

UPS Access Point™



ACCESSING THE UPS AP WEBSITE

PEC's Total System Ver. 22.5.19-UPS Incentive Rates - Center Number: RATING

Settings Manifest **UPS Options** Reports/Billing PEC Utilities Advertising/Marketing International Help

Drop Off Package **AP Package** Reprint Receipt Print Manifest Store Pkg OFF Void Package UPS Returns Send MSR

Enter Package Information

Shipping Information

Package Contents:

Shipping Method:

Declared Value:

Package Weight:

Zip Code:

Zone:

Phone:

Shipping Total:

Package qualification if Packed by Customer

Is the item in a corrugated cardboard box, envelope, or clothing bag?

Yes

No

An additional Handling Charge will automatically be added if No is selected above.

Enter the package contents and press <ENTER>

NEED MORE HELP
Press the F1 key For HELP

Log In

ap.ups.com

ups Enterprise Access Management

Sign in

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

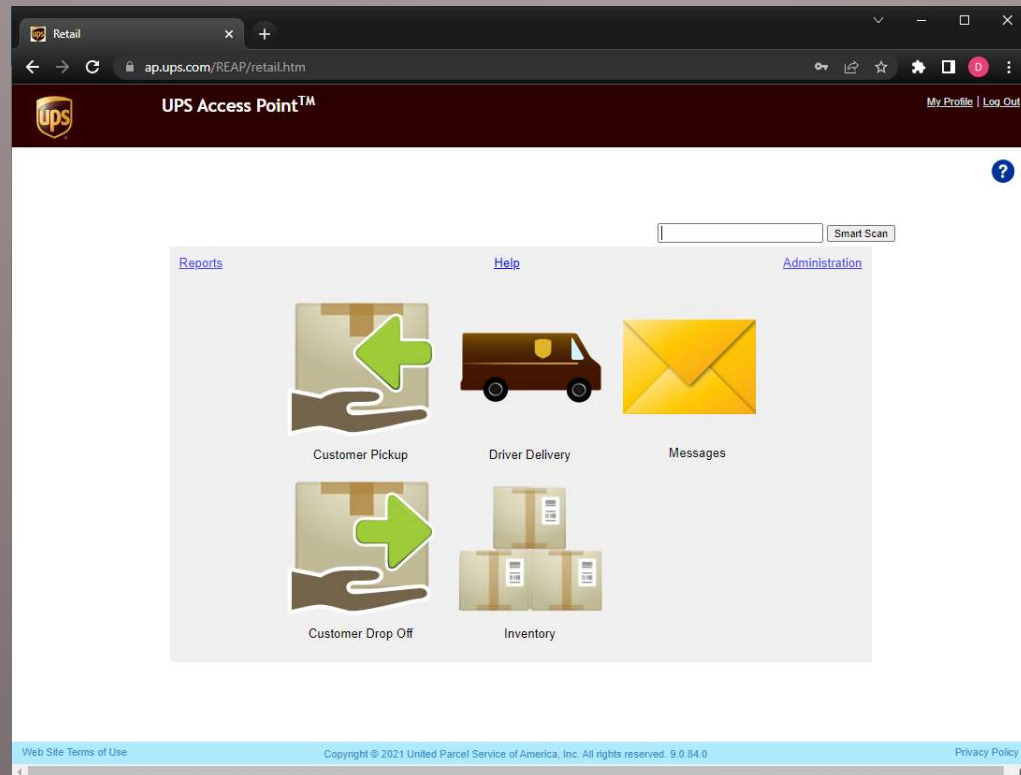
[Sign in](#)

[Don't have an account? Sign up now](#)

