

ISAT Storyboard

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Welcome to International Shipment Acceptance Training (ISAT) section of the Customer Center course. This section provides an overview of the procedures for international shipments at the Customer Center.

Audience: Customer Center Associates

Length: 30 minutes

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


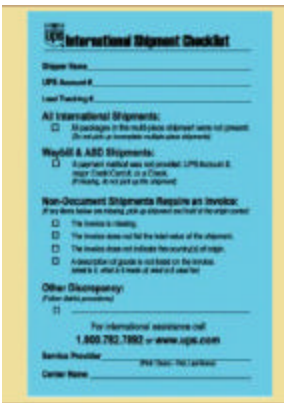
- Properly identify the various international shipping methods available to UPS customers.
- Correctly audit an international shipment and complete an International Shipment Checklist when errors occur.
- Correctly complete a manually prepared paper waybill.
- Determine when an invoice is required and identify the necessary parts.
- Accurately perform end of day procedures for international shipments.

	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_010	Introduction		<p>Welcome to the International Shipment Acceptance Training (ISAT) section of the Customer Center course.</p> <p>This section 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>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_020	Customs	Q 	<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>	<p>TF Packages that are shipped internationally with UPS do not have to go through Customs.</p> <p>False</p>	
ISAT_030	International Shipment Checklist	H 	<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 audit. Errors must be resolved with the customer immediately, if possible.</p>		

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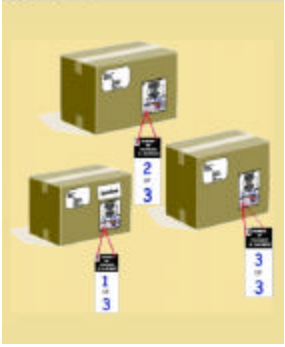

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_040	International Shipment Checklist , continued		<p>Always have a pad of International Shipment Checklist s with you at the Customer Center. This checklist can also be found in the DIAD. It is located under the Special key in DIAD II and is the INTL CHK Softkey in DIAD III.</p> <p>You can use 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 correct the error.</p>	<p>MC</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>For all discovered errors</p> <p>For a discovered error when the customer is available</p> <p>For a discovered error when the customer is NOT available</p>	
ISAT_050	Types of International Shipments		<p>There are two types of international shipments that you will encounter at the Customer Center:</p> <p>1. Single-package shipment: One package shipped to one consignee.</p> <p>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.</p>		

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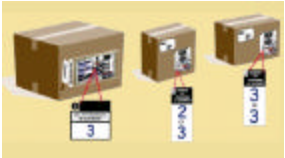

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_060	Multiple- Package International Shipments	<p>H</p> 	<p>All packages in an international multiple-package shipment must travel together and clear Customs at the same time. If all the packages in the shipment are not present, the entire shipment will be held at the import location and not 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>		
ISAT_070	Smuggling	<p>H</p> 	<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>		

