








Package Acceptance














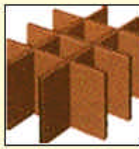




Screen	Comments
<div><div></div><div></div></div> <div><h2>Package Acceptance</h2><p>This section provides an introduction on how to properly accept a package to be shipped within the UPS system.</p><p>Upon completion of this section, Associates will be able to:</p><ul style="list-style-type: none">• Explain proper packing procedures for shipping regular items• Explain placement of the UPS label for shipping regular items• Identify proper packaging & recognize possible problem packages• Sharpen the skills that help reduce damages and the claims that result from them• Demonstrate how to measure and weigh a package• Differentiate among the different shipping rate categories at UPS<p>Audience: Customer Center Associates Length: 30 minutes</p><div><div>EXIT</div><div>BACK</div><div>START</div></div></div>	
<div><div></div><div><div>Package Acceptance</div><div>EXIT</div><div>HELP</div><div>GLOSSARY</div></div><div>INSTRUCTIONS: Review the information, then click the next button.</div><div><div></div><div><h3>Introduction</h3><p>Welcome to the Package Acceptance section of the Customer Center course. This section is designed to help you understand proper package preparation and acceptance so that your customers' packages are delivered on-time and in good condition.</p><p>This section will examine:</p><ul style="list-style-type: none">• The five components to preparing an item for shipping• How to identify proper packaging and recognize possible problem packages that can result in damage claims• How to measure and weigh a package• How to differentiate among the different shipping rate categories at UPS</div></div><div><div>Slide 1 of 56</div><div>◀ BACK</div><div>NEXT ▶</div></div></div>	

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Screen	Comments
<div data-bbox="162 147 251 241"></div> <div data-bbox="747 136 982 168" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Package Acceptance</div> <div data-bbox="1185 147 1242 168" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">EXIT</div> <div data-bbox="1177 184 1242 205" style="background-color: #ff6600; color: white; padding: 2px 5px; text-align: center;">HELP</div> <div data-bbox="1128 220 1242 241" style="background-color: #ffcc00; color: white; padding: 2px 5px; text-align: center;">GLOSSARY</div> <div data-bbox="154 252 673 273" style="background-color: #ff6600; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="284 315 503 546"></div> <div data-bbox="682 304 1063 336" style="background-color: #ffffcc; padding: 10px;">Preparing an Item for Shipping</div> <div data-bbox="682 357 1218 546" style="background-color: #ffffcc; padding: 10px;"> <p>At UPS, we have all kinds of customers. Sometimes we have customers who bring in an item that they would like to ship, but are not sure how to pack the item. It is your responsibility as the Customer Center Associate, to help the customer properly prepare this item for shipping.</p> </div> <div data-bbox="138 577 657 598" style="background-color: #ffffcc; padding: 10px;"> <div data-bbox="138 577 154 661" style="background-color: #006666; color: white; writing-mode: vertical-rl; transform: rotate(180deg); padding: 2px;">Question</div> <p>How many items are there to consider when packaging an item?</p> </div> <div data-bbox="162 672 251 787" style="background-color: #ffffcc; padding: 10px;"> <div data-bbox="138 724 154 787" style="background-color: #006666; color: white; writing-mode: vertical-rl; transform: rotate(180deg); padding: 2px;">Answer</div> <p>A Three B Five C Seven</p> </div> <div data-bbox="138 850 154 924" style="background-color: #006666; color: white; writing-mode: vertical-rl; transform: rotate(180deg); padding: 2px;">Feedback</div> <div data-bbox="682 567 1218 724" style="background-color: #ffffcc; padding: 10px;"> <p>There are five components to consider when preparing an item for shipping: the product, the external protection, the internal protection, the method of closure, and the shipping label. The next few slides will cover each of these components in detail.</p> </div> <div data-bbox="544 934 665 955" style="background-color: #006666; color: white; padding: 2px;">Slide 2 of 56</div> <div data-bbox="755 934 844 955" style="background-color: #cc0000; color: white; padding: 2px 10px; text-align: center;">◀ BACK</div> <div data-bbox="1055 934 1144 955" style="background-color: #ff6600; color: white; padding: 2px 10px; text-align: center;">NEXT ▶</div>	
<div data-bbox="162 987 251 1081"></div> <div data-bbox="747 976 982 1008" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Package Acceptance</div> <div data-bbox="1185 987 1242 1008" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">EXIT</div> <div data-bbox="1177 1024 1242 1045" style="background-color: #ff6600; color: white; padding: 2px 5px; text-align: center;">HELP</div> <div data-bbox="1128 1060 1242 1081" style="background-color: #ffcc00; color: white; padding: 2px 5px; text-align: center;">GLOSSARY</div> <div data-bbox="154 1092 673 1113" style="background-color: #ff6600; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="138 1134 665 1764"> </div> <div data-bbox="682 1144 982 1176" style="background-color: #ffffcc; padding: 10px;">What is Being Shipped?</div> <div data-bbox="682 1197 1226 1354" style="background-color: #ffffcc; padding: 10px;"> <p>The first question to consider when shipping an item is: what is being shipped? Consider the size, weight and shape of the item(s) before you select the internal or external protection to be used. If an item is an odd size or shape, it may need to be prepared in a special way.</p> </div> <div data-bbox="682 1375 1218 1491" style="background-color: #ffffcc; padding: 10px;"> <p>Secondly, consider if the item is fragile. Items such as electronics, glassware, ceramics and artwork may require special packaging for safe shipment.</p> </div> <div data-bbox="682 1512 1234 1627" style="background-color: #ffffcc; padding: 10px;"> <p>Odd sized or shaped items and tips on packaging fragile items are discussed in more detail in the <i>Internal/External Packaging</i> section of the <i>Customer Center</i> course.</p> </div> <div data-bbox="544 1774 665 1795" style="background-color: #006666; color: white; padding: 2px;">Slide 3 of 56</div> <div data-bbox="755 1774 844 1795" style="background-color: #cc0000; color: white; padding: 2px 10px; text-align: center;">◀ BACK</div> <div data-bbox="1055 1774 1144 1795" style="background-color: #ff6600; color: white; padding: 2px 10px; text-align: center;">NEXT ▶</div>	

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Screen	Comments
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<div style="display: flex; justify-content: space-between; align-items: center; background-color: #0056b3; color: white; padding: 5px;">  <div> <div style="background-color: #0056b3; color: white; padding: 5px 10px; border-radius: 3px;">Package Acceptance</div> <div style="display: flex; gap: 5px;"> <div style="background-color: #c00000; color: white; padding: 2px 5px; font-size: 0.8em;">EXIT</div> <div style="background-color: #ff6600; color: white; padding: 2px 5px; font-size: 0.8em;">HELP</div> <div style="background-color: #ff9933; color: white; padding: 2px 5px; font-size: 0.8em;">GLOSSARY</div> </div> </div> </div> <div style="background-color: #ff6600; color: white; padding: 2px 5px; font-size: 0.8em; margin-top: 5px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div style="background-color: #ffcc00; padding: 10px; margin-top: 10px;"> <p>Decide if the items on the right are acceptable or not acceptable for internal protection. Then click and move the appropriate label (either acceptable or not acceptable) to each item.</p> </div> <div style="display: flex; margin-top: 10px;"> <div style="flex: 1; background-color: #f0e68c; padding: 10px; border: 1px solid #ccc; margin-right: 10px;"> <div style="background-color: white; color: black; padding: 5px; text-align: center; border: 1px solid black; margin-bottom: 10px;">Acceptable</div> <div style="background-color: #808080; color: white; padding: 5px; text-align: center; border: 1px solid black;">Not Acceptable</div> </div> <div style="flex: 3; display: grid; grid-template-columns: repeat(3, 1fr); gap: 10px;">          </div> </div> <div style="display: flex; justify-content: space-between; align-items: center; background-color: #0056b3; color: white; padding: 5px; margin-top: 10px;"> Slide 7 of 56 ◀ BACK NEXT ▶ </div>	

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			HELP
			GLOSSARY
INSTRUCTIONS: Review the information, then click the next button.			
		<h3>Securely Closing the Package</h3> <p>The importance of adequate closure materials and methods are not always fully recognized. Even when you meet or exceed all the external and internal packaging requirements, if the container is not adequately sealed, damage or fall-out of the product can occur.</p> <p>The two main types of closure materials used are taping and stapling. There are two commonly recommended types of tape: pressure sensitive plastic tape and water-activated reinforced kraft paper tape. Do not use masking tape, duct tape, cellophane tape, water-activated paper tape, string or paper over-wrap. Also, tape that is a minimum of 2 inches wide should be used when sealing a package.</p> <p>These types of tape, as well as other tapes and stapling, will be covered in more detail in the <i>Internal/External Packaging</i> section. The next slide will show how to properly tape a package.</p>	
Question	One of the two commonly recommended types of tape is		
Answer	<p>A Duct tape</p> <p>B Pressure sensitive plastic tape</p> <p>C Water-activated paper tape.</p>		
Feedback			
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	Package Acceptance		EXIT
			HELP
			GLOSSARY
INSTRUCTIONS: Review the information, then click the next button.			
		<h3>The Six-Strip Tape Method</h3> <p>The Six-Strip Tape Method is used to seal packages securely.</p> <p>When sealing the package, firmly place a strip of tape on every seam. If a box has six seams, apply three strips of tape to both the top and the bottom of the box, so the middle and two edge seams are sealed as shown in the image to the left.</p> <p>This is called the Six-Strip Tape Method because there are six seams on most boxes.</p>	
Question	When sealing your container, make sure to place a strip of tape on every seam.		
Answer	<p>A True</p> <p>B False</p>		
Feedback			
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<div data-bbox="162 147 251 241"></div> <div data-bbox="747 136 982 168" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Package Acceptance</div> <div data-bbox="1185 147 1242 168" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">EXIT</div> <div data-bbox="1177 189 1242 210" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">HELP</div> <div data-bbox="1128 220 1242 241" style="background-color: #ff9900; color: white; padding: 2px 5px; text-align: center;">GLOSSARY</div> <div data-bbox="154 252 665 273" style="background-color: #ff0000; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="251 304 527 556"></div> <div data-bbox="682 304 1015 336" style="background-color: #ffffcc; padding: 5px;">Shipping Label Placement</div> <div data-bbox="682 357 1226 441" style="background-color: #ffffcc; padding: 5px;">Accurate labeling is critical to ensuring that your customer's package arrives at its destination without delays.</div> <div data-bbox="682 462 1226 651" style="background-color: #ffffcc; padding: 5px;">Proper label placement helps the label stay adhered to the container. Always place the label on the top side of the box, away from any seams or corners. Do not place the label on top of the sealing tape. Ensure paper labels are well taped and completely covered so they will not come off.</div> <div data-bbox="682 672 1209 840" style="background-color: #ffffcc; padding: 5px;">Be sure that the ship to and ship from address are included in the label. If a packing slip is being used, place it on the same side of the package as the address label. Verify that all shipping documents match the labels on the packages.</div> <div data-bbox="138 577 584 598" style="background-color: #ffffcc; padding: 5px;">Question If a packaging slip is used, where should it be placed?</div> <div data-bbox="162 661 600 787" style="background-color: #ffffcc; padding: 5px;"> <div data-bbox="162 661 349 693" style="background-color: #cc0000; color: white; padding: 2px 5px;">A Inside the package.</div> <div data-bbox="162 714 600 756" style="background-color: #cc0000; color: white; padding: 2px 5px;">B The opposite package side that the address label is located</div> <div data-bbox="162 766 568 787" style="background-color: #cc0000; color: white; padding: 2px 5px;">C On the same package side as the address label</div> </div> <div data-bbox="138 840 162 924" style="background-color: #cc0000; color: white; padding: 5px; writing-mode: vertical-rl; transform: rotate(180deg);">Feedback</div> <div data-bbox="535 934 665 955" style="background-color: #006666; color: white; padding: 2px;">Slide 10 of 56</div> <div data-bbox="755 934 844 955" style="background-color: #cc0000; color: white; padding: 2px 10px;">◀ BACK</div> <div data-bbox="1055 934 1144 955" style="background-color: #cc0000; color: white; padding: 2px 10px;">NEXT ▶</div>	
<div data-bbox="162 987 251 1081"></div> <div data-bbox="747 976 982 1008" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Package Acceptance</div> <div data-bbox="1185 987 1242 1008" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">EXIT</div> <div data-bbox="1177 1029 1242 1050" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">HELP</div> <div data-bbox="1128 1060 1242 1081" style="background-color: #ff9900; color: white; padding: 2px 5px; text-align: center;">GLOSSARY</div> <div data-bbox="154 1092 665 1113" style="background-color: #ff0000; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="243 1134 544 1396"></div> <div data-bbox="682 1134 1144 1165" style="background-color: #ffffcc; padding: 5px;">Shipping Label Placement, continued</div> <div data-bbox="682 1186 1201 1302" style="background-color: #ffffcc; padding: 5px;">To avoid confusion, place only one address label on the package. Remove all old labels or markings if the box has been used before.</div> <div data-bbox="682 1323 1209 1459" style="background-color: #ffffcc; padding: 5px;">Lastly, place a duplicate label inside the package. If a label does fall off, UPS's procedure is to open the package and look for another label. If there is no label inside, the package may not be deliverable or returnable.</div> <div data-bbox="682 1480 1218 1648" style="background-color: #ffffcc; padding: 5px;"><i>Note: At Customer Centers using iShip manifesting, UPS will produce the shipping label for the customer. Shipping labels are looked at in more detail in the Label Recognition and RPOS: iShip PSS sections of the Customer Center course.</i></div> <div data-bbox="138 1417 633 1480" style="background-color: #ffffcc; padding: 5px;">Question Instead of placing an additional label inside the package, it is acceptable to place a duplicate label on the bottom of the package.</div> <div data-bbox="162 1501 251 1585" style="background-color: #ffffcc; padding: 5px;"> <div data-bbox="162 1501 235 1533" style="background-color: #cc0000; color: white; padding: 2px 5px;">A True</div> <div data-bbox="162 1554 251 1585" style="background-color: #cc0000; color: white; padding: 2px 5px;">B False</div> </div> <div data-bbox="138 1680 162 1764" style="background-color: #cc0000; color: white; padding: 5px; writing-mode: vertical-rl; transform: rotate(180deg);">Feedback</div> <div data-bbox="535 1774 665 1795" style="background-color: #006666; color: white; padding: 2px;">Slide 11 of 56</div> <div data-bbox="755 1774 844 1795" style="background-color: #cc0000; color: white; padding: 2px 10px;">◀ BACK</div> <div data-bbox="1055 1774 1144 1795" style="background-color: #cc0000; color: white; padding: 2px 10px;">NEXT ▶</div>	

