

Ground in UPS Drop Boxes (February 15)

UPS now accepts ground packages in our drop boxes, giving our customers even greater flexibility and access to UPS via our drivers, The UPS Store, and UPS Drop Boxes.

Date to be given: February 15
Audience: All U.S. Air and Package Car Drivers
Visual: Drop Box Decals, Placement Visual

Key Messages

- By accepting ground packages at 40,000 drop box locations nationwide, UPS now provides customers 24/7 access for their small package ground shipments.
- Accepting ground packages in drop boxes is a great benefit to customers across all business segments looking for convenient access to UPS, and gives UPS a competitive advantage over FedEx and the USPS.
- The following restrictions apply:
 - Maximum package size is 16" x 13" x 3"
 - There is a maximum declared value of \$500
 - Hazardous materials are not accepted
- Your support of this new service is important to its success. Please apply these decals on UPS Drop Boxes in your area as indicated on this visual. **[Distribute decals and placement visuals.]**
- If customers consistently stack packages outside of a drop box, provide your supervisor or manager with the address of the drop box location.
- The new Joint UPS/IBT Competition Committee will review this initiative in six months. Created as a result of the contract agreement, the committee will discuss and evaluate opportunities that could help us better compete and grow volume and additional jobs.

Conclusion

Because of your daily contact with customers, you often are viewed as the face of UPS. Remember to remind existing and potential customers about the convenience, security, and ease of use of UPS Drop Boxes for all service levels.

ADDITIONAL INFORMATION FOR MANAGEMENT

Key Points:

- By accepting ground packages at 40,000 drop box locations nationwide, UPS now provides customers 24/7 access for their small package ground shipments, giving UPS a competitive advantage over FedEx and the USPS.
- The new labor agreement provides UPS with the flexibility for all drivers to pick up all packages in UPS Drop Boxes. Part- and full-time air drivers and package car drivers can pick up ground packages with no change in pay rate.
- The new Joint UPS/IBT Competition Committee will review this initiative in six months. Created as a result of the contract agreement, the committee will discuss and evaluate opportunities that could help us better compete and grow volume and additional jobs.
- Beginning the week of February 4, district drop box coordinators will receive decals stating, "UPS Ground, Air and International packages accepted here," and will distribute them to package centers.
- Beginning the week of February 11, district drop box coordinators will receive a second shipment of decals stating, "Ground Pickup Time," and will distribute to package centers. These decals will only be placed on selected drop box locations which are outlined below.
- Special operating plans may be required to ensure ground packages picked up from drop boxes are processed on twilight or local sorts in order to meet service commitments. Ground packages are not to be upgraded into the air network as part of any special operating plan. This includes the following situations:
 - Later pickups made at drop boxes near gateways in which drivers cannot get ground packages to the twilight or local

sort in time to make service.

- Drop box pickups that are taken directly to a gateway before the pickup driver returns to the package center and the pickup driver returns too late for the ground packages to be processed.
- If an operating plan cannot be developed and implemented to ensure service on ground packages, then the "Ground Pickup Time" sticker should be applied to that specific drop box location, along with the specified pickup time. The existing pickup time on the drop box will continue to reference the air pickup time. These selected drop boxes will now have a posted pickup time for both ground and air shipments. The local operating center must include this scheduled "Ground Pickup Time" stop into their daily pickup dispatch plan.
- All drop boxes that require a "Ground Pickup Time" decal need to be logged into the Drop Box Ground Exception Web site. Required information includes the region, district, center SLIC, drop box source code number, and reason for the exception. The Web site should to be updated by center management teams by **noon on February 14, 2008**. The new Ground Pickup times will be used to update the Drop-off locator, and completed by Corporate Retail Services.
- Beginning February 15, drivers should apply the "UPS Ground, Air and International packages accepted here" decals to all drop box locations. The "Ground Pickup Time" decal should only be placed on drop boxes selected by the district.
- Ground in Drop Box procedures are available on the Package Operations Support Group Web site.
- Over the next six months, drop box volume will be tracked weekly to identify those locations where ground volume increases more than 25 new packages per week. The district Sales Support Center (SSC) manager will receive customer-specific detail for those boxes to evaluate capacity levels inside the box.
- If customers consistently stack packages outside of a drop box, creating a possible claims liability, drivers should provide their business manager or part-time package car supervisor with the address of the drop box location, which in turn should be forwarded to the district SSC manager.

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