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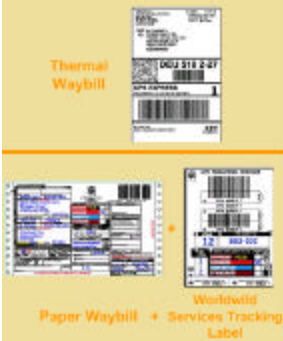
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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_080	Multiple- Package International Shipments	Q 	<p>When the missing packages are located and ready to be shipped, the customer can be forced to pay additional duties and taxes on goods that were listed on the original invoice. In essence, the customer would be billed twice for the same goods. At this point UPS would be faced with an unsatisfied customer and Customs Agency.</p> <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> <p>It is not just proper procedure, it is the law.</p>	<p>TF</p> <p>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> <p>False</p>	
ISAT_090	Incomplete Multiple- Package International Shipments	H 	<p>Incomplete multiple-package shipments are one of the "fatal" errors that will cause a shipment not to be accepted by UPS.</p> <p>Inform the customer that the packages cannot be accepted until all the packages in the multi-package shipment are present and ready to be shipped.</p> <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>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0100	International Shipping Methods	<p>H</p> 	<p>There are several different shipping methods customers can use to ship international packages through UPS:</p> <ul style="list-style-type: none"> • 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) 		
ISAT_0110	Waybills	<p>H</p> 	<p>Waybills can either be:</p> <ul style="list-style-type: none"> • A manually prepared paper waybill • A pre-printed waybill smart label, which is generated from a UPS OnLine Shipping System, such as iShip <p>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.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0120	Pre-Printed Waybills	Q 	Other reasons why the UPS OnLine Shipping System pre-printed waybill smart label is the preferred method for international shipments are: <ul style="list-style-type: none"> 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. 	MC The preferred method of shipping packages internationally is The pre-printed waybill smart label The manually prepared paper waybill Both A and B	
ISAT_0130	Pre-Printed Waybills	H 	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."		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0140	Manually Prepared Waybills	<p>Q</p> 	<p>Manually prepared UPS waybills can also be used for both single and multiple-package international shipments.</p> <p>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.</p> <p>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.</p>	<p>MC</p> <p>Customers who use manually prepared waybills must have the UPS Waybill on:</p> <p>The lead package of the shipment.</p> <p>Each of the packages in the shipment.</p> <p>All packages in the shipment except the lead package.</p>	
ISAT_0150	Paper Waybill: Shipper's Section	<p>H</p> 	<p>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.</p> <p>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.</p> <p>Information that is missing or incomplete must be reviewed with the customer, if available, so that correction(s) can be made.</p>		

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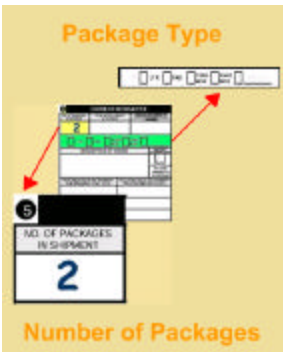
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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0160	Consignee's Section	<p>H</p> 	<p>The next section to review is the consignee's information section. The address label is included in this section and will be used to sort the shipment and, if necessary, contact the recipient during the Customs clearance process.</p> <p>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.</p> <p>Information that is missing or incomplete must be reviewed with the customer, if available, so the correction(s) can be made.</p>		
ISAT_0170	Payment of Charges Section	<p>H</p> 	<p>This section indicates who will pay the shipping charges -- the shipper, the consignee, or a third party.</p> <p>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.</p> <p>The customer also has the option to bill a qualified Third Party UPS Account for the shipper's portion of the shipping charges.</p> <p>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.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0180	Service Level Section	<p>H</p> 	<p>Verify that only one service level is selected.</p> <p>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.</p> <p>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.</p>		
ISAT_0190	Packages: Number, Weight & Type	<p>H</p> 	<p>Number of Packages in the Shipment and Total Weight</p> <p>Verify the:</p> <ul style="list-style-type: none"> • 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) • The total actual weight of the shipment is recorded <p>Packaging Type Information</p> <p>The package type selected must accompany that type of UPS packaging.</p> <p>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.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0200	Description of Goods	H  The image shows a 'Description of Goods' form with two examples. Example A shows a form with '3' in the quantity field, '36 lbs' in the weight field, and 'Car Parts' in the description field. Example B shows a form with '1' in the quantity field, '4 lbs' in the weight field, and 'Family Recipes' in the description field. The form also includes fields for 'Declared Value' and 'Declared Value Category'.	<p>The description of goods must be complete and the information must accurately explain what is in the shipment.</p> <p>"Parts" or "Samples" are NOT good descriptions.</p> <p>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.</p> <p>Declared Value</p> <p>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, enter "\$ 0" in this section.</p>		
ISAT_0210	Description of Goods Activity	FS  The image shows six examples of completed 'Description of Goods' forms arranged in a 2x3 grid. Each form includes fields for quantity, weight, description, and declared value. The examples are: 1. 3 36 lbs Car Parts \$941.00, 2. 1 4 lbs Family Recipes \$ 0.00, 3. 1 35 lbs Aluminum windshield wiper assemblies \$ 93.50, 4. 1 3 lbs House Blueprints \$ 100.00, 5. 1 50 lbs Camping Supplies \$ 135.00, and 6. 2 125 lbs Books \$ 225.00.	<p>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.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0220	Document Shipment Indicator	<p>H</p>  <p>The image shows a yellow background with a shipping label and a red 'X' in a box. Text on the label includes 'Document Shipment Indicator' and 'INDICATE DOCUMENTS ONLY'. A red 'X' is placed in a box labeled 'DOCUMENTS ONLY'.</p>	<p>A "document" is generally considered to be a written, typed, or printed communication of "no commercial value."</p> <p>An "X" in this box indicates that the shipment contains documents of no commercial value and an invoice is not required with the shipment.</p> <p>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 .</p>		
ISAT_0230	Country of Origin & Special Instructions	<p>H</p>  <p>The image shows a yellow background with a shipping label and a red 'X' in a box. Text on the label includes 'Special Instructions' and 'Country of Origin'. A red 'X' is placed in a box labeled 'SPECIAL INSTRUCTIONS'.</p>	<p>Country of Origin</p> <p>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.</p> <p>Special Instructions Section</p> <p>The "Special Instructions" section is used to indicate Saturday Delivery. The customer may also record messages for the consignee here.</p> <p>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.</p>		