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<div data-bbox="138 136 1242 955"> <div>  <div> <div>Package Acceptance</div> <div> EXIT HELP GLOSSARY </div> </div> </div> <div> INSTRUCTIONS: Review the information, then click the next button. </div> <div> <div>  <div> <div>Shipping Label Placement, continued</div> <p>To avoid confusion, place only one address label on the package. Remove all old labels or markings if the box has been used before.</p> <p>Lastly, place a duplicate label inside the package. If a label does fall off, UPS's procedure is to open the package and look for another label. If there is no label inside, the package may not be deliverable or returnable.</p> <p><i>Note: At Customer Centers using iShip manifesting, UPS will produce the shipping label for the customer. Shipping labels are looked at in more detail in the Label Recognition and RPOS: iShip PSS sections of the Customer Center course.</i></p> </div> <div> <div>Question</div> <p>To avoid confusion, labels from previous used boxes should be:</p> <div> <div>Answer</div> <div> <p>A Crossed out with a thick, dark marker</p> <p>B Completely removed without disturbing the integrity of the box</p> <p>C Both A and B</p> </div> </div> <div>Feedback</div> </div> <div> <div>Slide 11 of 56</div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div> </div></div>	
<div data-bbox="138 976 1242 1795"> <div>  <div> <div>Package Acceptance</div> <div> EXIT HELP GLOSSARY </div> </div> </div> <div> INSTRUCTIONS: Review the information, then click the next button. </div> <div> Click the boxes with the correctly placed shipping labels. </div> <div> <div>  </div> </div> <div> <div>Slide 12 of 56</div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div>	

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Screen		Comments
<div><div></div><div>Package Acceptance</div><div>EXIT</div><div>HELP</div><div>GLOSSARY</div><div>INSTRUCTIONS: Review the information, then click the next button.</div><div></div><div><h3>Heavy Package Sticker (Over 70 Label)</h3><p>A Heavy Package sticker (Over 70 label) is required whenever a package weighing more than 70 pounds (31.5 kilograms) is shipped.</p><p>Using these highly visible Heavy Package stickers enables UPS to give a heavy package the special attention and handling it requires. The stickers alert our employees as well as customers that special care should be taken to handle these packages safely.</p><div><div>Question</div><p>A package that weighs 31.5 pounds requires a Heavy Package sticker.</p><div><div>Answer</div><p>A True</p><p>B False</p></div><div>Feedback</div></div></div><div>Slide 13 of 56</div><div><div>◀ BACK</div><div>NEXT ▶</div></div></div>		
<div><div></div><div>Package Acceptance</div><div>EXIT</div><div>HELP</div><div>GLOSSARY</div><div>INSTRUCTIONS: Review the information, then click the next button.</div><div></div><div><h3>Heavy Package Sticker Placement</h3><p>Be sure to check that a strong enough container is being used for heavy packages according to the UPS Box Strength Guidelines. This helps to protect the contents from impacts during sorting and over-the-road vibration. Dense cushioning material is a must for internal protection. And the package should be sealed with heavy-duty tape, preferably reinforced.</p><p>Apply the bright yellow UPS Heavy Package sticker (Over 70 label) to the right of the address label for maximum visibility. Then write the package's weight in the white box on the sticker.</p></div><div>Slide 14 of 56</div><div><div>◀ BACK</div><div>NEXT ▶</div></div></div>		

HELP

GLOSSARY

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


Heavy Package Sticker (Over 70 Label)

A Heavy Package sticker (Over 70 label) is required whenever a package weighing more than 70 pounds (31.5 kilograms) is shipped.

Using these highly visible Heavy Package stickers enables UPS to give a heavy package the special attention and handling it requires. The stickers alert our employees as well as customers that special care should be taken to handle these packages safely.

Question A package that weighs 31.5 pounds requires a Heavy Package sticker.

A True

B False

Answer

Feedback

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Screen	Comments
<div data-bbox="164 149 250 247"></div> <div data-bbox="747 140 979 170" data-label="Section-Header"> <h3>Package Acceptance</h3> </div> <div data-bbox="1185 149 1240 170" data-label="Text"> EXIT </div> <div data-bbox="1179 189 1240 210" data-label="Text"> HELP </div> <div data-bbox="1123 224 1240 247" data-label="Text"> GLOSSARY </div> <div data-bbox="154 254 667 277" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="134 415 334 577"></div> <div data-bbox="378 329 609 518"></div> <div data-bbox="678 302 1027 333" data-label="Section-Header"> <h4>Bundled or Strapped Boxes</h4> </div> <div data-bbox="678 354 1211 441" data-label="Text"> <p>Strapping should only be used as a supplementary closure method and only same-sized boxes may be strapped together.</p> </div> <div data-bbox="678 462 1218 571" data-label="Text"> <p>When strapping boxes together, each box must be strong enough to hold the total weight of the strapped bundle. Use a minimum of four criss-crossed bands, two in each direction.</p> </div> <div data-bbox="678 592 1219 651" data-label="Text"> <p>An address label must be placed on each box. Also, an Additional Handling Charge may apply.</p> </div> <div data-bbox="134 581 654 646" data-label="Text"> <p>Question If two 40-pound boxes are strapped together into an 80-pound package, each component should be in a box with at least an 80-pound weight capacity.</p> </div> <div data-bbox="164 669 233 695" data-label="Text"> <p>A True</p> </div> <div data-bbox="164 718 245 743" data-label="Text"> <p>B False</p> </div> <div data-bbox="134 722 157 787" data-label="Text"> <p>Answer</p> </div> <div data-bbox="134 846 157 924" data-label="Text"> <p>Feedback</p> </div> <div data-bbox="534 936 662 961" data-label="Text"> <p>Slide 15 of 56</p> </div> <div data-bbox="753 936 844 961" data-label="Text"> <p>◀ BACK</p> </div> <div data-bbox="1055 936 1146 961" data-label="Text"> <p>NEXT ▶</p> </div>	
<div data-bbox="164 987 250 1085"></div> <div data-bbox="747 978 979 1008" data-label="Section-Header"> <h3>Package Acceptance</h3> </div> <div data-bbox="1185 987 1240 1008" data-label="Text"> EXIT </div> <div data-bbox="1179 1024 1240 1050" data-label="Text"> HELP </div> <div data-bbox="1123 1062 1240 1085" data-label="Text"> GLOSSARY </div> <div data-bbox="154 1092 667 1115" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="134 1127 654 1770"> </div> <div data-bbox="678 1138 998 1171" data-label="Section-Header"> <h4>Special Packaging Needs</h4> </div> <div data-bbox="678 1190 1213 1276" data-label="Text"> <p>Be aware that there are certain items that have special packaging needs when being shipped through the UPS system.</p> </div> <div data-bbox="678 1297 922 1327" data-label="Text"> <p>These items include:</p> </div> <div data-bbox="704 1352 1125 1516" data-label="List-Group"> <ul style="list-style-type: none"> • Irregularly shaped items • Bare metals • Tires • Liquids • Fabric and wallpaper • Fragile items, including electronics </div> <div data-bbox="678 1535 1192 1621" data-label="Text"> <p>Proper packaging procedures for these items are explained in the <i>Internal/External Packaging</i> section.</p> </div> <div data-bbox="534 1774 662 1799" data-label="Text"> <p>Slide 16 of 56</p> </div> <div data-bbox="753 1774 844 1799" data-label="Text"> <p>◀ BACK</p> </div> <div data-bbox="1055 1774 1146 1799" data-label="Text"> <p>NEXT ▶</p> </div>	

