

Participant Workbook



Global Universal
25 Feb 2022



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Important Note for All Participants

It is important to follow the guidelines below to properly close a Contact Case, send an Assistance Required Case, and regularly check *My Open Cases* in CEC.



Contact Case

If you are recording a contact case, use these steps to close the case properly:

- Click the *I Want to* field
- Select *Close This Case* from the drop-down menu



Assistance Required Case

To select an Assistance Required Case use these steps

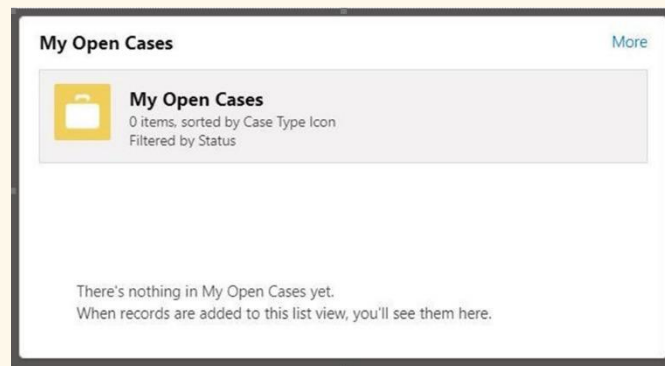
- Click the *I Want to* field
- Select *Request Assistance* from the drop-down menu
- Complete the necessary fields
- Click *Submit* (You must click *Submit* to send the case to the appropriate destination)
- Provide the commit time to the customer
- Click X on the case tab to reset your screen

My Open Cases

Regularly check the *Home* screen of your CEC phone console between calls for open cases. You will see these in the *My Open Cases* section.

Any open cases must be evaluated to determine if it can be closed or if you need to use the *I Want To* field to request assistance from centers or functions.

At the end of the day, there should be no open cases in this section.



If any cases display, follow the instructions above to either close it or request assistance.

UPS Return Services Exercise

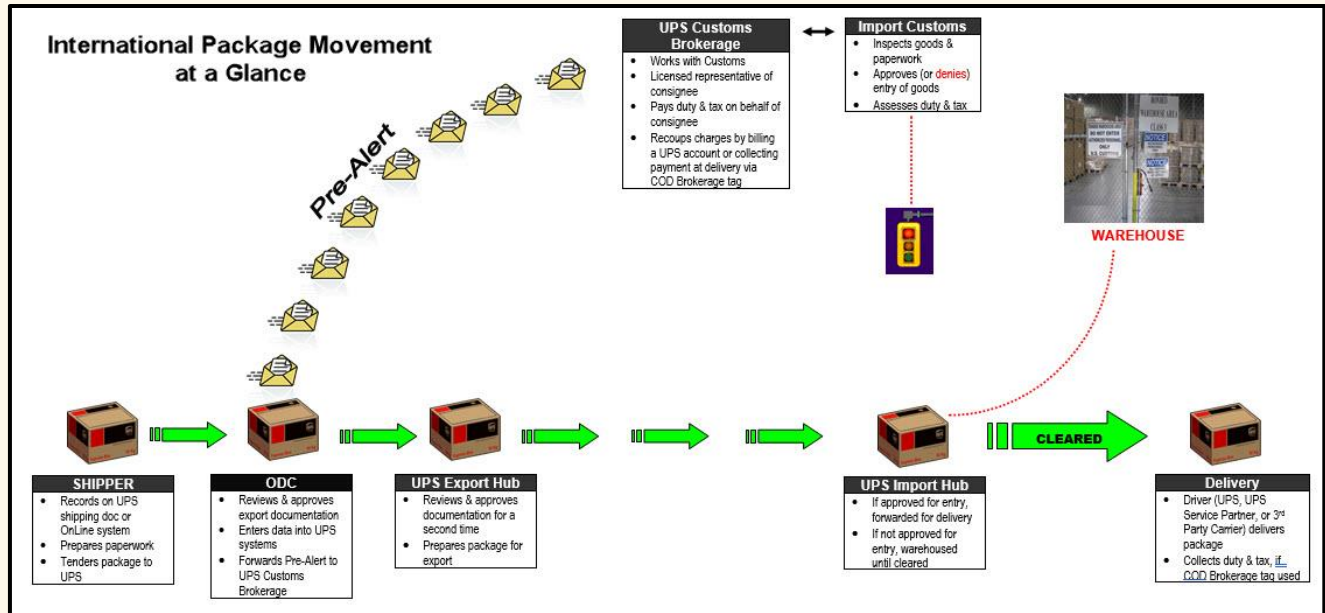
UPS Return Services

Use the appropriate knowledge resources to answer the following questions.

