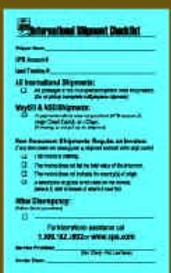


International (ISAT)

Screen	Comments
 <p data-bbox="568 493 812 535">International (ISAT)</p> <p data-bbox="365 598 974 661">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 data-bbox="389 682 998 861" style="list-style-type: none">• Properly identify the various international shipping methods available to UPS customers.• Correctly audit an international shipment and complete an International Shipment Checklist when errors occur.• Correctly complete a manually prepared paper waybill.• Determine when an invoice is required and identify the necessary parts.• Accurately perform end of day procedures for international shipments. <p data-bbox="365 871 974 903">Audience: Customer Center Associates Length: 30 minutes</p> <p data-bbox="227 934 1120 976">EXIT BACK START</p>	
 <p data-bbox="755 1050 966 1081">International (ISAT)</p> <p data-bbox="1185 1060 1242 1081">EXIT</p> <p data-bbox="1185 1102 1242 1123">HELP</p> <p data-bbox="1128 1134 1242 1155">GLOSSARY</p> <p data-bbox="154 1165 665 1186">INSTRUCTIONS: Review the information, then click the next button.</p>  <p data-bbox="682 1207 836 1239">Introduction</p> <p data-bbox="682 1270 1120 1323">Welcome to the International Shipment Acceptance Training (ISAT).</p> <p data-bbox="682 1354 1226 1501">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> <p data-bbox="544 1848 657 1869">Slide 1 of 52</p> <p data-bbox="755 1848 836 1869">← BACK</p> <p data-bbox="1063 1848 1144 1869">NEXT →</p>	

International (ISAT)

Screen	Comments
<div data-bbox="129 136 1242 262">  <div style="float: right; text-align: right;"> International (ISAT) EXIT HELP GLOSSARY </div> </div> <div data-bbox="129 262 1242 283" style="background-color: #f00; color: white; padding: 2px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="129 283 1242 955" style="background-color: #fff9c4; padding: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;">  </div> <div style="width: 65%;"> <h3>Customs</h3> <p>All international shipments must pass through Customs. Timely clearance of Customs is critical to:</p> <ul style="list-style-type: none"> • Our customers receiving their shipment as promised • UPS maintaining high levels of reliability and customer satisfaction <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 data-bbox="129 577 665 955" style="background-color: #fff9c4; padding: 5px;"> <p>Question Packages that are shipped internationally with UPS do not have to go through Customs.</p> <p>Answer A True B False</p> <p>Feedback</p> </div> <div data-bbox="129 934 1242 966" style="background-color: #006666; color: white; padding: 2px; display: flex; justify-content: space-between;"> Slide 2 of 52 ◀ BACK NEXT ▶ </div> </div>	
<div data-bbox="129 976 1242 1102">  <div style="float: right; text-align: right;"> International (ISAT) EXIT HELP GLOSSARY </div> </div> <div data-bbox="129 1102 1242 1123" style="background-color: #f00; color: white; padding: 2px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="129 1123 1242 1795" style="background-color: #fff9c4; padding: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;">  </div> <div style="width: 65%;"> <h3>International Shipment Checklist</h3> <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 data-bbox="129 1774 1242 1806" style="background-color: #006666; color: white; padding: 2px; display: flex; justify-content: space-between;"> Slide 3 of 52 ◀ BACK NEXT ▶ </div> </div>	

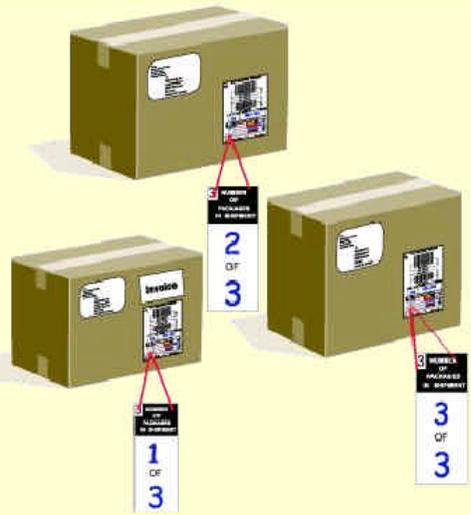
	International (ISAT)		EXIT
			HELP
			GLOSSARY
INSTRUCTIONS: Review the information, then click the next button.			
		<h3>International Shipment Checklist, continued</h3> <p>Always have a pad of International Shipment Checklists with you at the Customer Center. This checklist can also be found in the 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>	
<p>Question</p> <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>Answer</p> <p>A For all discovered errors</p> <p>B For a discovered error when the customer is available</p> <p>C For a discovered error when the customer is NOT available</p>		
<p>Feedback</p>			
Slide 4 of 52		◀ BACK	NEXT ▶

	International (ISAT)		EXIT
			HELP
			GLOSSARY
INSTRUCTIONS: Review the information, then click the next button.			
<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> <ol style="list-style-type: none"> 1. Single-package shipment: One package shipped to one consignee. 2. Multiple-package shipment: More than one package shipped to one consignee on the same day with the same service level indicated on each package. 	
			