Package Acceptance

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<div data-bbox="164 149 250 247"></div> <div data-bbox="747 138 979 168" data-label="Section-Header"> <h3>Package Acceptance</h3> </div> <div data-bbox="1185 149 1240 170" data-label="Text"> EXIT </div> <div data-bbox="1179 189 1240 210" data-label="Text"> HELP </div> <div data-bbox="1123 224 1240 247" data-label="Text"> GLOSSARY </div> <div data-bbox="152 254 667 277" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="152 478 370 590" data-label="Text"> <p>www.ups.com 1-800-PICK-UPS</p> </div> <div data-bbox="326 478 667 926"></div> <div data-bbox="680 302 932 331" data-label="Section-Header"> <h4>Special Restrictions</h4> </div> <div data-bbox="680 354 1222 598" data-label="Text"> <p>Restrictions apply to the shipping of certain items, such as firearms, ammunition, fireworks, hazardous materials, Other Regulated Materials (ORM-D), hazardous waste, international dangerous goods, alcoholic beverages, international jewelry shipments, live animals, perishable commodities, and articles of unusual value (as defined in the UPS Tariff at www.ups.com).</p> </div> <div data-bbox="680 619 1205 728" data-label="Text"> <p>These topics are discussed in more detail in other sections of the Customer Center course. For complete information, call 1-800-PICK-UPS® or visit www.ups.com.</p> </div> <div data-bbox="535 936 660 959" data-label="Text"> <p>Slide 17 of 56</p> </div> <div data-bbox="755 936 842 961" data-label="Text"> < BACK </div> <div data-bbox="1055 936 1143 961" data-label="Text"> NEXT > </div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="747 978 979 1008" data-label="Section-Header"> <h3>Package Acceptance</h3> </div> <div data-bbox="1185 989 1240 1010" data-label="Text"> EXIT </div> <div data-bbox="1179 1026 1240 1050" data-label="Text"> HELP </div> <div data-bbox="1123 1064 1240 1087" data-label="Text"> GLOSSARY </div> <div data-bbox="152 1092 667 1115" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="228 1142 448 1274" data-label="Text"> <p>Is there enough internal protection in your package, Mrs. Smith? If not, can I help you check?</p> </div> <div data-bbox="505 1142 618 1253"></div> <div data-bbox="350 1352 602 1432" data-label="Text"> <p>I'm not sure if there is enough protection. Yes, please help me to check.</p> </div> <div data-bbox="131 1331 634 1766"></div> <div data-bbox="680 1140 997 1171" data-label="Section-Header"> <h4>Packaging Responsibility</h4> </div> <div data-bbox="680 1190 1222 1329" data-label="Text"> <p>UPS shares the responsibility with the customer to ensure that proper packaging is used and that the contents of packages are adequately and securely packed, wrapped, and cushioned for transportation.</p> </div> <div data-bbox="680 1352 1206 1461" data-label="Text"> <p>The use of packaging provided by UPS, or of packaging purchased from UPS, is not a guarantee that an item is sufficiently packaged for transportation.</p> </div> <div data-bbox="680 1482 1201 1648" data-label="Text"> <p>The Customer Center Associate should offer UPS packaging materials for purchase and to help the customer with their packaging. <i>An Associate can refuse to accept a package if it does not appear to be packed to UPS standards.</i></p> </div> <div data-bbox="535 1776 660 1799" data-label="Text"> <p>Slide 18 of 56</p> </div> <div data-bbox="755 1776 842 1799" data-label="Text"> < BACK </div> <div data-bbox="1055 1776 1143 1799" data-label="Text"> NEXT > </div>	

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<div data-bbox="167 149 250 247"></div> <div data-bbox="747 140 979 170">Package Acceptance</div> <div data-bbox="1185 149 1239 170">EXIT</div> <div data-bbox="1179 189 1239 210">HELP</div> <div data-bbox="1127 224 1239 247">GLOSSARY</div> <div data-bbox="155 256 667 277">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="682 304 927 329">The Associate Oath</div> <div data-bbox="682 357 1115 386">As a UPS Customer Center Associate,</div> <div data-bbox="144 432 667 932"></div> <div data-bbox="706 409 1219 783"> <ul style="list-style-type: none"> • I understand that I have the authority to refuse a package if it does not meet UPS packaging guidelines. • I will refuse a package if it appears that the package will not travel safely through our system. • I will only do this if I am unable to assist the customer in ensuring their package will meet our packaging guidelines and will travel safely through our system. • If I have to deny their package, I will do it in a manner that will not offend the customer, but will reassure them that we do not want their merchandise damaged. </div> <div data-bbox="537 938 660 961">Slide 19 of 56</div> <div data-bbox="755 938 842 961">◀ BACK</div> <div data-bbox="1057 938 1144 961">NEXT ▶</div>	
<div data-bbox="167 989 250 1087"></div> <div data-bbox="747 980 979 1008">Package Acceptance</div> <div data-bbox="1185 989 1239 1010">EXIT</div> <div data-bbox="1179 1026 1239 1050">HELP</div> <div data-bbox="1127 1064 1239 1087">GLOSSARY</div> <div data-bbox="155 1094 667 1115">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="682 1142 881 1171">Damage Claims</div> <div data-bbox="682 1192 1209 1329"> <p>UPS insures all packages up to \$100 free of charge. If the item is damaged during shipping, UPS may reimburse the customer up to \$100. The customer also has the option to purchase additional insurance for an additional charge.</p> </div> <div data-bbox="204 1251 613 1692"></div> <div data-bbox="682 1352 1229 1541"> <p>Remember, we have all kinds of customers at UPS. The majority of our customers will bring an item to the Customer Center already packaged and ready to be shipped. It is the Customer Center Associate's responsibility, along with the customer, to ensure that the item has been properly packed for shipping.</p> </div> <div data-bbox="537 1776 660 1799">Slide 20 of 56</div> <div data-bbox="755 1776 842 1799">◀ BACK</div> <div data-bbox="1057 1776 1144 1799">NEXT ▶</div>	

Package Acceptance

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<div data-bbox="164 149 250 247"></div> <div data-bbox="748 138 979 168" data-label="Section-Header"> <h3>Package Acceptance</h3> </div> <div data-bbox="1187 149 1240 168" data-label="Text">EXIT</div> <div data-bbox="1182 189 1240 210" data-label="Text">HELP</div> <div data-bbox="1127 224 1240 247" data-label="Text">GLOSSARY</div> <div data-bbox="154 254 667 277" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="282 315 506 537"></div> <div data-bbox="682 302 1042 333" data-label="Section-Header"> <h4>Identifying Proper Packaging</h4> </div> <div data-bbox="682 354 1221 518" data-label="Text"> <p>Often, customers bring pre-packed packages to the Customer Center. However, there is no guarantee that the product has been packed safely or securely. UPS reserves the right to open and check the contents to ensure the package will not be damaged in our system.</p> </div> <div data-bbox="682 539 1221 651" data-label="Text"> <p>Fortunately, there are signs that you can look out for and questions you can ask the customer to ensure that the package arrives to its destination without damage.</p> </div> <div data-bbox="682 669 1222 703" data-label="Text"> <p>First, start with the three C's to good packaging:</p> </div> <div data-bbox="708 724 867 806" data-label="List-Group"> <ul style="list-style-type: none"> • Container • Cushioning • Closure </div> <div data-bbox="682 829 1221 888" data-label="Text"> <p>Each of these components must be checked for the overall safety and security of the item.</p> </div> <div data-bbox="160 579 448 602" data-label="Text"> <p>The three C's to good packaging are:</p> </div> <div data-bbox="164 669 461 787" data-label="List-Group"> <p>A Compact, container and closure B Container, cushioning and closure C Carton, closure and customs</p> </div> <div data-bbox="537 936 662 959" data-label="Text">Slide 21 of 56</div> <div data-bbox="756 936 844 959" data-label="Text">◀ BACK</div> <div data-bbox="1058 936 1146 959" data-label="Text">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="748 978 979 1008" data-label="Section-Header"> <h3>Package Acceptance</h3> </div> <div data-bbox="1187 989 1240 1008" data-label="Text">EXIT</div> <div data-bbox="1182 1026 1240 1047" data-label="Text">HELP</div> <div data-bbox="1127 1062 1240 1085" data-label="Text">GLOSSARY</div> <div data-bbox="154 1092 667 1115" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="147 1222 651 1669"></div> <div data-bbox="682 1138 1096 1171" data-label="Section-Header"> <h4>The Three C's to Good Packaging</h4> </div> <div data-bbox="682 1190 1221 1274" data-label="Text"> <p>To inspect the container, cushioning, and closure used for shipping, perform the Pressure Check and the Six-Sided Spin Check.</p> </div> <div data-bbox="682 1295 894 1327" data-label="Section-Header"> <h5>Pressure Check:</h5> </div> <div data-bbox="708 1350 1196 1434" data-label="List-Group"> <ul style="list-style-type: none"> • Push down on the top of the package • Push down on the bottom of the package • Push in each side of the package </div> <div data-bbox="682 1455 1214 1591" data-label="Text"> <p>Do not apply pressure directly on the tape. Any package that can be pushed in with a minimum amount of pressure or pushing the sides in causes the tape to separate, must be opened and repacked.</p> </div> <div data-bbox="682 1614 1224 1698" data-label="Text"> <p>Add packaging materials, such as kraft paper, peanuts, or foam. Re-tape the package, both on the seams and perpendicular to the seams.</p> </div> <div data-bbox="537 1774 662 1797" data-label="Text">Slide 22 of 56</div> <div data-bbox="756 1774 844 1797" data-label="Text">◀ BACK</div> <div data-bbox="1058 1774 1146 1797" data-label="Text">NEXT ▶</div>	





Package Acceptance

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<div data-bbox="164 142 250 247"> </div> <div data-bbox="747 138 979 168" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Package Acceptance</div> <div data-bbox="1185 149 1240 170" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">EXIT</div> <div data-bbox="1179 186 1240 207" style="background-color: #ff6600; color: white; padding: 2px 5px; text-align: center;">HELP</div> <div data-bbox="1123 224 1240 245" style="background-color: #ff9900; color: white; padding: 2px 5px; text-align: center;">GLOSSARY</div> <div data-bbox="152 254 667 275" style="background-color: #ff6600; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="204 329 618 516"> </div> <div data-bbox="680 302 953 331" style="background-color: #ffffcc; padding: 10px;"> <h3>Six-Sided Spin Check</h3> <p>Place one hand on the upper left corner and the other hand on the lower right corner to spin the package.</p> <p>Check that:</p> <ul style="list-style-type: none"> • A minimum of 2-inch tape is used • The top has adequate amounts of tape • The bottom has adequate amounts of tape • Every seam has adequate amounts of tape • There are not any additional address labels, hazardous markings, etc. on any of the sides <p>Add more tape to the package, if necessary and remove all old markings and labels.</p> <p>Packages that have movement inside and all High Value (\$1,000 or more) packages must also be opened and inspected.</p> </div> <div data-bbox="136 579 639 623" style="background-color: #ffffcc; padding: 5px;"> <p>Question To inspect the Three C's to good packaging, perform either the Pressure Check or the Six-Sided Spin Check</p> </div> <div data-bbox="164 669 233 695" style="background-color: #ffffcc; padding: 5px;"> <p>A True</p> </div> <div data-bbox="164 718 243 743" style="background-color: #ffffcc; padding: 5px;"> <p>B False</p> </div> <div data-bbox="136 722 155 789" style="background-color: #cc0000; color: white; writing-mode: vertical-rl; transform: rotate(180deg); padding: 5px;"> <p>Answer</p> </div> <div data-bbox="136 848 155 921" style="background-color: #cc0000; color: white; writing-mode: vertical-rl; transform: rotate(180deg); padding: 5px;"> <p>Feedback</p> </div> <div data-bbox="535 936 660 959" style="background-color: #006666; color: white; padding: 2px;">Slide 23 of 56</div> <div data-bbox="755 936 842 959" style="background-color: #cc0000; color: white; padding: 2px 10px;">◀ BACK</div> <div data-bbox="1055 936 1143 959" style="background-color: #ff6600; color: white; padding: 2px 10px;">NEXT ▶</div>	
<div data-bbox="164 982 250 1087"> </div> <div data-bbox="747 978 979 1008" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Package Acceptance</div> <div data-bbox="1185 989 1240 1010" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">EXIT</div> <div data-bbox="1179 1026 1240 1050" style="background-color: #ff6600; color: white; padding: 2px 5px; text-align: center;">HELP</div> <div data-bbox="1123 1064 1240 1085" style="background-color: #ff9900; color: white; padding: 2px 5px; text-align: center;">GLOSSARY</div> <div data-bbox="152 1094 667 1115" style="background-color: #ff6600; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="188 1136 618 1749"> </div> <div data-bbox="680 1140 883 1169" style="background-color: #ffffcc; padding: 10px;"> <h3>Proper Labeling</h3> <p>Lastly, inspect the labeling on the package. Make sure that:</p> <ul style="list-style-type: none"> • Labeling is on one side of the package only, this includes packing lists • Paper labels are completely taped-over • All shipping documents match the labels on the package • No other labels are anywhere on the package <p>Also, if the label has not been printed at the register, make sure that:</p> <ul style="list-style-type: none"> • The "Ship to:" address is below the shipper's address. </div> <div data-bbox="535 1776 660 1797" style="background-color: #006666; color: white; padding: 2px;">Slide 24 of 56</div> <div data-bbox="755 1776 842 1797" style="background-color: #cc0000; color: white; padding: 2px 10px;">◀ BACK</div> <div data-bbox="1055 1776 1143 1797" style="background-color: #ff6600; color: white; padding: 2px 10px;">NEXT ▶</div>	

