

There are five types of Return Services options (see Notes at the end for more information).

To process a shipment with a Return Service:

Step	Window (if available)
 In the Shipping window, click the Options tab. Note: Package Entry processing mode was used in all screen samples. The Service and Options tabs will appear differently using Shipment Entry processing mode. 	Image: State Provide State UPS WorldShip Home: My Services: Tools: Printing Activities: Import-Eport UPS.com: Support Ver: With Form Distribution Service: Option Detail Reference I Construct Tools: Update Address Book Shipment: Package Type: Package Address: 1 Address: 3 Address: 2 Address: 3 Control: Telephone: Engal: Address: 3 Control: Telephone: Engal: Address: 3 Vigit top: State/Province: Control: Wight Return Services: Shipper: Reference Number 1 Reference Number: Shipper: Control: UPS Activated Detail Cost UpS Account Number: Targ D Number: Profile Not 1 XXXXXX Profile XXXXXX Profile Vigit top: Profile XXXXXX Profile XXXXXX Profile XXXXXX Profile XXXXXX Ver
 The Options tab shows the available shipment and package options. Select the Return Services check box under Shipment Options. 	Image: Step Provide State UPS WorldShip Home My Services Tools Printing Activities Import-Export UPS.com Support Ship Fom Diship Fom Diship Activities Import-Export UPS.com Support Ship Fom Diship Fom Diship Activities Import-Export UPS.com Support Import-Export Im

Process a Return Services Shipment



3. The Return Services options appear.	Home My Services Tools Printing Activities Import-Export UPS.com Support VQ√
 Select the desired UPS Returns or UPS Returns Plus option. Tips: The Ship To tab changes to the Pickup From tab. The Ship From tab changes to the Return To tab. If you select UPS Electronic Return Label, the Details button appears. Click this button and continue with step 4; otherwise, skip to step 5. 	Pickup From Return To Distribution Service Options Detail Reference Customer (2) Update Address Book Company or Name Simperent Options Alterniçon: Residegital Address 1 Saturda Parice Address 1 Saturda Parice Address 2 Address 3 Company or Name Saturda Parice UPS Frint Return Label UPS Print Return Label UPS Print Return Parice Saturda Parice Company or Name Saturda Parice Address 1 Saturda Parice Address 2 Address 3 Construction Return Label UPS Print Return Label UPS Carbon neteral UPS Print Return Paric Carbon Address 2 Address 3 Construction Return Label UPS Print Return Label UPS Carbon neteral UPS Prick Natempts Machandre Desc. for Package: Saturda Parice Option Cost 000 USD Total Cost 000 USD Detail 2 (PS Process Shipment XXXXX v UPS W is NEW Process Shipment Flo V
 4. The Return Services Details window appears. Type the e-mail address in the Recipient E-mail Address box to which UPS sends the return label and instructions. Type the e-mail address in the Failed E-mail Address box to which UPS sends a notification of failed label delivery. Click the down arrow in the Instruction and Receipt Language box and select the language in which to print the customer instructions and receipt. Click the OK button. 	Return Services Details Details Recipient E-mail Address: jcustomer@xyz.com Failed E-mail Address: jowner@xyz.com Instruction and Receipt Language: English (US) QK QK QK Cancel

Process a Return Services Shipment



 5. Fields required by your Return Services choice appear. Describe the contents of the package to be returned in the Merchandise Description for Package box. Tip: The description that you type in this box will also appear on the Detail tab. When you type or change a description in the Merchandise Description for Package box on one of these tabs, the box on the other tab displays the same description or change. Click the Pickup From tab. 	Image: Control of the image: Contro
 6. The Pickup From tab appears. Type where UPS is to pick up the return package. Click the Service tab. 	Image: Second Support Image: Second Support <td< td=""></td<>