<h2>2. Multiple-Package Shipments</h2>			
			
Slide 5 of 52		◀ BACK	NEXT ▶

International (ISAT)

Screen

Comments

	International (ISAT)		EXIT
			HELP
			GLOSSARY
INSTRUCTIONS: Review the information, then click the next button.			
		<h3>Multiple-Package International Shipments</h3> <p>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.</p> <p>If the packages do not clear Customs, UPS cannot fulfill the delivery commitment to the customer.</p> <p>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.</p>	
Slide 6 of 52		◀ BACK	NEXT ▶

	International (ISAT)		EXIT
			HELP
			GLOSSARY
INSTRUCTIONS: Review the information, then click the next button.			
		<h3>Smuggling</h3> <p>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.</p> <p>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.</p>	
Slide 7 of 52		◀ BACK	NEXT ▶

International (ISAT)

Screen

Comments



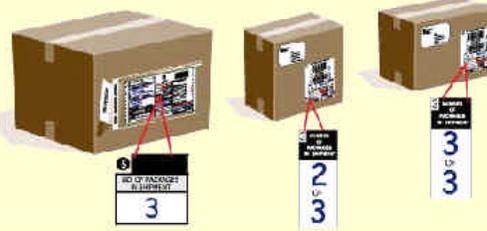
International (ISAT)

EXIT

HELP

GLOSSARY

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



Multiple-Package International Shipments

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.

Question

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.

Answer

A True

B False

Feedback

It is not just proper procedure, it is the law.

Slide 8 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT

HELP

GLOSSARY

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



Incomplete Multiple-Package International Shipments

Incomplete multiple-package shipments are one of the "fatal" errors that will cause a shipment not to be accepted by UPS.

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.

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.



Slide 9 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT

HELP

GLOSSARY

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

Slide 10 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT

HELP

GLOSSARY

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

Slide 11 of 52

◀ BACK

NEXT ▶

International (ISAT)

Screen

Comments



International (ISAT)

EXIT
HELP
GLOSSARY

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

Pre-Printed
Waybill
Smart Label



Pre-Printed Waybills

Other reasons why the UPS OnLine Shipping System pre-printed waybill smart label is the preferred method for international shipments are:

- The OnLine Shipping System assists the customer and Customer Center Associate in document preparation for the international shipment.
- The customer-provided Package Level Detail (PLD) is electronically uploaded to UPS.
- The waybill acts as a checklist for the customer to ensure they include all vital information.
- Flexible billing options are offered to customers who have six-digit accounts.

Question

The preferred method of shipping packages internationally is

Answer

A The pre-printed waybill smart label

B The manually prepared paper waybill

C Both A and B

Feedback

Slide 12 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT
HELP
GLOSSARY

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



Pre-Printed Waybills

Pre-printed waybills can be used for both single and multiple-package international shipments.

Multi-package international shipments using pre-printed waybills must have a smart label on each package in the shipment.

The packages are labeled for easy recognition of the number of packages in the shipment.

For example: "1 of 2" and "2 of 2."

Slide 13 of 52

◀ BACK

NEXT ▶

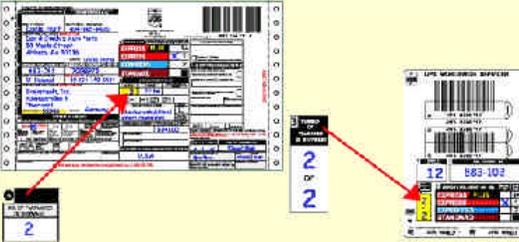


International (ISAT)

EXIT

HELP
GLOSSARY

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

A The lead package of the shipment.