Package Acceptance

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<div data-bbox="164 149 250 247"></div> <div data-bbox="747 140 979 170" data-label="Section-Header"> <h3>Package Acceptance</h3> </div> <div data-bbox="1185 149 1240 170" data-label="Text"> EXIT </div> <div data-bbox="1179 189 1240 210" data-label="Text"> HELP </div> <div data-bbox="1123 224 1240 247" data-label="Text"> GLOSSARY </div> <div data-bbox="152 254 667 277" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="212 306 609 932"></div> <div data-bbox="678 302 1179 333" data-label="Section-Header"> <h4>Every Package is a Bundle of Questions</h4> </div> <div data-bbox="678 354 1190 468" data-label="Text"> <p>While inspecting for proper packaging, ask yourself and the customer the following questions in order to be reasonably sure that the package will reach its destination safely.</p> </div> <div data-bbox="678 487 989 516" data-label="Section-Header"> <h5>Questions to the Customer</h5> </div> <div data-bbox="706 541 1187 676" data-label="List-Group"> <ul style="list-style-type: none"> • Is this a business or non-business shipment? • Is this your first time shipping with UPS? • Are you familiar with good packaging techniques? </div> <div data-bbox="678 697 1026 730" data-label="Section-Header"> <h5>External Packaging Questions</h5> </div> <div data-bbox="706 751 1200 913" data-label="List-Group"> <ul style="list-style-type: none"> • Is the carton used strong enough to carry the contents? • Is the carton well sealed? • Are there any old address labels on the package which must be removed? • Is the return address valid? </div> <div data-bbox="535 936 662 961" data-label="Text"> <p>Slide 25 of 56</p> </div> <div data-bbox="755 936 844 961" data-label="Text"> < BACK </div> <div data-bbox="1055 936 1146 961" data-label="Text"> NEXT > </div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="747 980 979 1008" data-label="Section-Header"> <h3>Package Acceptance</h3> </div> <div data-bbox="1185 989 1240 1010" data-label="Text"> EXIT </div> <div data-bbox="1179 1026 1240 1050" data-label="Text"> HELP </div> <div data-bbox="1123 1064 1240 1087" data-label="Text"> GLOSSARY </div> <div data-bbox="152 1092 667 1115" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="241 1119 555 1413"></div> <div data-bbox="678 1138 1185 1194" data-label="Section-Header"> <h4>Every Package is a Bundle of Questions, continued</h4> </div> <div data-bbox="678 1218 1039 1249" data-label="Section-Header"> <h5>Questions about the Content(s)</h5> </div> <div data-bbox="706 1270 1222 1619" data-label="List-Group"> <ul style="list-style-type: none"> • What is being shipped? What is its value? • Is it fragile? How fragile? • Are there 2 - 4 inches of packing material on all six sides and internal cushioning between each product? • Does the package contain liquid? • Is the item working or is it being shipped for repairs? • Is UPS permitted to carry this item? • How is the item protected? • Has adequate internal protection been used? • Is there a duplicate address label inside? </div> <div data-bbox="134 1419 644 1461" data-label="Text"> <p>Question As a Customer Center Associate do you need to ask the customer a question that you can obviously see the answer to?</p> </div> <div data-bbox="164 1509 228 1535" data-label="Text"> <p>A Yes</p> </div> <div data-bbox="164 1556 224 1581" data-label="Text"> <p>B No</p> </div> <div data-bbox="134 1562 157 1627" data-label="Text"> <p>Answer</p> </div> <div data-bbox="134 1684 157 1761" data-label="Text"> <p>Feedback</p> </div> <div data-bbox="535 1774 662 1799" data-label="Text"> <p>Slide 26 of 56</p> </div> <div data-bbox="755 1774 844 1799" data-label="Text"> < BACK </div> <div data-bbox="1055 1774 1146 1799" data-label="Text"> NEXT > </div>	

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Screen	Comments
<div style="display: flex; justify-content: space-between; align-items: center; background-color: #004d00; color: white; padding: 5px;"> <div style="text-align: center;">  </div> <div style="text-align: center; flex-grow: 1;"> <h3 style="margin: 0;">Package Acceptance</h3> </div> <div style="text-align: right;"> EXIT HELP GLOSSARY </div> </div> <div style="background-color: #ff4500; color: white; padding: 2px 5px; font-weight: bold; font-size: 0.9em;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #fff9c4; padding: 10px;"> <p style="font-size: 0.8em; margin-bottom: 5px;">This container is in poor condition and there is not enough tape. Do not accept packages similar to this example.</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <h3 style="margin: 0;">Package Refusal</h3> <p style="margin: 10px 0;">When questioning the customer on these points, a friendly, courteous approach can mean the difference between cooperation and hostility.</p> <p style="margin: 10px 0;">Our aim is to serve every customer and accept every package we reasonably can. If you are in doubt about the packaging used, ask to open the package.</p> <p style="margin: 10px 0;">If the customer refuses to let you open the package, we cannot accept the package for shipment. Explain to the customer that UPS reserves the right to open and check the packaging of the contents to ensure the package will not be damaged in the UPS system.</p> </div> </div> <div style="margin-top: 20px;"> <p style="font-size: 0.8em; margin: 0;">If the customer refuses to let you open a questionable package, UPS requires you to respect the customer's wishes and ship the package without inspection.</p> <div style="display: flex; justify-content: space-between; align-items: flex-start; margin-top: 10px;"> <div style="width: 15%; font-weight: bold; font-size: 0.8em;"> <div style="background-color: #004d00; color: white; padding: 2px; text-align: center;">Question</div> <div style="background-color: #004d00; color: white; padding: 2px; text-align: center;">Answer</div> <div style="background-color: #004d00; color: white; padding: 2px; text-align: center;">Feedback</div> </div> <div style="width: 85%;"> <div style="background-color: #004d00; color: white; padding: 2px; margin-bottom: 5px;">A True</div> <div style="background-color: #004d00; color: white; padding: 2px; margin-bottom: 5px;">B False</div> </div> </div> </div> <div style="display: flex; justify-content: space-between; align-items: center; background-color: #004d00; color: white; padding: 5px; margin-top: 10px;"> <div>Slide 27 of 56</div> <div style="text-align: center;"> ◀ BACK NEXT ▶ </div> </div> </div>	
<div style="display: flex; justify-content: space-between; align-items: center; background-color: #004d00; color: white; padding: 5px;"> <div style="text-align: center;">  </div> <div style="text-align: center; flex-grow: 1;"> <h3 style="margin: 0;">Package Acceptance</h3> </div> <div style="text-align: right;"> EXIT HELP GLOSSARY </div> </div> <div style="background-color: #ff4500; color: white; padding: 2px 5px; font-weight: bold; font-size: 0.9em;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #fff9c4; padding: 10px;"> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <h3 style="margin: 0;">Recognizing Problem Packages: Factory Original Boxes</h3> <p style="margin: 10px 0;">A computer case box is an example of a factory original box and could possibly be a problem package.</p> <p style="margin: 10px 0;">Computer case boxes are designed for palletized shipments of computer cases with power supplies installed in them. They are not designed for individual travel through an automated package handling system, like UPS.</p> <p style="margin: 10px 0;">The picture to the left is of a carton that has never been shipped by itself and already it has signs of deterioration on the top flap and down its left corner. The carton also does not have a Box Maker's Certificate. While this may actually be the "original" carton, it was not designed to house the finished PC. Factory original cartons are designed for the empty computer case, not the finished PC.</p> </div> </div> <div style="margin-top: 20px;"> <p style="font-size: 0.8em; margin: 0;">Can a Customer Center Associate reject a package for shipping that is in the original factory packaging?</p> <div style="display: flex; justify-content: space-between; align-items: flex-start; margin-top: 10px;"> <div style="width: 15%; font-weight: bold; font-size: 0.8em;"> <div style="background-color: #004d00; color: white; padding: 2px; text-align: center;">Question</div> <div style="background-color: #004d00; color: white; padding: 2px; text-align: center;">Answer</div> <div style="background-color: #004d00; color: white; padding: 2px; text-align: center;">Feedback</div> </div> <div style="width: 85%;"> <div style="background-color: #004d00; color: white; padding: 2px; margin-bottom: 5px;">A Yes</div> <div style="background-color: #004d00; color: white; padding: 2px; margin-bottom: 5px;">B No</div> </div> </div> </div> <div style="display: flex; justify-content: space-between; align-items: center; background-color: #004d00; color: white; padding: 5px; margin-top: 10px;"> <div>Slide 28 of 56</div> <div style="text-align: center;"> ◀ BACK NEXT ▶ </div> </div> </div>	

Package Acceptance

Screen	Comments
<div data-bbox="134 132 1248 961"> <div>  <div>Package Acceptance</div> <div> EXIT HELP GLOSSARY </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div>BEFORE SHIPPING</div> <div>  </div> <div> <div>AFTER SHIPPING</div> <div>  </div> </div> <div> <div>Slide 29 of 56</div> <div> ◀ BACK NEXT ▶ </div> </div> </div> </div>	
<div data-bbox="134 972 1248 1797"> <div>  <div>Package Acceptance</div> <div> EXIT HELP GLOSSARY </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div> <div>  Information </div> <div> <div>What Happens to the Product</div> <p>Computer case boxes should never be accepted for transportation of fully assembled computers. If this type of box is to be over-packed, the cushioning and carton used should provide adequate protection by themselves, without considering the original packaging.</p> <p>To see what can happen to the product when it is not packed safely and securely, click Close Text.</p> <div>Close Text</div> </div> </div> <div> <div>Slide 30 of 56</div> <div> ◀ BACK NEXT ▶ </div> </div> </div>	