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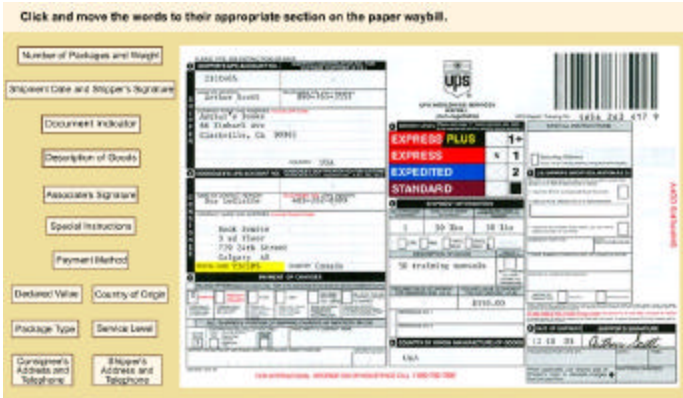

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0240	Signature & Date Received	<p>Q</p> 	<p>The customer must sign and date the waybill. Without the signature the waybill is not a valid document.</p> <p>The "Date of Shipment" must match the actual date the package is accepted at the Customer Center to verify the shipment's eligibility for the UPS Worldwide Money-Back Guarantee.</p> <p>The Customer Center Associate must then write the date and time of the shipping on the waybill and sign it.</p> <p>If the dates do not match:</p> <ul style="list-style-type: none"> • Legibly write the correct date on all the shipper's and UPS's copies. • Review the changes made with the customer, if available. 	<p>MC</p> <p>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?</p> <p>Legibly write the correct date on all of the shipper's and UPS copies.</p> <p>Review the changes you made with the customer, if the customer is available.</p> <p>Both A and B</p>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0250	Paper Waybill Activity	FS	<p>Click and move the words to their appropriate section on the paper waybill.</p> 		
ISAT_0260	Waybill Copies	H	<p>Paper Waybill Copies</p>  <ol style="list-style-type: none"> 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. <i>Remember: Green = Money!</i> 3. Replace the remaining copies in the waybill pouch (with the address and bar code visible) and seal it. <p>If applicable, the invoice must also be secured in the pouch under the waybill.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0270	International Shipping Questions	<p>H</p>  <p>The image shows a yellow background with the text 'International Customer Service Center' in orange. Below the text is a screenshot of a computer screen displaying a shipping form. A red arrow points from the text '1-800-782-7892' at the bottom of the screen to the text '1-800-782-7892' at the bottom of the yellow background.</p>	<p>Direct customers to call the International Customer Service Center (ICSC) at 1-800-782-7892 for any assistance they may need with international shipments.</p> <p>This telephone number is located at the bottom of each paper waybill and also at the bottom of each International Shipment Checklist.</p> <p>Customers can also visit www.ups.com for international shipping information.</p>		
	Handling and Processing Fees	<p>Q</p>  <p>The image shows a cartoon character with a black cap, a white shirt, and a red bow tie. He is holding a telephone receiver to his ear. A speech bubble next to him says 'A Handling and Processing Fee may be Charged.'</p>	<p>Remember, customer will be charged a Handling and Processing Fee for using a manually prepared paper waybill.</p> <p>Customers will also be charged this fee for using a Next Day Air Shipping Document.</p> <p>Inform your customers about this fee when they are submitting either of these manually prepared forms.</p>		CUT SLIDE
ISAT_0280	Next Day Air Shipping Document	<p>Q</p>  <p>The image shows a yellow background with the text 'Next Day Air ASD' in orange. Below the text is a screenshot of a shipping form. A red arrow points from the text 'Next Day Air ASD' to the text 'Next Day Air ASD' on the form.</p>	<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 ASD is similar to using waybills. The ASD is not an invoice and cannot take the place of an invoice.</p>	<p>TF</p> <p>A Next Day Air Shipping Document (ASD) can only be used for a single-package Worldwide Express shipment.</p> <p>True</p>	


