



**UPS**  
**Industrial Engineering**  
**Standard Practice Manual**

**SERVICE PROVIDER**  
**DELIVERY AND PICKUP METHODS**  
**Without Enhanced DIAD Download (EDD)**  
**340**

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## Introduction

While meeting the continuously changing needs of our customers, UPS people have positioned our company as the foremost provider of package distribution services, offering high quality and excellent value.

This competitive environment requires that we continue to provide quality service to every pickup and delivery customer, while keeping our cost of doing business under control. Improving and perfecting your skills is one way UPS Service Providers can contribute to this effort.

Skilled UPS drivers are not born that way; they develop their skills through expert training and self-disciplined learning. They have mastered the techniques for safely completing their jobs with minimal physical effort, while maintaining service commitments. For these Service Providers, the essential methods of delivery and pickup have become an everyday habit.

To help you increase your skills, we divided these methods into elements of your typical day. **Inside AM** highlights your routine inside the building and through the activities at the car. **Travel, Delivery, and Pickup** discuss the methods you will need while you are On Road. Finally, **Inside PM** deals with your end-of-day routine.

Each section begins with a list of the major points to remember, followed by a detailed description. You may find that some of the methods described in the **Delivery** section are repeated again in the **Pickup** section, because you will use many of the same methods for both activities.

## Section 1 Inside AM

The things you do during the Inside AM portion of the day, and the way you do them, set the tone for your entire day. Keep the following guidelines in mind as you perform your Inside AM routine:

**The order of these steps may differ depending on local conditions.**

### **I. Be prompt**

- A. Arrive at your center on time. When you are on time, you can complete your morning activities in an organized manner without having to rush. Not being on time can jeopardize service commitments to our customers.

### **II. Have a set routine**

- A. By developing a set routine, you will reduce the effort required to perform any regularly repeated tasks. When following a routine, you are able to concentrate on any exceptional conditions that might arise before they can become serious problems.

### **III. Meet appearance standards**

- A. The image you present to others says a lot about you, both as an individual and as a representative of UPS. Your goal is to present a professional image. Make sure your uniform is clean and neat, your hair is trimmed, your shoes are shined and in good repair, and your manner is businesslike. Your professional appearance indicates to customers that you will treat their packages in a professional way, and promotes confidence in UPS service.

### **IV. Verify DIAD information**

- A. Be sure to handle your DIAD with care. It's an expensive, sensitive piece of equipment. Hold it firmly, and place it in its holder or on other surfaces; do not toss or throw it.
- B. Make sure your DIAD is clean, damage-free, and operational. The DIAD is the only piece of UPS equipment presented to the customer. Like you, the DIAD represents UPS to our customers.
- C. Verify that DIAD time card and other information is accurate and complete. Follow current DIAD procedures.

### **V. Attend PCM**

- A. All Service Providers will attend a Pre-work Communication Meeting (PCM) at their scheduled start time. The PCM is one way the company will inform you of important information related to you and/or your customers.

**VI. Get your supplies**

- A. Restock any supplies you are running low on, but avoid overstocking, including sufficient supplies for your Drop Boxes. Make sure you have paper delivery records available as a backup in case your DIAD goes down.
- B. Keep an emergency supply of customer materials in a clean and orderly manner in your package car to satisfy customer requests.

**VII. Perform a complete pretrip routine at the car**

- A. Perform a complete vehicle pretrip inspection. In Section 340-2, there is a complete step by step description of the pretrip procedure.
- B. A smooth pretrip routine at the car helps ensure that our vehicles, people, and service are protected throughout the day, and helps maintain air quality in our facilities.
- C. A smooth pretrip routine encourages planning ahead and avoids unnecessary package handling.

**VIII. Follow your center's exit routine**

- A. Leave by your assigned door to minimize congestion, so everyone can leave on time.

## **Section 2**

### **Inside AM – Pretrip Methods**

This information reflects the vehicle pretrip procedure, and other activities at the car, in a typical facility. Variations in local conditions may require some Service Providers to drive their cars out of the building before the pretrip is completed. In those situations, some of the steps will be rearranged. However, no steps should be eliminated. After completing the routine several times, it will become a habit you can perform automatically.

#### **I. Outside the vehicle**

- A. Look for water, fuel, or oil leaks as you approach the car.
- B. Check the car for dents and scratches throughout your inspection.
- C. Check the oil and water levels if it is your responsibility.

#### **II. In the cab**

- A. Enter the cab and store any supplies.
- B. Insert the DIAD into the holder.
- C. Check all emergency equipment. Check that the fire extinguisher is correctly charged and the reflective triangles are stored properly.
- D. Check the hazardous materials pouch to determine the number of hazardous materials packages in the load. Make sure the Hazardous Materials Emergency Response Guidebook is in the pocket, is current and above the driver's seat on the bulkhead. Verify the prohibited hazardous materials poster is posted in the cab.

#### **III. In the cargo area**

- A. Make sure you have the equipment you need (carry aid, portable rollers, smalls bags, Driver Release bags, etc.) and they are properly secured.
- B. Review and organize Driver Follow-ups and Return Services in the order you will complete them.
- C. Check your first stops.
  - 1. Check all your Next Day Air, International Express, and 2<sup>nd</sup> Day Air AM packages.
    - a. As you check the time-sensitive packages in section one, arrange them in the most appropriate and efficient delivery order – based on both the delivery path and time commitments.
    - b. Once the packages are sorted, you should be able to remember their addresses and their location in the selection area without re-handling them.

- c. Check for any Next Day Air, International Express, and 2<sup>nd</sup> Day Air AM packages on the floor. As with the shelf packages, visualize the stops and remember where each package is located on the floor.
- 2. Determine the first shelf stop.
  - a. In addition to knowing your Next Day Air and International Express packages, you need to know your first regular stop in section one.
  - b. Handle only as many packages as necessary to determine your first shelf stop.
- 3. Determine the first planned floor stop.
  - a. Check the minimum number of floor packages necessary to determine your first floor stop.
- D. Check for Over-70 pound packages.
  - 1. Use the information on the Preload Communication Card for your vehicle to determine the number and locations of the Over-70 pound packages.
  - 2. Decide the handling option for each of these packages, such as hand truck, rollers, customer help, another Service Provider's help, or handling the package unassisted within the Power Zone. (If the cargo area is too full to allow access to the rear then, the Over-70 pound packages should be checked later through the rear door.)

PRELOAD COMMUNICATION CARD					DRIVER AIR RECAP	
CENTER _____	AREA _____	CAR NO. _____	DATE / / _____	TOTAL MISLOADS _____		
DRIVER _____		PRELOADER _____			NEXT DAY AIR PKGS _____	
ADDRESS ON PACKAGE		MISLOADED AFTER (ADDRESS)	SHOULD BE LOADED AFTER (ADDRESS)	NEXT DAY AIR STOPS _____		
NUMBER & STREET	TOWN OR ZIP CODE			CHANGES: _____		
				_____		
				_____		
				DRIVER SIGNATURE _____		
				_____		
INITIALS		QUALITY OF LOAD		FINAL STOPS _____		
<input type="checkbox"/> Pre-Loader	<input type="checkbox"/> Supervisor	<input type="checkbox"/> Driver	POOR <input type="checkbox"/>	GOOD <input type="checkbox"/>	EXC <input type="checkbox"/>	PKGS _____
01022902 4/94 W						
Area _____	Sequence No. _____					
070 POUND PACKAGES		PRELOAD DISPATCH RECAP				
ADDRESS		DATE _____	CAR # _____	ADJUSTMENTS _____		
CAR LOCATION		NEXT DAY AIR PKGS _____				
MPL MPC MPR	MPL MPC MPR	NEXT DAY AIR STOPS _____				
MPL MPC MPR	MPL MPC MPR	FINAL STOPS _____				
MPL MPC MPR	MPL MPC MPR	PRE-LOADERS INITIALS _____				
MPL MPC MPR	MPL MPC MPR					

**Preload Communications Card**

- a. Exit the cargo area, enter the cab, and then close the bulkhead door.

**IV. In the cab**

- A. Prepare for your pretrip. While sitting in the driver's seat, turn the ignition on and leave the engine off.
  - 1. The hydro-boost brake light should illuminate and the buzzer should sound.
- B. Turn on the car's lights and four-way flashers.
  - 1. Make sure that both low beams and high beams work.
  - 2. Leave lights and flashers on and continue your inspection.
- C. Inspect the rear vision monitor to make sure it is working and properly adjusted.
- D. Inspect the mirrors to make sure they are clean, undamaged, and properly adjusted.

**V. Check for excessive play in steering wheel**

- A. Manual Steering Wheel
  - 1. Exit the driver's side, leaving the ignition on and the engine off.
  - 2. Watch left front tire as you move steering wheel back and forth (see chart for allowed amount of free play). You should be able to move the steering wheel back and forth up to the allowed amount of inches with no movement of the tire.
- B. Power Steering Wheel
  - 1. Remain seated and turn engine on. The power steering check should be done from the driver's seat.
  - 2. You should be able to move the steering wheel back and forth up to the allowed amount of inches with no movement of the tire (see chart for allowed amount of free play).
  - 3. Exit the driver's side, leaving the ignition on and the engine off.

### Steering Wheel Free Play Chart

Steering wheel diameter	Manual steering system	Power steering system
16"	2"	4½"
18"	2¼"	4¾"
20"	2½"	5¼"
22"	2¾"	5¾"

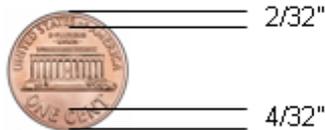
**Note:** The normal, average diameter of the steering wheels in UPS vehicles is 22 inches.

## VI. Outside the vehicle

A. Check the left front wheel for tire pressure, cuts, and abrasions.

1. Make sure the valve stem cap and wheel nuts are present.
2. Visual check to ensure no cracks to the rim. Also check for evidence of "rust tracking" from the lug nuts indicating that the lug nuts could be loose and require tightening.
3. Ensure tread depth is no less than 4/32 inch. Use reverse side of penny as gauge for both front and rear tires.

Width of words "United States..." is 2/32"



Width of words "One Cent" is 4/32"

B. Check that the left side reflector and marker light are in good condition.

C. Check the front lights and reflectors.

1. Make sure the headlights, parking lights, four-way flashers, and reflectors are in good condition.

D. Check the right front wheel for tire pressure, cuts and abrasions.

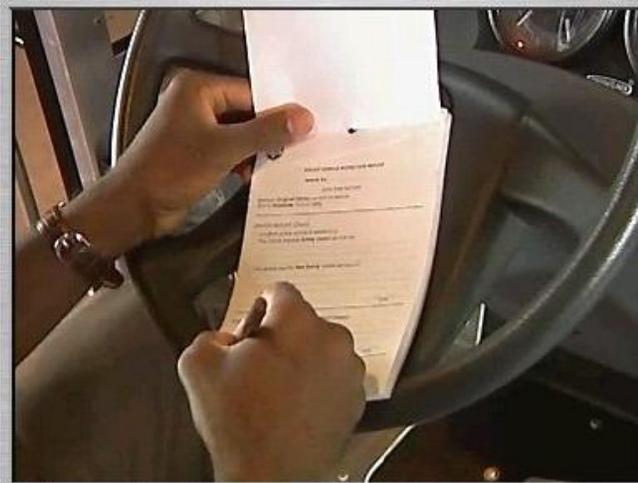
1. Make sure the valve stem cap and wheel nuts are present.
2. Visual check to ensure no cracks to the rim. Also check for evidence of "rust tracking" from the lug nuts indicating that the lug nuts could be loose and require tightening.

