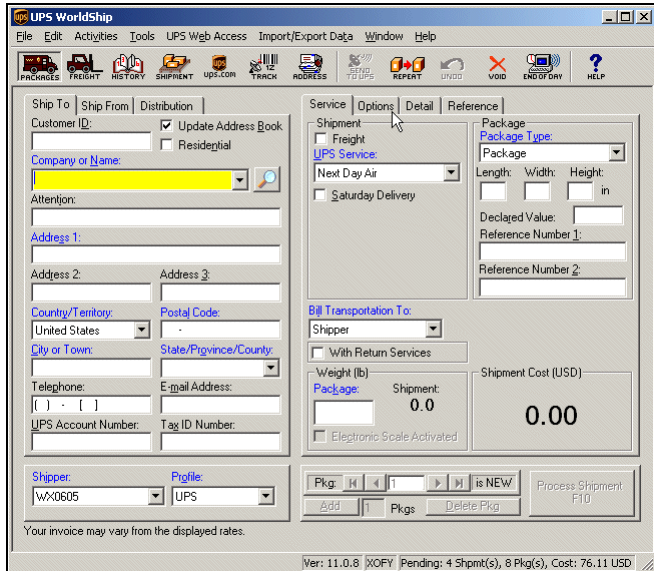
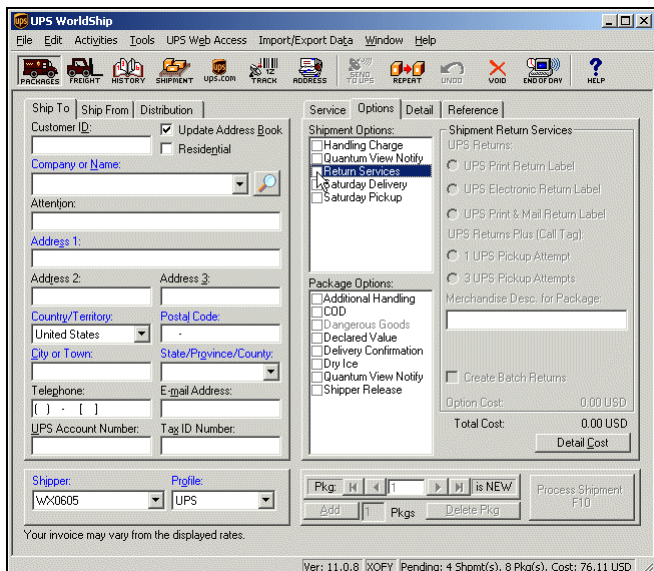


UPS WorldShip™ 2009 Version 11.0 Process a Return Services Shipment



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)
<p>1. In the Shipping window, click the Options tab.</p>	
<p>2. The Options tab shows the available shipment and package options.</p> <p>Select the Return Services check box under Shipment Options.</p>	

UPS WorldShip™ 2009 Version 11.0 Process a Return Services Shipment



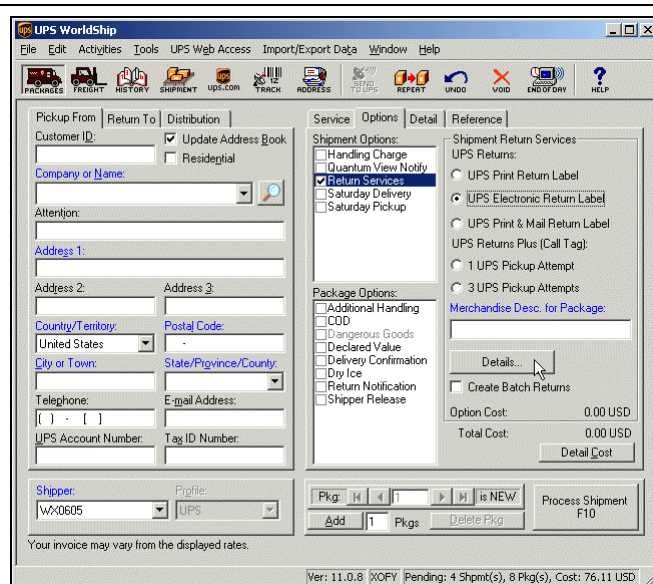
3. The Return Services options appear.