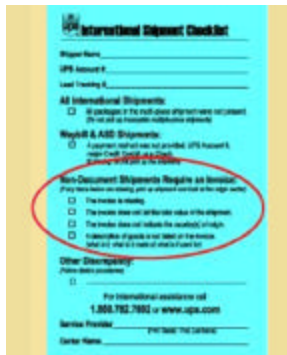
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No billing method at all

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0310	Invoices		<p>Invoices are also known as:</p> <ul style="list-style-type: none"> • Export documents • Commercial invoices • Customs control documents <p>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. <i>A packing slip is not an invoice.</i></p> <p>Customers are required to include one original and two copies of the invoice with every non-document shipment.</p>		
ISAT_0320	Common Invoice Errors		<p>Non-document shipments will be held at Customs if information is missing from the invoice.</p> <p>The most common errors on invoices involve:</p> <ul style="list-style-type: none"> • Missing invoice • Missing values • Missing Country of Origin (where manufactured) • Missing or inadequate description of goods <p>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.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0330	Invoice Information Required		An invoice requires the following information: <ul style="list-style-type: none"> From To (who and where) How many What Where manufactured The cost of each and totals Shipper's signature 		
ISAT_0340	Invoice Example		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. <ol style="list-style-type: none"> Shipper information: <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) 	TF Every package that needs an invoice must use the standard UPS invoice. False	
ISAT_0350	Invoice Example, continued		<ol style="list-style-type: none"> Consignee information: <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) Today's date 	TF The telephone number of the shipper and the consignee should be included in the invoice. True	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0360	Invoice Example, continued		<p>4. Sold to:</p> <ul style="list-style-type: none"> If sold to someone other than the consignee, list the same information for that party as for the consignee <p>5. An adequate description of each commodity in the shipment</p> <ul style="list-style-type: none"> What is it? What is it made from? What is it used for? <p>6. The number of units of each commodity</p> <p>7. The individual value of each unit</p>		
ISAT_0370	Invoice Example, continued		<p>8. The total value of each commodity type being shipped</p> <p>9. The total value of the entire shipment</p> <p>10. Country of Origin Where each commodity was manufactured</p> <p>11. Number of packages in the shipment</p> <p>12. Total weight of the shipment</p> <p>13. Shipper's signature</p>		

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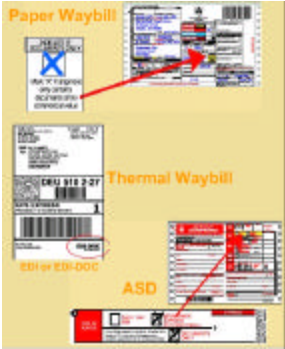