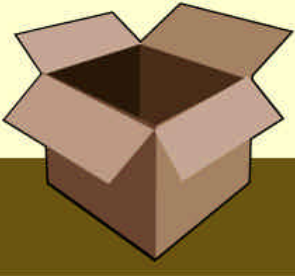



Package Acceptance

Screen	Comments
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<div data-bbox="164 989 250 1087"> </div> <div data-bbox="747 978 980 1010" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Package Acceptance</div> <div data-bbox="1185 989 1240 1010" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">EXIT</div> <div data-bbox="1177 1026 1240 1050" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">HELP</div> <div data-bbox="1123 1064 1240 1087" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">GLOSSARY</div> <div data-bbox="152 1094 669 1117" style="background-color: #ff6600; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="142 1123 1146 1150" style="background-color: #ff6600; color: white; padding: 2px;">Click and move the descriptive reason from the left to the appropriate problem package image on the right.</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div data-bbox="237 1178 310 1199" style="background-color: #cc9966; padding: 5px; border-radius: 5px;">Reason</div> <div data-bbox="732 1178 914 1203" style="background-color: #cc9966; padding: 5px; border-radius: 5px;">Problem Packages</div> </div> <div style="display: flex; margin-top: 10px;"> <div style="flex: 1; padding: 5px;"> <div data-bbox="159 1255 245 1325" style="border: 1px solid #ccc; border-radius: 50%; padding: 10px; text-align: center; margin-bottom: 10px;">No Internal Protection, Damaged Container</div> <div data-bbox="289 1339 367 1388" style="border: 1px solid #ccc; border-radius: 50%; padding: 10px; text-align: center; margin-bottom: 10px;">Bursting Sides</div> <div data-bbox="152 1444 250 1493" style="border: 1px solid #ccc; border-radius: 50%; padding: 10px; text-align: center; margin-bottom: 10px;">Inadequate Tape</div> <div data-bbox="282 1514 375 1562" style="border: 1px solid #ccc; border-radius: 50%; padding: 10px; text-align: center; margin-bottom: 10px;">Damaged Container</div> <div data-bbox="159 1604 245 1673" style="border: 1px solid #ccc; border-radius: 50%; padding: 10px; text-align: center; margin-bottom: 10px;">Crushed Container Corner</div> <div data-bbox="289 1673 367 1743" style="border: 1px solid #ccc; border-radius: 50%; padding: 10px; text-align: center;">Not Enough Internal Protection</div> </div> <div style="flex: 2; padding: 5px;"> <div style="display: grid; grid-template-columns: repeat(2, 1fr); gap: 10px;"> <div data-bbox="418 1220 591 1381" style="border: 1px solid #ccc; width: 100px; height: 77px;"></div> <div data-bbox="602 1220 808 1381" style="border: 1px solid #ccc; width: 127px; height: 77px;"> </div> <div data-bbox="846 1220 1018 1381" style="border: 1px solid #ccc; width: 106px; height: 77px;"></div> <div data-bbox="1045 1220 1245 1381" style="border: 1px solid #ccc; width: 123px; height: 77px;"> </div> <div data-bbox="418 1409 591 1570" style="border: 1px solid #ccc; width: 106px; height: 77px;"></div> <div data-bbox="602 1409 808 1570" style="border: 1px solid #ccc; width: 127px; height: 77px;"> </div> <div data-bbox="846 1409 1018 1570" style="border: 1px solid #ccc; width: 106px; height: 77px;"></div> <div data-bbox="1045 1409 1245 1570" style="border: 1px solid #ccc; width: 123px; height: 77px;"> </div> <div data-bbox="418 1598 591 1759" style="border: 1px solid #ccc; width: 106px; height: 77px;"></div> <div data-bbox="602 1598 808 1759" style="border: 1px solid #ccc; width: 127px; height: 77px;"> </div> <div data-bbox="846 1598 1018 1759" style="border: 1px solid #ccc; width: 106px; height: 77px;"></div> <div data-bbox="1045 1598 1245 1759" style="border: 1px solid #ccc; width: 123px; height: 77px;"> </div> </div> </div> </div> <div data-bbox="535 1776 662 1801" style="background-color: #006666; color: white; padding: 2px;">Slide 31 of 56</div> <div data-bbox="755 1776 844 1801" style="background-color: #cc0000; color: white; padding: 2px;">◀ BACK</div> <div data-bbox="1055 1776 1144 1801" style="background-color: #cc0000; color: white; padding: 2px;">NEXT ▶</div>	

Package Acceptance

Screen	Comments
<div data-bbox="138 136 1242 262">  <div> <div>Package Acceptance</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div data-bbox="138 262 1242 283"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 283 1242 934"> <div> <div>Package A</div> <div>Package B</div> </div> <div>   </div> <div> <p>Packaging Has a Life</p> <p>UPS strongly recommends using a new carton, new cushioning and new closure when shipping.</p> <p>Each use of a carton further compromises its strength. In fact, an estimated 28% of carton strength is lost with each use. Cardboard, Styrofoam, peanuts and Insta-pack all become oversized with each use. With each use the product is more likely to be damaged.</p> <p>If a factory original package is used, check to see if the:</p> <ul style="list-style-type: none"> • Cushioning materials are worn out • Carton is worn out • Packaging was designed for the product being shipped </div> <div> <p>Question</p> <p>Which package pictured above would be unacceptable to ship within the UPS system?</p> <p>Answer</p> <p>A Package A B Package B C Both A and B</p> <p>Feedback</p> </div> <div data-bbox="544 934 1144 966"> <div>Slide 32 of 56</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	
<div data-bbox="138 976 1242 1102">  <div> <div>Package Acceptance</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div data-bbox="138 1102 1242 1123"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 1123 1242 1774"> <div>  </div> <div> <p>Claims Information</p> <p>Regardless of how far the package is traveling, the package needs to be packed adequately. If it is not packed properly, damage can occur.</p> <p>Our liability for issuing a claim is nine months and once it is issued, our liability for paying a claim is never ending.</p> <p>The costs of damage can also include:</p> <ul style="list-style-type: none"> • The actual payment to the customer • Refund of the shipping charges • The time spent by the many UPSers involved in processing the claim • Loss of customer confidence </div> <div> <p>Question</p> <p>The costs of damage include loss of customer confidence.</p> <p>Answer</p> <p>A True B False</p> <p>Feedback</p> </div> <div data-bbox="544 1774 1144 1806"> <div>Slide 33 of 56</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	




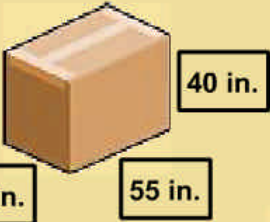


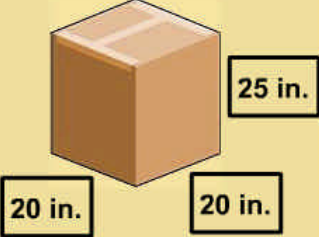
Package Acceptance

Screen	Comments
<div data-bbox="138 136 1242 262">  <div> <div>Package Acceptance</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div data-bbox="138 262 1242 283"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 283 1242 955"> <div>  <div> <h3>Best Practices</h3> <p>To prevent a package from being damaged and resulting in a damage claim, all Customer Center Associates should follow the following "Best Practices":</p> <ul style="list-style-type: none"> • Pressure Check and Six-Sided Spin Check of all packages • Use cartons that are a proper size and have sufficient weight limit for the contents • Previously used cartons should be in "like new" condition with all flaps intact, no holes, and minimal crush or crease marks <p><i>Note: UPS does not provide special handling for packages bearing "Fragile," package orientation markings (e.g., "UP" arrows or "This End Up" markings), or any other similar such markings.</i></p> </div> <div> <p>Question</p> <p>As a Customer Center Associate you have the ability and responsibility to reduce damage claims at UPS.</p> <p>Answer</p> <p>A True</p> <p>B False</p> <p>Feedback</p> </div> </div> <div data-bbox="544 934 1144 966"> <div>Slide 34 of 56</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	
<div data-bbox="138 976 1242 1102">  <div> <div>Package Acceptance</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div data-bbox="138 1102 1242 1123"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 1123 1242 1795"> <div> <div> <h2>RESTRICTED ARTICLES</h2>  <div> <p>Alcoholic Beverages</p> <p>Hazardous Materials</p> <p>Plants</p> <p>Seeds</p> <p>Firearms</p> <p>Live Animals</p> </div> </div> <div>  <h3>Best Practices, continued</h3> <ul style="list-style-type: none"> • Inspect packages containing liquid, glass, picture frames with glass, and electronics for proper packaging • Inquire if electronics are in working order or being sent for repairs. Note the answer on the shipping record • Know which commodities are restricted or prohibited • Refer to a supervisor to provide additional suggestions on reducing claims <p>Additionally, Customer Center claims will be reviewed with Customer Center Associates periodically. It is your responsibility to make every effort to minimize claims.</p> </div> </div> <div data-bbox="544 1774 1144 1806"> <div>Slide 35 of 56</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	

Package Acceptance

Screen	Comments
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<div data-bbox="165 989 250 1087"></div> <div data-bbox="747 980 979 1010" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Package Acceptance</div> <div data-bbox="1185 991 1240 1014" style="background-color: #c00000; color: white; padding: 2px 5px; text-align: center;">EXIT</div> <div data-bbox="1177 1029 1240 1052" style="background-color: #ff6600; color: white; padding: 2px 5px; text-align: center;">HELP</div> <div data-bbox="1123 1064 1240 1087" style="background-color: #ff9900; color: white; padding: 2px 5px; text-align: center;">GLOSSARY</div> <div data-bbox="154 1094 667 1117" style="background-color: #ff6600; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="261 1142 652 1413"></div> <div data-bbox="680 1140 894 1171" style="background-color: #ffffcc; padding: 10px;">Rounding at UPS</div> <div data-bbox="680 1190 1222 1304" style="background-color: #ffffcc; padding: 10px;">Now that it has been determined that a package is acceptable, the next steps are to measure the length, width and height of the package and find its total package weight.</div> <div data-bbox="680 1325 1211 1461" style="background-color: #ffffcc; padding: 10px;">When measuring a package, each side is measured in inches (in.) and then rounded to the nearest inch. For example, 10.49 inches would be rounded to 10 inches but 10.5 inches would be rounded to 11 inches.</div> <div data-bbox="680 1482 1198 1646" style="background-color: #ffffcc; padding: 10px;">When weighing a package, the weight is always rounded up to the nearest pound for billing purposes. For example, 50.6 pounds would be rounded to 51 pounds and 50.2 pounds would also be rounded to 51 pounds.</div> <div data-bbox="138 1419 609 1463" style="background-color: #ffffcc; padding: 5px;"> <div data-bbox="138 1436 154 1499" style="background-color: #006666; color: white; writing-mode: vertical-rl; transform: rotate(180deg); padding: 2px;">Question</div> The weight of a package is exactly 32.3 pounds. For billing purposes, the package is rounded to 33 pounds. </div> <div data-bbox="165 1509 246 1583" style="background-color: #ffffcc; padding: 5px;"> <div data-bbox="138 1562 154 1625" style="background-color: #006666; color: white; writing-mode: vertical-rl; transform: rotate(180deg); padding: 2px;">Answer</div> <p>A True</p> <p>B False</p> </div> <div data-bbox="138 1684 154 1757" style="background-color: #006666; color: white; writing-mode: vertical-rl; transform: rotate(180deg); padding: 2px;">Feedback</div> <div data-bbox="535 1774 660 1799" style="background-color: #006666; color: white; padding: 2px; text-align: center;">Slide 36 of 56</div> <div data-bbox="755 1776 842 1801" style="background-color: #c00000; color: white; padding: 2px 10px; text-align: center;">◀ BACK</div> <div data-bbox="1055 1776 1143 1801" style="background-color: #ff6600; color: white; padding: 2px 10px; text-align: center;">NEXT ▶</div>	

