

<u>Notes</u>	<u>Eligibility Results</u>	<u>Description</u>	<u>Receiver - What Do I Say</u>	<u>Shipper - What Do I Say</u>
This is a setting the shipper has asked for, not driven by UPS/policy.	Shipper Restrictions exist in CRIS/ICRIS	Claim should only be initiated by the shipper	"Please reach out to the shipper to report a lost of damaged package"	"I'm sorry to hear there was an issue with your package. You can submit claims via the ups.com website"
Liability time frames vary by country and are defined in the Service Terms and Conditions. For US, customers must start a claim within 60 days of delivery, and if approved, file payment paperwork within 9 months of delivery.	Claim is Past Reporting Liability time frame	Past Claim Liability time period	"Unfortunately, due to the time frame to report the claim having passed, this package is no longer eligible for a claim"	"Unfortunately, due to the time frame to report the claim having passed, this package is no longer eligible for a claim"
NOT YET DEPLOYED - Future state, we will have an indicator to flag fraudulent activity and prevent claim payment.	Fraud Indicator	Account is not eligible to submit claims	"Please reach out to the shipper to report a lost or damaged package"	"The claim is currently on hold and unfortunately I do not have any additional information at this time. Let me request additional assistance and have someone contact you back"
Customers must wait 24 hour from the scheduled delivery to report a claim. Problems reported within 24 hours of scheduled delivery should be sent immediately to Package Operations as an Assistance Required case.	Lost in Transit < 1 Day from scheduled Delivery	Package not eligible for claim submission due to timeframe	"24 hours must pass from the scheduled delivery date before an investigation can be initiated. Please contact the shipper at that time if you have still not received your package"	"24 hours must pass from the scheduled delivery date and time before an investigation can be initiated. If at that time the package has not been delivered, you can go to Claims on ups.com to start an investigation"
Tracking shows a manifest scan but no movement in the UPS network. Assumption is customer created a label, but hasn't dropped the package off/driver hasn't picked it up yet.	Manifest Only / Receptient	Label was created, however UPS does not show having physical possession of package	"Please notify the shipper that our scans do not show UPS picking up this package"	"I'm not showing that UPS picked up this package. However, I would be more than happy to try and assist you. Have you contacted the receipt to see if the package was received or if they have returned it? Has a replacement been sent?"
EDN and ASR are options to authorize release of the package via My Choice. Selecting either option voids UPS' liability if the package is lost or stolen after delivery.	My Choice	For loss packages only. If EDN or ASR is selected, package is no longer eligible for claim	"The package has been authorized for delivery via My Choice release. When My Choice release is selected the package is no longer eligible for a loss claim."	"The package has been authorized for delivery via My Choice release. When My Choice release is selected the package is no longer eligible for a loss claim."
UPS Store account claims are handled by a separate group, with separate processes and systems. These systems are not integrated with standard customer service applications. To avoid duplicate claims, TUPSS accounts are referred to start a claim with UPS Capital directly.	UPS Store Account	Shipper Account belongs to UPS store and the customer or UPS Store employee must go to UPS Capital Claims Portal	"This package was shipped from a UPS Store. Please reach out to the shipper to report a claim for your shipment."	"To file your claim, please visit the UPS Store customer claims portal at online.upscapital.com/tccp "
iParcel claims are also handled by a separate team. Note WWE is different than WWEF... we do allow Worldwide Express Freight (WWEF) claims through the standard process.	WWE / iParcel	WWE / iParcel Claims are not handled through small package processes	"This is a WWE (or iParcel) shipment and you will need to visit the iparcel website at https://tracking.wweconomy.ups.com/ and click on the "Contact Us" option for further support." After submitting your support request, the support team will reply back within 1 business day after the form has been submitted.	"This is a WWE (or iParcel) shipment and you will need to visit the iparcel website at https://tracking.wweconomy.ups.com/ and click on the "Contact Us" option for further support." After submitting your support request, the support team will reply back within 1 business day after the form has been submitted.

Damage claims: Ineligible Transferred, received, or delivered by Post Office (indicated by scan in tracking) and no damage exceptions noted while in UPS' possession Eligible Delivered by UPS	Surepost	Not eligible if delivered to the Post Office or if delivered as addressed. Only eligible for misdelivered by UPS or lost in transit prior to delivering to the Post Office	"The package was shipped via UPS Surepost Service. Please reach out to the shipper to report a lost or damaged package."	"I'm showing this Surepost package was transferred to the Post Office for delivery (or delivered as addressed). As a result we would not be able to initiate an investigation on the package"
Loss claims: Ineligible Transferred, received, or delivered by Post Office (indicated by scan in tracking) UPS to deliver instead of Post Office (indicated by scan in tracking) and Ship To/Delivery Address match Eligible UPS to deliver instead of Post Office (indicated by scan in tracking) and Ship To/Delivery Address do not match (Misdelivered classification/code 07)				
These are extremely rare and are more about fixing a COD check issue than finding a lost package. We will allow a COD claim if the driver delivered without collecting payment, or if they collected the wrong amount. These types of issues need to be handled by Package Operations, so the process for COD claim would be to assign a Driver Follow Up (DFU). If payment was collected at delivery, and the amount collected matches the COD amount owed, a claim is not allowed because it should instead be handled by F&A. These are typically questions from the shipper about a missing check, which has to be handled by a separate team trained on correcting payment, and with access to the correct systems to do so.	COD - Payment has been collected	COD claim not allowed	"Please reach out to the shipper to report a COD claim"	"I'm showing that the correct payment amount was collected by the driver at delivery"
If the recipient has questions about a COD payment, it is not considered a claim and should be instead handled by customer service or F&A. If they want to report a lost package, it should be initiated as loss claim instead of a COD claim.	COD - Role of initiator is not shipper	COD claim must be reported by shipper	"Please reach out to the shipper to report a COD claim"	"Let me check on the COD information for you"
Shipper Release accessorial selected by shipper when label was created; voids UPS' liability if lost or stolen after delivery.	Service type is shipper release and package is in delivery status	Shipper selected accessorial that allows driver to leave package	"I'm showing the package was authorized for a delivery release by the shipper. If you have additional questions regarding this release, please reach out to the shipper"	"I'm showing the package was authorized for a delivery release per shipper request. As a result the package is not eligible for a claim"
	Claim exists or is open	Duplicate Claim already exists	"There is a claim currently open on this package. Please reach out to your shipper for additional information"	"There is currently a claim open for this package. Let me check the status of the claim for you."
Tracking numbers are voided after a certain time frame (not sure how long) if we have received billing info/manifest only but never had possession of the package.	Package has been voided	Package Voided	"I'm showing this tracking number was voided and was not shipped. Please reach out to your shipper for additional information"	"I'm showing this tracking number was voided and was not shipped"
Tracking number exists but there are no movement scans and we have not received billing info.	No tracking information found	IVP not able to fetch tracking information	"I'm not showing any tracking information on that package. Please reach out to the shipper regarding your package."	"I'm not showing any tracking information on that package. Can you verify the tracking number is correct and that it was shipped out?"