


# Quick Reference Procedures



## UPS DRIVER DELIVERY

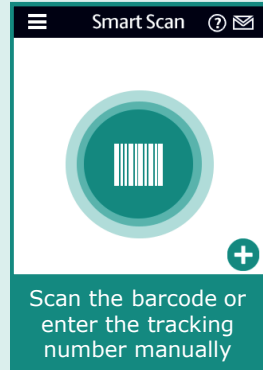
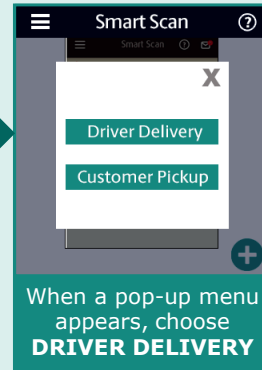
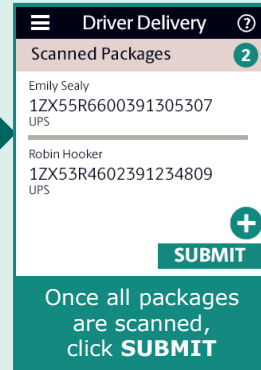
For packages being delivered to the UPS Access Point for customer pickup

**1**

### SCAN EACH PACKAGE

using the UPS Access Point app

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

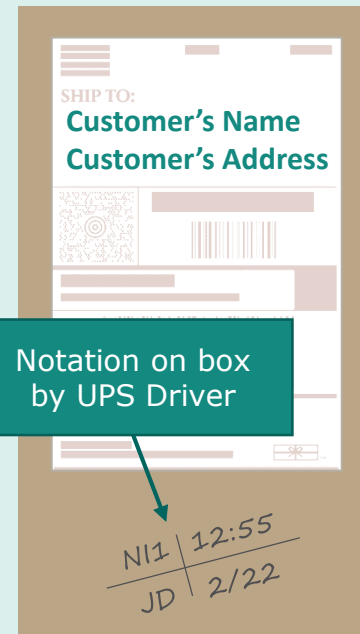
**2**

### SECURE PACKAGES

in the designated staging area

### 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

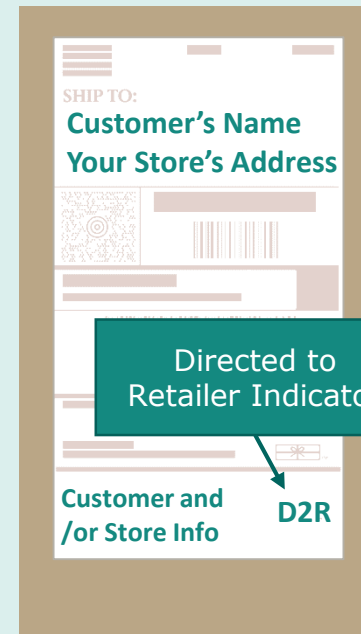


Notation on box by UPS Driver

*NI1 12:55  
JD 2/22*



SHOP ASSISTANT labels with customer info and your store's address




Directed to Retailer Indicator

Customer and/or Store Info **D2R**

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



## 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

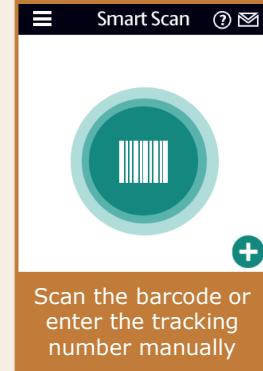
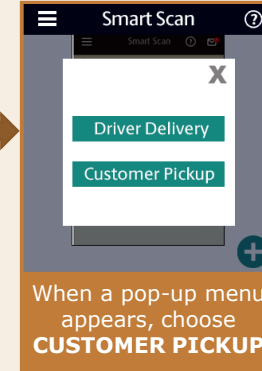
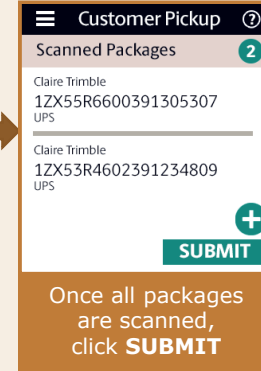
**3** **SCAN EACH PACKAGE** using the UPS Access Point app