Feedback

Slide 14 of 52
← BACK
NEXT →



International (ISAT)

EXIT

HELP
GLOSSARY

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

Slide 15 of 52
← BACK
NEXT →



International (ISAT)

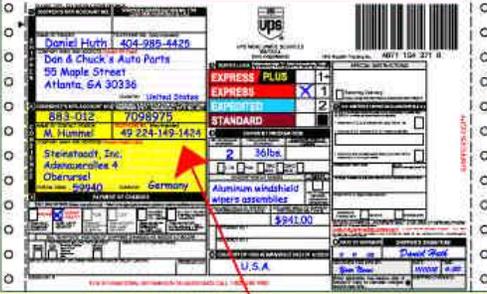
EXIT

HELP

GLOSSARY

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.

Slide 16 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT

HELP

GLOSSARY

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.

Slide 17 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT
HELP
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	X	1+
EXPRESS	X	1
EXPEDITED	X	2
STANDARD	X	2



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.

Slide 18 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT
HELP
GLOSSARY

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.



Package Type

LTR
 PAK
 10KG BOX
 25KG BOX

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.

Slide 19 of 52

◀ BACK

NEXT ▶

International (ISAT)

Screen

Comments



International (ISAT)

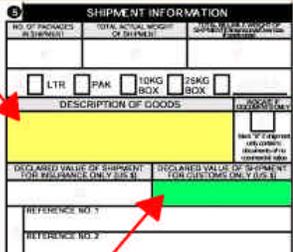
EXIT
HELP
GLOSSARY

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

Description of Goods

DESCRIPTION OF GOODS

1/4-inch Stainless Steel Rivets



DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (US \$)

\$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.

Slide 20 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT
HELP
GLOSSARY

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

3 36lbs.

DESCRIPTION OF GOODS

Parts

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (US \$)

\$941.00

SHIPMENT INFORMATION

1 4 lbs.

DESCRIPTION OF GOODS

Family Recipes

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (US \$)

\$ 0.00

SHIPMENT INFORMATION

1 35 lbs.

DESCRIPTION OF GOODS

Aluminum windshield wiper assemblies

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (US \$)

\$ 93.50

SHIPMENT INFORMATION

1 3 lbs.

DESCRIPTION OF GOODS

House Blueprints

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (US \$)

\$ 100.00

SHIPMENT INFORMATION

1 50 lbs.

DESCRIPTION OF GOODS

Supplies

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (US \$)

\$ 135.00

SHIPMENT INFORMATION

2 125 lbs.

DESCRIPTION OF GOODS

College Text Books

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (US \$)

\$ 225.00

Slide 21 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT
HELP
GLOSSARY

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

Document Shipment Indicator



INDICATE IF DOCUMENTS ONLY

X

Mark "X" if shipment only contains documents of no commercial value

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.

Slide 22 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT
HELP
GLOSSARY

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

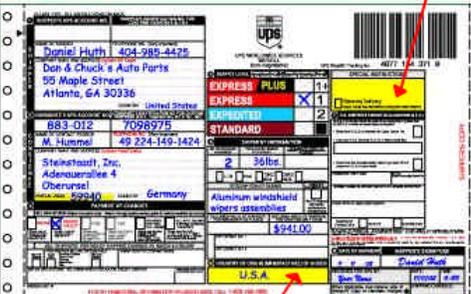
Special Instructions

The shipper may record other messages here.

SPECIAL INSTRUCTIONS

Here are your presentation materials.

Saturday Delivery
Apply orange Saturday Delivery labeling below Waybill.



COUNTRY OF ORIGIN (MANUFACTURE) OF GOODS

Country of Origin

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.

Slide 23 of 52

◀ BACK

NEXT ▶

International (ISAT)

Screen

Comments



International (ISAT)

EXIT

HELP

GLOSSARY

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.

Slide 24 of 52
◀ BACK
NEXT ▶

Question

Answer

Feedback

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?

- 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

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.



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



Slide 25 of 52
◀ BACK
NEXT ▶

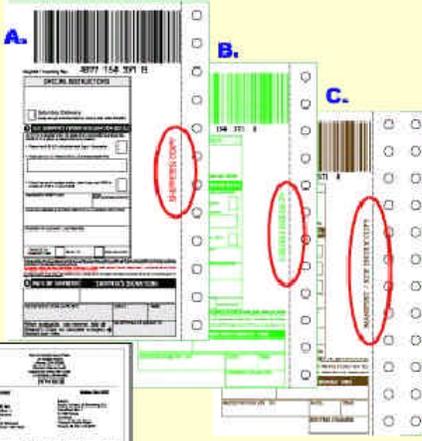


International (ISAT)

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.

Slide 26 of 52
◀ BACK
NEXT ▶



International (ISAT)

EXIT
HELP
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 for international shipping information.

