



---

# Important

---

**Before You Begin...**  
Please Read this  
**Important Information**  
*about your*  
**Access Point® Location**

**Package Express Centers**  
P.O. Box 1178 • Greeneville, TN 37744  
Phone: 800.274.4732 • Fax: 800.570.0683  
[www.packageexpresscenters.com](http://www.packageexpresscenters.com)

# New UPS shipper

Your new UPS shipping center will be a

- retail shipping location processing retail shipping labels for customers,
- a drop off package location accepting UPS drop off packages that are already labeled from customers, and
- an Access Point accepting packages from your UPS driver for the recipient to come to your store to pick up.

Upon receiving your Total System software training you will also be trained via video at <https://www.packageexpresscenters.com/ap-headquarters> for your Access Point package acceptance from driver and release to end recipient.

**CUSTOMER PICKUP**  
For packages being picked up by a customer

1. After Verifying ID, retrieve packages from the secure staging / storage area.
2. Check ID and verify again against package label
3. Scan Each Package Using the Browser Based UPS Access Point Application
  - A. Scan the barcode or enter the tracking number manually
  - B. If a pop-up menu appears, choose "Customer Pickup"
4. Once all packages are scanned, click "Continue"
5. Obtain customer's signature using mouse device, Click "Accept" to capture signature.
6. When returned to the previous screen, click "Submit" to complete the Customer Pickup.
7. User will be returned to Smart Scan Screen and a message will appear indicating "Scan Submitted Successfully".
8. Release package to customer

Scan package using Smart Scan. If package is in "Accept" status in inventory, user will be taken directly to Customer Pickup Screen

For all Customer Pickups, user can also just click on the Customer Pickup icon and they will be taken directly to the Customer Pickup Screen where Customer Pickup scanning can be performed and completed

Step 3 - Account Number \*

Please enter your PEC account number here. Then press submit

SUBMIT

This booklet will help with the Access Point portion of your package processing and shipping center.

## UPS Access Point Responsibilities

Smart Scan

Reports Help Administration

Customer Pickup

Driver Delivery

Messages

~~Customer Drop Off~~

Inventory - Action Required

Void Scan

- It is important to check as early as possible each morning for **Messages** and whether **Inventory** items need action, like marking aged packages as **Ready for UPS** retrieval.
- It is also important to never use the **Customer Drop Off** button. Your package drop-offs are to be entered within the Total System Software.

If you want to practice any of the following procedures, you can use the training login to be able to use these features on fake packages.

-User ID: training\_US  
-Password: training\_US

## What do I do when...

First and foremost, it is important to be logged into the REAP web portal. You can do this by clicking the AP Package button in the Total System Software (new in version 20.0.3) or by navigating to [ap.ups.com](http://ap.ups.com) in your web browser. Keep this open and ready to access throughout the day.

... **UPS drops packages off for me to hold?** – Complete the following ASAP. This is time-sensitive.

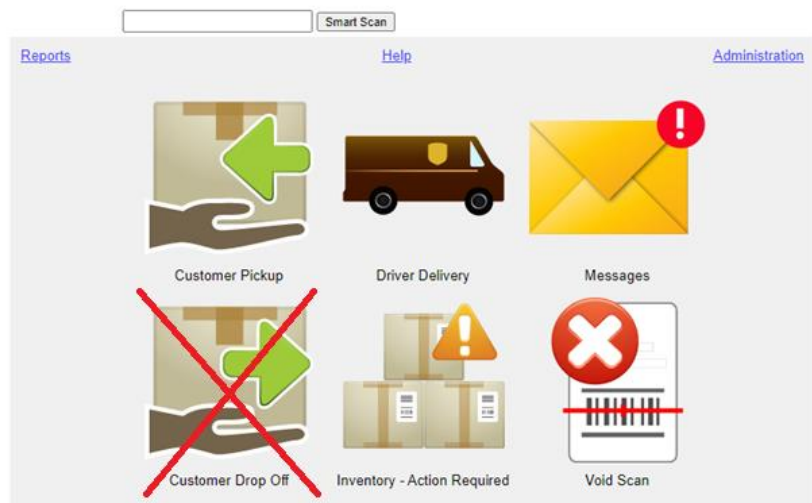
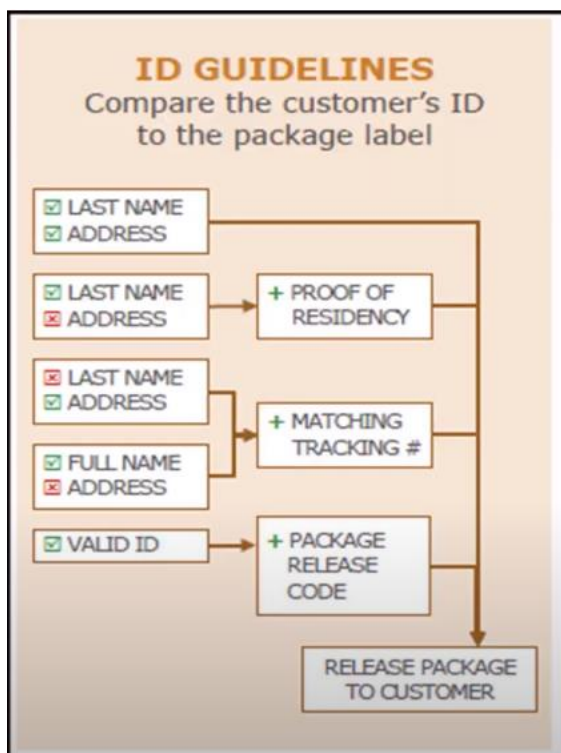
1. Select Driver Delivery
2. Scan all packages
3. Click Submit
4. Store packages in a separate, designated area for AP packages to avoid mixing them up. You want to avoid your driver confusing packages for pickup with the packages you are holding for AP

