbox="164 1507 241 1579"> <p>A True</p> <p>B False</p> </div> <div data-bbox="134 1562 155 1627">Answer</div> <div data-bbox="134 1682 155 1766">Feedback</div> <div data-bbox="532 1774 659 1797">Slide 39 of 52</div> <div data-bbox="753 1774 841 1797">◀ BACK</div> <div data-bbox="1053 1774 1141 1797">NEXT ▶</div>	



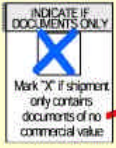


International (ISAT)


EXIT  
HELP  
GLOSSARY

INSTRUCTIONS: Review the information, then click the next button.

### Paper Waybill




INDICATE IF DOCUMENTS ONLY  
Mark "X" if shipment only contains documents of no commercial value




### Pre-Printed Waybill Smart Label

EDI or EDI-DOC



### ASD




### Document Shipments

Document shipments do not require an invoice.

- A UPS Express Letter or Envelope is only to be used for document shipments and therefore does not require an invoice.
- Document shipments on a waybill or ASD with the "Documents Only" box checked do not require an invoice.
- Document shipments created on a UPS OnLine Shipping System do not require an invoice.

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International (ISAT)

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INSTRUCTIONS: Review the information, then click the next button.

### Non-Document Shipments


### What is a Non-Document?

If a shipment is not considered a document shipment as previously described, then it is referred to as a non-document shipment.

Non-document shipments require an invoice. If "document" is NOT indicated, then an invoice is required.

You can tell whether the shipment is a non-document, and therefore an invoice is required, by the INV and KEY indicators on the bottom right of the smart label.

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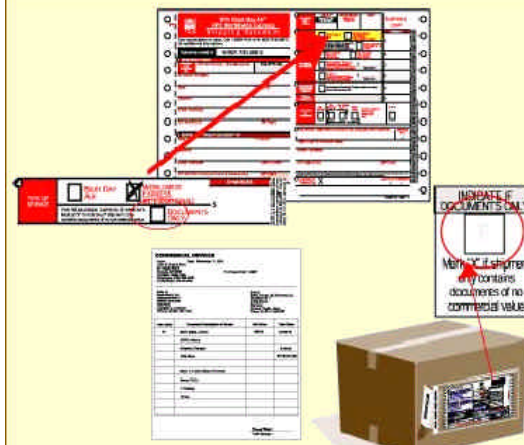
EXIT

HELP

GLOSSARY

**INSTRUCTIONS:** Review the information, then click the next button.

## Non-Document Shipments



### Non-Document Shipments

Ensure that an invoice is attached to the lead package of each international non-document shipment.


Customers must supply 3 copies of their invoice to Customs (1 original and 2 copies). Customer Center Associates must verify that at least one copy of the invoice is present at the time of shipping. The invoice is usually located in a pouch on the lead (first) package in the shipment.

If at least one copy of the invoice is not present on a non-document shipment, try to resolve the error with the customer, if available.

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International (ISAT)

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**INSTRUCTIONS:** Review the information, then click the next button.

## Invoice Issues

Description of Goods

Country of Origin

No. Units	Description of Goods <small>Harmonized System Tariff Number if Known</small>	Country of Origin	Unit Value	Total Value
50	Aluminum Windshield Wiper Assemblies	United States	\$10.00	\$500.00
50	Natural Rubber Replacement Blades	United States	3.00	150.00
25	Printed Instruction Kits	United States	5.40	135.00
Shipping Charges				156.00
Total Value				\$941.00
3 Packages				

Total Value of Shipment

### Other Invoice Issues for Non-document Shipments

Ensure the invoice lists the total value of the shipment. Most invoices will show the individual values for each commodity being shipped and the total value of the entire shipment.

Verify that the invoice lists the individual Country of Origin for each commodity being shipped.

Also, confirm the invoice lists a full description of goods for each commodity being shipped. The description must state exactly what is in the shipment and not read simply "parts" or "samples," etc.




If the invoice is missing the information, try to resolve the error with the customer, if available.