Sign in with your social account

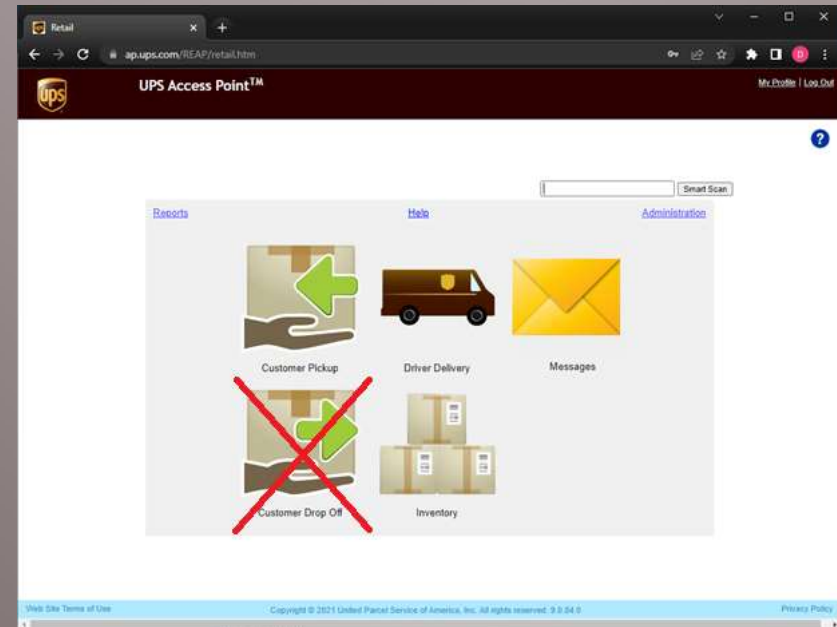
TOPICS

- Primary Responsibilities
- ID Guidelines
- Identifying Access Point Packages



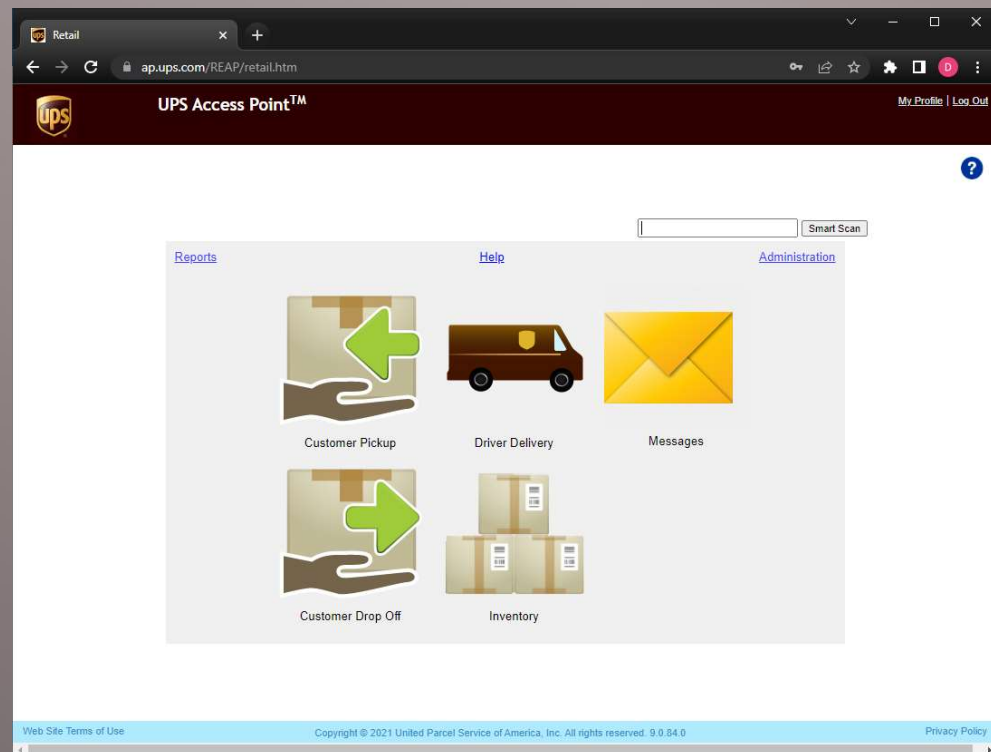
NOTICE: DROPOFF PACKAGES

- Please Note: You will not use the Customer Drop-Off option
- Please use the Dropoff Package button in Total System to enter all customer Dropoff Packages