Question	Answer
With this Return Service, a shipper can send the return label via email to their consignee.	
This Return Service allows shippers to create their own labels using UPS automated shipping software. The return label is then printed at a UPS Service Centre and sent to the consignee. The consignee is responsible for getting the package back to UPS.	
With this Return Service, the driver will only make one pickup attempt. If it is unsuccessful, the driver will leave the return label at the pickup location.	
This Return Service allows shippers to print their own labels using UPS automated shipping software. The shipper then sends the label to their consignee. The consignee is responsible for getting the package back to UPS.	
With this Return Service, if the final pickup attempt is unsuccessful, the driver will take the return label back to the service center where it will be destroyed.	

International Package Movement at a Glance


International Tracking



Returned Package Activity

International Tracking

Screen Print A



IVP
Internal Visibility Portal

Change Your IVP Profile

Void

Print

Help

Sign Out

Tracking

Call Complete

Package Data - Tracking Number - Search Criteria

Tracking Number :

1ZE929F86813487623

Service Level :

WORLDWIDE SERVICES

Scheduled Delivery Date :

10/13/21

Estimated Delivery Time :

10:30AM - 02:30PM

Search Results :

Select One

View Shipment

View Package

Movement

Customer Info

Delivery Match

Claims

COO Payout

Damage/Investig

UPS MyChoice

Notifications Sent

UPS Premier

Type	Shipper #	Address/Location	Date	Time	Status	
EXC	E929F8	PODEBRADSKA 601 JIRNY 25	10/18/21	15:52	INCCORR ZIP 1ZE929F86882097586	RETRN/SHIPPR
EXC	E929F8	5060 /OSP 50, FR	10/18/21	03:05	RTS PENDING	
EXC	E929F8	59 RUE SAINT CATHERINE IM	10/16/21	17:51	DCR CREATED	RTS PENDING

See next page for IVP Exception Detail screen.

Screen Print B

Print

Help

Close

Searched Inquiry Number :

1ZE929F86813487623

Tracking Number :

1ZE929F86813487623

Service Level :

WORLDWIDE SERVICES

Associated Tracking and Postcard Numbers :

1ZE929F86882097586

Search

Select an Associated Tracking or Postcard Number and click on Search to execute the search

Original Address

DELEPOUVE

FRANCE

RR/DD/SLIC :

Original Service Level :

UPS STANDARD

New Address

HP CUSTOMER SUPPORT CONS. EXCHANGE

PODEBRADSKA 601

JIRNY 250 90

CZECHIA

RR/DD/SLIC :

New Service Level :

UPS STANDARD

Refundable : NO

Activity : 1 of 2

Activity Date/Time :

10/18/21 15:52

SLIC/Sort :

3599 / TWILIGHT

Resolution :

INCORRECT ZIP CODE, NOT DELIVERED
RETURNED TO SHIPPER

Shipper Number :

E929F8

Location :

RENNES HUB - A FR

Revised Delivery Date :

Pickup Date :

Activity : 2 of 2

Activity Date/Time :

10/13/21 20:51

SLIC/Sort :

3599 / TWILIGHT

Status :

INCORRECT ZIP CODE, NOT DELIVERED
UPS CONTACTED THE SENDER

Shipper Number :

E929F8

Location :

RENNES HUB - A FR

Revised Delivery Date :

10/20/21

Pickup Date :

Package Weight :

0.00

COD Due Amount :

Tax Amount :

Reference Number :

COD Payment Type :

Tax Payment Type :

Reference Type :

COD Alternate Control Number :

Input ID :

HYV4QBQ

Upload Source :

UDC


Upload Date/Time :

10/18/21 09:52

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See next page for IVP Movement screen.