Slide 27 of 52
◀ BACK
NEXT ▶

		International (ISAT)		EXIT
				HELP
				GLOSSARY
INSTRUCTIONS: Review the information, then click the next button.				
 <p style="color: orange; font-weight: bold; font-size: 1.2em;">Next Day Air ASD</p>		<h3>Next Day Air Shipping Document</h3> <p>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.</p> <p>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.</p> <p>International packages prepared using Next Day Air ASD is similar to using waybills. The ASD is not an invoice and cannot take the place of an invoice.</p>		
		<p>Question</p> <p>A Next Day Air Shipping Document (ASD) can only be used for a single-package Worldwide Express shipment.</p> <p>A True</p> <p>B False</p>		
<p>Answer</p>				
<p>Feedback</p>				
Slide 28 of 52		◀ BACK	NEXT ▶	

		International (ISAT)		EXIT
				HELP
				GLOSSARY
INSTRUCTIONS: Review the information, then click the next button.				
<p style="color: orange; font-weight: bold; font-size: 1.2em;">Paper Waybill</p>  <p style="color: orange; font-weight: bold; font-size: 1.2em;">ASD</p>		<h3>Payment Method</h3> <p>Customers using manually prepared shipping documents (paper waybills and ASDs) must supply a payment method for UPS to accept the shipment.</p> <p>The following options are valid payment methods:</p> <ul style="list-style-type: none"> • Shipper's UPS Account Number • Consignee's UPS Account Number • 3rd Party's UPS Account Number • Major Credit Card Number (with expiration date) • Check 		
		<p>International Shipment Checklist</p> <p>Shipper Name: Dan & Chuck's Auto Parts UPS Account #: 127-650 Last Tracking #: 4877 154 3718</p> <p>All International Shipments: <input type="checkbox"/> All packages in the multi-piece shipment were not present. (Do not bill an incomplete multi-piece shipment)</p> <p>Waybill & ASD Shipments: <input type="checkbox"/> A payment method was not provided: UPS Account #, major Credit Card #, or a Check. (If missing, do not pick up the shipment)</p>		
Slide 29 of 52		◀ BACK	NEXT ▶	

International (ISAT)

Screen

Comments



International (ISAT)

EXIT
HELP
GLOSSARY

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

Slide 30 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT
HELP
GLOSSARY

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



Ship To:
Sylvanite, Inc.
Attn:Accounts #
1800 Cleveland
Germany
Contact: M. Shammil
Phone: 49 234-145-1424

Ship To:
RMC, Corbin, & Swenberg Co.
Overseas Div. 1
41401 Norder
Germany
Contact: Cayla Ridge
Phone: 49 311-330-8707

No. Invo	Description of Goods	Country of Origin	Unit Price	Total Value
10	Automotive Wheel and Wiper Assemblies	United States	\$19.00	\$950.00
20	Various Other Replacement Parts	United States	1.00	\$20.00
20	Plated Intermediate Kit	United States	3.00	150.00
Shipping Charges				120.00
Total Value				\$1,240.00
3 Packages				
N/A				

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.

Feedback

Slide 31 of 52

◀ BACK

NEXT ▶

International (ISAT)

Screen

Comments



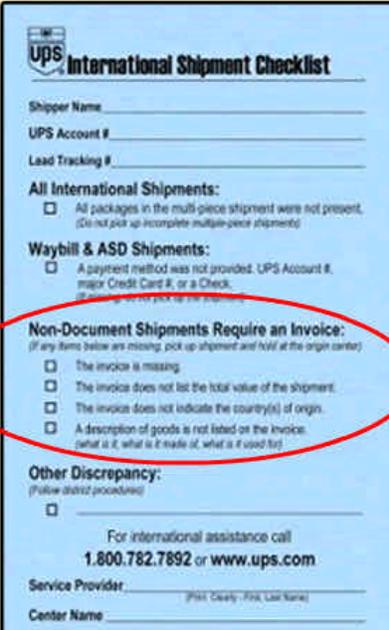
International (ISAT)

EXIT

HELP

GLOSSARY

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



Common Invoice Errors

Non-document shipments will be held at Customs if information is missing from the invoice.