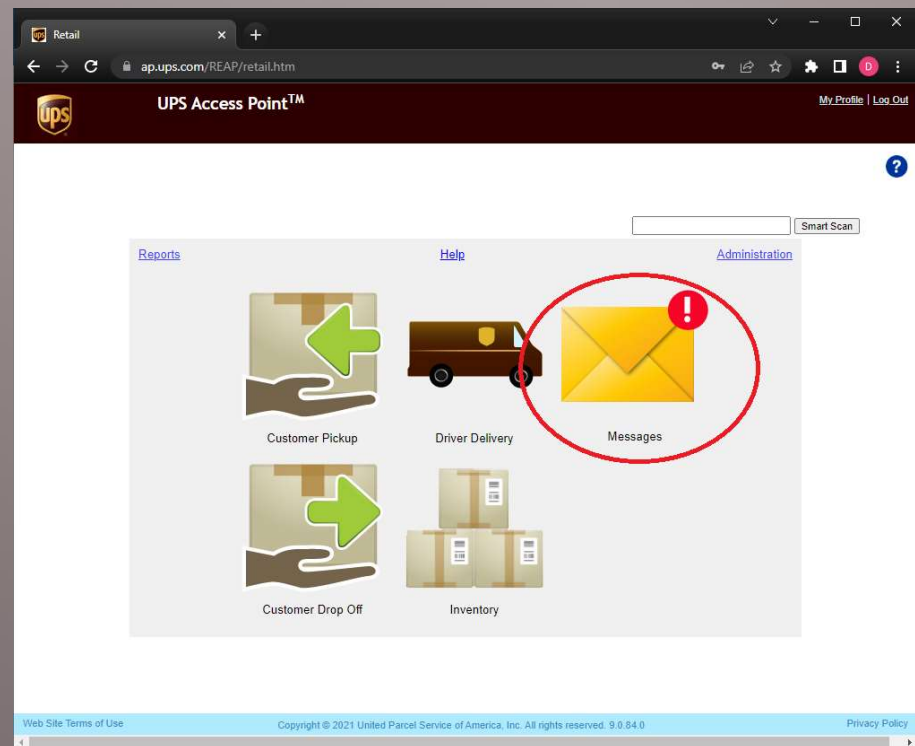
PRIMARY RESPONSIBILITIES

- Check Messages
- Scan in Driver Deliveries
- Age out packages
- Scan out Customer Pickups



CHECK MESSAGES

- Login and check for new messages upon opening your shipping counter
- Messages notify you of needed action regarding your account or specific packages



CHECK MESSAGES

The screenshot shows the UPS Access Point Training Mode interface. At the top, there is a navigation bar with the UPS logo, the text "UPS Access Point™", and "Training Mode". Below this is a "Messages" section with a notification badge showing "5". A table lists several messages, with the first one selected. The table has columns for "Messages", "Date(EST)", "Read/Unread", and "Priority".