Screen Print C



IVP

Internal Visibility Portal

[Change Your IVP Profile](#)
[Void](#)
[Print](#)
[Help](#)
[Sign Out](#)

Tracking

Call Complete

Package Data - Tracking Number - Search Criteria

Tracking Number :

1ZE929F86882097586

Service Level :

WORLDWIDE SERVICES

Estimated Delivery Time :

N/A

Search Results :

Select One

View Shipment

View Package

Movement

Customer Info

Delivery Match

Claims


COO Payout

Damage/Investig

UPS MyChoice

Notifications Sent

UPS Premier

Type	Shipper #	Address/Location	Date	Time	Status
DEL	 E929F8	2635 DO CERTOUS PRAHA 19300 CZ	10/20/21	17:43	COMM INS REL SEDIVY
SCAN		5822S/PRAGUE, CZ	10/20/21	07:42	Out For Delivery
SCAN		5822 /PRAGUE, CZ	10/20/21	07:30	Unload Scan
SCAN		5822 /PRAGUE, CZ	10/20/21	01:00	Arrived at Facility

Exceptions Activity

Exceptions

Exception	Who is Calling?	Scheduled Delivery Date	Last Scan	Package Location	Resolution
Short Landed	Shipper	Not passed	Less than 24 hours ago	Origin	
Remote Area	Recipient	Passed	More than 24 hours ago	Destination	
Auto Warehouse	Shipper	Not passed	Less than 24 hours ago	Origin	
Verify Goods	Shipper	Not passed	Less than 24 hours ago	Destination	

Determine the Resolution

CEC Global Cases

Scenario	Resolution
<p>The shipper is calling because he or she issued a Return Service label for the package in another country and the driver has not picked up the package</p> <ul style="list-style-type: none"> The representative has confirmed the driver has not made a pickup attempt for the package within the committed timeframe Package is located in an Enterprise country other than the representative 	<p>Case Type: Case Sub Type: Incident Location:</p>
<p>The shipper is calling to recover an abandoned international package and the package is currently in India.</p>	<p>Case Type: Case Sub Type: Incident Location:</p>
<p>The shipper is calling because he or she would like an international package returned to his or her location</p> <ul style="list-style-type: none"> The driver has not delivered the package RTS is available between the two countries The shipper understands that UPS will charge a fee for the return transportation charges Package is located in an Enterprise Country other than the representative 	<p>Case Type: Case Sub Type: Incident Location:</p>
<p>The shipper is calling because he or she assumed the consignee would have received the package by now and wants to find out where the package is</p> <ul style="list-style-type: none"> The representative discovers the package is bouncing back and forth between international hubs The representative confirms the consignee address is correct IVP displays no exceptions scans providing additional information Package is located in an Enterprise Country other than the representative 	<p>Case Type: Case Sub Type: Incident Location:</p>

Access Point InfoNotice (Canada)

UPS Access Point – Part 1 (Canada and Mexico)

Front



For more information on your package,
scan the QR code below or go to **ups.com®**
and enter your InfoNotice® number.

TO _____
DATE _____
PACKAGE(S) FROM _____


InfoNotice # 0000 00000 000 0

☐ **Sorry we missed you**

☐ We will try again on the next weekday (excluding holidays)
☐ Your package was left at
☐ Neighbour _____
☐ Other _____
☐ We attempted to make a pickup
☐ This was our **final attempt**


SCAN HERE FOR PACKAGE
LOCATION AND AVAILABILITY

For more options please refer to the back of this notice or go to ups.com/infonotice

☐ **Please pick up your package(s)**

Your package(s) will be available for pickup at a **UPS Access Point™**
beginning: ☐ Today ☐ The next weekday (excluding holidays)

To find your UPS Access Point location, package availability for pickup, and operating hours (weekend hours are typically available), scan the QR code above, go to ups.com and enter your InfoNotice number, or refer to the back.

☐ **Your action is required** *See back for more details.*

☐ A) Someone must be here to accept delivery and sign for your package(s)
☐ Must be 19 years of age or older
☐ B) We can leave your package(s) on the next weekday (excluding holidays)
if you sign the back of this InfoNotice
☐ C) Your package(s) has a C.O.D. due \$ _____ *Payable to Sender*
☐ Certified cheque or money order only *Payable to Sender (see back for more details)*
☐ D) Your package(s) has a brokerage C.O.D. due \$ _____ *Payable to UPS*

Sign up for *UPS My Choice®* at ups.com/join
Get deliveries on your schedule.