The most common errors on invoices involve:

- Missing invoice
- Missing values
- Missing Country of Origin (where manufactured)
- Missing or inadequate description of goods

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

Slide 32 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT

HELP

GLOSSARY

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

From

Dan & Chuck's Auto Parts
55 Maple Street
Atlanta, GA 30330
Contact: Carol Hutch
Telephone: (404) 965-4425
inquiries: 555-55-5555

INVOICE

Date: 11/1/02 Purchase Order: 04297

Ship To: **To**
Salsarad, Inc.
Address: Box 4
59940 Chertsey
Germany
Contact: M. Thammel
Phone: 49 224-149-1434

Sold To:
Brenz, Cetusa, & Szwaberg Co.
Czerwiec 307, 3
41-600 Niesza
Germany
Contact: Czesla Edga
Phone: 49 331-354-8797

No. Qty	Description of Goods Harmonized System Tariff Number if Known	Country of Origin	Unit Value	Total Value
25	Aluminum Washfield Wiper Assemblies	United States	\$12.00	\$300.00
50	Natural Rubber Replacements Made	United States	3.00	150.00
	Printed Instruction Kit		2.40	120.00
	Shipping Charges			156.00
	3 Packages			\$941.00
	36 Bx.			


 11/11/02

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

Slide 33 of 52

◀ BACK

NEXT ▶

International (ISAT)

Screen	Comments		
<div data-bbox="129 136 1242 262">  <div style="float: right; text-align: right;"> EXIT HELP GLOSSARY </div> </div> <div data-bbox="129 262 1242 283" style="background-color: #f00; color: white; padding: 2px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="129 283 1242 955" style="background-color: #fff9c4; padding: 10px;"> <div style="display: flex; justify-content: space-between;"> <div data-bbox="138 325 657 535" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"> 1 Dan & Chuck's Auto Parts 55 Maple Street Atlanta, GA 30336 Contact: Daniel Huth Telephone: (404) 985-4425 EIN/RS/No. 555-55-5555 INVOICE </p> </div> <div data-bbox="673 294 1234 945"> <h3>Invoice Example</h3> <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> <p>1. Shipper information:</p> <ul style="list-style-type: none"> Complete shipper information is required Company name and full address, including ZIP code Country Contact person Telephone number (very important) </div> </div> <div data-bbox="129 577 657 955" style="background-color: #fff9c4; padding: 5px;"> <p>Question Every package that needs an invoice must use the standard UPS invoice.</p> <p>Answer</p> <p>A True</p> <p>B False</p> <p>Feedback</p> </div> <div data-bbox="129 934 1242 966" style="background-color: #006633; color: white; padding: 2px; display: flex; justify-content: space-between;"> Slide 34 of 52 ◀ BACK NEXT ▶ </div> </div>			
<div data-bbox="129 976 1242 1102">  <div style="float: right; text-align: right;"> EXIT HELP GLOSSARY </div> </div> <div data-bbox="129 1102 1242 1123" style="background-color: #f00; color: white; padding: 2px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="129 1123 1242 1795" style="background-color: #fff9c4; padding: 10px;"> <div style="display: flex; justify-content: space-between;"> <div data-bbox="138 1165 657 1375" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"> Date: 11/11/2002 3 Purchase Order: 04297 </p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>2 Ship To:</p> <p>Steinhardt, Inc. Adensauerlee 4 59940 Oberursel Germany Contact: M. Hummel Phone: 49 224-149-1424</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Sold To:</p> <p>Baird, Curran, & Swanberg Co. Goerliher Str. 1 41460 Neuss Germany Contact: Caylie Edge Phone: 49 331-154-8797</p> </td> </tr> </table> </div> <div data-bbox="673 1134 1234 1785"> <h3>Invoice Example, continued</h3> <p>2. Consignee information:</p> <ul style="list-style-type: none"> Complete consignee information must be provided Company name and full delivery address Destination country and postal code Contact person Telephone number (very important) <p>3. Today's date</p> </div> </div> <div data-bbox="129 1417 657 1795" style="background-color: #fff9c4; padding: 5px;"> <p>Question The telephone number of the shipper and the consignee should be included in the invoice.</p> <p>Answer</p> <p>A True</p> <p>B False</p> <p>Feedback</p> </div> <div data-bbox="129 1774 1242 1806" style="background-color: #006633; color: white; padding: 2px; display: flex; justify-content: space-between;"> Slide 35 of 52 ◀ BACK NEXT ▶ </div> </div>	<p>2 Ship To:</p> <p>Steinhardt, Inc. Adensauerlee 4 59940 Oberursel Germany Contact: M. Hummel Phone: 49 224-149-1424</p>	<p>Sold To:</p> <p>Baird, Curran, & Swanberg Co. Goerliher Str. 1 41460 Neuss Germany Contact: Caylie Edge Phone: 49 331-154-8797</p>	
<p>2 Ship To:</p> <p>Steinhardt, Inc. Adensauerlee 4 59940 Oberursel Germany Contact: M. Hummel Phone: 49 224-149-1424</p>	<p>Sold To:</p> <p>Baird, Curran, & Swanberg Co. Goerliher Str. 1 41460 Neuss Germany Contact: Caylie Edge Phone: 49 331-154-8797</p>		

