



UPS Registered Apprenticeship Program

A Guidebook for Veterans





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Begin your career at UPS as a Registered Apprentice

This guide will help you get started with information about the program, the application process and how to obtain your GI Bill benefits.

At UPS, we have over 24,000 veterans on our team, and that number continues to grow. In fact, UPS is committed to hiring 50,000 vets by 2018. It's clear that veterans and UPS share many similar values: integrity, teamwork, accountability and service to others, to name a few. Those qualities make veterans a great fit both for UPS and our Registered Apprenticeship program.

The program is designed to connect workers searching for skilled, well-paying jobs with employers seeking to build and retain a talented workforce. The United States Department of Labor administers the program, working with state apprenticeship agencies to provide opportunities across the country. In 2011 alone, more than 130,000 people became Registered Apprentices.

As a Registered Apprentice, you'll gain full-time employment, valuable on-the-job training and experience, with incremental wage increases as your skills develop.

For U.S. veterans, there is more good news. You can often use your GI Bill benefits with this program. That means in addition to the pay you earn from UPS, you will also receive stipends from the Department of Veterans Affairs (VA), which administers the GI Bill program. And all the GI Bill benefits you receive are tax-free.

Current available apprenticeship positions

Currently, we have apprenticeship opportunities for Driver Service Providers, with plans to add additional apprenticeship positions. The program uses existing training processes and procedures and lasts for a period of four years. Apprentices receive the same graduated pay scale at UPS as all Driver Service Providers.

These are permanent positions only, and apprentices must be 21 years old for the driver position, be physically able to perform the requirements of the job with or without accommodations, and be able to pass a background check and any screenings required

for the position. Ongoing participation in the apprenticeship program requires that drivers meet UPS standards of job performance and successfully complete all training.

Opportunities for Registered Apprenticeships are available at UPS facilities located throughout the country, in all 50 states and all major cities.

Driver Service Provider job description

As mentioned, our first Registered Apprenticeship is for the position of Driver Service Provider. This is a physical, fast-paced, outdoor position that involves continual lifting, lowering and carrying of packages that typically weigh 25–35 pounds and may weigh up to 70 pounds. A Department of Transportation physical exam is required. As a Driver Service Provider, you must have excellent customer contact and driving skills, including the ability to operate a vehicle equipped with a standard (manual) transmission. You also must have a valid driver's license issued in the state where you live. If accepted, you'll be expected to wear the company-provided uniform and comply with other guidelines about your appearance.

As a full-time UPS employee, you will work eight or more hours each weekday (Monday through Friday). Typically, you will not work on weekends or selected holidays.

UPS Driver Service Providers are considered ambassadors to the community, to neighbors and to friends. As part of our worldwide fleet, you'll put a face and a voice to UPS' global initiatives with a warm smile, a friendly greeting and impeccable service.



Registered Apprenticeship requirement checklist for Driver Service Provider:

- ☐ Must be at least 21 years old
- ☐ No education level requirement
- ☐ Must be physically and mentally capable of performing essential functions, with or without accommodations
- ☐ Must meet UPS appearance standards
- ☐ Valid driver's license
- ☐ Safe driving record
- ☐ Pass UPS road test with standard transmission
- ☐ Pass post-offer, pre-employment medical exam and required drug screens
- ☐ Meet guidelines pertaining to moving violations, accidents and license suspensions for past 36 months
- ☐ No license revocation of any kind for past 12 months
- ☐ No DUI or DWI on record
- ☐ Department of Transportation (DOT) verification of employment references and driving records for preceding three years
- ☐ Satisfactory references from past employers and schools, with an emphasis on integrity, work records and safety
- ☐ Pass UPS criminal background check
- ☐ Complete Employment Eligibility Verification (I-9) form



How to apply for the UPS Registered Apprenticeship program

If you are interested in applying, we encourage you to begin the process while you are still on active duty. The process of identifying your GI Bill benefits can take some time, so it's best to get started early. You can go online to apply to UPS (upsjobs.com/military), and contact the VA to learn what GI Bill benefits are available to you, all before being discharged.

Here are the steps you'll take to become a UPS Registered Apprentice (RA):

1. First, you should visit upsjobs.com/military, search for an available Driver Service Provider position in a city or part of the country where you are interested in working, and fill out an application.
2. Next you should register with the VA at ebenefits.va.gov.
3. Apply for GI Bill benefits at ebenefits.va.gov or by completing the Application for VA Education Benefits (22-1990). When you apply for a position in the Registered Apprenticeship program, you are not required to use your GI Bill benefits. But UPS believes this is a worthwhile use of those benefits, so we want to make sure you are aware of your options.
4. Once the VA determines your benefits level, it will respond directly to you with that information. You can know what your GI Bill benefits will be before you are hired.
5. You'll go through the same application and interviewing process as all Driver Service Providers. The background, skill set and personal qualities we look for are often a perfect match for the men and women who have served our country. Veterans thrive at UPS, and we hope you'll have a long and rewarding career here, too.
6. If you receive an offer from us, you'll be given the opportunity to review the DOL National Standards of Apprenticeship document that covers a lot of the material we're sharing here with you.
7. Complete and sign the Standards document, ETA-671, and give it to your UPS RA coordinator.
8. If you're going to use your GI Bill benefits, there is some additional paperwork that you'll complete when you start. You'll also regularly report the number of hours you work, which is required to maintain your position in the program. Your UPS RA coordinator will help you with that.
9. Do a great job! We want you to focus on your training and career at UPS. We're proud that the men and women who serve our country find a home and meaningful work at UPS.
10. At the successful completion of your four-year apprenticeship, you'll receive a Certificate of Completion from the DOL.