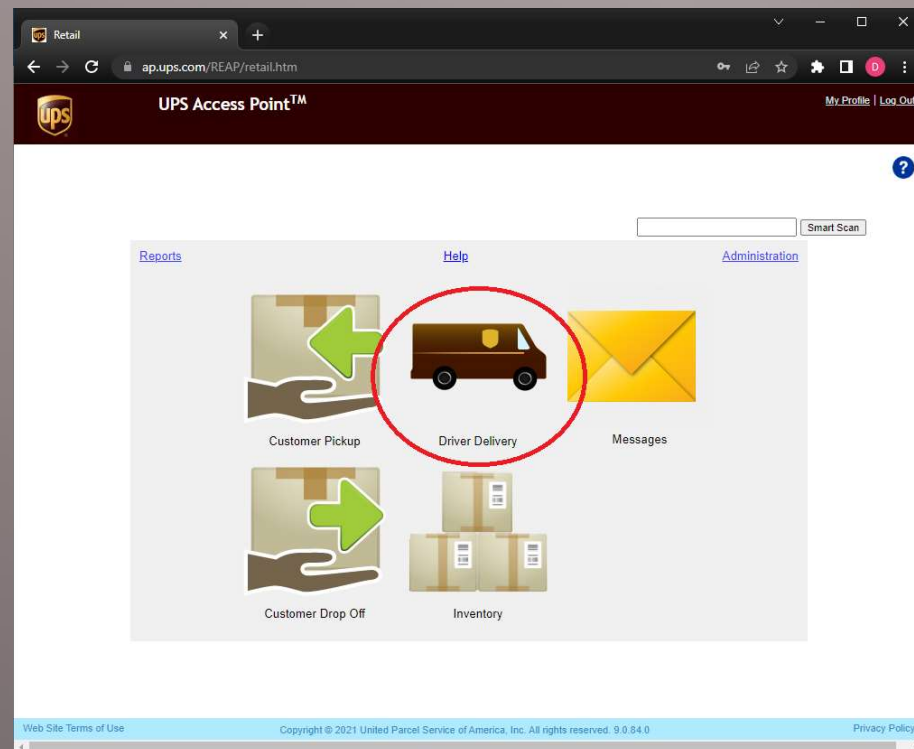
Messages	Date(EST)	Read/Unread	Priority
Subject for message Ila	09-Jun-2021 07:39:57	Unread	Urgent Action Required
Subject for message Jogi	09-Jun-2021 07:39:57	Unread	Urgent Action Required
Subject for message Kavi	09-Jun-2021 07:39:57	Unread	Urgent Action Required
Subject for message Loni	09-Jun-2021 07:39:57	Unread	Urgent Action Required
Subject for message Balli	09-Jun-2021 07:39:33	Unread	Urgent Action Required
Subject for message Aman	03-Jun-2021 08:22:10	Unread	Urgent Action Required
Subject for message Chandan	09-Jun-2021 07:39:57	Unread	Action Required
Subject for message Dhoni	09-Jun-2021 07:39:57	Unread	Action Required

The detailed view of the selected message shows the subject "Subject for message Ila" and the date "09-Jun-2021 07:39:57". The message content is "Hi! Welcome to message Ila". A "Read" button is visible at the bottom of the message content area.

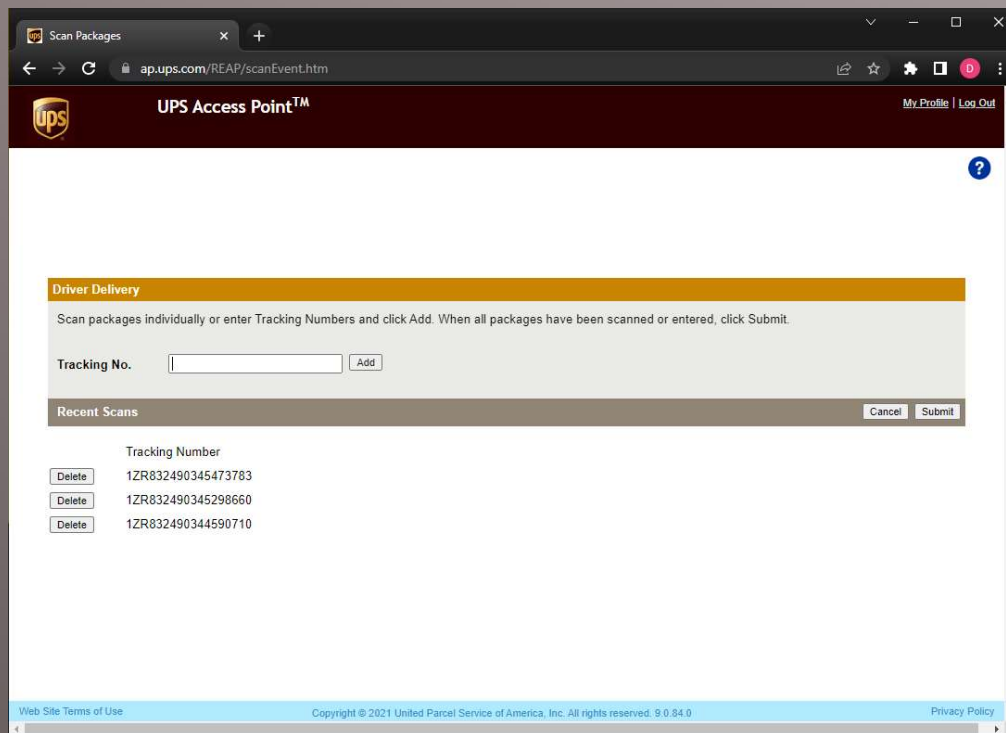
- Click individual messages to view the contents
- Click the “Read” button to mark the message as Read and clear the notification badge on the landing page.