International (ISAT)

Screen

Comments



International (ISAT)

EXIT

HELP

GLOSSARY

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

Slide 36 of 52
◀ BACK
NEXT ▶



International (ISAT)

EXIT

HELP

GLOSSARY

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

Slide 37 of 52
◀ BACK
NEXT ▶

Date: 11/11/02

Purchase Order: 94297

Ship To:
Steinhardt, Inc.
Adenauerallee 4
59940 Oberursel
Germany
Contact: M. Hummel
Phone: 49 224-149-1424

Sold To:
Baird, Caruso, & Swanberg Co.
Goerlitzer Str. 1
41460 Neuss
Germany
Contact: Caylie Edge
Phone: 49 331-154-8797

No. Units	Description of Goods Harmonized System Tariff Number if Known	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			
	36 lbs.			

No. Units	Description of Goods Harmonized System Tariff Number if Known	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			
	36 lbs.			

13 *Daniel Huth*
Signature

11/11/02
Date

International (ISAT)

Screen	Comments
<div data-bbox="162 136 251 241"> </div> <div data-bbox="755 136 966 168"> <p>International (ISAT)</p> </div> <div data-bbox="1185 136 1242 241"> <p>EXIT HELP GLOSSARY</p> </div> <div data-bbox="154 252 665 273"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="316 283 495 409"> </div> <div data-bbox="682 304 1055 336"> <h3>Shipments Requiring Invoices</h3> </div> <div data-bbox="706 357 1218 598"> <ul style="list-style-type: none"> • All "non-document" shipments require invoices. • A single-package, non-document shipment requires an invoice. • On a multiple-package, non-document shipment, the invoice must be attached to the first or "lead" package. </div> <div data-bbox="235 451 584 567"> </div> <div data-bbox="138 577 641 630"> <p>Question When accepting a non-document, multi-package international shipment, what must be attached to the lead package?</p> </div> <div data-bbox="162 661 470 787"> <p>Answer</p> <p>A An invoice B A Worldwide Services tracking label C An orange Saturday delivery sticker</p> </div> <div data-bbox="682 619 1161 672"> <p>A document shipment does not require an invoice.</p> </div> <div data-bbox="535 934 657 955"> <p>Slide 38 of 52</p> </div> <div data-bbox="755 934 844 955"> <p>◀ BACK</p> </div> <div data-bbox="1055 934 1144 955"> <p>NEXT ▶</p> </div>	
<div data-bbox="162 976 251 1081"> </div> <div data-bbox="755 976 966 1008"> <p>International (ISAT)</p> </div> <div data-bbox="1185 976 1242 1081"> <p>EXIT HELP GLOSSARY</p> </div> <div data-bbox="154 1092 665 1113"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="170 1186 365 1344"> </div> <div data-bbox="397 1134 649 1396"> </div> <div data-bbox="682 1134 941 1165"> <h3>What is a document?</h3> </div> <div data-bbox="682 1186 1209 1249"> <p>Generally, a document is a written, typed or printed communication of no commercial value.</p> </div> <div data-bbox="682 1270 1201 1375"> <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> </div> <div data-bbox="138 1417 527 1438"> <p>Question A letter to a friend is an example of a document.</p> </div> <div data-bbox="162 1501 243 1585"> <p>Answer</p> <p>A True B False</p> </div> <div data-bbox="682 1396 1209 1543"> <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> </div> <div data-bbox="682 1564 1218 1669"> <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> <div data-bbox="535 1774 657 1795"> <p>Slide 39 of 52</p> </div> <div data-bbox="755 1774 844 1795"> <p>◀ BACK</p> </div> <div data-bbox="1055 1774 1144 1795"> <p>NEXT ▶</p> </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.





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.

Pre-Printed Waybill Smart Label



EDI or EDI-DOC

ASD



Slide 40 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT
HELP
GLOSSARY

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.





Slide 41 of 52

◀ BACK

NEXT ▶

International (ISAT)

Screen

Comments



International (ISAT)

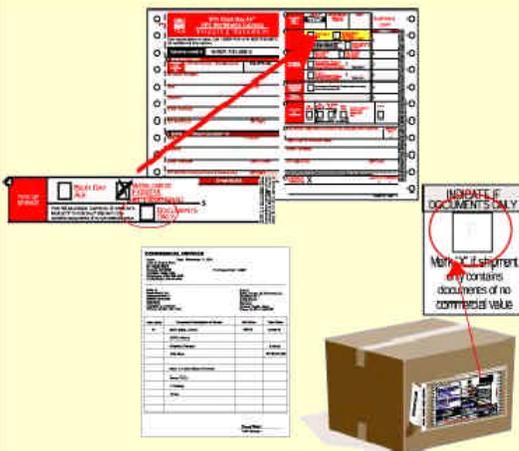
EXIT

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.