... **a customer comes in to pickup a package?**

1. Select Customer Pickup
2. Search for the customers package by Shipper Name, Customer Name, or Tracking Number. You can also sort the list of packages by clicking the column headers. The package should have a status – **Accept**.
3. Click Scan Packages
4. Scan or type the Tracking Number and click Submit
5. Verify the customers identity against the package label using the ID Guidelines
6. Have the customer sign for the package
7. Click Submit and release the package to the customer

... **I make a mistake?**

Call PEC at 800-274-4732 or email [support@packageexpresscenters.com](mailto:support@packageexpresscenters.com) so we can guide you based on the nature of the issue.



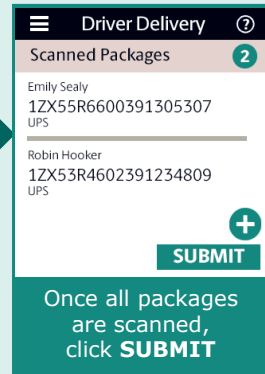
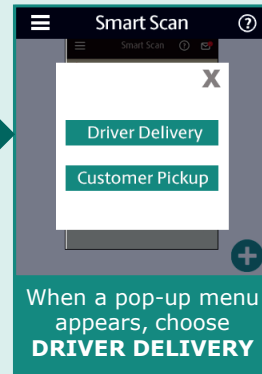
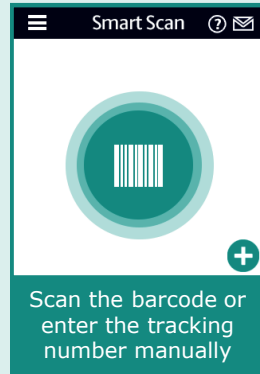


## UPS DRIVER DELIVERY

For packages being delivered to the UPS Access Point for customer pickup

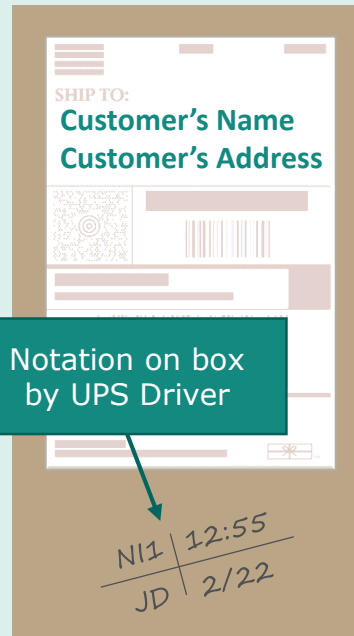
**1**  
**SCAN EACH PACKAGE**  
using the UPS Access Point app

You can refuse a package that is more than 44 lbs or 38" long



## How to Identify UPS Access Point Packages

The three label configurations to the right will help you differentiate UPS Access Point packages from those being delivered for your store