Package Acceptance

Screen	Comments
<div style="display: flex; justify-content: space-between; align-items: center; background-color: #0056b3; color: white; padding: 5px;"> <div style="text-align: center;">  </div> <div style="text-align: center; flex-grow: 1;"> <h3 style="margin: 0;">Package Acceptance</h3> </div> <div style="text-align: right;"> <div style="background-color: #c00000; color: white; padding: 2px 5px; margin-bottom: 2px;">EXIT</div> <div style="background-color: #ff6600; color: white; padding: 2px 5px; margin-bottom: 2px;">HELP</div> <div style="background-color: #ff9900; color: white; padding: 2px 5px;">GLOSSARY</div> </div> </div> <div style="background-color: #ff6600; color: white; padding: 2px 5px; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="display: flex; justify-content: space-between; align-items: flex-start; padding: 10px;"> <div style="width: 30%; background-color: #fff9c4; padding: 10px;"> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="background-color: #0056b3; color: white; padding: 5px; writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; margin-right: 5px;">Question</div> <p>If a package has a girth of 35 in. and a length of 25 in., the total package size would be:</p> </div> <div style="display: flex; align-items: flex-start;"> <div style="background-color: #0056b3; color: white; padding: 5px; writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; margin-right: 5px;">Answer</div> <div style="margin-left: 10px;"> <p>A 35 in.</p> <p>B 50 in.</p> <p>C 60 in.</p> </div> </div> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="background-color: #0056b3; color: white; padding: 5px; writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; margin-right: 5px;">Feedback</div> </div> </div> <div style="width: 65%; padding: 10px;"> <h3 style="margin: 0;">Measuring the Package Size</h3> <div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p>The two major measures of the package size are the length and the girth.</p> <p>Length: the longest side of the package or object. It is represented by number 1 in the diagram to the left.</p> <p>Girth: the distance completely around the package or object at its widest point, perpendicular to the length. In other words, the girth is equal to twice the width plus twice the height. It is represented by number 2 in the diagram to the left.</p> <p>Package Size: the result of adding the length and the girth.</p> <p><i>Note: The iShip manifesting system requires you to enter the length, width, and height to calculate the package size.</i></p> </div> </div> </div> </div> <div style="display: flex; justify-content: space-between; align-items: center; background-color: #0056b3; color: white; padding: 5px; margin-top: 10px;"> <div>Slide 37 of 56</div> <div style="display: flex; gap: 10px;"> <div style="background-color: #c00000; color: white; padding: 2px 10px;">◀ BACK</div> <div style="background-color: #ff6600; color: white; padding: 2px 10px;">NEXT ▶</div> </div> </div>	
<div style="display: flex; justify-content: space-between; align-items: center; background-color: #0056b3; color: white; padding: 5px;"> <div style="text-align: center;">  </div> <div style="text-align: center; flex-grow: 1;"> <h3 style="margin: 0;">Package Acceptance</h3> </div> <div style="text-align: right;"> <div style="background-color: #c00000; color: white; padding: 2px 5px; margin-bottom: 2px;">EXIT</div> <div style="background-color: #ff6600; color: white; padding: 2px 5px; margin-bottom: 2px;">HELP</div> <div style="background-color: #ff9900; color: white; padding: 2px 5px;">GLOSSARY</div> </div> </div> <div style="background-color: #ff6600; color: white; padding: 2px 5px; margin-top: 5px;"> INSTRUCTIONS: Review the information, then click the next button. </div> <div style="background-color: #ffcc99; padding: 10px; text-align: center; margin-top: 5px;"> For each package, click the measurement that is considered to be the length. </div> <div style="display: flex; justify-content: space-around; align-items: center; padding: 20px;"> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> </div> <div style="text-align: center; margin-top: 10px;"> <p><i>Note: Packages not drawn to scale.</i></p> </div> <div style="display: flex; justify-content: space-between; align-items: center; background-color: #0056b3; color: white; padding: 5px; margin-top: 10px;"> <div>Slide 38 of 56</div> <div style="display: flex; gap: 10px;"> <div style="background-color: #c00000; color: white; padding: 2px 10px;">◀ BACK</div> <div style="background-color: #ff6600; color: white; padding: 2px 10px;">NEXT ▶</div> </div> </div>	

Package Acceptance

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<div><div><div></div><div>Package Acceptance</div><div><div>EXIT</div><div>HELP</div><div>GLOSSARY</div></div></div><div>INSTRUCTIONS: Review the information, then click the next button.</div><div><div><div></div><div><p>Which of the following packages cannot be accepted for shipping at UPS?</p><p>A A package that weighs 140 lbs.</p><p>B A package with the package size (length and girth combined) of 155 in.</p><p>C A package with a length of 110 in.</p></div></div><div><p>Weight and Size Limitations at UPS</p><p>UPS has established specific weight and size limits for individual packages that are sent with all UPS services. Individual packages exceeding these limits cannot be accepted for shipping.</p><p>The restrictions are:</p><ul style="list-style-type: none">• The weight can be up to and including 150 pounds (lbs.)• The length can be up to and including 108 inches• The package size (length+ girth) can be up to and including 165 inches<p>Associates must not accept packages outside UPS size and weight limits. If there are packages found in the UPS system that exceed these limits, the shipper is subject to additional charges, including an Over Maximum Limits Charge.</p></div></div><div><div>Slide 39 of 56</div><div><div>◀ BACK</div><div>NEXT ▶</div></div></div></div>																						
<div><div><div></div><div>Package Acceptance</div><div><div>EXIT</div><div>HELP</div><div>GLOSSARY</div></div></div><div>INSTRUCTIONS: Review the information, then click the next button.</div><div><p>All of the packages below cannot be shipped with UPS due to their weight, size, or both. Click the measurment(s) that exceed(s) UPS Weight and Size Limitations for each package.</p><div><div></div><div></div><div></div><div></div><div></div></div><table><tr><td>weight = 165 lbs.</td><td>weight = 145 lbs.</td><td>weight = 175 lbs.</td><td>weight = 110 lbs.</td><td>weight = 110 lbs.</td></tr><tr><td>length = 100 in.</td><td>length = 125 in.</td><td>length = 25 in.</td><td>length = 35 in.</td><td>length = 110 in.</td></tr><tr><td>girth = 70 in.</td><td>girth = 40 in.</td><td>girth = 90 in.</td><td>girth = 140 in.</td><td>girth = 65 in.</td></tr><tr><td>pack. size = 170 in.</td><td>pack. size = 165 in.</td><td>pack. size = 115 in.</td><td>pack. size = 175 in.</td><td>pack. size = 175 in.</td></tr></table><div><p>Hint: In some cases its weight AND size (length, girth or package size) exceed the limitations.</p><p>Remember: Length is the longest side and Package Size = Length + Girth</p></div></div><div><div>Slide 40 of 56</div><div><div>◀ BACK</div><div>NEXT ▶</div></div></div></div>		weight = 165 lbs.	weight = 145 lbs.	weight = 175 lbs.	weight = 110 lbs.	weight = 110 lbs.	length = 100 in.	length = 125 in.	length = 25 in.	length = 35 in.	length = 110 in.	girth = 70 in.	girth = 40 in.	girth = 90 in.	girth = 140 in.	girth = 65 in.	pack. size = 170 in.	pack. size = 165 in.	pack. size = 115 in.	pack. size = 175 in.	pack. size = 175 in.	
weight = 165 lbs.	weight = 145 lbs.	weight = 175 lbs.	weight = 110 lbs.	weight = 110 lbs.																		
length = 100 in.	length = 125 in.	length = 25 in.	length = 35 in.	length = 110 in.																		
girth = 70 in.	girth = 40 in.	girth = 90 in.	girth = 140 in.	girth = 65 in.																		
pack. size = 170 in.	pack. size = 165 in.	pack. size = 115 in.	pack. size = 175 in.	pack. size = 175 in.																		





Package Acceptance

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<div data-bbox="138 136 1242 262"> <div>  <div> <div>Package Acceptance</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> </div> <div data-bbox="138 273 1242 955"> <div> <div>US: over 70 lbs.</div> <div>EU: over 25 kg.</div> <div>Other Weight and Size Regulations</div> </div> <div>  </div> <div> <p>In addition to the restrictions described, there are additional regulations related to package size and weight:</p> <p>Packages that weigh more than 70 lbs. (31.5 kg.) require a special Heavy Package sticker (Over 70 label).</p> <p>Packages that weigh more than 55 lbs. (25 kg.) require a special Heavy Package label within the European Union (EU).</p> <p>Oversize packages and packages with a large size-to-weight ratio require special pricing using dimensional weight calculations. This will be discussed in the next several slides.</p> </div> <div> <div>Question</div> <div>Which of the following is true?</div> <div> <div>Answer</div> <div> <p>A A package that weighs 50 lbs requires a special heavy package label</p> <p>B A package that weighs 60 lbs requires a special heavy package label within the European Union</p> <p>C A package that weighs 60 lbs requires a special heavy package label in the U.S.</p> </div> </div> <div>Feedback</div> </div> <div> <div>Slide 41 of 56</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	
<div data-bbox="138 976 1242 1102"> <div>  <div> <div>Package Acceptance</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> </div> <div data-bbox="138 1113 1242 1795"> <div> <div>Shipping Rate Categories</div> </div> <div>  </div> <div> <p>In many situations, package shipping fees are based only on the weights of packages; whereas in some other situations, the package size or a combination of size and weight is considered in determining shipping charges.</p> <p>At UPS, we have two approaches to handling situations where package size plays a role in calculating the shipping fees: oversize package pricing and dimensional weight pricing.</p> <p>The iShip manifesting system automatically calculates the package size and weight categories and the appropriate charges that will be applied.</p> </div> <div> <div>Slide 42 of 56</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	

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<div data-bbox="138 136 1242 262">  <div> <div>Package Acceptance</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div data-bbox="138 262 1242 283"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 283 665 577"> </div> <div data-bbox="665 283 1242 924"> <h3>Package Size and Shipping Charges</h3> <p>It is important that Associates understand how the shipping rate categories are calculated in order to answer customer questions and to ensure that shipping charges are applied correctly.</p> <p>For packages shipped via UPS Ground and UPS Standard To Canada, three oversize conditions apply to packages of large sizes. For many other services, dimensional weight is used to handle large packages.</p> <p>The details of the different approaches will be discussed in the next several slides.</p> </div> <div data-bbox="138 577 665 924"> <p>Question</p> <p>A package is ready to be shipped via UPS Ground. It is a large package. You may need to use its dimensional weight in calculating the shipping fee.</p> <p>Answer</p> <p>A True B False</p> <p>Feedback</p> </div> <div data-bbox="138 924 1242 966"> <div>Slide 43 of 56</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	
<div data-bbox="138 976 1242 1102">  <div> <div>Package Acceptance</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div data-bbox="138 1102 1242 1123"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="138 1123 665 1417"> <div> <p>17 x 17 x 17</p> <p>Length = 17, Girth = 68</p> <p>Package Size = 84 in.</p> <p>Weight = 25 lbs.</p> <p>Billable weight = 30 lbs.</p> </div> </div> <div data-bbox="665 1123 1242 1764"> <h3>Oversize Conditions</h3> <p>There are three oversize conditions:</p> <h4>Oversize Condition 1:</h4> <p>A package is considered Oversize 1 (OS1) when all of these conditions apply:</p> <ul style="list-style-type: none"> The package's combined length and girth exceeds 84 inches (213.3 cm) but is equal to or less than 108 inches (274.3 cm) The package's actual weight is less than 30 pounds (13.6 kg) <p>The billable weight for each OS1 package is 30 pounds (13.6 kg).</p> </div> <div data-bbox="138 1417 665 1764"> <p>Question</p> <p>Which of the following packages would be classified as OS1?</p> <p>Answer</p> <p>A Package size of 90 in., weight of 40 lbs. B Package size of 110 in., weight of 25 lbs. C Package size of 108 in., weight of 25 lbs.</p> <p>Feedback</p> </div> <div data-bbox="138 1764 1242 1806"> <div>Slide 44 of 56</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div>	

