

Facilitator Notes



**New Domestic Preferred Customer Associate Training
18 Feb 2022**



Denial of Signature Investigations



Time

This module requires approximately 30 minutes.

Learning Objectives

After completing this module, the participants will be able to:

- Conduct a Denial of Signature investigation.
- Resolve a Denial of Signature investigation by locating two similar signatures.
- Issue a Driver Follow-Up for a Denial of Signature investigation.

Materials

The following materials are needed to facilitate this module:

- Slides: Denial of Signature Investigations (2)
- CEC Training System
- UPS University

Lesson 1: Introducing Denial of Signature



Time

10 minutes

Topics

This lesson covers the following topics:

- Denial of Signature



Slide



Denial of Signature



Talking Points

The IVP system assigns the Denial of Signature classification to an investigation when the recipient states he or she is not familiar with or disputes the name of the individual who signed for the shipment.

Investigations also receive this classification when the recipient acknowledges the name shown as the receiver of the shipment, but says it is not his or her signature.

What does not classify as a Denial of Signature situation is when the recipient recognizes the name and signature but cannot locate the shipment after delivery.

In either case, the inquiry can often be resolved by providing the shipper with proof of delivery.

Proof of Delivery



Talking Points

Any party involved with the package can request a Proof of Delivery (POD). The PCA can send the POD from IVP if requested.

The shipper can also obtain the POD online at *ups.com* using the tracking number.

However, if the shipper insists the PCA create the POD, ask him or her to provide the ship to address.



System

CEC Training: Knowledge Resource

Proof of Delivery (US)

Step	Action
1	Click the <i>Sending a Proof of Delivery</i> link from the Additional Information section.



Instructor Note

Allow participants five minutes to read through the resource section.



Timer

5 minutes

Lesson 2: Conducting a Denial of Signature Investigation



Time

20 minutes

Topics

This lesson covers the following topics:

- Denial of Signature Investigation
- Similar Signature
- Similar Signature Not Found

Denial of Signature Investigation



System

UPS University



Instructor Note

Direct participants to view the steps on how to work a Denial of Signature investigation.



Simulation

UPS University

Guide participants through the steps for locating the activity. Perform the following steps:

- access the UPS University website
- type *GBS_DRPCA* in the *Search* field
- click the *Show More* button on the *Training Results* screen
- click the *Denial of Signature Investigation* link
- click the *Launch* button on the *Training Details* screen
- if the system pop-up menu displays, click *Allow Once*



Role

At this time, the facilitator ensures the class timer is set for five minutes.

At this time, the proctors assist participants with locating the simulation in UPS University.



Timer

5 minutes

Similar Signature



Instructor Note

Direct participants to view the steps on how to search for similar signatures.



Simulation

UPS University

Guide participants through the steps for locating the activity. Perform the following steps:

- access the UPS University website
- type *GBS_DRPCA* in the *Search* field
- click the *Show More* button on the *Training Results* screen
- click the *Similar Signature Search* link
- click the *Launch* button on the *Training Details* screen
- if the system pop-up menu displays, click *Allow Once*



Role

At this time, the facilitator ensures the class timer is set for 10 minutes.

At this time, the proctors assist participants with locating the simulation in UPS University.




Timer

10 minutes

Similar Signature Not Found



Slide

 **Similar Signature Not Found**

1. Check for misdelivery or indirect address delivery
2. Search for existing investigation information
3. Verify Denial of Signature classification
4. Conduct customer interviews
5. Email DFU Notification to shipper if consignee claims non - receipt of package
6. Reschedule and send investigation to UPS Customer Center



Talking Points

If the PCA cannot locate two signatures to compare, he or she needs to continue with the Expert Search. Ensure that UPS did not misdeliver the package or send it to an indirect address. Search if any investigation information exists for the package.



Talking Points

If the Expert Searches conducted did not result in any similar signatures or any additional information, the PCA concludes that the Denial of Signature classification for the investigation is correct. Next, the PCA conducts customer interviews.

The PCA simulates calling the recipient regarding the investigation by marking the steps as complete in IVP.

Close the investigation with a Consignee Acknowledges Receipt (CAR) if the recipient indicates he or she has the package.

If the recipient claims non-receipt of the package, the PCA continues the investigation. The investigation type is classified as Driver Follow-Up (DFU) and he or she emails the shipper.

Use the DFU notification email template. After emailing the DFU Notification to the shipper, reschedule and send the investigation to the UPS Customer Center.



System

CEC Training: Knowledge Resource
DFU Notification



Talking Points

Before emailing the shipper the DFU Notification, complete the *Call Outcome* window in IVP as Call Successful, but not actually call the shipper.

After rescheduling the investigation, the PCA sends it to the UPS Customer Center.

Key Learning Points: Denial of Signature Investigations

Question	Answer
What does Denial of Signature indicate?	The recipient does not recognize the name or signature of the individual who signed for the shipment.
How many similar signatures must the PCA obtain before he or she can send the POD to the customer?	The PCA must obtain two signatures from two different days other than the delivery date of the shipment, before sending the POD.
If the PCA successfully locates two matching signatures, what does he or she do to close the investigation positive?	Attach a POD to the investigation for each signature as proof the receiver has previously signed for shipments at this location.
What does the PCA do if a similar signature cannot be located, and the recipient denies receipt of the package?	The PCA continues the investigation and issues the DFU.