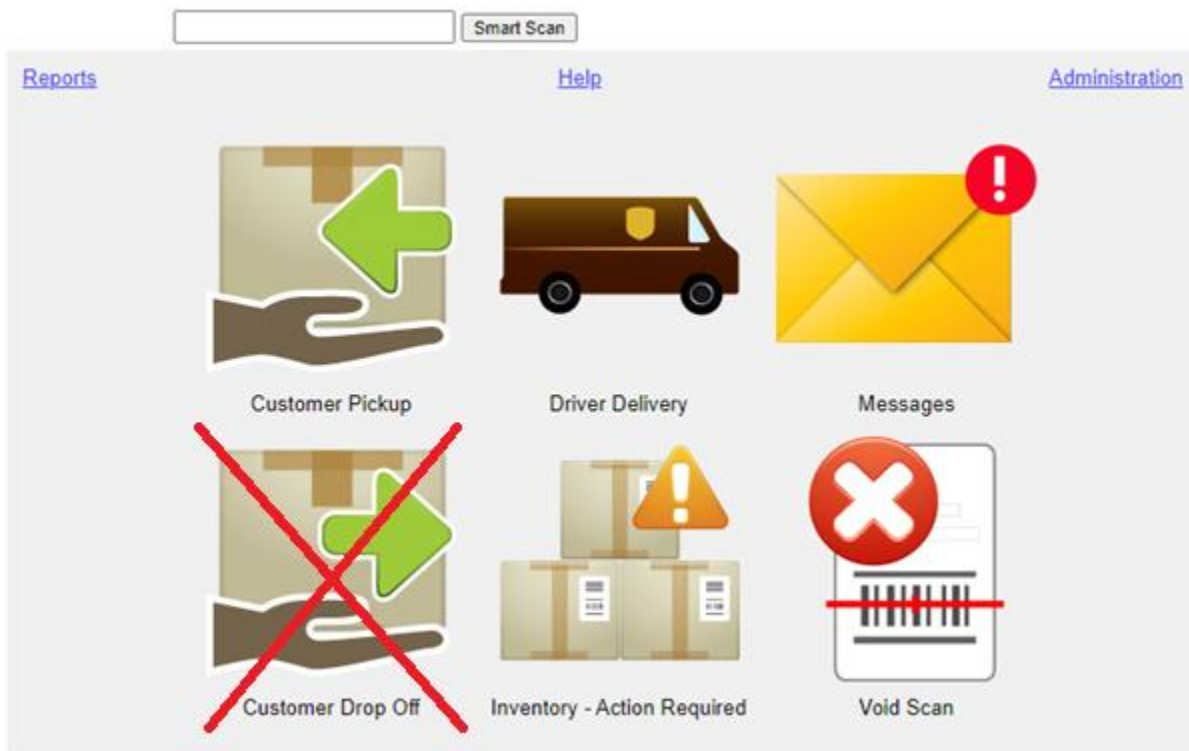# UPS Access Point Responsibilities

- 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

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 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 so we can guide you based on the nature of the issue.