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<div data-bbox="138 136 1242 262">  <div> <div>Package Acceptance</div> <div> EXIT HELP GLOSSARY </div> </div> </div> <div data-bbox="138 262 1242 283"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="138 283 665 577">  <p>This package is considered to be OS2.</p> <div> <div>24 x 24 x 16</div> <div> Length = 24, Girth = 80 Package Size = 104 in. Weight = 30 lbs. Billable weight = 70 lbs. </div> </div> </div> <div data-bbox="665 283 1242 661"> <div> Oversize Condition 2 <p>A package is considered Oversize 2 (OS2) when all of these conditions apply:</p> <ul style="list-style-type: none"> The package's combined length and girth exceeds 108 inches (274.3 cm) but is equal to or less than 130 inches (330.2 cm) The package's actual weight is less than 70 pounds (31.7 kg) <p>The billable weight for each OS2 package is 70 pounds (31.7 kg).</p> </div> </div> <div data-bbox="138 577 665 934"> <div> <div>Question</div> <div>Which of the following packages would be classified as OS2?</div> <div> <div>Answer</div> <div> A Package size of 135 in., weight of 40 lbs. B Package size of 110 in., weight of 25 lbs. C Package size of 110 in., weight of 80 lbs. </div> </div> <div>Feedback</div> </div> <div data-bbox="535 934 1153 966"> <div>Slide 45 of 56</div> <div> < BACK NEXT > </div> </div> </div>	
<div data-bbox="138 934 1242 1102">  <div> <div>Package Acceptance</div> <div> EXIT HELP GLOSSARY </div> </div> </div> <div data-bbox="138 1102 1242 1123"> INSTRUCTIONS: Review the information, then click the next button. </div> <div data-bbox="138 1123 665 1417">  <p>This package is considered to be OS3.</p> <div> <div>20 x 20 x 60</div> <div> Length = 60, Girth = 80 Package Size = 140 in. Weight = 115 lbs. Billable weight = 150 lbs. </div> </div> </div> <div data-bbox="665 1123 1242 1501"> <div> Oversize Condition 3 <p>A package is considered Oversize 3 (OS3) when all of these conditions apply:</p> <ul style="list-style-type: none"> The package's combined length and girth exceeds 130 inches (330.2 cm) but is equal to or less than 165 inches (419.1 cm) The package's actual weight is less than 150 pounds (68.0 kg) <p>The billable weight for each OS3 package is 150 pounds (68.0 kg).</p> </div> </div> <div data-bbox="138 1417 665 1774"> <div> <div>Question</div> <div>Which of the following packages would be classified as OS3?</div> <div> <div>Answer</div> <div> A Package size of 130 in., weight of 140 lbs. B Package size of 155 in., weight of 160 lbs. C Package size of 165 in., weight of 149 lbs. </div> </div> <div>Feedback</div> </div> <div data-bbox="535 1774 1153 1806"> <div>Slide 46 of 56</div> <div> < BACK NEXT > </div> </div> </div>	

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Screen		Comments
<div><div><div></div><div>Package Acceptance</div><div>EXIT HELP GLOSSARY</div></div><div>INSTRUCTIONS: Review the information, then click the next button.</div><div><div><div>OS1 30 lbs. Billable Weight</div><div>OS2 70 lbs. Billable Weight</div><div>OS3 150 lbs. Billable Weight</div></div><div><div><div><div>Pack. Size = 130 in. Weight = 30 lbs. </div><div>Pack. Size = 85 in. Weight = 27 lbs. </div><div>Pack. Size = 135 in. Weight = 145 lbs. </div><div>Pack. Size = 115 in. Weight = 65 lbs. </div><div>Pack. Size = 110 in. Weight = 18 lbs. </div><div>Pack. Size = 160 in. Weight = 70 lbs. </div><div>Pack. Size = 108 in. Weight = 15 lbs. </div><div>Pack. Size = 145 in. Weight = 25 lbs. </div><div>Pack. Size = 95 in. Weight = 20 lbs. </div></div></div><div>Slide 47 of 56</div><div>◀ BACK</div><div>NEXT ▶</div></div></div></div>		
<div><div><div></div><div>Package Acceptance</div><div>EXIT HELP GLOSSARY</div></div><div>INSTRUCTIONS: Review the information, then click the next button.</div><div><div><div>Question How many different dimensional weight calculations are used at UPS?</div><div><div>A One</div><div>B Two</div><div>C Three</div></div></div><div><div><div></div><div><div>The Rationale Behind Dimensional Weight</div><div>Dimensional weight is a standard formula used throughout the air-freight industry that considers density when determining the shipping charges.</div><div>Dimensional weight is determined by using the International Air Transportation Association (IATA) volumetric standard. The calculations are then used to consider the amount of space a package will occupy on an aircraft in relation to the actual weight of a package.</div><div>UPS uses two different dimensional weight calculations for domestic and international shipments that are based on the cubic size of the package.</div></div></div></div><div>Slide 48 of 56</div><div>◀ BACK</div><div>NEXT ▶</div></div></div>		

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<div data-bbox="138 136 1242 955"> <div>  <div> <div>Package Acceptance</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div>  <div> <div>The Cubic Size of a Package</div> <p>The cubic size of a package is calculated by multiplying the height in inches or centimeters (number 1 in the diagram), by the length in inches or centimeters (number 2 in the diagram), by the width in inches or centimeters (number 3 in the diagram).</p> <p>Round each measurement to the nearest whole inch or centimeter. The resulting total is the cubic size of the package.</p> <p>Cubic Size = Length x Width x Height</p> <p>A package with a height of 10 in., width of 10 in., and a length of 5 in. would have a cubic size of</p> <div> <div>Question</div> <div> <div>A 25</div> <div>B 105</div> <div>C 500</div> </div> <div>Answer</div> <div>Feedback</div> </div> </div> <div> <div>Slide 49 of 56</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div>	
<div data-bbox="138 976 1242 1795"> <div>  <div> <div>Package Acceptance</div> <div>EXIT</div> <div>HELP</div> <div>GLOSSARY</div> </div> </div> <div>INSTRUCTIONS: Review the information, then click the next button.</div> <div>  <div> <div>Cubic Size Example</div> <p>For example, a package that has a</p> <ul style="list-style-type: none"> • Height of 9.6 in., round to 10 in. • Width of 14.5 in., round to 15 in. • Length of 20.2 in., round to 20 in. <p>The cubic size equals 10 in. x 15 in. x 20 in. or 3,000 cubic inches.</p> <p>Cubic Size for a Multiple-Package Shipment</p> <p>If the customer is shipping a multiple-package shipment, first calculate the cubic size for each individual package. Then add the cubic sizes together. The resulting total is the cubic size of the entire shipment.</p> <p>If a customer has a multiple-package shipment, the cubic size of the entire shipment is found by</p> <div> <div>Question</div> <div> <div>A Calculating the cubic size of each individual package, then adding the results together</div> <div>B Calculating the cubic size of only the largest package.</div> <div>C Calculating the cubic size of only the heaviest package</div> </div> <div>Answer</div> <div>Feedback</div> </div> </div> <div> <div>Slide 50 of 56</div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div>	

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<div data-bbox="131 128 1235 947"> <div>  <div>Package Acceptance</div> <div> EXIT HELP GLOSSARY </div> </div> <div> INSTRUCTIONS: Review the information, then click the next button. </div> <div>  <div> <div>Dimensional Weight for Domestic Shipment</div> <p>Dimensional Weight is used as the billable weight on packages that measure more than one cubic foot (1,728 inches) and are domestic shipments and shipments to Puerto Rico using these services:</p> <ul style="list-style-type: none"> • UPS Next Day Air Early A.M.® • UPS Next Day Air® • UPS Next Day Air Saver® • UPS 2nd Day Air A.M.® • UPS 2nd Day Air® • UPS 3 Day Select® <p>Do not use Dimensional Weight to calculate the shipping price for UPS Ground and UPS Standard To Canada; instead use the Oversize conditions.</p> </div> <div> Slide 51 of 56 </div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div> </div>	
<div data-bbox="131 968 1235 1787"> <div>  <div>Package Acceptance</div> <div> EXIT HELP GLOSSARY </div> </div> <div> INSTRUCTIONS: Review the information, then click the next button. </div> <div> <div>Dimensional Weight (lbs.) =</div> <div>  <div> $\frac{H \times L \times W}{194}$ <p>H = Height in inches L = Length in inches W = Width in inches</p> </div> </div> <div>for a Domestic Shipment</div> <div> <div>Question</div> <p>A Domestic Shipment package has a cubic size of 1,728 in. and a weight of 15 lbs. The weight used to calculate the shipping rate is 9 lbs. (note: 1728/194 = 8.9)</p> <div> A True B False </div> </div> <div> <div>Answer</div> </div> <div> <div>Feedback</div> </div> </div> <div> <div>How to Calculate Dimensional Weight for Domestic Shipment</div> <p>If the cubic size of the package is 1,728 inches or less, the actual weight of the package is used in the rate calculations.</p> <p>If the cubic size of the package is greater than 1,728 inches, the cubic size is divided by 194 to determine the dimensional weight in pounds. The weight is rounded to the nearest full pound and used to calculate the shipping rate. The actual weight of the package is compared to the dimensional weight and the heavier weight is used to calculate the shipping rate.</p> <p>If your customer has a multiple-package shipment, add the cubic sizes for all of the packages together. The total is the cubic size of the entire shipment.</p> </div> <div> Slide 52 of 56 </div> <div> <div>◀ BACK</div> <div>NEXT ▶</div> </div> </div>	

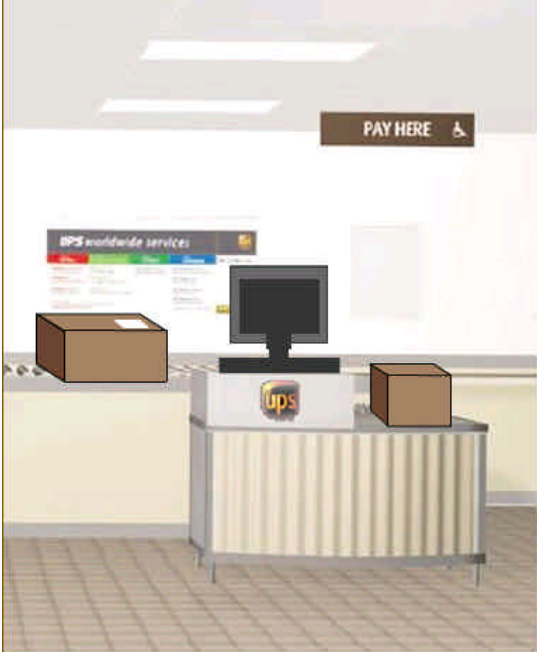
Package Acceptance

Screen	Comments
<div data-bbox="162 142 251 247"> </div> <div data-bbox="747 138 979 168" data-label="Section-Header"> <h2>Package Acceptance</h2> </div> <div data-bbox="1183 149 1240 170" data-label="Text"> EXIT </div> <div data-bbox="1177 189 1240 210" data-label="Text"> HELP </div> <div data-bbox="1122 224 1240 247" data-label="Text"> GLOSSARY </div> <div data-bbox="152 254 667 277" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="209 277 584 312" data-label="Section-Header"> <h3>Dimensional Weight (lbs.) =</h3> </div> <div data-bbox="168 342 422 499"> </div> <div data-bbox="506 333 643 396" data-label="Equation-Block"> $\frac{H \times L \times W}{194}$ </div> <div data-bbox="454 451 660 525" data-label="Text"> <p>H = Height in inches L = Length in inches W = Width in inches</p> </div> <div data-bbox="261 546 535 575" data-label="Section-Header"> <h3>for a Domestic Shipment</h3> </div> <div data-bbox="157 577 664 644" data-label="Text"> <p>A Domestic Shipment package has a cubic size of 2,525 in. and a weight of 10 lbs. The weight used to calculate the shipping rate is 13 lbs. (note: 2525/194 = 13.0)</p> </div> <div data-bbox="162 669 233 695" data-label="Text"> <p>A True</p> </div> <div data-bbox="162 718 243 743" data-label="Text"> <p>B False</p> </div> <div data-bbox="678 300 1188 359" data-label="Section-Header"> <h3>How to Calculate Dimensional Weight for Domestic Shipment</h3> </div> <div data-bbox="678 382 1227 464" data-label="Text"> <p>If the cubic size of the package is 1,728 inches or less, the actual weight of the package is used in the rate calculations.</p> </div> <div data-bbox="678 487 1222 703" data-label="Text"> <p>If the cubic size of the package is greater than 1,728 inches, the cubic size is divided by 194 to determine the dimensional weight in pounds. The weight is rounded to the nearest full pound and used to calculate the shipping rate. The actual weight of the package is compared to the dimensional weight and the heavier weight is used to calculate the shipping rate.</p> </div> <div data-bbox="678 724 1224 833" data-label="Text"> <p>If your customer has a multiple-package shipment, add the cubic sizes for all of the packages together. The total is the cubic size of the entire shipment.</p> </div> <div data-bbox="534 936 660 961" data-label="Text"> <p>Slide 52 of 56</p> </div> <div data-bbox="753 936 842 961" data-label="Text"> <p>◀ BACK</p> </div> <div data-bbox="1053 936 1143 961" data-label="Text"> <p>NEXT ▶</p> </div>	
<div data-bbox="162 982 251 1087"> </div> <div data-bbox="747 978 979 1008" data-label="Section-Header"> <h2>Package Acceptance</h2> </div> <div data-bbox="1183 989 1240 1010" data-label="Text"> EXIT </div> <div data-bbox="1177 1026 1240 1050" data-label="Text"> HELP </div> <div data-bbox="1122 1062 1240 1087" data-label="Text"> GLOSSARY </div> <div data-bbox="152 1092 667 1115" data-label="Text"> <p>INSTRUCTIONS: Review the information, then click the next button.</p> </div> <div data-bbox="678 1138 1135 1194" data-label="Section-Header"> <h3>Dimensional Weight for International Shipment</h3> </div> <div data-bbox="678 1218 1196 1329" data-label="Text"> <p>Use dimensional weight as the billable weight when the dimensional weight of the packages exceeds their actual weight, for international shipments using these services:</p> </div> <div data-bbox="704 1350 1068 1434" data-label="List-Group"> <ul style="list-style-type: none"> • UPS Worldwide Express Plus • UPS Worldwide Express • UPS Worldwide Expedited </div> <div data-bbox="157 1268 643 1598"> </div> <div data-bbox="534 1774 660 1799" data-label="Text"> <p>Slide 53 of 56</p> </div> <div data-bbox="753 1774 842 1799" data-label="Text"> <p>◀ BACK</p> </div> <div data-bbox="1053 1774 1143 1799" data-label="Text"> <p>NEXT ▶</p> </div>	