Note to current UPS veterans working as Driver Service Providers: *The Registered Apprenticeship program and related GI Bill benefits may be available to you as well. Ask your supervisor for more information. The requirements and process for enrolling differ from what is outlined here.*



Quick look – steps you need to take to participate in the UPS RA program

- ☐ Apply for position at UPS
- ☐ Register with VA
- ☐ Apply for GI Bill benefits
- ☐ If hired, complete and sign ETA-671
- ☐ Perform job duties at acceptable level
- ☐ If receiving GI Bill benefits, record monthly hours
- ☐ Complete all training
- ☐ Receive completion certificate



UPS will work hard to make your apprenticeship as rewarding as possible

We want you to concentrate on your job and your training, so UPS has built a system to make sure the requirements of the Department of Labor and VA are being met, and that all the necessary paperwork is completed and sent in a timely manner. To get the job done, our human resources experts will work with your immediate supervisor to make things go as smoothly for you as possible. Below is a breakdown of our responsibilities.

Getting things started

A UPS manager will be expected to:

- Complete program registrations and apprenticeship agreement (ETA-671) for each Registered Apprentice
- Retain a completed copy of all ETA-671 forms in our files
- Input the ETA-671 forms into the Department of Labor's Registered Apprenticeship Partners Information Data System (RAPIDS)
- Input Registered Apprentices' start dates into the company's internal employee system, GEMS
- Complete and sign the VA Enrollment Certification (22-1999)
- Send documents to the appropriate VA Regional Processing Office (This includes the DOL ETA-671 form and the VA 22-1990 Application for VA Education Benefits.)

Ongoing responsibilities for UPS coordinators

Once you are enrolled and on the job, there are a number of things that need to be done to maintain the apprenticeship and comply with VA and DOL requirements. We want to take care of as much of the paperwork and details as possible, so that you can focus on doing a great job and becoming an integral part of the UPS team. UPS will review your ongoing performance and progress with the same expectations as we have for any Driver Service Provider. With regards to ongoing RA program requirements, UPS RA coordinators will:

- Report any status changes to DOL, UPS GEMS and VA
- Report the following information to the VA: updated employment status, verified hours worked by apprentice
- Complete VA forms for hours, wages and progress reports
- Retain all documents related to training and make them available to the VA for inspection for a period of three years



GI Bill benefits

As a Registered Apprentice at UPS, you may be able to apply these hard-earned benefits and take home significantly more money each month.

It's important for all veterans applying for the Registered Apprenticeship program to understand how they can combine their UPS income with their GI Bill benefits to earn more. It's also important to know that you can and should apply for your GI Bill benefits early. The process can take months. Fortunately, you can apply for GI Bill benefits while you're still on active duty. We strongly recommend that you do so. To begin the process, go to **ebenefits.va.gov/ebenefits/vonapp**. Each veteran's situation is unique, and there are complicated rules and requirements that dictate the exact dollar amount that you'll receive while participating in the program. The VA, which administers the GI Bill program, will determine the correct amount on an individual basis.

Brief History

The original GI Bill was signed into law in 1944 by President Franklin Roosevelt. In 1947, veterans accounted for 49 percent of college admissions. By the time the original bill ended in 1956, 7.8 million of the 16 million World War II veterans had participated in the program.

Montgomery GI Bill

In 1984, Mississippi Congressman Gillespie V. "Sonny" Montgomery revamped the GI Bill, assuring that the legacy of the original GI Bill lives on, as VA home loan guaranty and education programs continue to work for our newest generation of combat veterans.

Post-9/11 GI Bill

Veterans with active duty on or after Sept. 11, 2001, gained enhanced educational benefits through the GI Bill, including compensation for books and housing costs, and the ability to transfer unused educational benefits to spouses or children.

For more information on the history of the GI Bill, visit **benefits.va.gov/gibill/history.asp**.

How veterans qualify for tax-free GI Bill benefits

Generally, to be eligible for Post-9/11 GI Bill benefits, you must have served for three years, with at least 90 days of aggregate active duty service after Sept. 10, 2001, or an honorable discharge from active duty for a service-connected disability after serving at least 30 continuous days following Sept. 10, 2001.

Generally, to be eligible for Montgomery GI Bill benefits, you must have been enrolled in that program, have paid \$100 a month for 12 months and completed your minimum service obligation.