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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0380	Shipments Requiring Invoices	Q 	<ul style="list-style-type: none"> • All "non-document" shipments require invoices. • A single-package, non-document shipment requires an invoice. • On a multiple-package, non-document shipment, the invoice must be attached to the first or "lead" package. <p>A document shipment does not require an invoice.</p>	<p>When accepting a non-document, multi-package international shipment, what must be attached to the lead package?</p> <p>An invoice</p> <p>A Worldwide Services tracking label</p> <p>An orange Saturday delivery sticker</p>	
ISAT_0390	What is a document?	Q 	<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>	<p>TF</p> <p>A letter to a friend is an example of a document.</p> <p>True</p>	

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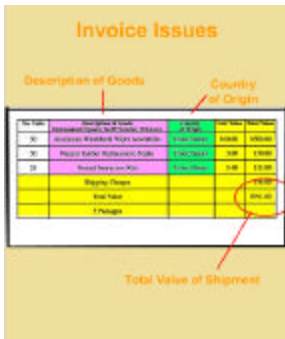

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0400	Document Shipments	<p>H</p> 	<p>Document shipments do not require an invoice.</p> <ul style="list-style-type: none"> • A UPS Express Letter or Envelope is only to be used for document shipments 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. 		
ISAT_0410	What is a Non-Document?	<p>H</p> 	<p>If a shipment is not considered a document shipment as previously described, then it is referred to as a non-document shipment.</p> <p>Non-document shipments require an invoice. If "document" is NOT indicated, then an invoice is required.</p> <p>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.</p>		
ISAT_0420	Non-document Shipments	<p>H</p> 	<p>Ensure that an invoice is attached to the lead package of each international non-document shipment.</p> <p>Customers must supply 3 copies of their invoice (1 original and 2 copies). Customer Center Associates must verify that at least one copy of the invoice is present; extra copies can be made at a later time. The invoice is usually located in a pouch on the lead (first) package in the shipment.</p> <p>If a copy of the invoice is not present on a non-document shipment, try to resolve the error with the customer, if available.</p>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0430	Other Invoice Issues for Non-document Shipments		<p>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.</p> <p>Verify that the invoice lists the individual Country of Origin for each commodity being shipped.</p> <p>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.</p> <p>If the invoice is missing any of the information listed, try to resolve the error with the customer, if available.</p>		
ISAT_0440	International Shipment Checklist for Invoice Issues		<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>		

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0450	Waybills are Not Invoices	Q 	<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>	<p>MC</p> <p>Which of the following methods allow you to know if an invoice is required?</p> <p>INV or KEY indicator appears on a pre-printed waybill smart label</p> <p>The "Documents Only" box on the waybill or ASD is not marked</p> <p>Both A and B</p>	
ISAT_0460	Invoice Activity	FS Image, no text	<p>Certain international shipments require an invoice.</p> <p>Click the label(s), waybill(s), and ASD(s) that require an invoice when you accept the shipment.</p> 		

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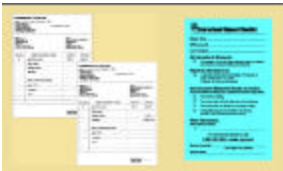
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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0470	"Other Discrepancy" Section of the International Shipment Checklist	Q 	<p>This section of the International Shipment Checklist is for identifying other known problems with the shipment.</p> <p>In addition to incomplete multiple-piece shipments and shipments missing a valid payment method, UPS does not accept any shipments that fall into these categories:</p> <ul style="list-style-type: none"> • Improper packaging • Prohibited materials • Packages that exceed size or weight restrictions • Out of territory <p>Review the shipment and try to resolve all errors with the customer, either in person or by phone, if possible. If the customer is not available, attach a completed International Shipment Checklist and process the shipment as normal.</p>	<p>MC</p> <p>The "Other Discrepancy" section of the International Shipment Checklist should be used when the shipment won't make it through the UPS system because:</p> <p>It is improperly packaged, a prohibited material, exceeds UPS size/weight restrictions, or is out of territory</p> <p>There are other known problems with the shipment</p> <p>Both A and B</p>	
ISAT_0480	U.S. to Puerto Rico Shipments	Q 	<p>Puerto Rico is a United States territory and therefore has some similarities to domestic destinations.</p> <p>However, since a shipment destined for Puerto Rico is taxed by the local government, it also has some similarities to international destinations.</p> <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>	<p>TF</p> <p>U.S. to Puerto Rico shipments are delivered via UPS domestic ground service.</p> <p>False</p>	