Package Acceptance

Screen	Comments
<div data-bbox="162 147 251 241"></div> <div data-bbox="747 136 982 168" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Package Acceptance</div> <div data-bbox="1185 147 1242 168" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">EXIT</div> <div data-bbox="1177 184 1242 205" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">HELP</div> <div data-bbox="1128 220 1242 241" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">GLOSSARY</div> <div data-bbox="154 252 665 273" style="background-color: #ff6600; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="259 277 544 304" style="background-color: #ffcc00; padding: 5px; text-align: center;">International Shipment</div> <div data-bbox="138 325 365 388">Dimensional Weight (lbs.) =</div> <div data-bbox="162 399 284 462">$\frac{H \times L \times W}{166}$</div> <div data-bbox="292 388 487 504"></div> <div data-bbox="438 325 665 388">Dimensional Weight (kg.) =</div> <div data-bbox="535 399 657 462">$\frac{H \times L \times W}{6000}$</div> <div data-bbox="138 514 292 577">H = Height in inches L = Length in inches W = Width in inches</div> <div data-bbox="470 514 665 577">H = Height in centimeters L = Length in centimeters W = Width in centimeters</div> <div data-bbox="138 577 665 640" style="background-color: #ffcc00; padding: 5px;"> Question An International Shipment package has a cubic size of 15,770 in. and a weight of 145 lbs. The weight used to calculate the shipping rate is 145 lbs. (note: 15,770/166 = 95) </div> <div data-bbox="162 661 243 745" style="background-color: #cc0000; color: white; padding: 5px;"> Answer A True B False </div> <div data-bbox="138 840 162 924" style="background-color: #cc0000; color: white; padding: 5px; writing-mode: vertical-rl; transform: rotate(180deg);">Feedback</div> <div data-bbox="682 304 1193 357" style="background-color: #ffcc00; padding: 5px;">How to Calculate Dimensional Weight for International Shipment</div> <div data-bbox="682 378 1209 493" style="background-color: #ffcc00; padding: 5px;"> The dimensional weight of a package is calculated in pounds by dividing the cubic size of the package in inches by 166. The weight is rounded to the nearest full pound. </div> <div data-bbox="682 514 1226 619" style="background-color: #ffcc00; padding: 5px;"> The dimensional weight of a package is calculated in kilograms by dividing the cubic size of the package in centimeters by 6,000. The weight is rounded to the nearest full kilogram. </div> <div data-bbox="682 640 1209 756" style="background-color: #ffcc00; padding: 5px;"> The actual weight of the package is compared to the dimensional weight of the package and the heaviest weight is used to calculate the shipping rate. </div> <div data-bbox="682 777 1226 892" style="background-color: #ffcc00; padding: 5px;"> If your customer has a multiple-package shipment, add the cubic sizes for all of the packages together. The total is the cubic size of the entire shipment. </div> <div data-bbox="535 934 665 955" style="background-color: #006666; color: white; padding: 2px;">Slide 54 of 56</div> <div data-bbox="755 934 844 955" style="background-color: #cc0000; color: white; padding: 2px 10px;">◀ BACK</div> <div data-bbox="1055 934 1144 955" style="background-color: #cc0000; color: white; padding: 2px 10px;">NEXT ▶</div>	
<div data-bbox="162 987 251 1081"></div> <div data-bbox="747 976 982 1008" style="background-color: #006666; color: white; padding: 5px; text-align: center;">Package Acceptance</div> <div data-bbox="1185 987 1242 1008" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">EXIT</div> <div data-bbox="1177 1024 1242 1045" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">HELP</div> <div data-bbox="1128 1060 1242 1081" style="background-color: #cc0000; color: white; padding: 2px 5px; text-align: center;">GLOSSARY</div> <div data-bbox="154 1092 665 1113" style="background-color: #ff6600; color: white; padding: 2px;">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="259 1117 544 1144" style="background-color: #ffcc00; padding: 5px; text-align: center;">International Shipment</div> <div data-bbox="138 1165 365 1228">Dimensional Weight (lbs.) =</div> <div data-bbox="162 1239 284 1302">$\frac{H \times L \times W}{166}$</div> <div data-bbox="292 1228 487 1344"></div> <div data-bbox="438 1165 665 1228">Dimensional Weight (kg.) =</div> <div data-bbox="535 1239 657 1302">$\frac{H \times L \times W}{6000}$</div> <div data-bbox="138 1354 292 1417">H = Height in inches L = Length in inches W = Width in inches</div> <div data-bbox="470 1354 665 1417">H = Height in centimeters L = Length in centimeters W = Width in centimeters</div> <div data-bbox="138 1417 665 1480" style="background-color: #ffcc00; padding: 5px;"> Question An International Shipment package has a cubic size of 15,770 in. and a weight of 90 lbs. The weight used to calculate the shipping rate is 90 lbs. (note: 15,770/166 = 95) </div> <div data-bbox="162 1501 243 1585" style="background-color: #cc0000; color: white; padding: 5px;"> Answer A True B False </div> <div data-bbox="138 1680 162 1764" style="background-color: #cc0000; color: white; padding: 5px; writing-mode: vertical-rl; transform: rotate(180deg);">Feedback</div> <div data-bbox="682 1144 1193 1197" style="background-color: #ffcc00; padding: 5px;">How to Calculate Dimensional Weight for International Shipment</div> <div data-bbox="682 1218 1209 1333" style="background-color: #ffcc00; padding: 5px;"> The dimensional weight of a package is calculated in pounds by dividing the cubic size of the package in inches by 166. The weight is rounded to the nearest full pound. </div> <div data-bbox="682 1354 1226 1459" style="background-color: #ffcc00; padding: 5px;"> The dimensional weight of a package is calculated in kilograms by dividing the cubic size of the package in centimeters by 6,000. The weight is rounded to the nearest full kilogram. </div> <div data-bbox="682 1480 1209 1596" style="background-color: #ffcc00; padding: 5px;"> The actual weight of the package is compared to the dimensional weight of the package and the heaviest weight is used to calculate the shipping rate. </div> <div data-bbox="682 1617 1226 1732" style="background-color: #ffcc00; padding: 5px;"> If your customer has a multiple-package shipment, add the cubic sizes for all of the packages together. The total is the cubic size of the entire shipment. </div> <div data-bbox="535 1774 665 1795" style="background-color: #006666; color: white; padding: 2px;">Slide 54 of 56</div> <div data-bbox="755 1774 844 1795" style="background-color: #cc0000; color: white; padding: 2px 10px;">◀ BACK</div> <div data-bbox="1055 1774 1144 1795" style="background-color: #cc0000; color: white; padding: 2px 10px;">NEXT ▶</div>	

Package Acceptance

Screen	Comments
<div data-bbox="164 149 250 247"></div> <div data-bbox="747 138 979 168">Package Acceptance</div> <div data-bbox="1185 149 1240 168">EXIT</div> <div data-bbox="1179 189 1240 210">HELP</div> <div data-bbox="1127 224 1240 245">GLOSSARY</div> <div data-bbox="154 254 667 275">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="168 489 345 569"> <p>An Additional Handling Charge may apply.</p>  </div> <div data-bbox="680 302 1037 333"> <h3>Additional Handling Charges</h3> <p>An Additional Handling Charge may be applied to the following:</p> <ul style="list-style-type: none"> Any article that is encased in an outside shipping container made of metal or wood. Any cylindrical items, such as a barrel drum pail, or tire, that is not fully encased in a corrugated cardboard shipping container. Any package with the longest side exceeding 60 inches or its second longest side exceeding 30 inches. <p>UPS also reserves the right to assess the charge for any package that, using UPS's sole discretion, requires special handling.</p> </div> <div data-bbox="535 938 660 959">Slide 55 of 56</div> <div data-bbox="755 938 842 959">◀ BACK</div> <div data-bbox="1057 938 1144 959">NEXT ▶</div>	
<div data-bbox="164 989 250 1087"></div> <div data-bbox="747 978 979 1008">Package Acceptance</div> <div data-bbox="1185 989 1240 1008">EXIT</div> <div data-bbox="1179 1026 1240 1050">HELP</div> <div data-bbox="1127 1064 1240 1085">GLOSSARY</div> <div data-bbox="154 1094 667 1115">INSTRUCTIONS: Review the information, then click the next button.</div> <div data-bbox="134 1123 667 1770">  </div> <div data-bbox="680 1140 1206 1171"> <h3>Where to Put the Package Once It's Ready</h3> <p>Certain types of packages, for example, Next Day Air packages or High Risk packages, need to be placed or stored in special areas.</p> <p>Your supervisor will inform you of the designated areas at your Customer Center to place packages that are ready to be shipped.</p> </div> <div data-bbox="535 1776 660 1797">Slide 56 of 56</div> <div data-bbox="755 1776 842 1797">◀ BACK</div> <div data-bbox="1057 1776 1144 1797">NEXT ▶</div>	

Package Acceptance

Screen	Comments
<div data-bbox="164 149 250 247"></div> <div data-bbox="747 138 980 170">Package Acceptance</div> <div data-bbox="1185 149 1240 172">EXIT</div> <div data-bbox="1179 186 1240 210">HELP</div> <div data-bbox="1125 224 1240 247">GLOSSARY</div> <div data-bbox="152 254 709 277">INSTRUCTIONS: Review the summary. Click the next button to continue.</div> <div data-bbox="217 369 667 470">Summary</div> <div data-bbox="682 302 812 333">Summary</div> <div data-bbox="682 354 948 384">This section examined:</div> <div data-bbox="708 407 1219 621"> <ul style="list-style-type: none"> • The five components to preparing an item for shipping • How to identify proper packaging and recognize possible problem packages that can result in damage claims • How packages are measured and weighed • The different shipping rate categories at UPS </div> <div data-bbox="682 644 1222 783"> <p>It is important that Customer Center Associates have an in-depth knowledge of packaging concepts so that they can advise and help customers to ship packages that will reach their destinations on time and in good condition.</p> </div> <div data-bbox="521 936 662 961">Summary Slide</div> <div data-bbox="755 936 844 961">◀ BACK</div> <div data-bbox="1057 936 1146 961">NEXT ▶</div>	