Slide 42 of 52 < BACK NEXT >



International (ISAT)

EXIT

HELP

GLOSSARY

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

Invoice Issues

Description of Goods

Country of Origin

No. Units	Description of Goods Harmonized System Tariff Number if Known	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.

Slide 43 of 52 < BACK NEXT >

	International (ISAT)	EXIT
		HELP
		GLOSSARY
<p>INSTRUCTIONS: Review the information, then click the next button.</p>		
<h3 style="text-align: right;">International Shipment Checklist for Invoice Issues</h3> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%; background-color: #e0ffff; padding: 5px;"> <p>Non-Document Shipments Require an Invoice: <i>(If any items below are missing, pick up shipment and hold at the origin center)</i></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> The invoice is missing. <input type="checkbox"/> The invoice does not list the total value of the shipment. <input type="checkbox"/> The invoice does not indicate the country(s) of origin. <input type="checkbox"/> A description of goods is not listed on the invoice. <i>(what is it, what is it made of, what is it used for)</i> <p>Other Discrepancy: <i>(Follow district procedures)</i></p> <p><input type="checkbox"/> _____</p> <p style="text-align: center;">For international assistance call 1.800.782.7892 or www.ups.com</p> <p>Service Provider <u>Casey James</u> <small>(Print Clearly - First, Last Name)</small></p> <p>Center Name <u>Midtown</u></p> </div> <div style="width: 65%;"> <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>		
Slide 44 of 52	◀ BACK	NEXT ▶

	International (ISAT)	EXIT
		HELP
		GLOSSARY
<p>INSTRUCTIONS: Review the information, then click the next button.</p>		
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;">  </div> <div style="width: 65%;"> <h3>Waybills are Not Invoices</h3> <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>		
<p>Question</p> <hr/> <p>Answer</p> <hr/> <p>Feedback</p>	<p>Which of the following methods allow you to know if an invoice is required?</p> <ul style="list-style-type: none"> A INV or KEY indicator appears on a pre-printed waybill smart label B The "Documents Only" box on the waybill or ASD is not marked C Both A and B 	
Slide 45 of 52	◀ BACK	NEXT ▶

International (ISAT)

Screen

Comments



International (ISAT)

EXIT

HELP

GLOSSARY

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

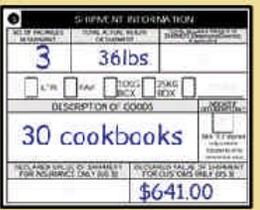
Certain international shipments require an invoice.
Click the label(s), waybill(s), and ASD(s) that require an invoice when you accept the shipment.

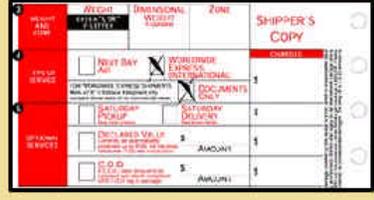












Slide 46 of 52

◀ BACK

NEXT ▶



International (ISAT)

EXIT

HELP

GLOSSARY

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

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

Answer

Feedback

Slide 47 of 52

◀ BACK

NEXT ▶

International (ISAT)

Screen

Comments



International (ISAT)

EXIT
HELP
GLOSSARY

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



U.S. to Puerto Rico Shipments

Puerto Rico is a United States territory and therefore has some similarities to domestic destinations.

However, since a shipment destined for Puerto Rico is taxed by the local government, it also has some similarities to international destinations.

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.

Question

U.S. to Puerto Rico shipments are delivered via UPS domestic ground service.

A True

B False

Answer

Feedback

Slide 48 of 52
◀ BACK
NEXT ▶



International (ISAT)

EXIT
HELP
GLOSSARY

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



Puerto Rico Shipping Methods

Customers can ship to Puerto Rico using the following methods:

- Pre-printed smart labels from a UPS OnLine Shipping System
- Next Day Air or 2nd Day Air Shipping Documents (ASDs)

Next Day Air and 2nd Day Air are UPS domestic service levels. Paper waybills are for international services and therefore are **not** allowed for shipments to Puerto Rico.