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<div><div><div></div><div>International (ISAT)</div><div>EXIT</div><div>HELP</div><div>GLOSSARY</div></div><div>INSTRUCTIONS: Review the information, then click the next button.</div><div><div><div><div><div>Non-Document Shipments Require an Invoice: <small>(If any items below are missing, pick up shipment and hold at the origin center)</small></div><div><div><input checked="" type="checkbox"/> The invoice is missing.</div><div><input type="checkbox"/> The invoice does not list the total value of the shipment.</div><div><input type="checkbox"/> The invoice does not indicate the country(s) of origin.</div><div><input type="checkbox"/> A description of goods is not listed on the invoice. <small>(what is it, what is it made of, what is it used for)</small></div></div><div><div>Other Discrepancy: <small>(Follow district procedures)</small></div><div><input type="checkbox"/></div></div><div><div>For international assistance call <b>1.800.782.7892 or <a href="http://www.ups.com">www.ups.com</a></b></div><div>Service Provider <u>Casey James</u> <small>(Print Clearly - First, Last Name)</small></div><div>Center Name <u>Midtown</u></div></div></div></div><div><div><div>International Shipment Checklist for Invoice Issues</div><div><p>If the invoice is missing any of the information listed on the International Shipment Checklist, try to resolve the error with the customer, if available.</p><p>If the customer is not available, attach a completed International Shipment Checklist and process the package as normal. The UPS International Acceptance Auditor will contact the customer to correct any errors that exist.</p><p>If the customer is available, it is important to fix the errors before processing the shipment. Errors will cause delays in shipping later on.</p></div></div></div></div><div><div>Slide 44 of 52</div><div>◀ BACK</div><div>NEXT ▶</div></div></div></div>		
<div><div><div></div><div>International (ISAT)</div><div>EXIT</div><div>HELP</div><div>GLOSSARY</div></div><div>INSTRUCTIONS: Review the information, then click the next button.</div><div><div><div><div><div></div><div><div>Waybills are Not Invoices</div><div><p>The waybill is not an invoice and cannot take the place of an invoice. The waybill is a billing document, address label, tracking label and service indicator.</p><p>As a Customer Center Associate, you must ensure that invoices are present when necessary.</p><p>After auditing the invoice, be sure it is secured in the waybill or export documents pouch attached to the lead package.</p><p>Also be sure that the pouch is sealed with the correct invoice for that shipment.</p></div></div></div><div><div><div>Question</div><div>Which of the following methods allow you to know if an invoice is required?</div><div><div><div>A INV or KEY indicator appears on a pre-printed waybill smart label</div><div>B The "Documents Only" box on the waybill or ASD is not marked</div><div>C Both A and B</div></div></div><div><div>Answer</div></div><div><div>Feedback</div></div></div></div><div><div>Slide 45 of 52</div><div>◀ BACK</div><div>NEXT ▶</div></div></div></div></div></div>		

# International (ISAT)

## Screen

## Comments






International (ISAT)




EXIT  
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INSTRUCTIONS: Review the information, then click the next button.

Certain international shipments require an invoice.


Click the label(s), waybill(s), and ASD(s) that require an invoice when you accept the shipment.

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International (ISAT)

EXIT  
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INSTRUCTIONS: Review the information, then click the next button.

**Other Discrepancy:**  
(Follow district procedures)

**Over 150 pounds**

For international assistance call  
**1.800.782.7892 or www.ups.com**

Service Provider Casey James  
(Print Delivery - First, Last Name)

Center Name Midtown

**"Other Discrepancy" Section of the International Shipment Checklist**

This section of the International Shipment Checklist is for identifying other known problems with the shipment.

In addition to incomplete multiple-piece shipments and shipments missing a valid payment method, UPS does not accept any shipments that fall into these categories:

- Improper packaging
- Prohibited materials
- Packages that exceed size or weight restrictions
- Out of territory

Review the shipment and try to resolve all errors with the customer, if possible. If the customer is not available, attach a completed International Shipment Checklist to the package and process the shipment as normal.

Question  
Answer  
Feedback

The "Other Discrepancy" section of the International Shipment Checklist should be used when the shipment won't make it through the UPS system because:

**A** It is improperly packaged, a prohibited material, exceeds UPS size/weight restrictions, or is out of territory

**B** There are other known problems with the shipment

**C** Both A and B

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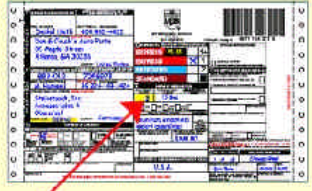


# International (ISAT)

Screen	Comments
<div data-bbox="162 142 250 247"> </div> <div data-bbox="755 136 967 168">International (ISAT)</div> <div data-bbox="1183 147 1239 170">EXIT</div> <div data-bbox="1177 186 1239 210">HELP</div> <div data-bbox="1122 222 1239 245">GLOSSARY</div> <div data-bbox="151 252 665 275">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="203 279 594 573"> </div> <div data-bbox="678 300 1055 331">U.S. to Puerto Rico Shipments</div> <div data-bbox="678 352 1164 434"> <p>Puerto Rico is a United States territory and therefore has some similarities to domestic destinations.</p> </div> <div data-bbox="678 459 1209 567"> <p>However, since a shipment destined for Puerto Rico is taxed by the local government, it also has some similarities to international destinations.</p> </div> <div data-bbox="157 577 638 623"> <p>U.S. to Puerto Rico shipments are delivered via UPS domestic ground service.</p> </div> <div data-bbox="162 667 232 695">A True</div> <div data-bbox="162 716 240 743">B False</div> <div data-bbox="678 590 1218 699"> <p>U.S. to Puerto Rico shipments are an exception to regular international procedures because they can be sent via Next Day Air or 2nd Day Air.</p> </div> <div data-bbox="532 934 659 959">Slide 48 of 52</div> <div data-bbox="751 934 841 959">◀ BACK</div> <div data-bbox="1052 934 1143 959">NEXT ▶</div>	
<div data-bbox="162 982 250 1087"> </div> <div data-bbox="755 976 967 1008">International (ISAT)</div> <div data-bbox="1183 987 1239 1010">EXIT</div> <div data-bbox="1177 1024 1239 1050">HELP</div> <div data-bbox="1122 1062 1239 1085">GLOSSARY</div> <div data-bbox="151 1092 665 1115">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="151 1205 602 1675"> </div> <div data-bbox="678 1138 1057 1171">Puerto Rico Shipping Methods</div> <div data-bbox="678 1190 1185 1249"> <p>Customers can ship to Puerto Rico using the following methods:</p> </div> <div data-bbox="703 1268 1148 1381"> <ul style="list-style-type: none"> <li>• Pre-printed smart labels from a UPS OnLine Shipping System</li> <li>• Next Day Air or 2nd Day Air Shipping Documents (ASDs)</li> </ul> </div> <div data-bbox="678 1402 1222 1514"> <p>Next Day Air and 2nd Day Air are UPS domestic service levels. Paper waybills are for international services and therefore are <b>not</b> allowed for shipments to Puerto Rico.</p> </div> <div data-bbox="532 1772 659 1797">Slide 49 of 52</div> <div data-bbox="751 1772 841 1797">◀ BACK</div> <div data-bbox="1052 1772 1143 1797">NEXT ▶</div>	