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0490	Puerto Rico Shipping Methods	 <p>Methods of Shipment to Puerto Rico</p>	<p>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)</p> <p>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.</p>		
ISAT_0500	Invoices for Puerto Rico Shipments		<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 one copy of the invoice.</p> <p>Remember to use the International Shipment Checklist for U.S. to Puerto Rico shipments to audit the shipment just as you would for other international shipments.</p>	<p>MC For a U.S. to Puerto Rico shipment, which of the following is NOT an acceptable method for shipping?</p> <p>Smart labels from a UPS OnLine Shipping System</p> <p>Paper waybills and Worldwide Services tracking labels</p> <p>Next Day Air or 2nd Day Air Shipping Document (ASD)</p>	

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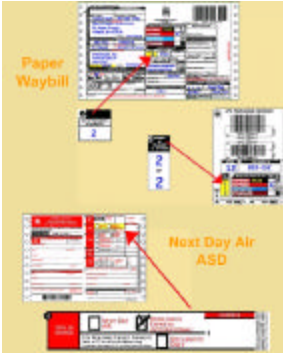
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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0510	Counting International Shipments		<p>To properly account for the international volume shipped at the Customer Center, you must count the number of international shipments, not packages.</p> <p>When 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>	<p>MC</p> <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> <p>Boxes</p> <p>Invoices</p> <p>Shipments</p>	
	DIAD Reports		<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>Count the number of international shipments that were shipped or dropped off and enter that number into the "INTL" field on the pickup screen of the DIAD.</p> <p>Important: Do not forget to also count the U.S. to Puerto Rico Next Day and 2nd Day Air shipments and include them in the "INTL" total shipment count in the DIAD.</p>		CUT SLIDE

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	SLIDE TITLE	IMAGE	TEXT	Interaction	Special
ISAT_0520	Counting Paper Waybill Shipments	<p>H</p> 	<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>Counting ASD International Shipments</p> <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>Remember: Green = Money!</p>		
ISAT_0530	Summary	No image	<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>		

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Post Test

MC

When are you required to complete an International Shipment Checklist and attach the Checklist to the package?

Every time you have a multi-package international shipment

Every time a customer ships an international package

When an error listed on the International Shipment Checklist is discovered and the customer is available

When an error listed on the International Shipment Checklist is discovered and the customer is NOT available

That is incorrect. A completed International Shipment Checklist is only required when an error is discovered and the customer is NOT available to fix the error.

Please click Next to continue.

TF

You have just audited an international shipment and there is an International Shipment Checklist error in the shipment. The first thing you must do is call the "800 number" on the International Shipment Checklist for further assistance.

False

That is incorrect. If there is an International Shipment Checklist error, the first thing you should do is try to resolve the error with the customer, if available. Please click Next to continue.

TF

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.

False

That is incorrect. All packages in a multi-package international shipment must be shipped at the same time, using the same UPS service level. Please click Next to continue.

MC

The preferred method of shipping packages internationally is

The pre-printed waybill smart label

The manually prepared paper waybill

A Next Day Air Shipping Document (ASD)

All of the above

That is incorrect. The preferred method of shipping packages internationally is the pre-printed waybill smart label. Customers will be charged a Handling and Processing Fee for submitting either the paper waybill or the Next Day ASD. Please click Next to continue.

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MC

Customers who use manually prepared waybills attach the UPS Waybill to:

The last package in the shipment.

The lead package of the shipment.

Each of the packages in the shipment.

All packages in the shipment except the lead package.

That is incorrect. Only the lead package of the shipment must have the UPS Waybill attached to it. Please click Next to continue.

MC

If credit card is selected in the "Payment of Charges" section of a waybill, what must also be entered on the waybill?

"Member Since" date

Card holder's phone number

Card holder's billing address

Credit card number with expiration date

That is incorrect. The credit card number and expiration date must be entered on the waybill for payment by credit card. Please click Next to continue.

TF

The terms "parts" or "samples" are good examples for the Description of Goods section of a waybill.