3. Ensure tread depth is no less than 4/32 inch.
- E. Check that the right side reflector and marker light are in good condition.
  - F. Make sure the fuel cap is not missing, if on this side of the vehicle.
  - G. Check that the rear right side reflector and marker light are in good condition.
  - H. Check the right rear wheels for tire pressure, cuts and abrasions.
    1. Make sure the valve stem cap and wheel nuts are present.
    2. Visual check to ensure no cracks to the rim. Also check for evidence of “rust tracking” from the lug nuts indicating that the lug nuts could be loose and require tightening.
    3. Ensure tread depth is no less than 2/32 inch.
    4. Remember to visually check the inside tire as you walk around the vehicle to ensure tire is not worn down, flat or has abrasions. Avoid bending to view the tire for inspection.
  - I. Check the rear lights and reflectors.
    1. Make sure that the rear tail lights and four-way flashers are working, and reflectors are in good condition.
  - J. Make sure the rear door is closed and secured. Inspect rear door handle and lock.
  - K. Check the TP-60 and coupling device, if present.
  - L. Check that the rear left side reflector and marker light are in good condition.
  - M. Check the left rear wheels for tire pressure, cuts and abrasions.
    1. Make sure the valve stem cap and wheel nuts are present.
    2. Visual check to ensure no cracks to the rim. Also check for evidence of “rust tracking” from the lug nuts indicating that the lug nuts could be loose and require tightening.
    3. Ensure tread depth is no less than 2/32 inch.
    4. Remember to visually check the inside tire as you walk around the vehicle to ensure tire is not worn down, flat or has abrasions. Avoid bending to view the tire for inspection.
  - N. Make sure the fuel cap is not missing, if on this side of the vehicle.

**VII. In the cab**

- A. Return to the cab.
  - 1. Take your seat and fasten seat belt.
  - 2. Turn off the lights and four-way flashers.
- B. Tap the horn, and check the windshield wipers and windshield.
- C. Test the turn signals.
  - 1. Check the turn signals by listening for the clicking sound or looking for the flashing indicator lights.
- D. Start the car.
  - 1. Shift into reverse to check the backup lights. You should see the white light reflected in your mirrors, or you can ask someone behind your car to verify that the backup lights are on.
  - 2. At all times minimize engine idle time in the building.
  - 3. If the hydro-boost brake buzzer and light remain on, a mechanic should inspect the system.
  - 4. Check the oil pressure gauge; ensure response at start car.
  - 5. Check ammeter, voltmeter, all gauges and warning lights. Ensure fuel gauge shows enough fuel to complete day's work.
  - 6. Listen for peculiar noises.
- E. Check the parking brake.
  - 1. While the parking brake is on, put the transmission in first gear and slowly let out the clutch. The parking brake should hold the car in place.
  - 2. With automatic transmissions, perform this test by putting the transmission in drive.
- F. Test the foot brake.
  - 1. As you start to pull out, apply the foot brake. The pedal should not move more than half the distance to the floor.
- G. Check the clutch pedal clearance.
  - 1. The clutch pedal should have 1.5 to 2 inches of free travel before it engages.

H. Review and sign the previous day's Driver Vehicle Inspection Report (DVIR).



**Driver Vehicle Inspection Report (DVIR)**

1. If problems were reported with a vehicle the day before, verify that the Automotive Department fixed them. If not, contact your supervisor.
2. If any safety related problems or potential road call items were discovered during your pretrip, notify your supervisor immediately.

## Section 3 On Road – Travel Methods

### I. Know your car

- A. Every vehicle handles differently. The brakes, clutch, steering, and transmissions all vary from car to car. The professional Service Provider adjusts to these factors and, as a result, performs more safely and effectively.
- B. Know the height of your vehicle to ensure that you have the clearance you need under low structures. The heights listed below represent the tallest car in the car size group. Heights vary depending on the manufacturer.

P-30	6'9"
P-31	8'10"
P-47	8'5"
P-50	9'8"
P-60	10'8"
P-70	10'6"
P-80	10'8"
P-100	10'8"
P-110	12'1"
P-12	10'8"
Van	12'6"

### II. Drive safely

- A. Follow space and visibility practices.
- B. Wear your seat belt whenever car is in motion.
- C. Never drive with the bulkhead door open.

### III. Maintain your speed

- A. Observe all posted speed limits, and adjust your speed to current road, weather, and traffic conditions.
- B. Accelerate and decelerate smoothly.
- C. Keep the transmission engaged, and brake as necessary.

### IV. Provide service with minimum miles

- A. Choose the best path through the area that minimizes the miles traveled and avoids unnecessary delays. An efficient travel path allows you to deliver all time-sensitive packages by their committed times, and to serve your customers at their preferred pickup times.

**V. Use your knowledge of the delivery area**

- A. Use your knowledge of the area to drive directly to the closest park position.

**VI. Follow the planned pickup order and choose best path to minimize miles**

- A. Follow the sequence of pickup stops in the DIAD in order to service our customers at their preferred pickup time.
- B. Work with the center management if improvements can be made to the pickup route.

**VII. Size up the situation**

- A. As you approach the delivery or pickup, attract attention by tapping the horn.
- B. Look for telltale signs which indicate that the customer is not in.
  - 1. If the customer is not in, develop an alternate plan and determine a parking position.
- C. At a Driver Release stop, determine the safe package release location as you approach the stop.
  - 1. Determine whether a Driver Release bag is needed to keep the package out of weather.
  - 2. Be aware of characteristics such as the distance of houses from the street that influence the safety or risk of leaving a package at the residence. Use a level of caution appropriate to the situation.
- D. Evaluate park location for driver safe exit and entry of vehicle.

**VIII. Park appropriately for stops close together**

- A. If two or more stops are close together, plan to park so the stops can be made without moving the car.
- B. Park closest to the stop with the most difficult package handling situation.

**IX. Back only when necessary**

- A. If you must back, back first. Always tap the horn before backing. Utilize both mirrors and the rear vision monitor to assist in backing.
- B. Never back further than necessary.
- C. Back to the customer's dock only:

1. If the delivery packages were loaded for selection through the rear door and cannot be carried in one trip.
  2. When the normal volume of pickup packages would require more than one trip if you did not use the dock.
- D. When backing to a dock, leave enough space to allow access to the rear door.

**X. Stop car**

- A. Make your turn around before making deliveries.
- B. Park with enough space in front to allow you to pull out without backing.
- C. Back only when absolutely necessary.
- D. Shift into the lowest forward gear or put into park for automatic transmission.

## Section 4 On Road – Delivery - Planning Ahead

### I. Plan ahead

- A. The most important component of package selection is planning ahead. Every day, you must adjust to many variables, such as time-sensitive deliveries, that affect your daily routine. You always need to think ahead, and visualize the most effective sequence to complete your deliveries.

Planning ahead will help you:

1. Eliminate uncertainty and indecision about what the next stop should be, where the packages are located in the car, and how many packages are for that stop.
2. Negate the need for constant rechecking, repositioning, and rereading of packages.
3. Make fine adjustments to the delivery stop sequence to optimize your travel and walk paths.
4. Make more than one delivery or pickup per car stop whenever possible.
5. Visualize the travel path for the next few stops.
6. Deliver all packages by their committed times.
  - a. Deliver Air and ground packages at the same time based on the plan for your area. The dispatch plan recognizes which time-sensitive packages will require a break from the normal delivery order.

### II. Know your delivery area

- A. Familiarize yourself with your delivery area, which will help you plan ahead.
1. Develop a good sense of direction in all areas of town (N, S, E, and W).
  2. Learn to recognize the patterns of street names, house numbering, and block lengths. For example, ask yourself:
    - a. Do street names run alphabetically northward from a given dividing line?
    - b. Do streets with numbers run north-south, and streets with names run east-west?
    - c. Are even numbered houses on the south side of east-west streets?
    - d. Do the house numbers in each block increase consecutively?

- e. Is there a pattern to the address range and block length of each block, like XX49 on one side and XX50 on the other?
  - f. Is there a street that crosses all others, breaking the house numbers at a specific point?
  - g. Are there addresses that can be delivered off the corner from cross streets?
  - h. Does the area have natural and artificial boundaries like rivers, railroad tracks, and expressways?
  - i. Are there locations that require security clearance and/or codes?
3. Find out the preferred alternate delivery points for time-sensitive deliveries. For example, you might deliver Next Day Air to the front office instead of the normal delivery point.
  4. If your delivery area includes rural routes, refer to the CPaD notes associated with the stop.

### **III. Remember five or more stops in advance**

- A. You must remember the next:
  1. Stop on the shelf.
  2. Stop on the floor.
  3. Stop from the rear door.
  4. Return Services Stop.
  5. Pickup stops, including one-time pickups.
- B. You should always know your next time committed stops, such as Worldwide Express, Next Day Air, 2nd Day Air AM stops, and Combined and Scheduled Delivery (CSD).
- C. As you become more familiar with the area, develop the skill of recalling several additional delivery stops.
- D. As you read the labels and align and move packages to the final selection area, visualize the actual delivery of each package.
- E. Remembering the next stops and knowing the delivery area will enable you to plan ahead. Record during delivery point delays, like doorbell waits and elevator rides. This too will help you plan ahead.
- F. Never enter the cargo area after a delivery stop unless there is a package to be loaded or to store the carry aid.

## Section 5 On Road – Delivery – Select and Secure

### I. Have a smooth on-car routine

A. Keep all materials and supplies organized and in a predetermined location, so that their use is automatic. Examples:

1. The pen is kept in the same shirt pocket (left pocket for right handers) and never left in another location or placed in another pocket. The stylus should always be attached to the DIAD.
2. The DIAD is stored in the DIAD holder without exception.
3. InfoNotices are always kept in the right shirt pocket.

B. Secure the car at the stop using the following combined steps:

1. Shift into the lowest forward gear or put in park for automatic transmission.
2. Turn off vehicle:
  - i. Standard Key Ignition: Turn the ignition switch off and remove the key with one hand; engage the parking brake with the other. Never leave the key in the car.
  - ii. Keyless Ignition System: Press the ignition button on the dash once to stop the engine. If necessary, press once more to open the bulkhead door. With the other hand, engage the parking brake.
3. Release the seat belt with left hand. If a rear door delivery stop, obtain the DIAD as you rise from the seat. (For a bulkhead select, obtain DIAD as you exit the car.)
4. Place the key ring on your finger after unlocking the bulkhead door.
5. Proceed to obtain package for delivery.

### II. Handle packages with care

A. Do not drop, throw or abuse packages. Follow prescribed procedures for any damaged package(s).

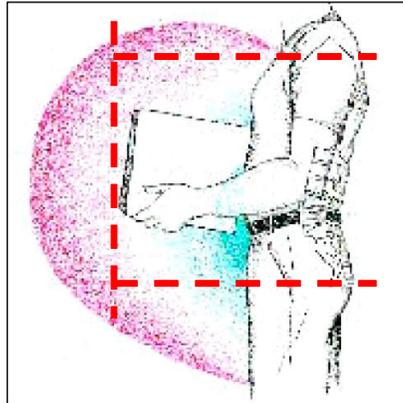
### III. Face labels for selection

A. Whenever packages are handled, whether as part of the loading procedure or as part of moving packages forward to the final selection area, they should be placed so that the labels are exposed as you obtain them. The shelf packages should have their labels facing you or the bulkhead door.