Sorry we missed you

Service Attempts

UPS may make up to three delivery attempts, in its discretion, on regular business days. Undeliverable packages will be returned to the sender. To prevent your package from being returned or to make alternate delivery arrangements, go to ups.com and enter your InfoNotice number into the "Tracking or InfoNotice Numbers" box or call 1.800.258.4393. If you want to pick up your package at a UPS Customer Centre your request must be received by 7 p.m. today.

Please pick up your package

UPS attempted to deliver your package(s) and it is now being taken to a **UPS Access Point™** location, a convenient place where your package(s) will be available for pickup for 7 calendar days (weekend pickup hours are typically available). After 7 days the package(s) will be returned to the sender as undeliverable. If the "The next weekday" box is checked, your package(s) will be available for pickup at a UPS Access Point location on the next weekday (Mon-Fri), excluding holidays. Please confirm package availability before picking up your package.

To locate your package and determine availability:

- Scan the QR code on the front of this notice
- Visit us at ups.com and enter your InfoNotice or Tracking number
- Scan the InfoNotice barcode with your UPS Mobile App
- Call us at 1.800.258.4393

A valid government issued photo ID will be required to obtain your package(s). For additional details, please visit us at ups.com/Infonotice

Your action is required

A) Someone must be here to accept delivery and sign for your package(s).

A signature is required in person at the time of delivery. If the "Must be 19 years of age or older" box is checked, an adult, 19 years of age or older must be present at this address to sign for the package(s) and accept delivery.

To have the package(s) delivered to a neighbour, write the address below and return the InfoNotice to where the driver left it. (Does not apply to packages with the "Must be 19 years of age or older" box checked)

Neighbour's Address _____

B) We can leave your package(s) on the next weekday (excluding holidays) if you sign the back of this InfoNotice.

Your written authorization is required below to leave package(s), please sign this form and return the InfoNotice to where the driver left it.

I authorize UPS to leave my package(s) at my address. I agree that UPS will not be liable for any loss or damage that may result from leaving the shipment.

Your signature

Print name

C) Your package has a C.O.D. due

- Collect On Delivery (C.O.D.) Requirements – Personal cheques are accepted unless the "Certified cheque or money order" box is checked on the front of this notice.
- If the "Certified cheque or money order" box is checked, UPS has been instructed by the sender to only accept a certified cheque, bank draft, or money order payable to the sender.

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Overlay Sticker for Access Point Delivery

For your convenience, your package is being held for pickup at the location below for 7 days.

Follow the instructions above to see if your package(s) is ready for pickup at:

DEE'S MARKET HOUSE
100-2918 GLEN DR
COQUITLAM, BC V3B2P5

For hours of operation please visit ww.ups.com and click the **Locations** link from the main menu.

When picking up your package this InfoNotice and current Government photo ID with address is required.

Back

Rastree su(s) paquete(s) usando alguna de las siguientes opciones:

1. Visítenos en ups.com e ingrese el número de InfoNotice
2. Escanee el código de barras del número de InfoNotice con la aplicación UPS Mobile
3. Llame a UPS al 01.800.466.8423 y proporciónenos el número de InfoNotice

Intentos de Entrega / Entrega en UPS Access Point™

En caso que usted no esté disponible en su domicilio cuando UPS intente realizar la entrega, UPS puede dejar su(s) paquete(s) en un centro UPS Access Point™ cercano a su hogar, ahí será(n) resguardado(s) para usted por 7 días naturales para que lo(s) recolecte. Transcurridos estos 7 días, será(n) retornado(s) al remitente.

Antes de acudir al centro UPS Access Point™, rastree su(s) paquete(s) -ver arriba- para confirmar disponibilidad **"Entregado en UPS Access Point™ Espera recolección del cliente"**. Al rastrearlo(s) también podrá consultar el horario del establecimiento y un mapa para localizar el centro UPS Access Point™. **Una identificación oficial vigente con fotografía del consignatario (credencial INE -Instituto Nacional Electoral-, Pasaporte, Cartilla Militar o Cédula Profesional) será requerida para recolectar su(s) paquete(s).** Para mayor detalle sobre requisitos de identificación visítenos en ups.com/infonotice

UPS también podrá realizar, a su discreción, hasta 3 intentos de entrega en su domicilio y en días hábiles. Los paquetes no entregados serán retornados al remitente. Para prevenir que su(s) paquete(s) sea(n) retornado(s) o para solicitar una entrega alternativa, rastree su(s) paquete(s) -ver arriba-. Si prefiere recolectarlo(s) en un centro UPS Access Point™, deberá realizar su solicitud el día de hoy antes de las 6 pm. Para mayor detalle visítenos en ups.com/infonotice

Su intervención es necesaria - Leer abajo para mayor detalle. Esta sección sólo aplica si las opciones A) o B) están marcadas en el frente de este InfoNotice.