Other GI Bill programs

Whether you qualify under the Montgomery or Post-9/11 bill, the benefits you receive are tax-free and extended up to a period of 36 months. There are some restrictions, as well as additional versions of the GI Bill, including the Vietnam-era guidelines. In addition, those who serve in the National Guard earn benefits at a different rate. With all these variables at play, it will be impossible for your UPS coordinator to determine a dollar amount when discussing GI Bill benefits with you. Only the VA can determine your individual benefits.



GI Bill payment schedules

GI Bill payments are higher in the beginning months and gradually decrease. If you're enrolled in the RA program, this payment schedule works well, because success in the program results in an increasing rate of pay from UPS. In other words, as your GI Bill benefits decrease, your UPS pay increases.

As you review these sample payment schedules, keep in mind that the details of the GI Bill program can be complex, and the VA will determine benefit levels for each apprentice on an individual basis. The important thing to remember is that the GI Bill program offers you additional income during your apprenticeship. It's a huge benefit that you have earned through your service to our country.

Post-9/11 GI Bill Payment Rate

First, a qualifying rate is established. For the Post-9/11 GI Bill, this rate varies according to where the veteran will be working. Then, over time, the veteran is paid according to this schedule:

1st six months	100% of qualifying rate
2nd six months	80%
3rd six months	60%
4th six months	40%
Remaining months	20%

Post-9/11 GI Bill Benefits Sample Payment Table by Location

This chart shows dollar amounts for an E-5 that represent the maximum payout level for an apprenticeship program at each location at that rank. (Rates are current as of August 2014.)

Location	ZIP	Payments					Total
		Months 1-6	Months 7-12	Months 13-18	Months 19-24	Months 25-36	
Dallas, TX	75229	\$1,779	\$1,423	\$1,067	\$712	\$356	\$34,158
Chicago, IL	60607	\$2,049	\$1,639	\$1,229	\$820	\$410	\$39,342
San Francisco, CA	94103	\$3,840	\$3,072	\$2,304	\$1,536	\$768	\$73,728
Los Angeles, CA	90031	\$2,433	\$1,946	\$1,460	\$973	\$487	\$46,716
New York, NY	10036	\$3,759	\$3,007	\$2,255	\$1,504	\$752	\$67,662
Parsippany, NJ	07054	\$2,505	\$2,004	\$1,503	\$1,002	\$501	\$48,096
Philadelphia, PA	19148	\$1,962	\$1,570	\$1,177	\$785	\$392	\$37,668
Landover, MD	20785	\$2,286	\$1,829	\$1,372	\$914	\$457	\$43,890
Atlanta, GA	30336	\$1,254	\$1,003	\$752	\$502	\$251	\$24,078

Please note that not all veterans will receive the maximum payout, these figures change annually, and they can vary widely depending on location and rank. Only the VA can determine your individual benefits.



Eligibility to receive Montgomery GI Bill (MGIB) benefits is grouped into four basic categories. Your payments will be determined by meeting one of these four sets of requirements:

- **Category 1:** for those who first entered active duty after June 30, 1985.
- **Category 2:** for those with remaining entitlement under the Vietnam Era GI Bill.
- **Category 3:** for those who were involuntarily separated for certain reasons or those who were separated under the VSI (Voluntary Separation Incentive) or SSB (Special Separation Benefit) program.
- **Category 4:** for former Veterans Educational Assistance Program (VEAP) participants who qualify and for a small group of National Guard members who were given a brief opportunity to elect MGIB.

For more information about these categories and the Montgomery GI Bill in general, visit **benefits.va.gov/gibill/mgib_ad.asp**.

Montgomery GI Bill Payment Rate

For veterans receiving benefits under the Montgomery GI Bill, the payout is the same for all locations and decreases over time according to this schedule:

1st six months	75% of qualifying rate
2nd six months	55%
Remaining months	35%

Montgomery GI Bill Payment Table

Unlike the Post-9/11 GI Bill, MGIB payments are not determined by a veteran's geographic location. Not all veterans will receive maximum payments. Contact the VA for your exact payment amounts. (Rates are current as of October 2014.)

Training Period	Monthly rate
1st six months of training	\$1,287.75
2nd six months of training	\$944.35
Remainder of training	\$600.95



Glossary of terms

DEERS Defense Enrollment Eligibility Reporting System

DOL U.S. Department of Labor. It administers the Registered Apprenticeship program.

DOT United States Department of Transportation

Form 22-1990 Application for VA Education Benefits

Form 22-1999 VA Enrollment Certification

Form ETA-671 DOL Program Registration and Apprenticeship Agreement

Form I-9 Employment Eligibility Verification

GEMS UPS' internal employee system

MGIB Montgomery GI Bill

Montgomery GI Bill An update to the original version of the GI Bill that took effect in 1984

Post-9/11 GI Bill Requires at least 90 days of aggregate active duty service after Sept. 10, 2001, or an honorable discharge from active duty for a service-connected disability after serving 30 continuous days following Sept. 10, 2001

RA Registered Apprenticeship, Registered Apprentice

VA U.S. Department of Veterans Affairs. It administers GI Bill benefits.

Links

upsjobs.com/military UPS Veterans Gateway

ebenefits.va.gov Gateway to VA benefits

dol.gov/apprenticeship Department of Labor Registered Apprenticeship