#### IV. Carry optimum loads

- A. An optimum carry is the maximum number of packages you can carry without obstructing vision of the walk path, endangering your safety or the safety of others, or exposing the packages, the DIAD, or other property to damage.
- B. Your options for handling Over-70 pound packages include:
  - 1. Leveraging and ramping the package with the portable rollers or the handcart.
  - 2. Enlisting the customer's assistance.
  - 3. Scheduling assistance from another Service Provider.
  - 4. Handling the package unassisted within the Power Zone.

#### ***Power Zone (Keep package close to your body)***



#### V. Remember several stops in advance

- A. As you look at labels and move packages to the final selection area, develop the skill of visualizing each of the stops. By “visualizing” we mean to picture in your mind the actual delivery of that particular package.
- B. You must remember: (1) the next several stops (know their location in the car, shelf, floor or rear door), and (2) the next pickup stop (including One Time pickups). As you become more familiar with the area, you will develop the skill of recalling several more delivery stops in addition to those above through your “visualization” skills.
- C. The skill of visualizing the next stop, combined with the knowledge of the area, will result in the achievement of the objectives mentioned under “Plan Ahead.”

#### VI. Handle the packages a minimum number of times

- A. Once you have read the labels and moved the packages to the final selection area, they will need no further handling until they are obtained for delivery. (A less skilled driver who has not developed the memory skills and does not visualize enough to

plan ahead, will tend to make work rehandling packages. To outward appearances, it may look as though that driver is performing at an acceptable level. Nevertheless, considerable time is being lost in repeated and unnecessary movement of packages.)

## VII. Develop the “one look” habit

- A. Develop the skill of looking at a package once and remembering its address and location in the package compartment.
- B. If you visualized the delivery of the package as you aligned and moved it to its final selection area, you'll only need to recheck the name and address on the package as you select it at the delivery stop.

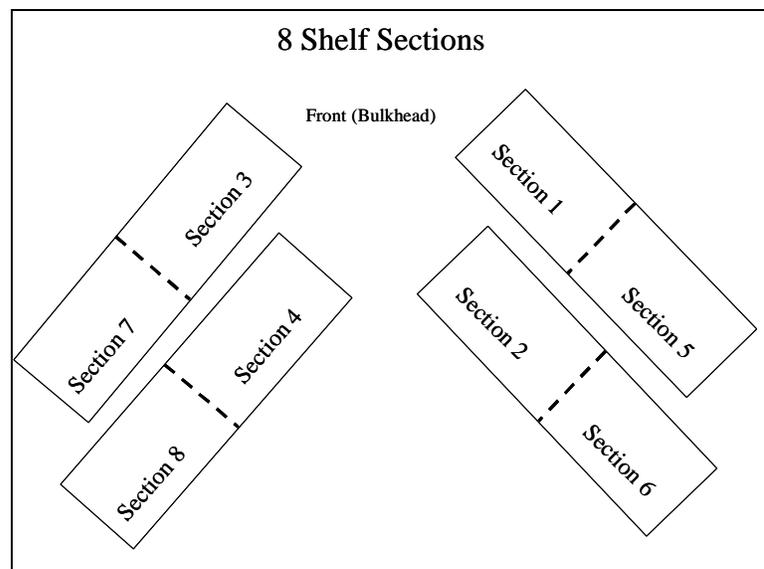
## VIII. Never use the cab area for temporary storage

- A. Do not pre-select packages to the cab or attempt to carry large packages in the cab that could hinder you while you drive or cause damage to the packages.
- B. If you are delivering from a P30 or P31 vehicle, you may pre-select packages to a final selection area on the floor next to your seat.

## IX. Remember your routine

### A. Shelf Packages – Utilize the 30” Shelf Selection Area

- 1. The car was divided into eight equal sections when it was loaded for delivery, leaving room at the rear for rear door delivery stops. See the 8 Shelf Sections diagram below.



- 2. Deliver the sections in the same sequence as they are numbered.
- 3. The top shelf (section 1) contains the first deliveries.

4. The first stop on each shelf is nearest the front of the car.
5. Select all shelf packages directly from the first 30" area of each shelf. Step through the bulkhead door only when necessary.
6. As packages are selected from the 30" area, glance at the remaining packages in the selection area to verify their locations on the shelf and their sequence of delivery. Do this internally to motions performed in making the original selection.

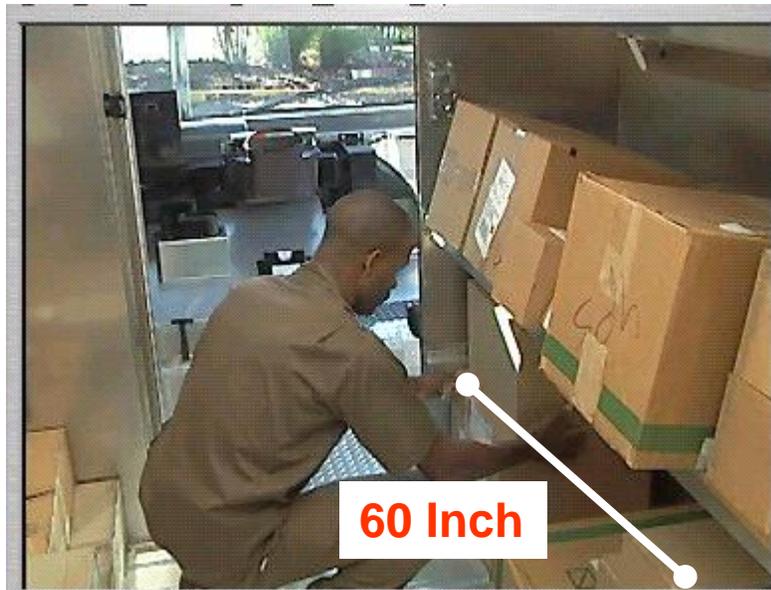


**30 Inch Selection Area**

7. Move a new supply of packages forward to the 30" selection area when the last stop of the previous group is being selected for delivery. Identify and remember an average of four packages at a time as you slide them forward to the 30" selection area. The number of packages which can be placed in the 30" selection area may vary slightly, but usually runs between eight and ten. Packages which are out of prescribed delivery sequence can be aligned as you identify them. Do not spread the packages out in the final selection area in an attempt to keep the labels visible.
8. Never leave the car unless some packages are in the 30" selection area of the shelf you are selecting from.
9. Never move packages to another shelf.
10. Next Day Air packages may be located at the front of section 1 or loaded with other packages that will be delivered prior to the commit time.

**B. Floor Packages Too Large for Shelves – Utilize the 60” Floor Selection Area**

1. Packages that are too large for the shelves, are irregularly shaped, or are a hazardous material are loaded on the floor under section 2 and section 4 shelves. Select all floor packages from the 60” areas under section 2 and section 4 areas. Floor packages which correspond to the first deliveries of the day are located under section 2 and are nearest the bulkhead door.
2. As you select each package, glance at the remaining packages to remind yourself of their delivery sequence. Do this without actually rehandling the packages.
3. When selecting the last stop in a group, move approximately five more packages into the prescribed final selection area.

**60 Inch Selection Area**

4. Place the packages moved to this 60” selection section so that their labels face up, toward the car center, or toward the bulkhead door.
5. Never leave the car to make a delivery unless some packages are in this 60” selection area.
6. Follow the appropriate safe work methods during lifting.

**C. Rear Door Delivery Stops**

1. Select each of these multiple package stops through the rear door. Do not move the packages for subsequent stops to the rear door until they are being selected for immediate delivery.
2. Exit the cab from the driver's side when going to the rear door.

*Keyless Ignition System:* As you walk from the cab to the rear door, activate the rear door unlock by pressing the remote button with two short pushes.

3. While unloading, face labels for ease in DIAD scanning. Check the address on each package as you select it.
4. If unloading to a dock, place packages in rows of equal numbers to make DIAD scanning and package counting easier. Do not scan with a DIAD while you are unloading.
5. All Over-70 pound packages will be on the floor. Some may require assistance.

D. Do Not Record While In The Car

1. DIAD recording is to be done during the delivery cycle (Walk to Receiver, Make Delivery, Walk to Car, or after unloading to a dock).

E. Load the Carry Aid Properly

1. Properly unlatch the carry aid from the securing mechanism.
  - a. Unhook strap while maintaining control of carry aid
  - b. Move carry aid from storage location
  - c. If carry aid is to be returned to same carry aid storage location, allow strap to hang
  - d. If carry aid is to be returned to a different carry aid storage location, hook strap back into shelf hole

Key: Securing straps should always be hooked into shelf hole and never be allowed to dangle while the vehicle is in motion.

2. Load packages to the carry aid to save time and energy.
3. In most cases, you will find it is more efficient to make one trip with the carry aid rather than two or more trips without it.
4. Utilize the carry aid's bumper glides and wheels as leverage over the cab steps or rear bumper when lowering the carry aid out of the car.
5. When you load packages to the carry aid:
  - a. Place heavier packages on the bottom to prevent potential damage and build a secure load. Ideally, the first stop loaded will be the last stop delivered.
  - b. Use the "ramping technique" to place Over-70 pound packages onto the carry aid when at ground level. Lean the carry aid on the bumper and place the rubber grommets into the bumper grating to secure the carry

aid. Using a firm grip, slide the package(s) onto the handle and guide it down the frame of the carry aid onto the bottom plate.



#### **Ramping Technique**

- c. Make sure that the carry aid's placement does not endanger your safety, or the safety of others, and does not expose the packages, equipment, or property of others to damage.
- d. Pivot your feet to eliminate twisting when placing packages on the carry aid.
- e. Load the carry aid with minimum package handling.
- f. Load the carry aid such that the packages will not block your range of vision.

#### **F. Have A Specific Storage Area For Non-Deliverable Packages and Send Agains**

1. The storage space should be in a part of the car which will reduce package handling and minimize interference with the day's activities. It should also be accessible at the end of the day's work, so the center processing of non-deliverable packages and send agains can be done without disturbing any pickups in the car. The suggested space to be used while deliveries are being made is the floor area under section 4.

#### **X. Leave the car**

- A. Obtain the DIAD prior to leaving the car.

- B. When delivering hazardous materials packages remove the corresponding shipping papers from the hazardous materials pouch and take them with you as you leave the car.
- C. Exit through the door nearest the point of delivery. If the exit is through the driver's door, check for traffic prior to leaving the car.
- D. When exiting the car, place feet firmly on steps, look at the ground surface and establish firm footing for step down. Maintain your balance and use handholds. Scan the walk path outside the car for obstructions.
- E. Never leave the engine running.
- F. Never leave the bulkhead door or the rear door open while the car is unattended, to ensure the security of the packages.

## Section 6 On Road – Delivery – Walk to the Receiver

### I. Know your delivery stop characteristics

- A. Know all entrances and exits.
- B. Know the shortest walk paths from the different parking positions you may have to use from day to day.
- C. Know each receiver's habits: What time and where coffee breaks are taken, where the receiver spends most of their time, who else can sign for the delivery, and who prepares checks for C.O.D.s. Use this knowledge to complete the delivery with the least amount of effort and to provide the highest level of service.
- D. Know the preferred delivery point of time-sensitive packages when it's different from the usual delivery point.
- E. Use CPaD views, if available, to check for any notes, procedures or alerts associated with the stop.