SCAN IN DRIVER DELIVERIES

- When your driver delivers for the day, identify and separate any Access Point packages
- Click the Driver Delivery button to begin scanning these packages in



SCAN IN DRIVER DELIVERIES



The screenshot shows a web browser window with the URL `ap.ups.com/REAP/scanEvent.htm`. The page title is "UPS Access Point™" and it includes a "My Profile | Log Out" link. The main content area is titled "Driver Delivery" and contains the following elements:

- A header bar with the text "Driver Delivery".
- Instructions: "Scan packages individually or enter Tracking Numbers and click Add. When all packages have been scanned or entered, click Submit."
- A "Tracking No." input field with an "Add" button.
- A "Recent Scans" section with "Cancel" and "Submit" buttons.
- A table of tracking numbers with "Delete" buttons for each row.

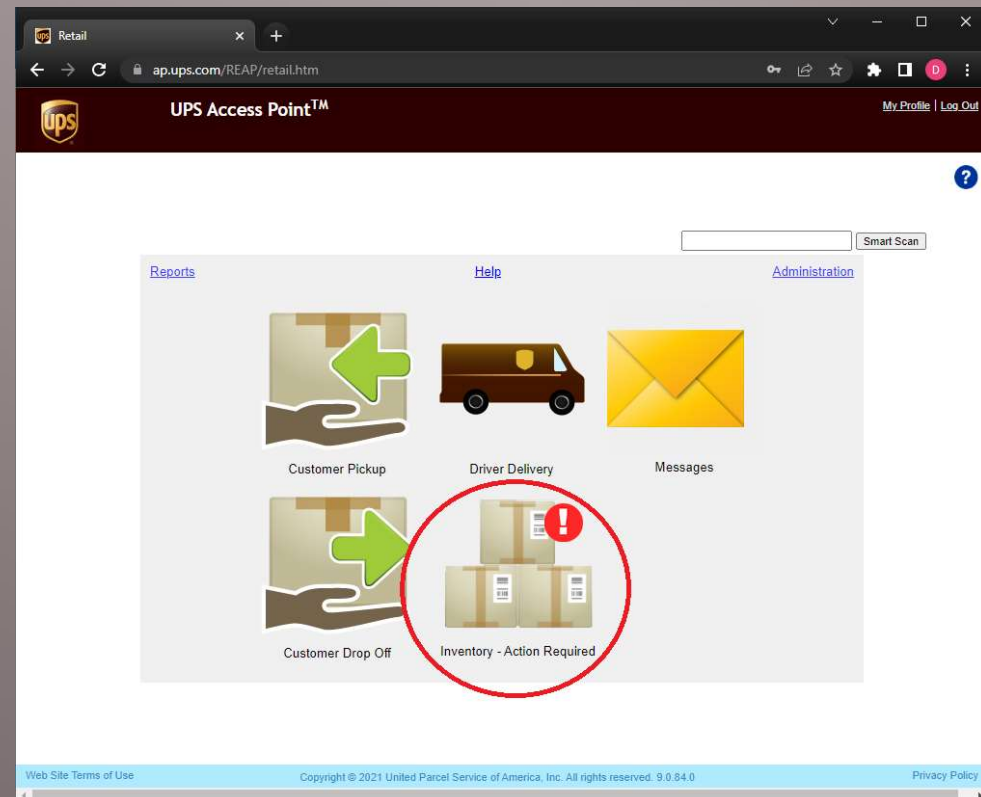
Recent Scans	
Tracking Number	
<input type="button" value="Delete"/>	1ZR832490345473783
<input type="button" value="Delete"/>	1ZR832490345298660
<input type="button" value="Delete"/>	1ZR832490344590710

At the bottom of the page, there are links for "Web Site Terms of Use", "Copyright © 2021 United Parcel Service of America, Inc. All rights reserved. 9.0.84.0", and "Privacy Policy".