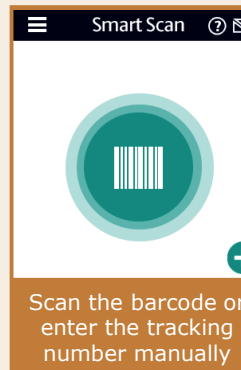
## CUSTOMER PICKUP

For packages being picked up by a customer

**1**  
**RETRIEVE PACKAGE(S)**  
from the secure staging area

**2**  
**CHECK ID**  
using the guidelines in the upper right of this page

**3**  
**SCAN EACH PACKAGE**  
using the UPS Access Point app



# Process Procedures

2

## SECURE PACKAGES

in the designated staging area



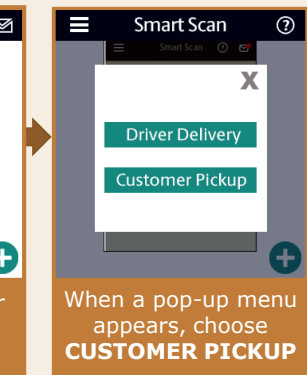
## Customer Identification Guidelines

Compare the customer's ID to the package label. If the following criteria are not met, do NOT release the package.

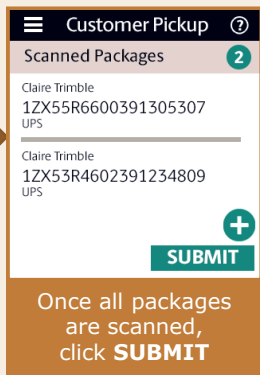
Do these match on the ID and label?

Ask for additional info (if needed).

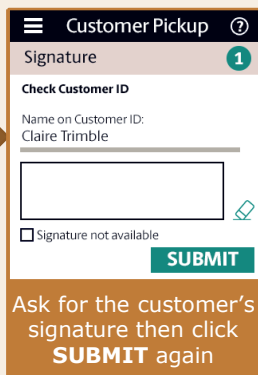
<ul style="list-style-type: none"> <li>✓ Last Name</li> <li>✓ Address</li> </ul>		Release Package to Customer
<ul style="list-style-type: none"> <li>✓ Last Name</li> <li>✗ Address</li> </ul>	<ul style="list-style-type: none"> <li>+ Proof of Residence (e.g. utility bill)</li> </ul>	Release Package to Customer
<ul style="list-style-type: none"> <li>✓ Full Name</li> <li>✗ Address</li> </ul>	<ul style="list-style-type: none"> <li>+ Matching Tracking #</li> </ul>	Release Package to Customer
<ul style="list-style-type: none"> <li>✗ Last Name</li> <li>✓ Address</li> </ul>	<ul style="list-style-type: none"> <li>+ Matching Tracking #</li> </ul>	Release Package to Customer
<ul style="list-style-type: none"> <li>✓ Valid ID</li> </ul>	<ul style="list-style-type: none"> <li>+ Package Release Code (from shipper)</li> </ul>	Release Package to Customer



When a pop-up menu appears, choose **CUSTOMER PICKUP**



Once all packages are scanned, click **SUBMIT**

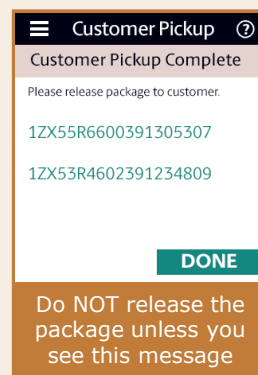


Ask for the customer's signature then click **SUBMIT** again

4


## RELEASE PACKAGE(S) when CUSTOMER PICKUP COMPLETE appears on the screen

If prompted, offer enrollment in UPS My Choice®



Do NOT release the package unless you see this message





## CUSTOMER DROP OFF

For pre-labeled packages being dropped off by a customer

1

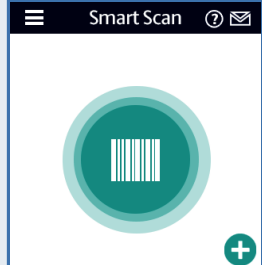
### INSPECT PACKAGE(S)