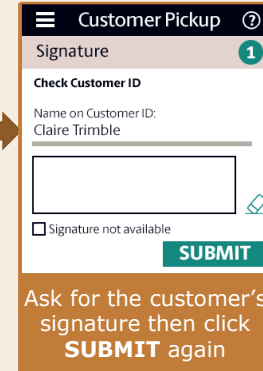
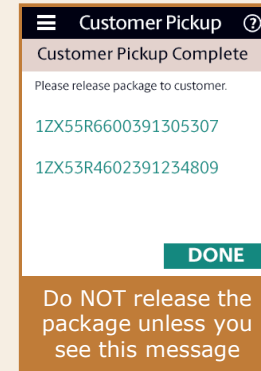
**4**

### RELEASE PACKAGE(S)


when **CUSTOMER PICKUP COMPLETE** appears on the screen

If prompted, offer enrollment in UPS My Choice®

# Quick Reference Procedures



## CUSTOMER DROP OFF

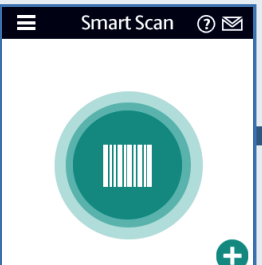
For pre-labeled packages being dropped off by a customer

**1**

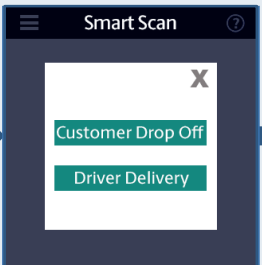
**INSPECT PACKAGE(S)**  
to ensure they're properly sealed and have a UPS bar-coded label

**2**

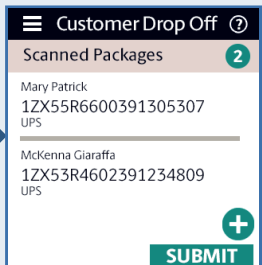
**SCAN EACH PACKAGE**  
using the UPS Access Point app



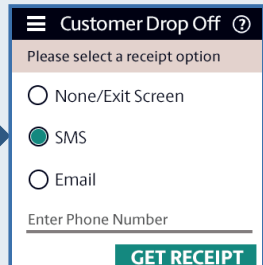
Scan the barcode or enter the tracking number manually



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




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



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

**3**

**SECURE PACKAGES**  
in the designated area for the UPS Driver to collect



## INVENTORY RETURN

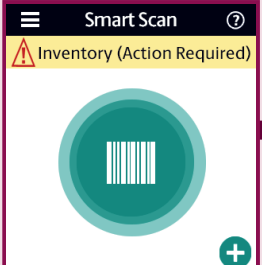
For packages that have not been picked up within 7 days

**1**

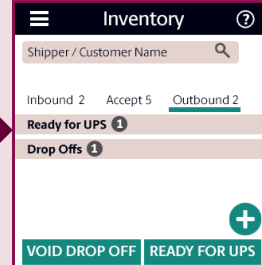
**ADDRESS ALERT**  
on the UPS Access Point app

**2**

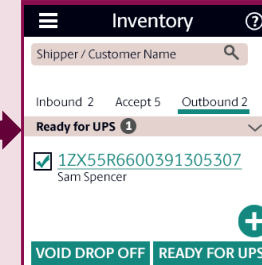
**SCAN EACH PACKAGE**  
using the UPS Access Point app



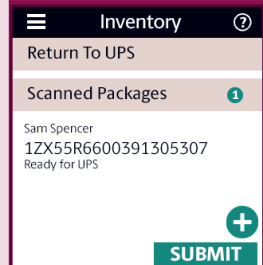
Click on the alert **INVENTORY (ACTION REQUIRED)**



Expand the **READY FOR UPS** section



Retrieve the listed packages from the staging area





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

## “Why is my package here?”

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

### 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 it's ready for pickup

### 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)