- Scan each tracking number barcode (or type) into the Tracking Number box
- Scans will appear below
- Click Submit to finalize

AGE OUT PACKAGES

- UPS will retrieve packages that customers have failed to pickup within 7 days
- You must mark these as “Ready for UPS” pickup inside your Inventory
- Check for packages to “Age out” as early as possible



AGE OUT PACKAGES

Inventory

Shipper or Customer Name

Tracking Number Search

Tracking Number	Status	Shipper Name	Customer Name	Customer Address	Scheduled Delivery Date	Inventory Possession Date	Last Collection Date	Special Handling Instructions	Package Type
<input checked="" type="checkbox"/> 1ZX5R6600393909865	Ready for UPS		BETTY JACKSON	1111 MONTROSE AVE CHICAGO 60613 US	17-Sep-2022		21-Sep-2022		
<input checked="" type="checkbox"/> 1ZFFB0050104000553	Ready for UPS		BETTY JACKSON	1111 W. Montrose Avenue PRAGUE 60640 CZ	17-Sep-2022		21-Sep-2022		
<input checked="" type="checkbox"/> 1ZX5R5365490168302	Ready for UPS		BETTY JACKSON	1111 W. Montrose Avenue BUDAPEST 60640 HU	17-Sep-2022		21-Sep-2022		
<input checked="" type="checkbox"/> 1ZX5R6417994486886	Ready for UPS		BETTY JACKSON	1111 W. Montrose Avenue PORTO 60640 PT	17-Sep-2022		21-Sep-2022		
<input checked="" type="checkbox"/> 1ZVW0009689484910	Ready for UPS		BRIGITTE NOORD	MASLAAN 13 NIEUWEGAN 3815AB NL	17-Sep-2022		21-Sep-2022		D2R

Customer Drop Off : 3 Inbound : 27 Accept : 79 Ready for UPS : 13

Cancel Return to UPS

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- Identify and separate all packages in your Inventory with Status – “Ready for UPS”
- Click the checkbox next to each package and click “Return to UPS” at the bottom-right of the screen

AGE OUT PACKAGES

- Scan each tracking number barcode of the packages you selected (or copy-paste from the box that appears above)
- Scans will appear below
- Click Submit to finalize

The screenshot shows a web browser window with the URL `ap.ups.com/REAP/scanEvent.htm`. The page title is "UPS Access Point™" and it is in "Training Mode". A dark red header contains the UPS logo, the text "UPS Access Point™", and "Training Mode" with links for "My Profile" and "Log Out".

A central box contains the instruction "Please process following" followed by a list of tracking numbers: 1ZX5R6600393909965, 1ZFEB0050104000553, 1ZX5R5365490168302, and 1ZX5R6417994486886.