Select the desired UPS Returns or UPS Returns Plus option.

Tips:

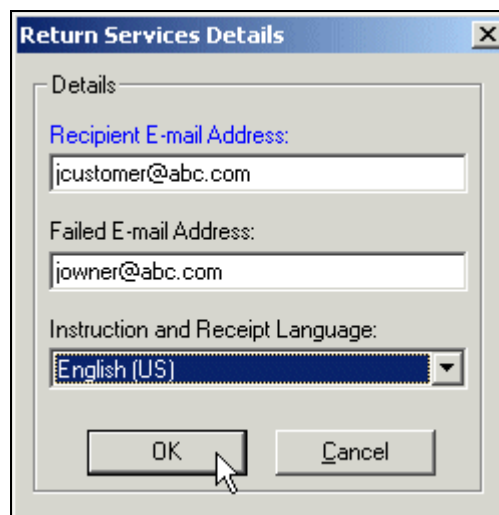
- The Ship To tab changes to the Pickup From tab.
- The Ship From tab changes to the Return To tab.
- The Return Notification package option replaces the Quantum View Notify package option.

If you select UPS Electronic Return Label, the Details button appears. Click this button and continue with step 4; otherwise, skip to step 5.



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.



UPS WorldShip™ 2009 Version 11.0 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.

The screenshot shows the UPS WorldShip interface with the 'Pickup From' tab selected. In the 'Shipment Options' section, 'Return Services' is checked. Under 'Merchandise Desc. for Package', the text 'Keyboards' is entered and highlighted in yellow. The 'Option Cost' and 'Total Cost' are both 0.00 USD.

6. The Pickup From tab appears.


- Type where UPS is to pick up the return package.
- Click the Service tab.

The screenshot shows the UPS WorldShip interface with the 'Service' tab selected. In the 'Shipment Options' section, 'Return Services' is checked. The 'Merchandise Desc. for Package' field is currently empty. The 'Option Cost' and 'Total Cost' are both 0.00 USD.


UPS WorldShip™ 2009 Version 11.0 Process a Return Services Shipment



7. The Service tab appears.

- Click the down arrow in the UPS Service box and select a service.
- Click the down arrow in the Package Type box and select a type.
- Click the down arrow in the Bill Transportation To box and select who pays the transportation cost to ship the package, shipment, or movement.
- Type the weight of your package in the Package Weight box.
- Click the  button.

- ## 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.

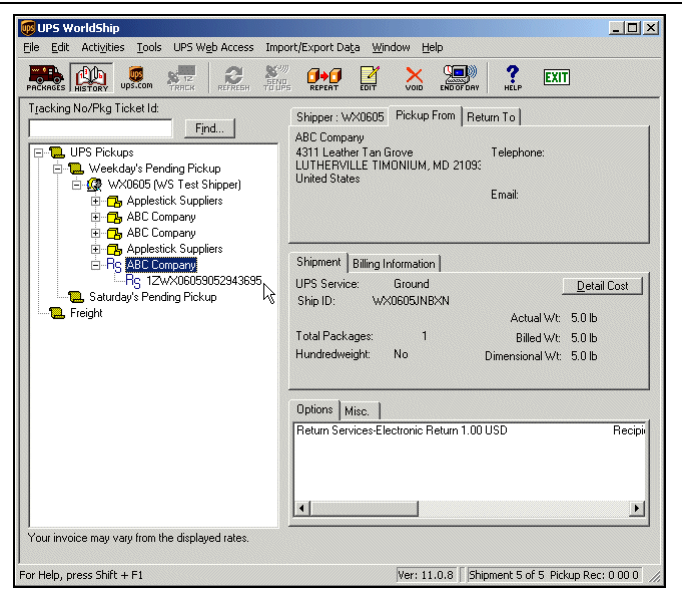
- ## 9. A blank Shipping window appears.
- Press the F3 key on the keyboard, click Shipment History on the Window menu, or click the  button.

UPS WorldShip™ 2009 Version 11.0

Process a Return Services Shipment



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.



Notes:

- Five return services are available:

- ✓ **UPS Print Return Label** – The shipper prints the return label and the Return Service Customer Receipt using UPS 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.

UPS WorldShip™ 2009 Version 11.0

Process a Return Services Shipment



- ✓ **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).