### CPaD View – a small “n” refers to notes



1030	n	25	E	PADONIA	RD	1+6	1001
1000	n	9		GREENMEADOW	DR	1+22	1005
R 1030	n	42	E	PADONIA	RD	2+8	1007
		2101		YORK	N RD	6+0	1009
\$		2127		YORK	N RD	22+0	2001
*		3		GREENMEADOW	RD	38+0	RDL
C		2301		YORK	N RD	17+0	2009
X		2311		YORK	N RD	1+0	2013
SpICnts		ChgRte	Comm	Res/Com	Edit		
Details		Commit	Notes	PreRec	Sched		

### II. Walk with a brisk pace

- A. A brisk pace commands attention.
- B. Scan your walk path for obstructions.
- C. Do not run. Running requires too much of your attention. Remember that your primary objective is to give your attention to planning ahead.

- D. On multiple carry trips, take your DIAD into the customer on the first trip to get the signature.
- E. When appropriate, call out “UPS” in a friendly way during your approach, loud enough to let the receiver know you are coming.
- F. If a signature is not required at a stop, it’s especially important that you:
  - 1. Reread the address on the package and the address in the DIAD populated by the scan and ask yourself, “Am I on the right street? Is this the right address?”
- G. Record the package information by scanning the package on the way to the delivery point when it is safe to do so.

### III. Carry optimum loads

- A. An optimum carry is the maximum number of packages you can carry without obstructing vision of the walk path, endangering your safety or the safety of others, or exposing the packages, the DIAD, or other property to damage.
- B. Use a carry aid when you expect to exceed an optimum load. An optimum carry aid load is one which uses the capacity of the carry aid, but allows you to see the walk path, does not endanger your safety or the safety of others, and does not expose the packages or other property to damage.

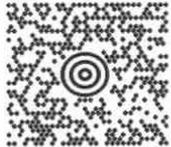
### IV. Walking with a carry aid

- A. When walking with a carry aid:
  - 1. Ensure the DIAD is secure, by using a DIAD belt clip or pouch. Do not place the DIAD loosely on top of packages.
  - 2. Maintain a clear view of the walk path.
  - 3. *Push* the carry aid whenever possible. Do not push the carry aid over curbs, a small number of steps or door thresholds. In these cases, pull the carry aid while maintaining a firm grip on its handle(s).

**V. Prepare for time-sensitive, C.O.D., Call Tag and Return Services deliveries**

- A. On multiple trips to one receiver, take time-sensitive packages, C.O.D.s, Return Services, and Call Tags on the first trip.
- B. Check the C.O.D. label(s), Return Services label(s), and the Call Tag(s) for completeness and any special instructions.

**C.O.D.  
Label**

JONATHAN BARBER 404-555-5555 UPS COMPANY 55 GLENLAKE PARKWAY, N.E. ATLANTA GA 30328		10 LBS <b>COD</b>	1 OF 1
SHIP TO: UPS I.E.DEPARTMENT 301-555-5555 14841 SWEITZER LA LAUREL MD 20707-2914			
	MD 207 9-32 		
UPS GROUND TRACKING #: 1Z 11A F10 72 9013 9915			
			
BILLING: P/P COD \$ 100.00		 TM	
RRDD & Cost Code ie: 2010123456: 2010200010			
CS 7.5.10.0 W00B60 42.0A 04/2005			

**Special  
Instructions**

**VI. Record/Plan ahead during delays**

- A. Make the most of your time by recording during doorbell waits, elevator waits and rides, and any other uncontrollable delays.

## **Section 7**

### **On Road – Delivery – Make the Delivery**

#### **I. Attract immediate attention**

- A. Take charge of the delivery scene. Call out a friendly greeting, “UPS”, to the receiver or call the customer by name so they know who is there and why.
- B. Continue to convey the sense of courtesy established by your greeting and the sense of urgency established by your brisk pace.
- C. If you have to wait at a door for entry, ring the doorbell and knock on the door or door frame. Do not use the DIAD to knock.
- D. Work on developing the receiver’s cooperation in completing deliveries with a minimum of delay.
- E. Once you have the receiver’s attention:
  - 1. Announce any time-sensitive packages first.
  - 2. Announce C.O.D.s, Return Services, and Call Tags to eliminate delays, and communicate C.O.D. shipper, shipper amount and form of payment information.
- F. Always be professional and courteous. Convey the attitude of valuing the customers business.
- G. As you put the parcels down, place them so that all labels are exposed for ease in scanning and recording. Scan every package. If a barcode cannot be scanned, key enter the entire tracking number. If the tracking number cannot be read, follow local procedures.
- H. Follow CPaD instructions when necessary.
- I. When walking a short distance away from a carry aid to make a delivery, make sure that it is kept in sight at all times.

#### **II. Know when signatures are required**

- A. Obtain a signature for all deliveries except Driver Release, Call Tags, Return Services, and Shipper Release deliveries. Any package with a UPS “Adult Signature Required” sticker or barcode on it requires an adult’s signature (21 years of age or older) and cannot be indirected. In order to verify age, a government issued photo ID must be presented by the customer. Indirect deliveries, controlled packages, and obvious or known high-risk packages also require signatures, even in Driver Release areas.

**III. Get the receiver's signature first**

- A. Do not make the receiver wait while you record the delivery. They are as busy as you are. Maintain the control of the DIAD when getting signatures.
- B. Say "Please sign your first initial and last name here."
- C. Always say "Thank You" when the signature is complete.
- D. Always read and clarify every signature. If the signature is not legible, ask the customer how to spell their name.

121	SIR WILLIAM	502
Stops: [ 1 ]		Pkgs: [ 1 ]
		
Clarification: [ MR LEUNG ]		
Override		

*DIAD Signature Screen*

- E. If the receiver is talking on the phone, place the DIAD before them without relinquishing control of the DIAD and indicate where the signature is required.
- F. If the receiver is busy elsewhere, complete your recording while you are waiting for them to be found.
- G. Discard hazardous material shipping papers for the delivery after the receiver has signed for the package.
- H. Keep your customer contact brief and business-like.
- I. Identify new sales leads opportunities.
- J. Stops at which only Return Service or Call Tag transactions are made do not require a signature.

**IV. Follow current procedures for scanning and recording package data**

- A. Scan a package to establish the address information of the stop. This will save time and improve address accuracy. Follow current procedures for recording package data.
- B. Note that a SurePost delivery is treated as a normal delivery. The DIAD and EDD treat the bag as a package.

**V. Follow Driver Release guidelines**

- A. Driver Release allows you to leave certain residential packages in a safe place without a signature, so you can complete the delivery without contacting the customer. Driver release is only for safe deliveries at secured access single-family homes, residential duplexes, condominiums, apartments, mobile homes, and townhouses. Release the package to a place:
  - 1. Out of sight of the passing public and neighbors.
  - 2. Protected from inclement weather. (Use the approved Driver Release bags to protect packages from inclement weather.)
  - 3. Consistent with the customer's preference.
  - 4. Easy for the customer to find.
- B. Leave and scan an InfoNotice in a recognizable, easy to see location for the customer identifying any unusual package location.
- C. Do not Driver Release to businesses or unsecured apartments, residential duplexes, condominiums, mobile homes, and townhouses.
- D. Never leave a UPS package in a mailbox.
- E. Discard hazardous material shipping papers for the delivery after the stop is complete.

**Note:** In many non-single family residential locations (ex., apartment complexes) prior arrangements have been established for delivering packages to an office if the consignee is unavailable. It is still the preferred method to obtain the signature at the office.

**VI. Follow Shipper Release Guidelines**

- A. Some shippers allow UPS to release packages at residential and commercial addresses without a signature. Deliver Shipper Release packages using the Release function in the DIAD. Release the package to a place:
  - 1. Out of sight of the passing public and neighbors.

2. Protected from inclement weather. (Use the appropriate Driver Release bags to protect packages from inclement weather.)
3. Consistent with the customer's preference.
4. Easy for the customer to find.
5. Leave and scan an InfoNotice in a recognizable, easy to see location for the customer that identifies an unusual package location.
6. Never leave a UPS package in a mailbox.
7. Never deliver a BASIC (refer to service guide) product package addressed to the USPS directly to the final consignee.

B. For Residential addresses:

1. Collect a signature if a Shipper Release is part of a multiple package delivery where a signature is required. If a signature cannot be obtained, release the Shipper Release package(s).
2. Follow normal Driver Release guidelines in known driver release areas.
3. Shipper Release at duplexes, condominiums, mobile homes, apartments, townhouses, and other non Driver Release areas.

C. For Commercial addresses:

1. Follow normal delivery procedures when the customer is open and the customer contact is made.
2. Release Shipper Release package(s) if customer is closed or otherwise unavailable.

**VII. Make indirect attempts to complete the delivery**

- A. As you approach the delivery, you should have chosen the "most likely" indirect delivery location at "not in" stops. Adult Signature Required packages cannot be indirected.
- B. If the receiver is not in and a signature is required for a prepaid package, leave an InfoNotice indicating where you intend to leave the package and attempt to make the delivery to a neighbor.
- C. Make an indirect delivery attempt at your first "most likely" location. If that does not work, you already know where to go next - your "second most likely" candidate. In time, familiarity with the receiver's habits, requests, and delivery area will make predetermined alternates automatic.

## VIII. Use the InfoNotices correctly

### A. Scan and leave an InfoNotice:

1. Whenever you cannot complete a delivery to its original address.
2. Before attempting an alternate delivery. Return and change the InfoNotice only if your intended alternate delivery changes.
3. When a Driver Release package(s) is left in an out of the way or unused location.

### B. Always leave a new InfoNotice with each delivery attempt. Never reuse an InfoNotice.

### C. Write legibly and provide the customer with all needed information.

### D. Indicate on the InfoNotice (when applicable):

1. The location of the package when delivery is made to an alternate point or unusual place.
2. If another attempt will be made on the next scheduled business day.
3. The shipper name and the exact amount due on C.O.D.s.
4. If the shipment is being returned.

UPS InfoNotice®		ups	
Date:	12/8	To:	B. Edwards
We attempted to:		<input checked="" type="checkbox"/> Deliver	<input type="checkbox"/> Pick up
Package(s) from:	Amazon		
<input checked="" type="checkbox"/> 1st attempt	<input type="checkbox"/> 2nd attempt	<input type="checkbox"/> Final Attempt	
We could not leave the package(s) because:		For more details, see back of this form.	
<input type="checkbox"/> A	Your written authorization is required to leave package(s)		
<input checked="" type="checkbox"/> B	The sender required a signature at the time of delivery		
<input type="checkbox"/> C	An adult signature is required (minimum 21 years of age) at your address		
<input type="checkbox"/> D	You owe a C.O.D. amount of (no cash please):		
Checks are accepted unless the box below is checked. Make payable to sender, not UPS.			
<input type="checkbox"/> Cashier's check, official bank check, or money order only.			
We will try again on:		<input type="checkbox"/> MON	<input type="checkbox"/> TUES
		<input checked="" type="checkbox"/> WED	<input type="checkbox"/> THURS
		<input type="checkbox"/> FRI	
Time:	<input type="checkbox"/> Before 10:30	<input type="checkbox"/> 10:30-2:00	<input checked="" type="checkbox"/> 2:00-5:00
	<input type="checkbox"/> After 5:00		
Please note that the time windows are estimates only. If you want to make other arrangements, please go to <a href="http://ups.com">ups.com</a> and enter the InfoNotice Number below in the "Tracking or InfoNotice Numbers" box.			
In your absence, the package was left at:		<input type="checkbox"/> Front door	<input type="checkbox"/> Back door
		<input type="checkbox"/> Side door	
<input type="checkbox"/> Patio	<input type="checkbox"/> Porch	<input type="checkbox"/> Garage	<input type="checkbox"/> Office
<input type="checkbox"/> Neighbor	<input type="checkbox"/> Other		
InfoNotice Number ▶		0000 0000 000 0	
			

InfoNotice: Delivery Attempt

**IX. Complete the C.O.D. delivery**

- A. Develop a set routine for making C.O.D. deliveries. Put any tags and checks in the same pocket each time. Cash payments are not acceptable. Progressively organize C.O.D.s for turn-in.
- B. Complete the recording of all C.O.D.s before entering the C.O.D. calculation screen.
- C. Place the package down so that it will not interfere with the transaction. Do not allow package to be opened.
- D. Accept the payment from the receiver, and, if a signature is required, offer your DIAD and request the signature.
- E. Payment processing:
  - 1. Verify that the check is made out to the shipper's name on the C.O.D.
  - 2. Verify that the check amount matches the C.O.D. amount and is in compliance with the UPS tariff.
  - 3. For checks collected for multiple C.O.D.s ensure the dollar amount matches the amount due in the C.O.D. calculation screen.
  - 4. Verify that the check has a current date, and is neither post-dated nor stale-dated.
  - 5. Verify that the numerical and written dollar amounts match.
  - 6. Verify that the check is signed.
  - 7. Follow local practices when discrepancies are discovered.
  - 8. Place the folded checks in your pocket.
  - 9. For "cashiers check/money order only" C.O.D.s, you may only accept cashiers check, money order, or an official bank check.
  - 10. Do not accept cash payment.

