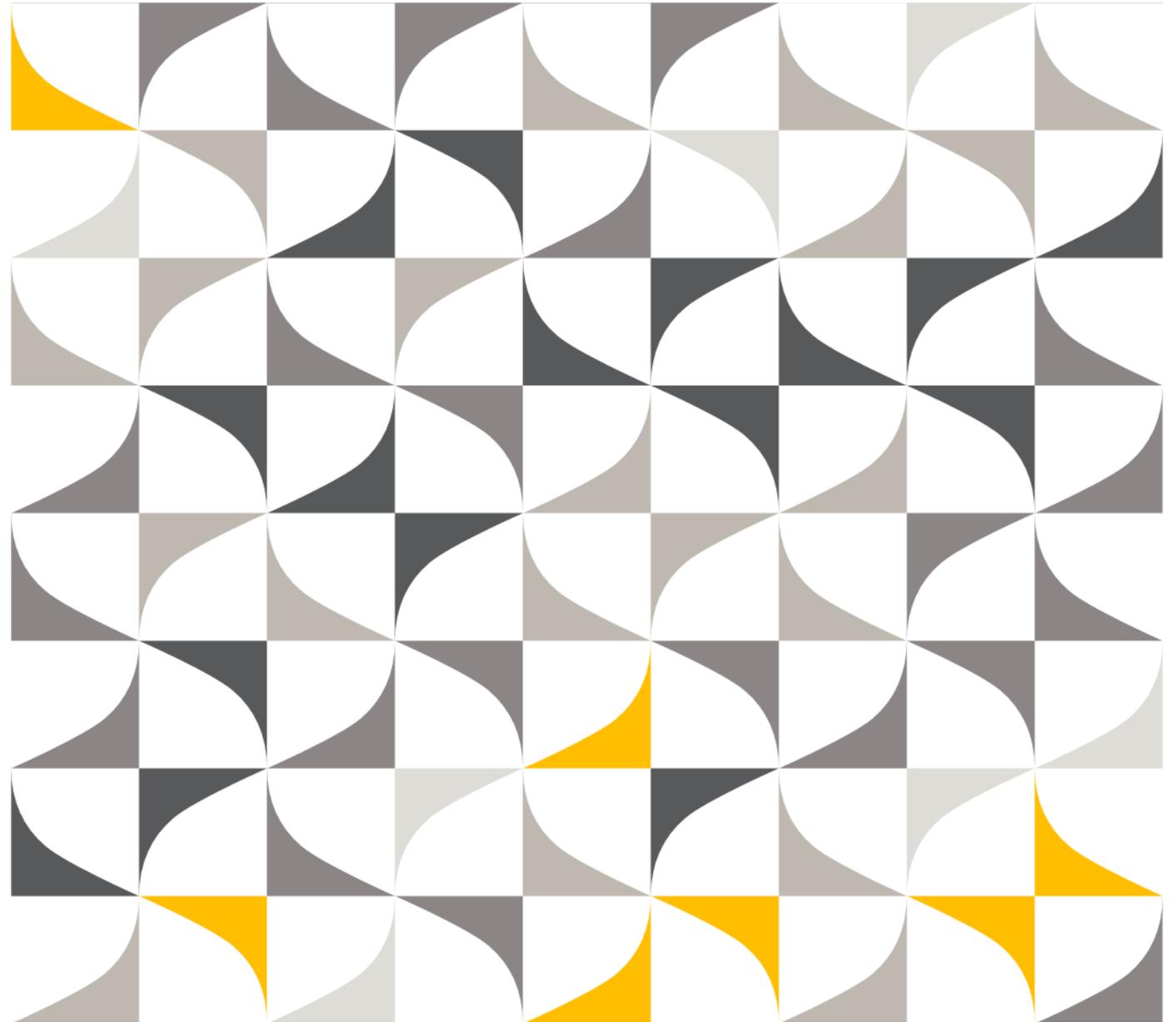




How to Schedule a Pickup with UPS



How to Schedule a Pickup for your Pearson Return

UPS On-Call Pickup® Options

Enjoy the convenience of scheduling a pickup for your Pearson return at any time, using any UPS service.