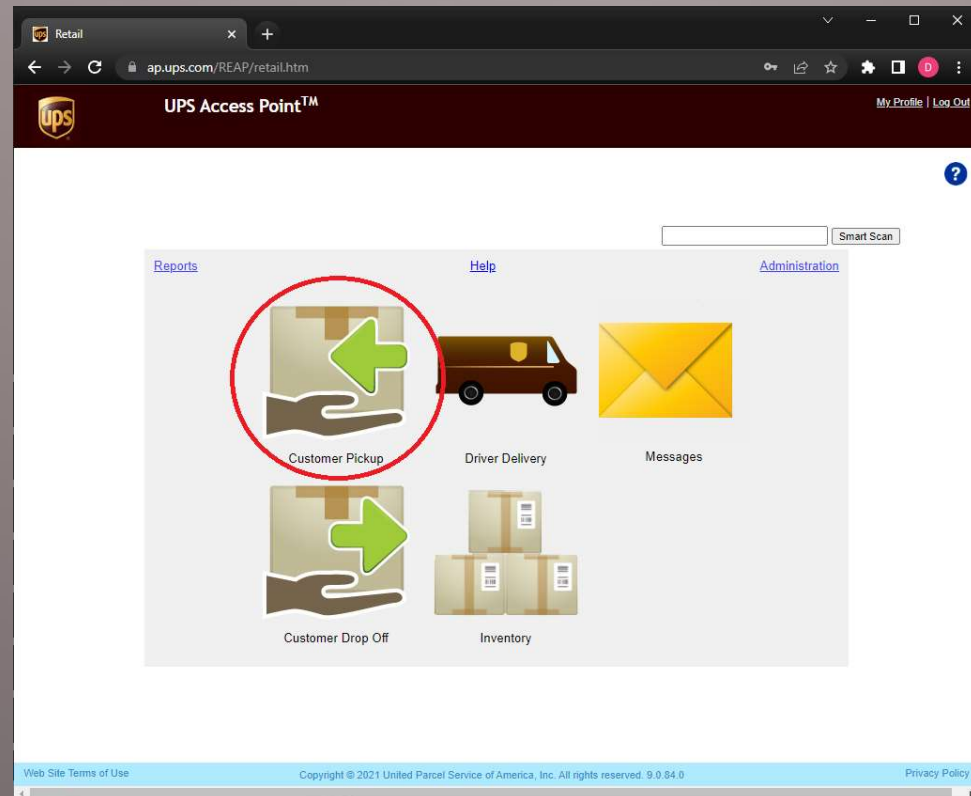
Below this is a yellow bar labeled "Return To UPS" with the instruction: "Scan packages individually or enter Tracking Numbers and click Add. When all packages have been scanned or entered, click Submit." A "Tracking No." input field with an "Add" button is provided.

A "Recent Scans" section at the bottom has "Cancel" and "Submit" buttons.

At the very bottom, a light blue footer contains "Web Site Terms of Use", "Copyright © 2021 United Parcel Service of America, Inc. All rights reserved. 9.0.84.0", and "Privacy Policy".

SCAN OUT CUSTOMER PICKUPS

- When a customer comes to pickup their Access Point package click Customer Pickup
- Have the customer prepare their ID while you retrieve the package



SCAN OUT CUSTOMER PICKUPS

Customer Pickup

UPS Access Point™ Training Mode

Shipper or Customer Name

Tracking Number Search

Include packages without shipper or customer name in my search results?

Tracking Number	Status	Shipper Name	Customer Name	Customer Address	Scheduled Delivery Date	Inventory Possession Date	Last Collection Date	Special Handling Instructions	Package Type
<input checked="" type="checkbox"/> 1ZRF01016893075689	Accept		AGATHE STAHL	102 BOULEVARD PERIRE PARIS 75017 FR	18-Sep-2022	23-Sep-2022	28-Sep-2022		D2R
<input type="checkbox"/> 1ZRF01016891889043	Accept		AGATHE ZHEBL OUSE	31 RUE DE LA POMPE PA RIS 75016 FR	18-Sep-2022	23-Sep-2022	28-Sep-2022		D2R
<input type="checkbox"/> 1ZER23926893222564	Accept		ALFONS DOBLE R	KIRCHENWEG 3 NEUSS 41460 DK	18-Sep-2022	23-Sep-2022	28-Sep-2022		
<input type="checkbox"/> 1ZVW0021881002781	Accept	US TO CA TEST	ARTURO NAVAR RO	CALLE LUIS VILLA, 11 VIL LA MADRID 28009 ES	18-Sep-2022	23-Sep-2022	28-Sep-2022		D2R
<input type="checkbox"/> 1ZVW0021888284088	Accept		ASUNCION LOPE Z	CALLE DE ALCALA, 189 M ADRID 28009 ES	18-Sep-2022	23-Sep-2022	28-Sep-2022		D2R

Customer Drop Off : 3 Inbound : 27 Accept : 79 Ready for UPS : 13

Find Matching Packages Cancel Scan Packages

- The Customer Pickup button on the landing page will open your Inventory of packages.
- Select the checkbox next to the package
- Click Scan Packages at the bottom-right

SCAN OUT CUSTOMER PICKUPS

- Scan the tracking number barcode of the package(s) you selected (or copy-paste from the box that appears above)
- Scans will appear below
- Click Continue to continue to the Pickup Summary