**X. Complete the Return Services and Call Tag deliveries**

- A. Every Return Services and Call Tag package is just as important as any other package.
- B. Announce "*Pickup from*" (name of the shipper) when dealing with receivers for Call Tags and Return Services.
  - 1. Verify the merchandise description and weight.
  - 2. Verify that the package is properly packed.

C. Give the receipt portion of the Return Services label or Call Tag to the receiver. Apply the Return Services label or Call Tag to the package covering any receiver's address that may exist on the package. Ensure no other shipping labels are on the package.

1. Be aware of, and follow, all Call Tag restrictions.
2. Follow Return Services procedures.
3. Follow Returns Exchange procedures.

#### XI. Develop additional volume and sales leads

A. Inform the appropriate person(s) of any potential volume and sales leads you noticed. Enter the sales lead information into the DIAD or complete the sales leads card(s) and follow local procedures for processing.

#### XII. Undeliverable package procedures

- A. For a package that cannot be delivered, the driver must write a service cross on the package.
- B. The driver must write the following information on the service cross:
- a. Date
  - b. Driver's initials
  - c. Reason the package is undeliverable
  - d. Time
- C. The acronym D.I.R.T. will help you remember what is needed for the service cross: "D" is for date, "I" is for initial, "R" is for reason and "T" is for time. Below is an example of the service cross.

Reason	Time
Initials	Date

NM (1)	3:40
JWR	6/16

D. The following is a list of reasons:

Reason	Abbreviation
Closed	CL1, CL2, CL3
No Money	NM1, NM2, NM3
No Such Number	NSN
No Such Street	NSS
Not In	NI1, NI2, NI3
No Such Company	NSC
No Such Person	NSP
No Ready	NR1, NR2, NR3

Out of Territory	OOT
Overweight / Size	OS
Refused	REF
Need Directions	
Need Apt. #	
Damaged	

E. Follow other known non-deliverable package procedures, as needed.

## Section 8 On Road – Delivery – Walk to the Car

### I. Walking from the delivery stop

- A. As you turn away from the stop, look to see that your path is clear. Normally, you will be retracing your steps, so things should be familiar to you. Never record while walking up or down stairs, crossing a street, or whenever it might be unsafe.
- B. As you take your first few steps, complete the recording for the stop you have just made.
- C. Record the next address as you continue to walk to the car.
- D. Use CPaD views, if available, for any notes, procedures or alerts associated with the next stop.

### II. Plan ahead

- A. On your way back to the car, ask yourself the questions below. Your ability to answer them will tell you how effective you are at planning ahead.
  - 1. Do I have any time-sensitive packages?
  - 2. What's my next stop?
  - 3. How many packages do I have for the next stop?
  - 4. What are the characteristics of the packages (C.O.D.s, Return Services, Call Tags, Signature Required, Over-70's, oversize, etc.)
  - 5. Where are they located in the car (on the shelf, on the floor, or at the rear door)?
  - 6. What's the best travel path to get to that stop?
  - 7. Where does the next pickup fit into my delivery sequence?
  - 8. Where in the car should I load the carry aid to be ready for its next anticipated use?
- B. Do not record while in the car.

### III. Follow DIAD two-way communication procedures

- A. Read and, if necessary, respond to any DIAD messages.

**IV. Prepare to start engine**

A. Standard Key Ignition: Have the ignition key in hand before reaching the car.

B. Keyless Ignition System:

*No Load*: As you approach the car and before you step into the vehicle, enable ignition by pressing the remote button once.

*Loading Packages*: As you approach the car and before you step into the vehicle, activate either the Bulkhead unlock and open (one long push on remote button) or the Rear Door unlock (two short pushes on the remote button).

**V. Check for pedestrians as well as traffic conditions**

A. As you approach the car, scan the area around vehicle. Check in front, under and behind the vehicle. Recheck in front if conditions have changed. Check to see that you can pull out without backing. If not, see if the rear of the car is clear enough for backing. Enter the car from the side you are approaching.

## Section 9

### On Road – Delivery – Load, Prepare, and Start the Car

#### I. Move out without delay

- A. By planning ahead, there is no need for you to recheck, reposition, or reread any of the packages when you return to the car. Proceed directly with your start car routine.
- B. Do not record while in the car.

#### II. Follow your start car routine

- A. Have the ignition key in hand before reaching the car.
- B. Use the handholds when entering the car.



**Use Handholds**

- C. Place the DIAD in the holder while getting into the seat.

### III. Load non-deliverable packages and send agains

- A. The storage space should be in a part of the car which will reduce package handling and minimize interference with the day's activities. It should also be accessible at the end of the day's work, so the center processing of non-deliverable packages and send agains can be done without disturbing any pickups in the car. The suggested space to be used while deliveries are being made is the floor area under section 4.



**Section 4 Floor Area**

- B. For all hazardous materials send again packages, make sure that the corresponding shipping paper is placed back into the hazardous materials pouch in the cab after returning to the car.

### IV. Load and secure the carry aid

- A. Load the carry aid through the door from which your next carry aid packages will be selected.
- B. Utilize both bulkhead storage locations to minimize interference with package selection
1. Move carry aid towards storage location
  2. If strap is hooked, unhook while maintaining control of carry aid, then move carry aid into storage location
  3. If strap is unhooked, move carry aid into storage location

4. Obtain hook and secure the carry aid to shelf by attaching hook into shelf hole

C. Utilize the carry aid's bumper glides and tires as leverage over the cab steps or bumper to pull the carry aid into the car.

**V. Progressively organize delivery turn-in materials**

A. Progressively organize delivery turn-in materials before your start car routine. These include Return Services send agains, Call Tag send agains, C.O.D. checks, etc.

**VI. Start car**

A. Recheck in front of car to see if conditions have changed. As you approach the car, scan the area around vehicle. Check in front, under and behind the vehicle. Recheck in front if conditions have changed. Check to see that you can pull out without backing. If not, see if the rear of the car is clear enough for backing. Enter the car from the side you are approaching.

B. Seat belt and ignition sequence:

a. Standard Key Ignition:

**Gasoline Cars**

If a 3-point harness seat belt is installed, first fasten the seat belt and then insert the ignition key. For single lap belts, buckle the seat belt while inserting the ignition key. Next, turn the key to start the engine with one hand, while releasing the parking brake with the other hand.

**Diesel Cars**

Insert the ignition key, turn to the on position and then fasten the seat belt. Next, turn the key to start the engine with one hand, while releasing the parking brake with the other hand.

b. Keyless Ignition System:

**Gasoline and Diesel Cars**

Buckle the seat belt, and then start the engine by pressing the button on the dash with one hand, while releasing the parking brake with the other.

C. Look over your left shoulder, scan the area, and check your mirrors for traffic conditions. Proceed into traffic when it's safe to do so.

## Section 10 On Road – Personal Time

### I. Personal Time

- A. Enter the time that you start and finish your lunch/meal into the DIAD time card screen as you take it. You are required to take your full personal time.

#### DIAD View for Break and Lunch Screen

[13:00]				
Break		Lunch		
Start	Finish	Start	Finish	
:	:	:	:	
:	:			

*Break and Lunch Screen*

- B. Secure the DIAD in the cargo area during lunch and break or take the DIAD with you.

## Section 11

### On Road – Pickup – Leave the Car

The UPS package cycle begins with shippers preparing “clean” packages and continues with your service commitments. A “clean” package is one that has proper labeling, proper packaging, and complete and correct delivery information.

What happens at the pickup point has a ripple effect throughout the system. If the pickup process is done right, the job of handling packages throughout the system is more effective, and customers receive the high quality service they expect.

#### I. Arrive at the pickup point on schedule

- A. Arrive at the pickup stop within a 15 minute window of the scheduled pickup time. Please note that if you arrive too early, the packages may not be ready for shipping; if you arrive too late, the packages may go to the competition.
- B. Ensure the pickup information in your DIAD is accurate. Follow local procedures for updating information as things change in your area.

DIAD Main Menu V21.32_D3 [12:14]		
1	2	3
Scheduled	Unscheduled	OneTime
4	5	6
Delivery	Statistics	Comm
7	8	9
Print	DelLink	ODS
SplCnts	IntlChk	PreComm

*Main Menu*

1025	LEUNG ENTERPRISES	17:30
VICTORIA HARBOUR		DOCK
ASEANA	Rm	Flr
-----		0 Prerecorded --
(H)	LEUNG ENTERPRISES	90123456 17:30
	DAVIS INVESTMENTS	78901234 17:30
	PEARL GARDEN HOTE	56789012 18:00
	MAJESTIC HOTEL	34567890 18:00

*Scheduled Pickup Account List*

- C. Make Drop Box pickups after the pickup time posted on the box.
- D. Park at the closest space available that allows exit without delay and shortens the walk path.

## II. Perform your stop-car routine

A. Secure the car at the stop using the following combined steps:

1. Shift into the lowest forward gear or put in park for automatic transmission.
2. Turn off vehicle:
  - a. Standard Key Ignition: Turn the ignition switch off, and remove the key with one hand; engage the parking brake with the other. Never leave the key in the car.
  - b. Keyless Ignition System: Press the ignition button on the dash once to stop the engine. With the other hand, engage the parking brake.
3. Release the seat belt and obtain your DIAD as you arise from the seat.
4. Exit through the door nearest to the point of pickup. If the exit is through the driver's door, check traffic prior to leaving car.
5. When exiting the car, place feet firmly on steps, look at the ground surface and establish firm footing for step down. Maintain your balance and use handholds. Scan the walk path outside the car for obstructions.
6. Check traffic before crossing the street.

## III. Use a carry aid to eliminate extra trips and to move Over-70 pound packages

A. Take your carry aid when you expect to exceed an optimum load. Use the customer's carry aid if appropriate and readily available. If using your carry aid:

1. Unhook strap while maintaining control of carry aid
2. Move carry aid from storage location
3. If carry aid is to be returned to same carry aid storage location, allow strap to hang
4. If carry aid is to be returned to a different carry aid storage location, hook strap back into shelf hole

Key: Securing straps should always be hooked into shelf hole and never be allowed to dangle while the vehicle is in motion.

B. If taking a carry aid, utilize the bumper glides and wheels as leverage over the steps and bumper to lower the carry aid out of the car.