You can have your package picked up from your home or office by scheduling your pickup in one of two ways:

- Online at www.ups.com
- Calling 1-800-PICK-UPS® (1-800-742-5877)

If you choose to schedule your pickup online – proceed to the following slides for instructions:

- A pickup may be scheduled for the same day or a future day (based on time of day you schedule the pickup or preferred day)
- Your pickup address will determine availability
- Any pickup fees will be charged to Pearson

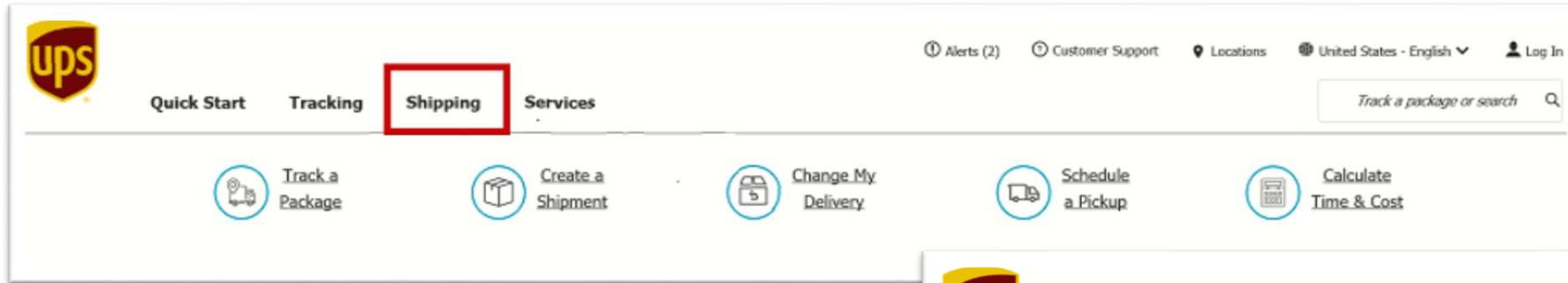
UPS Access Points® Options

There is also the option to drop your package off at any UPS Access Point. See slide 4 to find your nearest drop off location

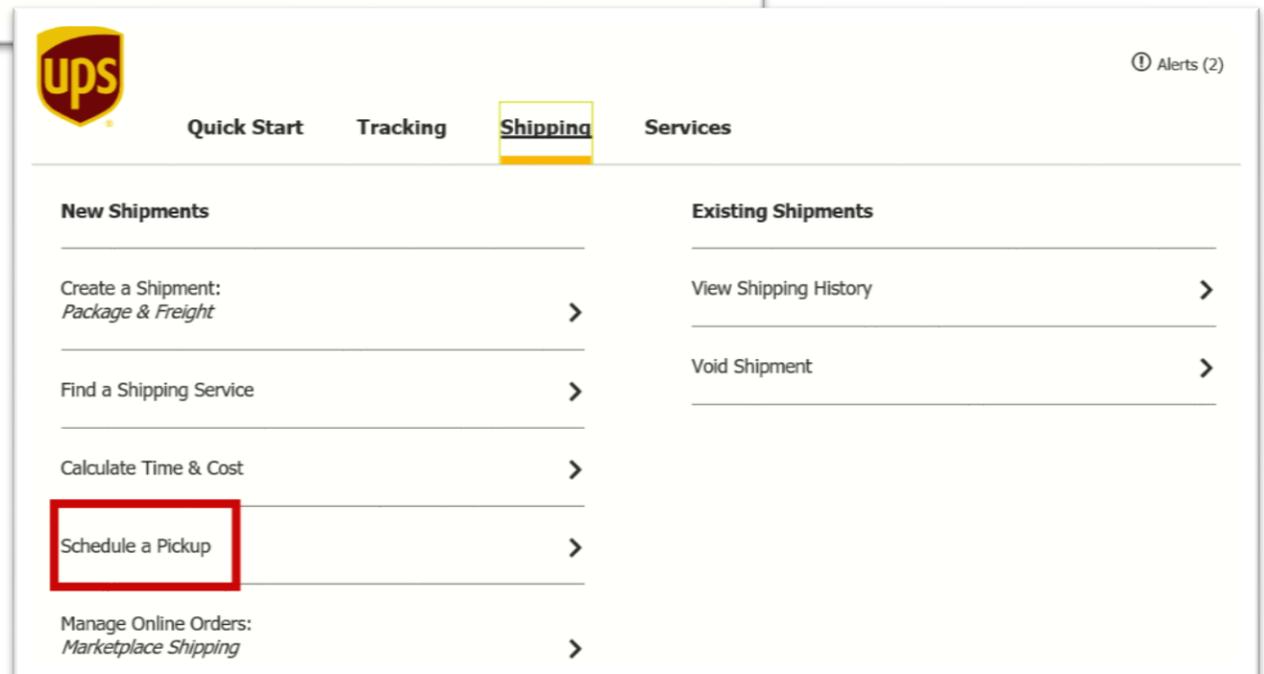
How to Schedule a Pickup for your Pearson Return