- A) Al realizar la entrega se solicitará una firma de recibido. Si la casilla "Debe ser mayor de edad (18 años o más)" está marcada, sólo un adulto podrá recibir y firmar por su(s) paquete(s).

Si desea que su(s) paquete(s) se entregue(n) con un vecino, escriba abajo el nombre y la dirección y regrese el InfoNotice al lugar donde lo dejó el conductor de UPS. No aplica cuando la casilla "Debe ser mayor de edad (18 años o más)" esté marcada.

Nombre del vecino: _____

Dirección del vecino: _____

- B) Los cheques serán nominativos a favor de UNITED PARCEL SERVICE DE MÉXICO SA DE CV

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Entering Investigations Exercise (Mexico)

Continuing the Investigation

Single Package Investigation:

Step	Process
1	Enter <the pre-tripped tracking number> and click <i>Search</i> .
2	Click the <i>Enter Investigation</i> button.
3	Click the <i>Shipper</i> radio button.
4	Highlight and copy the <i>Day Phone</i> field displayed in the <i>Shipper</i> folder. If not available from PLD, obtain it from the shipper.
5	Click the <i>Shipped From</i> folder.
6	Click the <i>Edit</i> button to display the <i>Update Contact Information</i> screen.
7	If a number does not display from PLD, paste the copied number in the <i>Day Phone</i> field. Click the <i>OK</i> button to return to the <i>Shipped From</i> folder
8	Click the <i>Consignee</i> folder.
9	Click the <i>Edit</i> button. <ul style="list-style-type: none"> • Enter a name in the <i>Contact Name</i> field. • Enter a telephone number in the <i>Day Phone</i> field. If a residential customer, ask for an evening telephone number • Click the <i>OK</i> button to return to the <i>Consignee</i> folder
10	Click the <i>Continue</i> button at the bottom of the screen.
11	Enter a number in the <i>Invoice #</i> field.
12	Obtain other information from the shipper and enter the information into the appropriate fields such as <i>Purchase Order #</i> and <i>Package Reference #</i> .
13	Enter a value in the <i>Value</i> field.
14	Enter a quantity in the first <i>Total Number of Items</i> field.
15	Enter a description in the <i>Merchandise Description</i> field.
16	Click the side bar to see the remaining fields in this section.
17	Obtain other information from the shipper to enter in the appropriate fields, including <i>Part Number</i> , <i>Serial Number</i> , <i>Model</i> , <i>Size</i> , <i>Color</i> , and any distinguishing information.
18	Indicate if the item is considered personal or had sentimental value in the <i>Personal Item</i> field.
19	Click the <i>Continue</i> button at the bottom of the screen to display the <i>Notification Information</i> screen.
20	Select the notification language.
21	Verify the inquirer's information in the <i>Contact Name</i> field.
22	Enter an e-mail address in the <i>Email Address</i> field.
23	Click the <i>Continue</i> button to display the <i>Confirmation/Summary</i> screen.
24	Click the <i>Cancel</i> button on the <i>Confirmation/Summary</i> screen. Do NOT submit the Investigation.

Point out the links to the *Investigation Input* screens displayed in the Work List.

Multiple Package Investigation:

Step	Process
1	Enter <the pre-tripped tracking number> and click <i>Search</i> .
2	Click the <i>Get Shipment</i> button.
3	Click the <i>Enter Investigation</i> button.
4	Select the multiple tracking numbers to be investigated from the <i>Package Select List</i> pop-up window.
5	Click the <i>OK</i> button to display the <i>Shipment Information</i> screen.
6	Click the <i>Shipper</i> radio button. <ul style="list-style-type: none"> • Verify or obtain phone number • If not available from PLD, obtain the day phone number from the shipper. If necessary, highlight and copy the <i>Day Phone</i> field displayed in the <i>Shipper</i> folder and paste it into the <i>Shipped From</i> folder.
7	Click the <i>Consignee</i> folder. <ul style="list-style-type: none"> • Verify or obtain <i>Contact Name</i> field and <i>Day Phone</i> number using the <i>Edit</i> button. If a residential customer, ask for an evening telephone number.
8	Click the <i>OK</i> button to return to the <i>Consignee</i> folder.
9	In the <i>Shipment Information</i> section, verify the number for <i>Total Packages</i> , which reflects the total number of packages in the shipment not the total number of packages being investigated.
10	Verify the number of packages in the <i>Packages Received</i> field, which reflects the number of packages delivered or returned to the shipper. Note: Disregard the <i>Shipment Weight</i> and <i>Shipment Notification</i> fields.
11	Click the <i>Continue</i> button at the bottom of the screen.
12	View the tracking number at the top of the screen to determine which package is currently open. Note: Classifications do not need to be identical for all packages in the shipment. However, all packages must be delivered or not delivered so packages share the same Investigation Type of Lost Package or Disputed Deliveries.
13	Complete the fields for the one package such as: <i>Invoice</i> , <i>Purchase Order #</i> and <i>Package Reference #</i> , <i>Value</i> .
14	Enter a quantity in the first <i>Total Number of Items</i> field.
15	Enter a description in the <i>Merchandise Description</i> field.
16	Click on the side bar to see the remaining fields in this section.
17	Obtain other information from the shipper and enter in the appropriate fields such as: <i>Part Number</i> , <i>Serial Number</i> , <i>Model</i> , <i>Size</i> , <i>Color</i> , and any other distinguishing information.
18	Indicate if the item is considered personal or has sentimental value in the <i>Personal Item</i> field.
19	Click the <i>Next Package</i> button at the bottom of the screen to display the <i>Package Information</i> screen for the next package in the shipment.
20	Once all the <i>Package Information</i> screens are complete for the selected tracking numbers associated with the multiple package Investigation, click the <i>Continue</i> button at the bottom of the screen to display the <i>Notification Information</i> screen.

Step	Process
21	Select the notification language.
22	Verify the inquirer's information in the <i>Contact Name</i> field.
23	Enter an e-mail address in the <i>Email Address</i> field.
24	Click the <i>Continue</i> button to display the <i>Confirmation/Summary</i> screen.
25	Click the <i>Cancel</i> button on the <i>Confirmation/Summary</i> screen. Do not submit the Investigation.

Point out the links to the *Investigation Input* screens displayed in the Work List.

Claims Practice

Claims

Assume that you have searched by *Tracking Number* and accessed the *Claim Detail* screen.

Claim Detail screen Part 1

The screenshot displays the 'IVP Claim Detail' screen. At the top, there is a dark header bar with the IVP logo and navigation links: 'Change Your IVP Profile', 'Void', 'Print', 'Help', and 'Sign Out'. Below the header, the main content area is titled 'IVP Claim Detail' and includes a 'Print', 'Help', and 'Close' button. The claim information is organized into a grid of fields:


Shipper Number : 61A84F		Claim Number : 37447199	Status : Claim Issued
Shipper Phone : 02087584906	Claim Reason : Damage Discovered At Consignee	Invoice Number :	
Input Region/District : 16/02	Void Reason :	Pickup Date : 08/31/21	
Commodity Code :	Weight : 0.00 KGS	Void Date :	
Tracking Number : 1Z61A84F6832568208	Packages in Shipment : 1	Value : 50.00	
Reference Number :	Origin Region/District : 16/02	Investigation ID : QRH	
Other Information :	Account Country Code : GB	P.O. Number :	
Merchandise Description : 1 OF 1 BOOK (VOLUME 5 - THE ILLUSTRATED WAR NEWS)		Pickup Record :	
Packed by UPS Store : No			

Below the grid, there is a navigation bar with tabs: 'Inquirer' (selected), 'Shipper', 'Shipped From', 'Consignee', and 'Return'. Under the 'Inquirer' tab, the following address is displayed:

PARCEL COMPARE LIMITED
3-6 CANUTE HOUSE
BRENTFORD TW88HP
UNITED KINGDOM

At the bottom left, there is a button labeled 'Enter Investigation'.