## **Section 12**

### **On Road – Pickup – Walk to the Pickup Point**

#### **I. Know your pickup stops**

- A. Be aware of the following:
  - 1. Know all alternate doors and stairways to the pickup point.
  - 2. Know all the shortest walk paths.
  - 3. Always take your DIAD with you.
- B. While walking to the pickup point, use CPaD views, if available, to check for any notes, procedures or alerts associated with the stop.
- C. Encourage the customer to leave the packages, Pickup Summary Barcode (PSB), or pickup book(s) in a convenient location near the pickup point, with premium service packages and high-declared-values separated.
- D. Walk directly to the location of the pickup records.
- E. Know where or with whom packages will be left, if a stop is unexpectedly closed.
- F. Use this knowledge to complete the pickup safely and with the least amount of effort and time.

#### **II. Avoid long delays**

- A. Use an elevator, if immediately available.
- B. Only wait for an elevator if more than two flights of stairs are involved or if you have a carry aid. Otherwise, use the stairs.

## Section 13

### On Road – Pickup – At the Pickup

#### I. Show an interest in the customer

- A. Our goal is to develop a partnership with customers by showing an interest in their shipments.
1. Greet the customer by name.
  2. Make your presence known to the person responsible for UPS shipments while continuing to complete the pickup. By doing so, you allow each customer the opportunity to cover any special instructions.
  3. Politely inquire about volume going to another carrier.
  4. Be prepared to answer any questions regarding UPS services.
  5. Continue to convey a sense of urgency to complete the pickup without being impolite.
  6. Encourage any assistance offered to you.
  7. Always thank the customer for using UPS.

#### II. Determine if a pickup needs to be made

- A. Check the Pickup Record or ask the customer if any packages are to be picked up.
- B. If there are no packages at the pickup point, attempt to make contact with the customer. If the customer is not available, leave an InfoNotice stating what time you were there. Do not scan the InfoNotice barcode.

UPS InfoNotice®		UPS	
Date:	2/25	To:	ABC, Inc.
We attempted to:		Deliver	<input checked="" type="checkbox"/> Pickup
Package(s) from:		5:00 PM	
1st attempt	2nd attempt	Final Attempt	
We could not leave the package(s) because:		For more details, see back of this form.	
<input type="checkbox"/> A Your written authorization is required to leave package(s) <input type="checkbox"/> B The sender required a signature at the time of delivery <input type="checkbox"/> C An adult signature is required (minimum 21 years of age) at your address <input type="checkbox"/> D You owe a C.O.D. amount of (no cash please):			
<small>Checks are accepted unless the box below is checked. Make payable to sender, not UPS.            Cashier's check, official bank check, or money order only.</small>			
We will try again on:			
MON	TUES	WED	THURS
FRI	SAT		
Time:	Before 10:30	10:30-2:00	2:00-5:00
	After 5:00		
<small>Please note that the time windows are estimates only. If you want to make other arrangements, please go to <a href="http://ups.com">ups.com</a> and enter the InfoNotice Number below in the "Tracking or InfoNotice Numbers" box.</small>			
In your absence, the package was left at:		Front door	Back door
Patio	Porch	Garage	Office
Neighbor	Other		
InfoNotice Number ▶	0000 0000 000 0		
			

**InfoNotice: Pickup Attempt**

**III. Follow any CPaD instructions specific to the stop****IV. Seek additional volume**

- A. Use established relationships with the customer.
- B. Share your knowledge of UPS services.
- C. Encourage the customer to try additional UPS services, such as EAM, Next Day Air or International shipping.
- D. Enter sales lead information into the DIAD or complete sales lead cards when appropriate.

**V. Visually scan the pickup records**

- A. Know how to inspect each type of pickup book, document, or record used by your shippers.
- B. For records generated by automated systems:
  - 1. Confirm that the end-of-day process has been run.
  - 2. Verify that today's date is on the pickup record.
  - 3. Confirm the number of packages, noting EAM, Next Day Air and International packages so that they can be separated in the car and reconciled at the 1DA recovery point in the building.
  - 4. On Friday confirm the number of Saturday Delivery packages.
  - 5. Confirm each high-risk package by address. Follow high-risk package procedures.
  - 6. Legibly sign the pickup record.
- C. For standard recorded pickup books:
  - 1. Confirm the presence of the shipper name, address, and account number.
  - 2. Verify that today's date is on the pickup record.
  - 3. Verify that there is a destination address, including ZIP code.
  - 4. Verify that only one service level is indicated for every package.
  - 5. Verify that the weight is recorded for every package.
  - 6. Confirm that additional services such as C.O.D. and Delivery Confirmation Signature are marked.

7. Confirm the number of packages, noting EAM, Next Day Air and International packages so that they can be separated in the car and reconciled at the Next Day Air recovery point in the building.
8. On Friday, confirm the number of Saturday Delivery packages.
9. Confirm each high-risk package by address. Follow high-risk package procedures.
10. When you've completed your inspection, legibly sign your name and record the pickup time and all required totals in the appropriate boxes. If you notice any errors, work with the customer to correct them. The customer must void and initial all corrected entries. Be sure to take all voided pages of the Pickup Record with you.
11. Tear out the top sheet (original) and place it in your shirt pocket.

**VI. Follow current hazardous materials pickup procedures**

- A. For approved hazardous materials shippers, follow proper hazardous materials procedures. Know which shippers are approved to ship hazardous material packages. They will be denoted by an "H" or an "I" in the DIAD.

**VII. Scan the Pickup Summary Barcode (PSB)**

- A. The DIAD will provide a message if the customer has not uploaded their shipping information. Follow the instruction presented in the DIAD when the PSB is scanned.
- B. If there is no PSB, ask the customer if their data has been transmitted.
- C. If the barcode will not scan with the DIAD, take the report with you to turn in to your center.
- D. Encourage the customer to have their end-of-day routine with a printed PSB complete upon your arrival.

**VIII. Record pickup data in the DIAD**

- A. Record the pickup data on your DIAD at the contact point, during delays, or during the walk back to the car.

**IX. Follow Drop Box pickup procedures**

- A. Never pickup prior to scheduled pickup time. Follow scheduled pickup time.
- B. Enter Drop Box combination.

- C. Open the Drop Box and scan the barcode on the inside of the door.



**Drop Box Barcode**

- D. Scan and inspect all Drop Box packages as you remove them.
- E. Inspect shipping documents, such as ASDs, GSDs, and 3SDs, for completeness and accuracy including:
1. One of the following: shipper numbers, major credit card number, or payment by check.
  2. Legible and complete shipper and consignee address.
  3. Weight.
  4. One level of service.
  5. On Friday ensure that the customer has placed a Saturday Delivery sticker on each package with the Saturday Delivery box marked.
  6. One method of payment.
  7. Shipment date that matches the actual pickup date.
- F. Inspect shipping documents. If packages are not acceptable for shipping in the UPS system, give package to the center exceptions clerk.

- G. On Friday, check all Air Shipping Documents (ASD) for possible Saturday delivery.
  - 1. Ensure that a Saturday Delivery sticker is affixed to each ASD package with the Saturday Delivery box marked. If the sticker is missing, place one appropriately on the package.

 <b>UPS Next Day Air<sup>®</sup> UPS Worldwide Express<sup>SM</sup></b> Shipping Document		<b>3 WEIGHT</b> Enter "LTR" if Letter DIMENSIONAL WEIGHT If Applicable LARGE AIR PACKAGE <input type="checkbox"/>		<b>4 SHIPPER RELEASE</b> <input type="checkbox"/>	
See instructions on back. Visit <a href="http://UPS.com">UPS.com</a> <sup>®</sup> or call 1-800-PICK-UPS <sup>®</sup> (800-742-5877) for additional information and Terms and Conditions.		<b>5 TYPE OF SERVICE</b> FOR WORLDWIDE EXPRESS SHIPMENTS Mark an "X" in this box if shipment only contains documents of no commercial value.		<b>4 CHARGES</b>	
TRACKING NUMBER <b>1Z 123 456 22 1234 567 8</b>		<input type="checkbox"/> NEXT DAY AIR <input type="checkbox"/> EXPRESS (INTL.)		\$	
<b>1 SHIPMENT FROM</b> SHIPPER'S UPS ACCOUNT NO. REFERENCE NUMBER		<input type="checkbox"/> SATURDAY PICKUP See instructions.		<input type="checkbox"/> SATURDAY DELIVERY See instructions.	
NAME TELEPHONE ( )		<input type="checkbox"/> DECLARED VALUE FOR CARRIAGE Contents are automatically guaranteed up to \$100. For content value more than \$100, see instructions.		\$	
COMPANY		<input type="checkbox"/> C.O.D. If C.O.D. enter amount to be collected and attach completed UPS C.O.D. tag to package.		\$ AMOUNT \$	
STREET ADDRESS		<b>7 ADDITIONAL HANDLING CHARGE</b> <input type="checkbox"/> An Additional Handling Charge applies for certain items. See instructions.		\$	
CITY AND STATE ZIP CODE		<b>8 METHOD OF PAYMENT</b> Bill Shipper's Account Number <input type="checkbox"/> Bill Receiver Domestic Only <input type="checkbox"/> Bill Third Party <input type="checkbox"/> Credit Card American Express Discover's Club MasterCard Visa <input type="checkbox"/> Check <input type="checkbox"/>		<b>9 RECEIVER'S/THIRD PARTY'S UPS ACT. NO. OR MAJOR CREDIT CARD NO.</b> EXPIRATION DATE	
<b>2 EXTREMELY URGENT DELIVERY TO</b> NAME TELEPHONE ( )		TOTAL CHARGES \$		_____	
COMPANY		<b>10 SHIPPER'S SIGNATURE</b> X		_____	
STREET ADDRESS DEPT./FLR. Residential Delivery <input type="checkbox"/>		All shipments are subject to the terms contained in the UPS Tariff and Terms and Conditions of Service, which are available at <a href="http://UPS.com">UPS.com</a> and local UPS offices.		DATE OF SHIPMENT / /	
CITY AND STATE (INCLUDE COUNTRY IF INTERNATIONAL) ZIP CODE		0101011202600 1/05 MW		UPS COPY	

**Air Shipping Document (ASD)**

- H. Hazardous material packages are prohibited in Drop Boxes. If you find a hazardous material package in a Drop Box, take it back to the center, and give it to your supervisor.
- I. Cash dropped in a Drop Box must be collected and turned in to the appropriate center personnel.
- J. Maintain the supplies and the outward appearance for an inviting, professional experience for UPS shippers.
- K. Close and verify that the Drop Box is locked.

- L. Reset the pickup indicator to correct setting upon completing the Drop Box pickup.
- M. Seek additional sales leads from approaching customers using competitor Drop Boxes.

**X. Follow On Demand pickup procedures**

- A. Always take the DIAD to the pickup point and complete the transaction promptly in the DIAD once the pickup is made.
- B. Take supplies to the pickup point at an infrequent or first-time shipper.

**XI. Scan all packages from walk-up customers**

- A. Follow current pickup scanning procedures.

**XII. Count the packages**

- A. Collect Return Services first.
- B. Count the packages as you pick them up or load them on the carry aid.
  - 1. If the packages are containerized, count them as you load them into the car. To help with verifying containerized piece counts, encourage the customer to containerize in like amounts.
  - 2. Count out loud to verify the piece count and to discourage interruptions.
  - 3. Check for the required number of premium service packages, C.O.D.s, and International shipments, as you count.
- C. Confirm each high-risk package by address. Follow high-risk package procedures.
- D. Verify the count with the Pickup Record count.