# International (ISAT)

Screen	Comments
<div data-bbox="129 136 1234 262">  <div>International (ISAT)</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="129 262 1234 283"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="129 283 1234 556"> <div>   </div> <div> <h3>Invoices for Puerto Rico Shipments</h3> <p>All non-document shipments to Puerto Rico require a commercial invoice.</p> <p>International non-document shipments to other countries require the original and two copies of the invoice. Shipments to Puerto Rico only require an original and <b>one</b> copy of the invoice.</p> <p>Remember to refer to the International Shipment Checklist for U.S. to Puerto Rico shipments to audit the shipment just as you would for other international shipments.</p> </div> </div> <div data-bbox="129 556 1234 955"> <div> <div>Question</div> <p>For a U.S. to Puerto Rico shipment, which of the following is NOT an acceptable method for shipping?</p> </div> <div> <div>Answer</div> <p> <b>A</b> Smart Labels from a UPS OnLine Shipping System  <b>B</b> Paper waybills and Worldwide Services tracking labels  <b>C</b> Next Day Air or 2nd Day Air Shipping Document (ASD)         </p> </div> <div> <div>Feedback</div> </div> </div> <div data-bbox="129 955 1234 966"> <div>Slide 50 of 52</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	
<div data-bbox="129 966 1234 1092">  <div>International (ISAT)</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> <div data-bbox="129 1092 1234 1113"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="129 1113 1234 1407"> <div>  </div> <div> <h3>Counting International Shipments</h3> <p>To properly account for the international volume shipped at the Customer Center, you must count the number of international shipments, not packages.</p> <p>When the DIAD scans the pick up barcode summary located on the smart label, it automatically accounts for all of the packages, including international shipments. This topic is covered in more detail in the <i>DIAD</i> section of the <i>Customer Center</i> course.</p> </div> </div> <div data-bbox="129 1407 1234 1764"> <div> <div>Question</div> <p>To properly account for the international volume shipped at the Customer Center (including U.S. to Puerto Rico), you must count the number of international:</p> </div> <div> <div>Answer</div> <p> <b>A</b> Boxes  <b>B</b> Invoices  <b>C</b> Shipments         </p> </div> <div> <div>Feedback</div> </div> </div> <div data-bbox="129 1764 1234 1803"> <div>Slide 51 of 52</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	



	International (ISAT)		EXIT
			HELP
			GLOSSARY
INSTRUCTIONS: Review the information, then click the next button.			
 <p><b>Paper Waybill</b></p>		<h3>Non-Summary Barcode Counting Methods</h3> <h4>Counting Paper Waybill Shipments</h4> <p>There is only one waybill per shipment. "Child" packages (if present) will have Worldwide Services tracking labels and address labels on them. Collect all the green (billing) copies of each waybill and turn it in with your other records at the end of the day.</p>	
 <p><b>Next Day Air ASD</b></p>		<h4>Counting ASD International Shipments</h4> <p>ASDs can be used for single-package Express shipments only. Therefore, all international ASD shipments are counted as single-package shipments. Collect all the green (billing) copies of each ASD and turn it in with your other records at the end of the day.</p>	
		<p><b>Remember: Green = Money!</b></p>	
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	International (ISAT)		EXIT
			HELP
			GLOSSARY
INSTRUCTIONS: Review the summary. Click the next button to continue.			
		<h3>Summary</h3> <p>Your ability to satisfy your customers' international shipping needs will help to ensure that our international volume grows.</p> <p>Our goal is that all our customers' international shipments make it to their destinations without delays or problems at Customs.</p> <p>As a Customer Center Associate your responsibility is to ensure that International Shipment Checklist items are complete and correct for each international shipment.</p> <p>Remember, if you or your customers have questions about international shipping, help is available at the toll free number or web address printed on the International Shipment Checklist.</p>	
Summary Slide		◀ BACK	NEXT ▶