Process a Return Services Shipment



7.	The Service tab appears.	□ • ○ • ▷ • △ · □ · □ · □ · □ · □ · □ Home My Services Tools Printing Activities Import-Export UPS.com Support ∨ • • • • • • • • • • • • • • • • • • •
	Click the down arrow in the UPS Service box and select a service.	Pickup From Return To Distribution Service Options Detail Reference Customer IQ: Update Address Book Shpment Package Package Company or Name. Residential UpS Service: Package Package
	 Click the down arrow in the Package Type box and select a type. 	XY2 Company Isound Length: Widh: Fleight Attençor: Ned it there sconer? Declared Value: Address 1: Saturday Delivery Reference Number 1:
	• Click the down arrow in the Bill Transportation To box and select who pays the transportation cost to ship the package, shipment, or movement.	251 Flighter Add Reference Number 2 Addjess 2: Address 3: Country/Territory: Postal Code: United States 21035- City or Town: State)Province/County: LUTHERVILLE TIMONIL MD Telephone: Email Address: Virth Return Services Shipper's Cost(USD)
	 Type the weight of your package in the Package Weight box. 	UPS Account Number Tag ID Number Tag ID Number Shipment 5.0 5.0 8.29
	Click the Process Shipment F10 button.	Detail <u>Cost</u> Shipper: Profile XXXXX UPS Add 1 Pkgs Lefete Pkg Ver: XOPY Pending: 3 Shpmt(s), 3 Pkg(s)
8.	A message appears and reminds you that the Return Service request will be transmitted to UPS during the next End of Day process. Click the OK button.	Customer Reminder(s) You have processed 1 Return Service package(s). Your Return Service request(s) will be sent electronically when you complete the End of Day process. The Recipient E-mail Address is: jcustomer@xyz.com OK
9.	A blank Shipping window appears. On the Home tab, select History or press the F3 key on the keyboard.	Image: Address : UPS WorldShip Home My Services Tools Pinting Address Support Image: Address : Control : Image: Address : End of Day Pickup Messaging Image: Address : Simpent Tools Tools Image: Address : End of Day Pickup Messaging Image: Address : Simpent: Activities Tools Tools Image: Address : Pickup Messaging Address : Simpent: Activities Tools Tools Image: Address : Pickup Messaging Address : Simpent: Activities Tools Tools Image: Address : Pickup Messages Address : Simpent: Country/Tentory Postal Code Declayed Value: Reference Number : Reference Number : Reference Number : Reference Number : Number: Messages Messages Messages Messages Image: Address : Signerit Do Declayed Value: Image: Address : Declayed Value: Image: Address :



10. The Shipment History window appears and identifies the shipment with an RS icon under UPS Pickups and details the option on the Options tab.	Image: Second	UPS WorldShip vities Import-Esport UPS.com Support Skipper: WX0807 Pickup From Return To XVZ Company 2011 Highwar Road 2011 Highwar Road United States Email:	
		Shipment Billing Information Bill Transportation To: My Account (WX0807) Options Misc. Return Services-Electronic Return C	
		Ver. Shipment 4 of 4 Pidup I	Rec 0 00 0

Notes:

- Five Return Services are available:
 - ✓ UPS Print Return Label The shipper prints the return label and the Return Service Customer Receipt using WorldShip and includes the label and receipt with the outbound shipment. The customer applies the return label to the package and gives the package to a UPS driver or drops it off at a UPS Customer Center or an Authorized Shipping Outlet. The customer keeps the Return Service Customer Receipt for tracking purposes and as proof of pick up by UPS.

Tip: You can choose whether or not to print the Return Service Customer Receipt automatically each time you process a shipment with the Print Return Label shipment option. On the Tools menu, click System Preferences Editor and then select the Printing Setup tab. On this tab, select the Print Return Service Receipt check box to print the receipt, or clear the Print Return Service Receipt check box if you do not want to print the receipt.

- ✓ UPS Electronic Return Label UPS electronically notifies the customer via e-mail that a return label and receipt are available. To print the label and receipt, the customer clicks the Web link in the e-mail, prints the return label and receipt using a Web browser, applies the label to the package, and gives the package to a UPS driver or drops it off at a UPS Customer Center or an Authorized Shipping Outlet. The customer keeps the receipt for tracking purposes and as proof of pick up by UPS.
- ✓ UPS Print & Mail Return Label UPS prints the return label and mails the label to the customer. The customer applies the return label to the package and gives the package to a UPS driver or drops it off at a UPS Customer Center or an Authorized Shipping Outlet.



- ✓ 1 UPS Pickup Attempt (Call Tag) The UPS driver makes one attempt to bring the package label to the pickup location and pick up the package. If the package cannot be picked up, the driver leaves the label at the pickup location, and the customer gives the package to a UPS driver or drops it off at a UPS Customer Center or an Authorized Shipping Outlet.
- ✓ 3 UPS Pickup Attempts (Call Tag) The UPS driver brings the package label to the pickup location and picks up the package. If the package cannot be picked up on the first attempt, the driver attempts to pick up the package on each of the next two business days. If the package is not picked up after three attempts, the driver returns the label to UPS.
- You will be charged a per-package (not per-shipment) fee for UPS Electronic Return Label, UPS Print & Mail Return Label, 1 UPS Pickup Attempt, and 3 UPS Pickup Attempts.
- You will be charged the return shipping cost when the package is actually shipped.
- To determine shipping rates or option availability, see the UPS Rate and Service Guide or call 1-800-PICK-UPS[®] (1-800-742-5877).
- To repeat a shipment as a Return Services shipment, select the recipient or tracking number of the shipment in the Shipment History window and select Repeat as Return Service Shipment on the Activities menu. The shipment appears in the Shipping window as a Return Services shipment for you to process.