**XIII. Pick up “clean” packages**

- A. Pickup “clean” packages with proper packaging, proper labeling, and complete and correct pickup and delivery information.
  - 1. For purposes of package recording, a package must have one of the following:
    - a. A 1Z tracking label.
    - b. A PTN and six-digit shipper number.
    - c. A six-digit shipper number without a barcode.

- d. A shipping document, such as an ASD, Ground Shipping Document (GSD) and 3 Day Select Document (3SD), with a six-digit shipper number, or shipper name and address.
- B. Use your relationships with shippers to remind them that it is in their best interest to provide packages that will make it through the UPS system. Work with the customer to correct improper packaging or labeling.
  - C. Inspect each pickup package, including Internet shipments and Return Services for:
    1. Proper packaging.
    2. The removal of old tracking labels or address labels when cartons are reused.
  - D. Inspect used corrugated boxes to ensure that they perform like new.
  - E. Verify that packages are properly packed and securely closed.
  - F. Do not accept into our system:
    1. Packages that will not make it through our system, or are open, damaged, or leaking. Offer assistance as needed.
    2. Prohibited hazardous materials.
    3. Packages that exceed weight and size restrictions.
  - G. Check address labels for secure fastening and proper positioning and legible to and from addresses.
  - H. Ensure the barcode labels are securely fastened and properly positioned.
  - I. Inspect International shipments for the necessary documentation and shipment integrity.
    1. Follow proper International Shipping Acceptance Training (ISAT) pickup procedures.
    2. All packages in a multi-piece shipment must be present.
    3. Use the International Shipment Checklist (available in the DIAD).
    4. Check the invoice for completeness, especially for value, description, and country of origin.

5. Verify completeness and legibility of the waybill, ensuring that the shipment date matches the actual pickup date and that a payment method is indicated.
  6. Leave an InfoNotice when any International packages must be left with a shipper due to not meeting ISAT requirements, if the customer is not available. Do not scan the InfoNotice barcode.
- J. Check for proper labeling of all Saturday Air and Over-70 pound packages.
- K. Inspect shipping documents, such as ASDs, GSDs, and 3SDs, for completeness and accuracy including:
1. One of the following: shipper number, major credit card number, or payment by check.
  2. Legible and complete shipper and consignee address.
  3. Weight.
  4. One level of service.
  5. On Friday ensure that the customer has placed a Saturday Delivery sticker on each package with the Saturday Delivery box marked.
  6. One method of payment.
  7. Shipment date that matches the actual pickup date.
- L. Check for fully completed C.O.D.s.
- M. Check shipping papers according to hazardous materials procedures.
- N. Check for overweight, oversize, and over limit packages and notify the customer if any are found.

- O. Check for Over-70 pound packages. Verify the customer's use of the Over-70 pound label; highlight tape, and proper packaging techniques. All Over-70 pound labels or highlight tape should be visible on all sides of the package.



**Over-70 pound Label**

- P. Make sure the weight on any Over-70 pound package is clearly identified on the Over-70 label.



**Over-70 pound Package with Label and Tape**

- Q. If any package(s) do not meet the "clean" package requirements, work with the customer to meet package requirements.

**XIV. Discourage “not ready” situations**

- A. Through your actions and friendly attitude, let your customer know the importance of maintaining your pickup schedule.
- B. Encourage the customer to be prepared for your pickup by recording each shipment as it's packaged and labeled for shipment.
- C. Encourage the customer to have their end-of-day routine with a printed PSB complete upon your arrival.

**XV. Encourage customer assistance**

- A. Encourage customer help in moving Over-70 pound packages.
- B. Encourage customers to separate High Value, Next Day Air, and International packages.
- C. Encourage customers to separate Saturday Delivery packages on Friday.
- D. Encourage customers to containerize smalls.
- E. Encourage customers to move packages to be loaded into the package car.

**XVI. Develop additional volume and sales leads**

- A. Inform the appropriate person(s) of any potential volume and sales leads you noticed. Complete the sales leads card(s) and follow local procedures for processing.

## Section 14

### On Road – Pickup – Move Packages to the Car

#### I. Handle packages properly

- A. Do not throw, drop, or abuse the packages.
- B. Your options for handling Over-70 pound packages include:
  - 1. Leveraging and ramping the package using portable rollers or a carry aid.
  - 2. Enlisting customer assistance.
  - 3. Scheduling assistance from another Service Provider.
  - 4. Handling the package unassisted within the Power Zone.

#### II. Carry optimum loads

- A. An optimum load is the maximum number of packages you can carry without obstructing vision of the walk path, endangering your safety or the safety of others, or exposing the packages, the DIAD, or other property to damage.

#### III. Use carry aid to eliminate extra trips

- A. Use a carry aid when you expect to exceed an optimum load. An optimum load on a carry aid uses the capacity of the carry aid, but allows you to see the walk path, does not endanger your safety or the safety of others, and does not expose the packages or other property to damage.
- B. When walking with a carry aid:
  - 1. Ensure the DIAD is secure by using a DIAD belt clip or pouch. Do not place the DIAD loosely on top of packages.



**Walking With A Carry Aid and DIAD Pouch**

2. Maintain a clear view of the walk path.
3. Push the carry aid whenever possible. Do not push the carry aid over curbs, a small number of steps or door thresholds. In these cases, pull the carry aid while maintaining a firm grip on its handle(s).

#### **IV. Encourage a helping hand**

- A. Develop a friendly relationship with shippers by showing an interest in their shipments. Use the shippers help, as needed. If you are able to handle the packages yourself, do so. The shipper will then be more willing to assist when you do need help.

#### **V. Walking from the pickup stop**

- A. As you turn away from the stop, look to see that your path is clear. Normally, you will be retracing your steps, so things should be familiar to you. Never record while walking up or down stairs, crossing a street, or whenever it might be unsafe.
- B. Use CPaD views, if available, for any notes, procedures or alerts associated with the next stop.
- C. Have the ignition key in hand before reaching the car.
- D. Use the handhold when entering the car.

#### **VI. Prepare to load**

- A. Standard Key Ignition: Have the ignition key in hand before reaching the car.
- B. Keyless Ignition System: As you approach the car, and before you step into the vehicle, activate either the Bulkhead unlock and open (one long push on remote button) or the Rear Door unlock (two short pushes on remote button).

#### **VII. Check for pedestrians as well as traffic conditions**

- A. As you approach the car, scan the area around vehicle. Check in front, under and behind the vehicle. Recheck in front if conditions have changed. Check to see that you can pull out without backing. If not, see if the rear of the car is clear enough for backing. Enter the car from the side you are approaching.

## **Section 15**

### **On Road – Pickup – Load Packages**

#### **I. Utilize the bottom shelves fully**

- A. Packages on the bottom shelves are easier to handle, for both you and the unloader. Make a final inspection of each package as you load it. Usually, this is your last chance to stop a defect from entering our system.

#### **II. Section your car**

- A. Divide the space in your car from front to back into two sections.
  - 1. Allow space near the bulkhead door for the packages you anticipate will be carried through that door.
  - 2. Allow the space based on having a level, flat floor load throughout the car when all pickups have been completed.
  - 3. Start your bulkhead and floor load from this dividing line and load toward the bulkhead and the rear doors.
- B. Keep pickup packages separate from all remaining deliveries, send agains and returns.

#### **III. Use the bulkhead door for single-carry stops**

- A. When making these carries, place each package directly into its final position so it will not require re-handling.
- B. Packages may be shelf-loaded if this does not require rehandling delivery packages and if they are securely placed.

#### **IV. Use the rear door for multiple-carry stops**

- A. When picking up at a dock, or when making several trips to the car at one parking position, load through the rear door.
- B. Stack the packages directly into their final position in the load.
- C. When at ground level, use the “ramping technique” to maneuver Over-70 pound packages from the carry aid into the package car. Lean the carry aid on the bumper and place the rubber grommets into the bumper grating to secure the carry aid. Using proper posture (bent knees), slide the package(s) up the carry aid’s frame onto the surface of the package car floor.

**V. Stack a tight load on the shelves and on the floor**

- A. Build the load up in rows that go from side to side of the car and are approximately twenty four inches deep, starting at the dividing line of your load.
- B. Keep the front of your row as parallel to the front edge as possible.
- C. Start at either end of your row and work your way to the opposite side, building a wall up to no more than a three package height. Then start another row and build it to the height of the first.
- D. Build your two walls up to the height of the anticipated load, and then start a third row. Follow this pattern as you complete loading the car.
- E. Fit the packages tightly onto one another as you go across the row, selecting the best spot to utilize all available space and eliminating possible slipping of packages as you travel.
- F. Keep flat surface on top of flat surface, so that the package weights as well as bearing surfaces are equally distributed.
- G. Use smaller packages to fill in voids.
- H. Keep the labels facing up or toward the back of the car.
- I. Keep irregularly shaped packages to one side of the car.
- J. Keep Over-70 pound packages on the floor in the rear.

**VI. Procedures for loading hazardous materials packages:**

- A. Load hazardous material packages flat on the floor and stacked no higher than waist level.
- B. Load them with orientation arrows pointing up.
- C. Block and brace them with non-hazardous materials packages to prevent movement while in transit. Ensure that there are no void spaces on all sides of the hazardous material package.
- D. Different hazardous material packages should be separated by at least one non-hazardous materials package on all sides. Packages with the same hazardous material class may be placed together.

**VII. Separate packages as needed**

- A. Containerize all small packages at the rear of the car for immediate processing upon the return of the building.

- B. Place packages requiring special handling in designated areas in the car. These packages include Air, International, High Value, smalls, and any other designated packages. Follow your center's separation procedures.
- C. Consistently place all of these packages in designated areas for easy removal when you return to the center.

### **VIII. Properly secure the carry aid in the car**

- A. Utilize the carry aid's bumper glides and tires as leverage over the cab steps or bumper to pull the carry aid into the car.
  1. Move carry aid towards storage location
  2. If strap is hooked, unhook while maintaining control of carry aid, then move carry aid into storage location
  3. If strap is unhooked, move carry aid into storage location
  4. Obtain hook and secure the carry aid to shelf by attaching hook into shelf hole

### **IX. Progressively organize turn-in materials**

- A. Properly organize turn-in materials as you receive them before your start car routine.
- B. When you return to the car, group all waybills, shipping documents, Pickup Records, and One Time Pickup checks by type. Immediately put them in your turn-in pouch and do not fold them. Any hazardous materials documents must be neatly folded and placed into the turn-in pouch.



**Turn-in Pouch**

## Section 16 On Road – Pickup – Start the Car

### I. Move out without delay

- A. If you planned ahead, there is no need for you to recheck, reposition, or reread any of the delivery packages when you return to the car. Proceed directly with your start car routine.
- B. Do not record while in the car.
- C. Activate Ignition – Keyless Ignition System: Upon completion of load and before you step into the cab, activate ignition by pressing the remote button once. For loads through the Bulkhead door, ignition activation will occur in the cargo area as you step through the Bulkhead door. For loads through the Rear Door, ignition activation will be done as you walk from the Rear Door to the cab.
- D. Place the DIAD in the holder while getting into the seat.
- E. Recheck in front of the car to see if conditions have changed.

### II. Start car

- A. Seat belt and ignition sequence:
  - a. Standard Key Ignition:  
**Gasoline Cars**  
If a 3-point harness seat belt is installed, first fasten the seat belt and then insert the ignition key. For single lap belts, buckle the seat belt while inserting the ignition key. Next, turn the key to start the engine with one hand, while releasing the parking brake with the other.  
  