False

That is incorrect. The terms "parts" or "samples" are **bad** examples for the Description of Goods section of a waybill because they are too generic. Please click Next to continue.

MC

When accepting a waybill shipment, what do you do if the customer's date on the waybill does not match the actual pickup date?

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

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

Refuse to accept the shipment.

Both A and B

That is incorrect. When accepting a waybill shipment, if the shipper's date on the waybill does not match the actual pickup date, you must legibly write the correct date on all of the shipper's and UPS copies and review the changes you made with the customer, if the customer is available. Please click Next to continue.

TF

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

False

That is incorrect. A Next Day Air Shipping Document (ASD) can only be used for a single-package Worldwide Express shipment. Please click Next to continue.

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MC

Customers have a variety of billing options when using the waybill or ASD. Which of the following methods of payment is (are) acceptable for shipping with UPS?

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

A Major credit card with expiration date

A check

All of the above

That is incorrect. All of the above are acceptable forms of payments. Please click Next to continue.

When accepting a non-document, multi-package international shipment, what must be attached to the lead package?

An invoice

A Next Day Air tracking label

An orange Saturday delivery sticker

A Worldwide Services tracking label

That is incorrect. An invoice must be attached to the lead package when accepting a multi-package international shipment. Please click Next to continue.

MC

Which of the following methods indicate that an invoice is required?

INV or KEY indicator appears on a smart label

The "Documents Only" box on the waybill is not marked

The "Documents Only" box on the ASD is not marked

All of the above

That is incorrect. The INV or KEY indicator appearing on a smart label and the "Documents Only" box on the waybill or the ASD not being marked are all methods that indicate an invoice is required. Please click Next to continue.

TF

U.S. to Puerto Rico shipments are delivered via the UPS domestic service levels of Next Day Air or 2nd Day Air.

True

That is incorrect. U.S. to Puerto Rico shipments are delivered via the UPS domestic service levels of Next Day Air or 2nd Day Air. Please click Next to continue.

MC

International non-document shipments require the original and two copies of the invoice. Shipments to Puerto Rico, however, require the original invoice and how many copies?

None

One

Two

Three

That is incorrect. Shipments to Puerto Rico require the original invoice and one other copy. Please click Next to continue.

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MC

For a U.S. to Puerto Rico shipment, which of the following is an acceptable method for shipping?

Waybills and Worldwide Services tracking labels

Pre-printed waybill smart labels from a UPS OnLine Shipping System

Next Day Air or 2nd Day Air Shipping Document (ASD)

Both B and C are correct

That is incorrect. Pre-printed waybill smart labels from a UPS OnLine Shipping System and Next Day Air or 2nd Day Air Shipping Documents are acceptable methods for shipping from the U.S. to Puerto Rico. Please click Next to continue.

MC

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 Boxes

Invoices

Shipments

Pre-printed waybill smart labels

That is incorrect. 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 shipments. Please click Next to continue.

MC

When counting paper waybill shipments, there should be how many paper waybills per shipment?

None

One for the entire shipment

One for each package in the shipment

Two

That is incorrect. There should be one waybill for the entire shipment, when counting waybill shipments. Please click Next to continue.

MC

A customer asks a Customer Center Associate a question about international shipping and the Associate is not 100% sure of the answer. The Associate should:

Direct the customer to call the International Customer Service Center phone number located at the bottom of the paper waybill

Direct the customer to call the International Customer Service Center phone number located at the bottom of the International Shipment Checklist

Direct the customer to visit www.ups.com

All of the above are correct

That is incorrect. The Associate should direct customers with international shipping questions to either visit www.ups.com or call the International Customer Service Center phone number located at the bottom of the paper waybill or International Shipment Checklist. Please click Next to continue.

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MC

Customers will be charged a Handling and Processing Fee for using a:

Pre-printed waybill smart label

Manually prepared paper waybill

Manually prepared Next Day Air Shipping Document

Both B and C

That is incorrect. Customers will be charged a Handling and Processing Fee for using a manually prepared paper waybill and a manually prepared Next Day Air Shipping Document. Please click Next to continue.