to ensure they're properly sealed and have a UPS bar-coded label

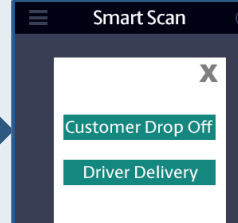
2

### SCAN EACH PACKAGE


using the UPS Access Point app



Scan the barcode or enter the tracking number manually



When a pop-up menu appears, choose **CUSTOMER DROP OFF**



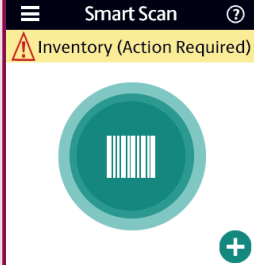
## INVENTORY RETURN

For packages that have not been picked up within 7 days

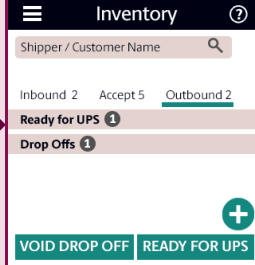
1

### ADDRESS ALERT

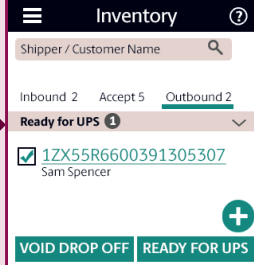
on the UPS Access Point app



Click on the alert **INVENTORY (ACTION REQUIRED)**



Expand the **READY FOR UPS** section



Retrieve the listed packages from the staging area

## “Why is my package here?”

If UPS attempts a delivery and no one is home to receive the package, the driver may redirect the customer’s door. If a customer has questions about why their package was redirected, refer to the

### Why did UPS send my package here instead of my home?

- The UPS Driver considers package security a top priority
- They attempted to deliver it to you and did not want to leave your package unattended when no one was home to receive it

### Why isn't my package here yet?

- There is a delay between when the UPS Driver leaves the notice on your door and when they are able to drop your package off here (sometimes it can even be the next day).
- You can track the package using the InfoNotice number so you know when ready for pickup

# ce Procedures

**Customer Drop Off**

Scanned Packages

Mary Patrick  
1ZX55R6600391305307  
UPS

McKenna Giaraffa  
1ZX53R4602391234809  
UPS

**SUBMIT**

Once all packages are scanned, click **SUBMIT**

**Customer Drop Off**

Please select a receipt option

None/Exit Screen

SMS

Email

Enter Phone Number

**GET RECEIPT**

Offer a receipt. Choose *None* or *SMS/Email*. Click **GET RECEIPT**

**3**

**SECURE PACKAGES**

in the designated area for the UPS Driver to collect

**2**

**SCAN EACH PACKAGE**

using the UPS Access Point app

**Inventory**

Return To UPS

Scanned Packages

Sam Spencer  
1ZX55R6600391305307  
Ready for UPS

**SUBMIT**

Once all packages are scanned, click **SUBMIT**











**3**

**SECURE PACKAGES**

in the designated area for the UPS Driver to collect

Tip: Write "Return to UPS" on packages

### App Icons

 Manual Synch	 Settings
 Signature Removal	 Sign-out
 Search	 Keyboard
 Confirm	 Refuse
 Back	 Help

package to your store and leave a notice on the following.

**How can I control where my packages end up in the future?**

- Go to [ups.com/join](https://www.ups.com/join) and sign up for UPS My Choice® for free
- This will activate delivery alerts and give you the ability to redirect one or all of your packages to a convenient location of your choosing

## Additional Support

**For application support:**  
UPS Access Point Support  
1-888-877-8324 (option 3)



Your store will receive Access Point packages based on a few factors. Your UPS driver may go to deliver a package but no one is home and they have determined it is not safe to leave the package unattended. If this is the case a notice like the one you see below will be left on the recipient's door. The notice explains the package will be available for pick up at your location **after 1pm the following business day**.

UPS Access Point® 

## Talking Points: “Why was my UPS package delivered here?”



If a UPS Driver redirects a customer's package to your store, they will leave a notice on the customer's door.

### Why did UPS send my package here instead of my home?


The UPS Driver considers security of packages a top priority when making deliveries. In this case, they did not want to leave your package unattended on your doorstep so they routed it for pickup at a nearby, secure location.


### I got this notice on my door, why is my package not here yet?

There is a delay between when the UPS Driver leaves the notice on your door and when they are able to redirect your package here while still making all their other deliveries (sometimes it can even be the next day). In the future, you can track the package using the InfoNotice number before you go there to make sure it has been delivered and is ready for pickup.