Claim Detail screen Part 2



[Change Your IVP Profile](#)
[Void](#)
[Print](#)
[Help](#)
[Sign Out](#)

Claims Processing

Received :	Investigation Date : 09/09/21	Service Type : International Standard
	COD Amount : 0.00	Discovery Date : 09/09/21
	Issued Date : 09/09/21	Total Billed : 0.00 GBP

Pay To

*** No Information Found ***

Pay Amount	Check Number	Check Date	Payment Type	Auditor
------------	--------------	------------	--------------	---------

Damage Information

DISC CEN:1450 , LDI CD:35, PACK CODE:3 , DISP CODE:H

Remark

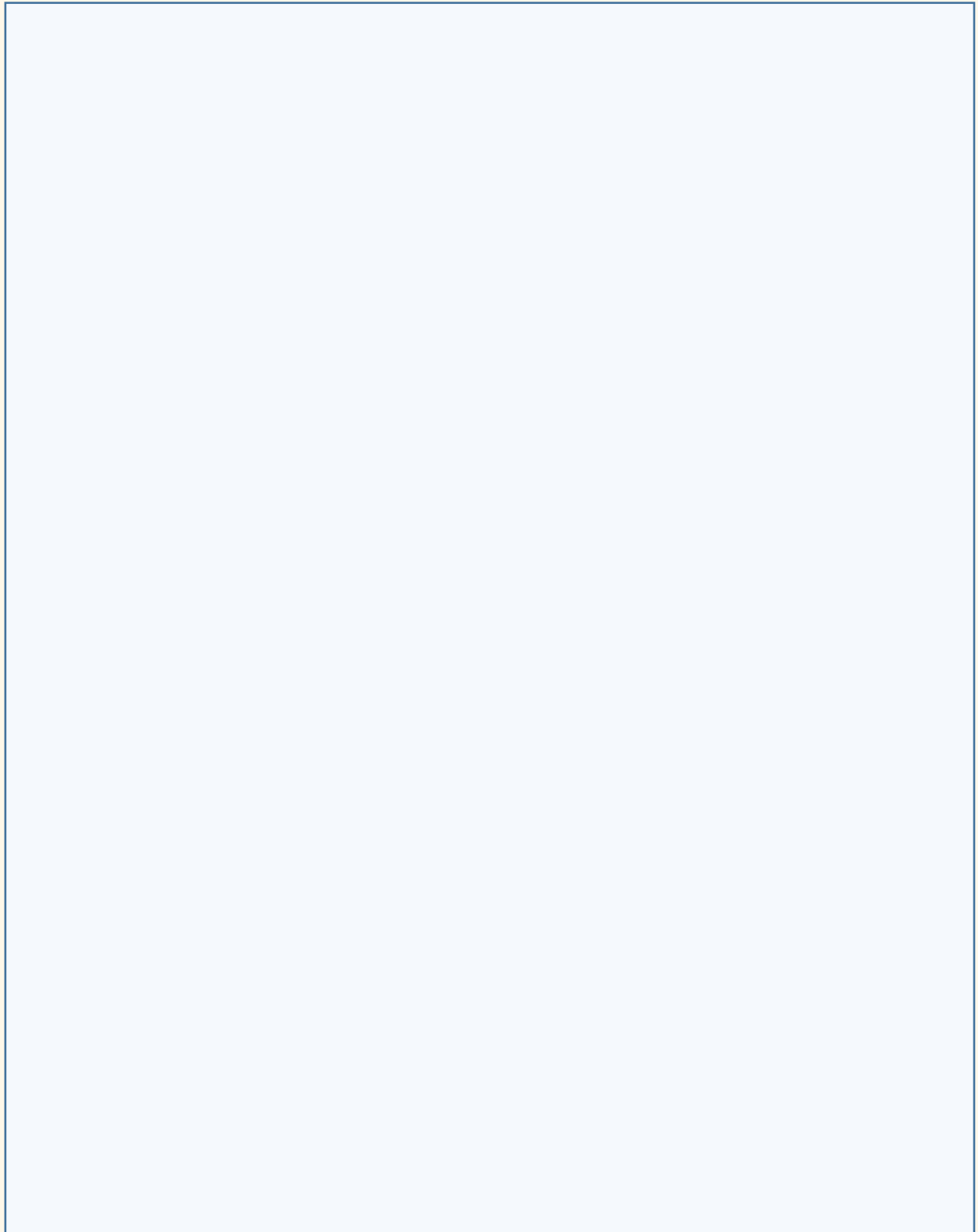
Full Detail in eTT DN; R/R = 50.00GBP; 1/NOT SPECIFIED/NOT SPECIFIED/ PACK COND