The screenshot shows a web browser window with the URL `ap.ups.com/REAP/scanEvent.htm`. The page title is "UPS Access Point™" and it is in "Training Mode". A notification box at the top right says "Please process following 1ZRF01016893075669". Below this is a "Customer Pickup" section with instructions: "Scan packages individually or enter Tracking Numbers and click Add. When all packages have been scanned or entered, click Continue." There is a "Tracking No." input field with an "Add" button. Below that is a "Recent Scans" section with a "Cancel" and "Continue" button. A table shows a tracking number "1ZRF01016893075669" with a "Delete" button next to it. The footer contains "Web Site Terms of Use", "Copyright © 2021 United Parcel Service of America, Inc. All rights reserved. 9.0.84.0", and "Privacy Policy".

Scan Packages

ap.ups.com/REAP/scanEvent.htm

UPS Access Point™

Training Mode

My Profile | Log Out

Please process following
1ZRF01016893075669

Customer Pickup

Scan packages individually or enter Tracking Numbers and click Add. When all packages have been scanned or entered, click Continue.

Tracking No.

Recent Scans

Tracking Number	
<input type="button" value="Delete"/>	1ZRF01016893075669

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SCAN OUT CUSTOMER PICKUPS

The screenshot shows a web browser window with the URL `ap.ups.com/REAP/deliverysummary.htm`. The page is titled "UPS Access Point™ Training Mode" and features a "Pickup Summary" section. The form includes the following fields and options:

- Check Customer ID. Refer to UPS ID requirements.**
- 3rd Pty Pickup:**
- Name on customer ID:**
- Sign with Signature Pad:**
- Sign with Mouse:**
- Total Payment Due:** 0
- Tracking Number:** 1ZRF01016891889043
- Disposition:**
- Instructions:**
 - Adult Signature Required
 - Minimum Age 21 - Must be born on or before 23-Sep-2001
 - Age Verified

At the bottom of the form are "Cancel" and "Submit" buttons. The footer of the page contains "Web Site Terms of Use", "Copyright © 2021 United Parcel Service of America, Inc. All rights reserved. 9.0.84.0", and "Privacy Policy".

- Verify the customer's ID against the name and address on the shipping label. Refer to ID Guidelines in the next slide.
- Have the customer sign for the package
- Select Disposition
- Click Submit to finalize

ID GUIDELINES

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).

- ✓ Last Name
- ✓ Address

Release Package to Customer

- ✓ Last Name
- ✗ Address

+ Proof of Residence
(e.g. utility bill)

Release Package to Customer

- ✓ Full Name
- ✗ Address

+ Matching Tracking #

Release Package to Customer

- ✗ Last Name
- ✓ Address

+ Matching Tracking #

Release Package to Customer

- ✓ Valid ID

+ Package Release Code
(from shipper)

Release Package to Customer

HOW TO IDENTIFY UPS ACCESS POINT PACKAGES

Customer Name &
Customer Address



Notation by
UPS Driver

Customer Name &
Customer Address



SHOP ASSIST labels with
your store's address

Customer's Name &
Your Store's Address

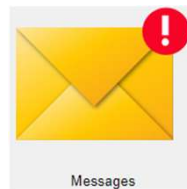


D2R
Indicator

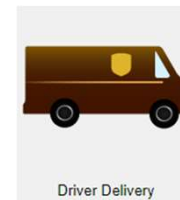
Customer Name &
Customer Address

DAILY AP REMINDERS

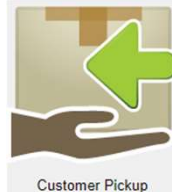
- Check AP Messages



- Scan in AP Driver Deliveries (within 30 min of receiving)



- Scan out Customer Pickups



- Check Inventory for packages to Return to UPS (Aged packages)



Print & Post!

AP HELP

- Email Package Express Centers – info@packageexpresscenters.com
- Call – 800-274-4732
- www.packageexpresscenters.com/ap-headquarters

- **AP Headquarters Resources:**
 - UPS AP Training Video
 - AP Quick Reference - Information
 - AP Quick Reference – Flow Chart
 - AP Responsibilities & ID Guidelines
 - AP Booklet
 - UPS AP Recovery Log



Print & Post!