### How can I control where my packages end up in the future?

You can sign up to become a UPS My Choice® member at [ups.com/join](https://www.ups.com/join) which will activate delivery alerts and give you the ability to redirect one or all of your packages to a convenient location of your choosing for pickup.






InfoNotice # 0000 0000 000 0

**Sorry we missed you...**  
Track your package(s) at [ups.com](https://www.ups.com) using the UPS InfoNotice® receipt number (provided above), or see the back for more details.

Free delivery alerts!  
[ups.com/join](https://www.ups.com/join)



---

TO \_\_\_\_\_

DATE \_\_\_\_\_ PACKAGE(S) FROM \_\_\_\_\_

Package(s) will be delivered to a **UPS Access Point®** location on the next UPS delivery day typically by 1 p.m. **IS YOUR PACKAGE THERE YET?**  
Track your UPS InfoNotice® number at [ups.com](https://www.ups.com) to confirm availability prior to pickup at:

LOCATION NAME / STREET ADDRESS \_\_\_\_\_

Package(s) will be available at this location for 7 calendar days

We will try again on the next UPS delivery day  
Your action is required.

A) Someone must be here to accept delivery and sign for your package(s)  
 Must be 21 years of age or older

B) We can leave your package(s) on the next UPS delivery day if you sign the back of this UPS InfoNotice® receipt

C) Your package(s) has a C.O.D. due \$ \_\_\_\_\_ See back for payment details.  
 Cashier's check or money order only

Your package was left at: Neighbor/Office/Other \_\_\_\_\_

This was our final attempt     Pickup attempted

Need more help? Read the back or go to [ups.com/infonotice](https://www.ups.com/infonotice)



Your store may choose to accept and release Access Point packages using a device. See info below regarding “BYOD-Bring Your Own Device” and let us know if you’d like to register a device. Call 800-274-4732 or email your device specifics to [info@packageexpresscenters.com](mailto:info@packageexpresscenters.com).



**You have asked and we have heard you!**

*We have carefully reviewed all your feedback and implemented it into the new UPS Access Point® application.*

*You can now use your cell phone to connect with the UPS Access Point program.*

**Benefits:**

*The UPS application displays all your inbound & outbound packages, making it easier to manage your inventory.*

*The application enables you fast and reliable connectivity with the UPS network.*

*New enhancements include the ability to scan a barcode from a cell phone screen.*

*You can load the app onto multiple devices used in the store.*

**Benefits of switching over to BYOD:**

**Easy to use – use what you are comfortable using.**

- The easiest device to use is your own device because you are used to it.
- The UPS Access Point application works seamlessly on all iOS and Android devices.
- Boost productivity by allowing employees to use devices they are comfortable using.
- Using BYOD allows you to serve multiple customers at the same time.
- You can install the UPS Access Point application on multiple devices and use it simultaneously.
- No need to wait to serve a customer until your colleague has completed scanning packages.
- Reduce lines in your shop and increase customers’ satisfaction.

**Supports sustainability:**

**Do you still have an old device laying around you don’t use anymore?**

- The UPS Access Point application supports many versions of iOS and Android.
- Give your old device a new life and use it to scan packages.

**What does it take to get started?**

System Requirements:	
Android:	iOS:
-Android 7 (Nougat) or later	-iOS 11 or later
-Screen size 4.7" or greater	-iPhone 7/ iPad 5 or later

**Are you ready to start using BYOD?**

- Let your Access Point Representative know.

If your store is unable to scan packages for acceptance or to release please fill out the "UPS Access Point Recovery log" completely and fax or email per the directions. These forms are also located on our website at <https://www.packageexpresscenters.com/ap-headquarters>.

## UPS Access Point™ Recovery Log



When You cannot use the UPS Access Point Retail Application (ReAP) to scan packages, manually record all transactions on this log.  
At the Close of each business day, send this log to the UPS Access Point Management Center.

Fax To: **1-855-207-6220**

-or-

Email To: **upsaccesspoint@Ups.com**

Tracking number	Transaction Type				Date:	Customer Name	Customer Signature	APMC Confirmation Code
	Customer Pickup	Customer Drop off	Driver Delivery	Return to UPS				
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								



**We're here to help...**  
**Call toll free: 800-274-4732**

---

***Package Express Centers***

P.O. Box 1178 • Greeneville, TN 37744 • Phone: 800.274.4732 • Fax: 800.570.0683 • [www.packageexpresscenters.com](http://www.packageexpresscenters.com)

Rev. 8-20