Entry Date	User ID	Remark Text
09/20/21	PZB3QRH	WAIVED DAMAGE NOTIFICATION WAS SENT

Enter Investigation

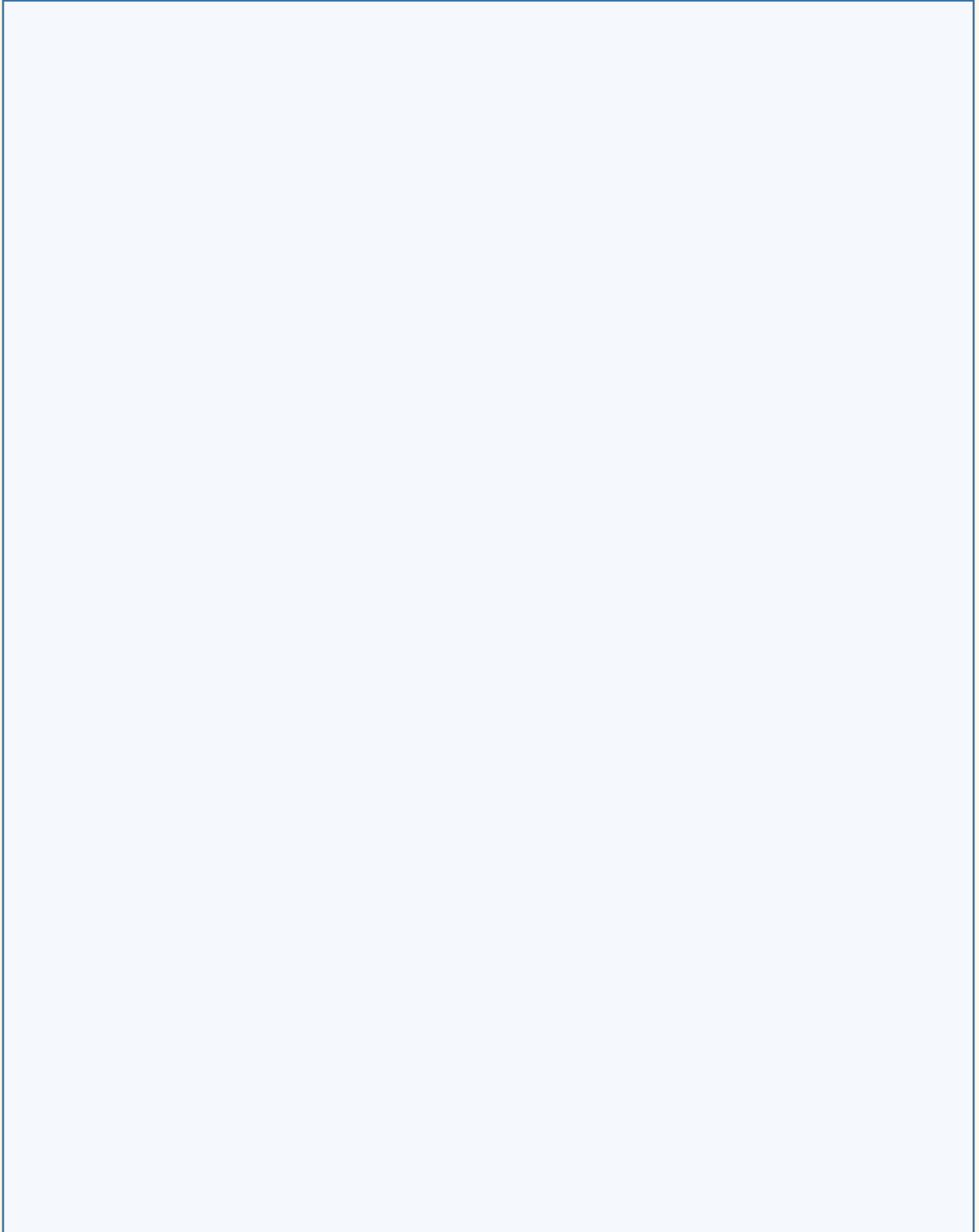
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Additional Resources