Question

Answer

Feedback

Slide 49 of 52
◀ BACK
NEXT ▶

Screen	International (ISAT)			Comments
<div data-bbox="162 142 251 247"> </div> <div data-bbox="760 136 966 168" style="text-align: center;"> <p>International (ISAT)</p> </div> <div data-bbox="1185 147 1242 172" style="text-align: right;"> <p>EXIT</p> </div> <div data-bbox="1177 184 1242 207" style="text-align: right;"> <p>HELP</p> </div> <div data-bbox="1120 220 1242 245" style="text-align: right;"> <p>GLOSSARY</p> </div> <div data-bbox="152 252 665 275" style="background-color: #f00; color: white; padding: 2px;"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="175 294 430 556"> </div> <div data-bbox="479 304 630 550"> </div> <div data-bbox="678 300 1118 331"> <h3>Invoices for Puerto Rico Shipments</h3> </div> <div data-bbox="678 352 1167 411"> <p>All non-document shipments to Puerto Rico require a commercial invoice.</p> </div> <div data-bbox="678 432 1213 543"> <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 one copy of the invoice.</p> </div> <div data-bbox="678 564 1167 674"> <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 data-bbox="138 577 657 623"> <p>Question For a U.S. to Puerto Rico shipment, which of the following is NOT an acceptable method for shipping?</p> </div> <div data-bbox="162 665 612 787"> <ul style="list-style-type: none"> A Smart Labels from a UPS OnLine Shipping System B Paper waybills and Worldwide Services tracking labels C Next Day Air or 2nd Day Air Shipping Document (ASD) </div> <div data-bbox="138 724 154 787"> <p>Answer</p> </div> <div data-bbox="138 840 154 924"> <p>Feedback</p> </div> <div data-bbox="534 934 659 959" style="text-align: center;"> <p>Slide 50 of 52</p> </div> <div data-bbox="753 934 839 959" style="text-align: center;"> <p>◀ BACK</p> </div> <div data-bbox="1052 934 1141 959" style="text-align: center;"> <p>NEXT ▶</p> </div>				
<div data-bbox="162 982 251 1087"> </div> <div data-bbox="760 976 966 1008" style="text-align: center;"> <p>International (ISAT)</p> </div> <div data-bbox="1185 987 1242 1012" style="text-align: right;"> <p>EXIT</p> </div> <div data-bbox="1177 1024 1242 1050" style="text-align: right;"> <p>HELP</p> </div> <div data-bbox="1120 1060 1242 1085" style="text-align: right;"> <p>GLOSSARY</p> </div> <div data-bbox="152 1087 665 1110" style="background-color: #f00; color: white; padding: 2px;"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 1129 657 1417"> </div> <div data-bbox="678 1136 1094 1169"> <h3>Counting International Shipments</h3> </div> <div data-bbox="678 1188 1224 1299"> <p>To properly account for the international volume shipped at the Customer Center, you must count the number of international shipments, not packages.</p> </div> <div data-bbox="678 1320 1201 1484"> <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 data-bbox="138 1417 657 1480"> <p>Question 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 data-bbox="162 1505 280 1625"> <ul style="list-style-type: none"> A Boxes B Invoices C Shipments </div> <div data-bbox="138 1564 154 1627"> <p>Answer</p> </div> <div data-bbox="138 1680 154 1764"> <p>Feedback</p> </div> <div data-bbox="534 1774 659 1799" style="text-align: center;"> <p>Slide 51 of 52</p> </div> <div data-bbox="753 1774 839 1799" style="text-align: center;"> <p>◀ BACK</p> </div> <div data-bbox="1052 1774 1141 1799" style="text-align: center;"> <p>NEXT ▶</p> </div>				

International (ISAT)

Screen

Comments



International (ISAT)

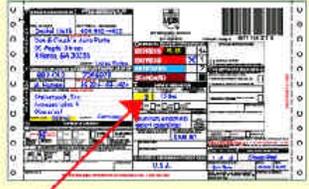
EXIT

HELP

GLOSSARY

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

Paper Waybill



Next Day Air ASD




Non-Summary Barcode Counting Methods

Counting Paper Waybill Shipments

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.

Counting ASD International Shipments

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.

Remember: Green = Money!

Slide 52 of 52
◀ BACK
NEXT ▶



International (ISAT)

EXIT

HELP

GLOSSARY

INSTRUCTIONS: Review the summary. Click the next button to continue.

Summary

Summary

Your ability to satisfy your customers' international shipping needs will help to ensure that our international volume grows.

Our goal is that all our customers' international shipments make it to their destinations without delays or problems at Customs.

As a Customer Center Associate your responsibility is to ensure that International Shipment Checklist items are complete and correct for each international shipment.

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.

Summary Slide
◀ BACK
NEXT ▶