**Diesel Cars**  
Insert the ignition key, turn to the on position and then fasten the seat belt. Next, turn the key to start the engine with one hand, while releasing the parking brake with the other.
  - b. Keyless Ignition System:  
**Gasoline and Diesel Cars**  
Buckle the seat belt, and then start the engine by pressing the button on the dash with one hand, while releasing the parking brake with the other.
- B. Look over your left shoulder, scan the area, and check your mirrors for traffic conditions. Proceed into traffic when it's safe to do so.

## Section 17 Inside PM

### I. Have a set routine

- A. Follow your center's set routine when you arrive back at the center. Follow local procedures for car wash, fueling, Air recovery, exceptions processing and check-in.

### II. Proceed to your final car position

- A. Record the time you returned to the building (crossed property line) and the ending mileage when you stop at your first designated area.
- B. Unload all designated packages at their appropriate recovery site.
- C. Park your car in the final position. If this is at the dock, position your car flush against the dock.
- D. Open the rear door.
- E. Turn off engine.
- F. Make sure the carry aid is secured in the bulkhead position.

### III. Post-trip your car

- A. Turn on your lights and four-way flashers to verify that they are in working order.
- B. Make one trip around your car in a stopped position to check for obvious scratches, or leaks, and the condition of your lights.
- C. Return to the cab.
- D. Complete and sign the DVIR and remove the yellow copy.
- E. Turn off your lights, four-way flashers, cargo lights and cab lights.
- F. Standard Key Ignition: Make sure the keys are left in the prescribed location.  
Keyless Ignition System: Remove remote from belt and clip to the DIAD holder in the cab.
- G. Verify that all hazardous material shipping papers have been removed from the car.
- H. Always remove any trash from the package car at the end of the day.

**IV. Process packages not delivered**

- A. Process all exception and non-deliverable packages.
- B. Follow your center's procedures for handling these packages.
- C. Unload Same Day Will Calls from the car and place in the designated area.
- D. Follow local center send again procedures.
- E. If a hazardous material package is a send again, and is left on the car, make sure that its corresponding shipping papers are left in the hazardous material pouch in the cab.

**V. Process packages requiring inspection**

- A. Follow your center's plan for unloading all high-declared-value, hazardous materials, Delivery Change Requests (DCR) and other packages that require inspection.

**VI. Complete the C.O.D. turn-in**

- A. Do a complete C.O.D. turn-in in accordance with your center's procedures.

**VII. Report the condition of your car**

- A. Follow the prescribed turn-in procedure for your copy of the DVIR.

**VIII. Make a complete turn-in**

- A. Follow the prescribed turn-in procedure for all your paperwork.
- B. Follow local procedures for any Drop Box cash collected during the day.
- C. Complete your Preload Communication Card to let the preload know of any problems with the load.
- D. Complete these tasks while making one trip through the turn-in area and handling presorted paperwork a minimum number of times.

**IX. Discuss volume leads and service problems**

- A. Inform the appropriate person(s) of any potential volume leads you noticed or service problems you encountered in your area.
- B. Review any Drop Box condition concerns with your supervisor.

**X. Complete your DIAD time card**

- A. Complete all necessary time card information. Verify that your time card information is correct.
- B. Clean the DIAD as required with materials from the DIAD cleaning station.
- C. Punch out.
- D. Do not "Stop Complete" pickup stops you did not make.
- E. Return your DIAD to its proper location.

## Section 18

### TP-60 Trailer Coupling and Uncoupling

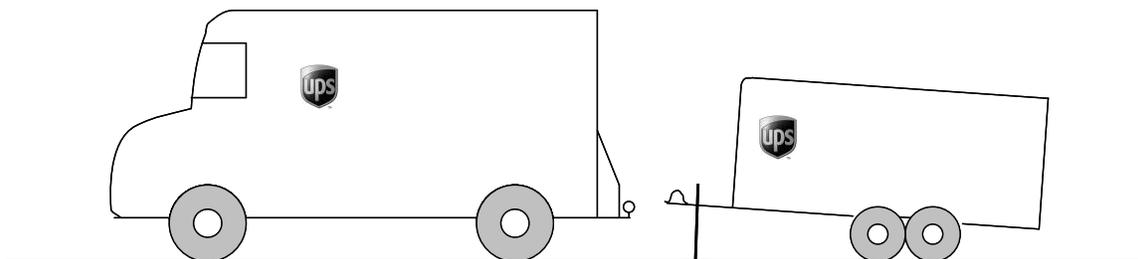
This section outlines the procedure necessary to complete the coupling and uncoupling of a TP60 trailer. The preferred vehicle to couple to a TP60 is the P70.

**NOTE:** Follow the prescribed package car “secure” and “prepare” methods when coupling or uncoupling a TP60. This includes proper use of the seat belt and parking brake, and removal of the ignition key before exiting the vehicle. Couple the TP-60 to the package car, then perform the pre-trip of the TP-60.

#### I. TP60 Trailer Coupling

**NOTE:** Follow local operating procedure to ensure that you are connecting to the correct TP60.

- A. Line the package car up with the TP60 trailer, while watching the rear-view camera monitor, so that the trailer hitch ball and trailer hitch are in line and approximately one foot away from each other. Secure the package car and remove the ignition key.
- B. Turn on the parking lights and four-way flashers.
- C. Walk to the rear of the package car.
- D. Some vehicles (such as the P80) have a detached hitch that must be attached to the vehicle. If this is necessary, open the rear door of the package car and obtain the trailer hitch. Slide the hitch into the receiver and secure it with the clevis pin.
- E. Lift and secure the rear bumper grate over the trailer hitch ball, if applicable.
- F. Check the draw bar, coupler, and ball for damage.
- G. Adjust the TP60 trailer hitch height in relation to the trailer hitch ball on the rear of the package car, so that the hitch is higher than the trailer hitch ball, as shown below.



- H. Observe the alignment between the trailer hitch ball and the trailer hitch to determine if any side-to-side adjustments will be needed during the final package car movement.
- I. Return to the cab of the car, prepare for travel, and back up the package car, while watching the rear-view camera monitor, so that the trailer ball is underneath the TP60 trailer hitch.
- J. Secure the vehicle and remove the ignition key.
- K. Walk to the TP60 and open the trailer hitch lock assembly.
- L. Lower the trailer hitch onto the trailer ball and lock the trailer hitch.
- M. Visually inspect the coupling. **NOTE:** It may be necessary to move the trailer or package car to get the hitch and lock to completely seat.
- N. Completely retract the trailer landing gear and lock it up in the travel position.
- O. Hook the safety chains to the eye hooks on the package car hitch. Hook the chains so that they are crossed with the latches facing out. Also, hook them so that they (1) do not drag on the ground, and (2) have enough slack to prevent binding and brake lock-up during hard turns.
- P. Hook the brake safety chain to the bumper grate and release the brake lever on the TP60.
- Q. Plug in the light cord.
- R. Return to cab, turn off the parking lights and four-way flashers.

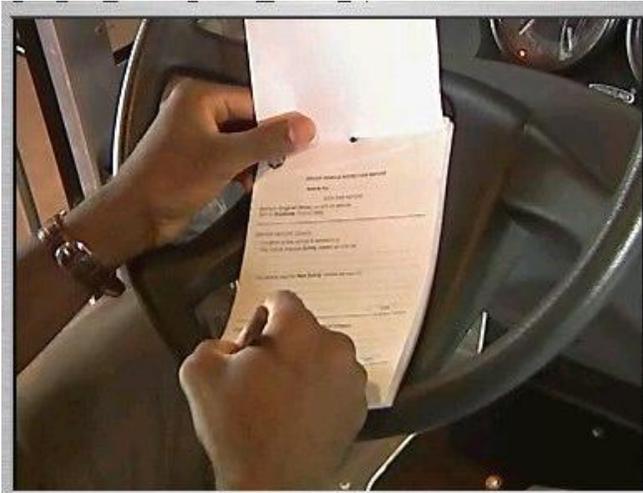
**NOTE:** In some operations, a ball lock is used to lock the TP60 to the package car. Refer to local operating procedures for further direction on how and when to use a lock.

## II. TP60 Trailer Pre-Trip Inspection

Walk down the roadside of the trailer making the following inspections. As you move around the TP60 trailer check for damage and that the trailer is not leaning to one side.

- A. Inspect roadside of trailer for reflectors and lights.
- B. Inspect roadside tires for tire pressure, cuts, and abrasions.
  - 1. Make sure the valve stem cap and wheel nuts are present.
  - 2. Visual check to ensure no cracks to the rim. Also check for evidence of "rust tracking" from the lug nuts indicating that the lug nuts could be loose and require tightening.

- C. Inspect rear of trailer for signal lights, brake lights, marker lights, clearance lights and tail lights. Ensure that the door is properly closed.
- D. Inspect the curbside of the TP60 trailer in the same manner as the roadside.
- E. Lift the king box cover and check for the hazmat pouch, which will contain shipping papers for any hazmats loaded in the TP60. (If there are no hazmats loaded, an empty pouch should be in the king box.)



**Driver Vehicle Inspection Report (DVIR)**

- F. If problems were reported with a vehicle the day before, verify that the Automotive Department fixed them. If not, contact your supervisor.
- G. If any safety related problems or potential road call items were discovered during your pretrip, notify your supervisor immediately.
- H. Return to the cab and activate the trailer electric brake controller. Insert the ignition key and start the engine.
- I. Pull ahead and apply the TP60 brakes with the trailer electric brake controller.

### **III. TP60 Trailer Disconnect and Post-Trip**

- A. Secure package car. Turn on the parking lights and four-way flashers. Remove the ignition key.
- B. Exit the curbside of the package car.

- C. Make a post-trip inspection of the trailer:
  - 1. Inspect for damage.
  - 2. Inspect marker lights.
  - 3. Inspect four-way flashers.
  - 4. Inspect wheels and tires.
- D. Unplug the light cord.
- E. Remove the brake lever safety chain and lock the parking brake on the TP60.
- F. Remove the safety chains, and store them by hooking them onto the TP60 so that they do not drag.
- G. Unlock the trailer hitch.
- H. Lower the trailer landing gear leg. Raise the trailer hitch high enough to clear the trailer hitch ball and lock the hitch.
- I. Pull the package car ahead approximately three feet. Secure the vehicle and remove the ignition key.
- J. Exit the car, and walk to the rear of the car. Lower and lock the rear bumper grate over the trailer hitch ball.
- K. Some vehicles (such as the P80) have a detached hitch that must be removed from the vehicle. If this is necessary, remove the hitch and store it in the package car or the TP60, depending on local operating procedure.
- L. Complete and turn in a Driver Vehicle Inspection Report (DVIR) for the TP60.

## Conclusion

We cannot overstate the importance of continuously developing skill in our jobs. Survival in the worldwide competitive market depends on constant improvement. Leadership in this market is based, in part, on our company's ability to improve -- to widen the gap between UPS and our competitors.

Our methods provide a firm foundation on which we can improve. Practicing these methods allows us to be more efficient and effective in handling the repetitive tasks associated with the work we do. These methods must become automatic -- habit.

We believe that UPS people are the best. And when the best have been given the right tools and training, they perform their jobs better than anyone else can. We're doing that today. Our challenge is to continue to do that tomorrow, and all the days that follow.

You play a key role in building our success as a company. Thank you for your careful attention to the methods presented here.

Although these methods are written for Service Providers, they are also originated by Service Providers. Send recommendations for changes to your engineering manager through your center manager or operations manager. Your ideas and comments are valued.

## Stop Recording Procedures

To view the Stop Recording Procedures, please refer to the iGate:

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