Getting Started

Step 1 – go to www.ups.com and select SHIPPING



Step 2 – select SCHEDULE A PICKUP



How to Schedule a Pickup for your Pearson Return

Shipping Label Questions

*Step Optional – if you wish to drop your package off at a UPS Access Point you can locate the nearest one by clicking **DROP OFF YOUR PACKAGE** link.*

Step 3 – SHIPPING LABEL QUESTIONS section
1. Select YES – Pearson provided your labels

Package **Freight**

Enter Pickup Information

Required fields are indicated with *.

1 Shipping Label Questions

Do you have pre-printed UPS Shipping Labels for your shipment? *

Yes
 No

Optional: Enter tracking numbers without spaces, separated by commas, to check if pickup charges are prepaid.
(If you have return label tracking numbers, enter them here)

(Maximum 30 tracking Numbers)

2 - Enter your return tracking numbers. This is a way to have record of them as part of the pickup request

Home > Shipping > Schedule a Pickup

Schedule a Pickup

Request an on-demand pickup for your UPS ground, air, and international shipments.

Want a free option? **Drop off your package?** at any UPS Access Point™, The UPS Store®, or other nearby location.

Package **Freight**

Enter Pickup Information

Required fields are indicated with *.

1 Shipping Label Questions

Do you have pre-printed UPS Shipping Labels for your shipment? *

Yes
 No

How to Schedule a Pickup for your Pearson Return

Pickup Information and Location

Step 4 – PICKUP INFORMATION AND LOCATION section

- UPS Account Number – see label below to obtain the Pearson account and zip to enter. **DESELECT** option that says to use **account's pickup location so all address fields appear**
- Address Information Fields – enter your pickup location detail and include telephone number
 - Select RESIDENTIAL ADDRESS if the pickup point is at your home

The screenshot shows the 'Pickup Information and Location' form. Red boxes highlight the 'UPS Account Number' field (containing '1Y395W') and the 'UPS Account ZIP Code: *' field (containing '52404'). A red arrow points to the checkbox 'Schedule your On-Call Pickup using this account's Pickup Location', which is currently unchecked. Another red arrow points to the 'Residential Address' checkbox at the bottom, which is also unchecked. Other fields include 'Company or Name: *', 'Contact Name', 'Street Address: *', 'Suite/Room', 'Floor', 'Country or Territory' (set to 'United States'), 'City: *', 'State: *' (set to 'New York'), 'ZIP Code: *' (containing '14202'), 'Telephone: *', and 'Ext.'.

NOTE – failure to enter the account number will result in you paying the pickup fee when the driver arrives

Account Number – within the 1Z tracking number contains the Pearson account to enter in the above section. The account is the first 6 digits (numbers and letters) after the 1Z in the tracking number. Enter the ACCOUNT ZIP CODE that appears on your label under the SHIP TO section

Note – your label return address and account may vary from this example based on the item being returned to Pearson

Example Label



How to Schedule a Pickup for your Pearson Return

Service and Package Information

Step 5 – SERVICE AND PACKAGE INFORMATION section

- From the drop down indicate how many total packages you have for pickup
- Select the domestic service(s) being returned

3 Service and Package Information

Select the number of packages in your pickup, as well as the UPS Services indicated by your UPS Shipping Labels.

Package(s) in Your Pickup:

1

UPS Services in Your Pickup:

This is a pallet pickup request [What is a pallet?](#)

[UPS Domestic Services](#) ▼

UPS Next Day Air® Early

UPS Next Day Air®

UPS Next Day Air Saver®

UPS 2nd Day Air A.M.®

UPS 2nd Day Air®

UPS 3 Day Select®

UPS Ground

[UPS International Services](#) ▲

UPS Worldwide Express Plus®

UPS Worldwide Saver®

UPS Worldwide Express®

UPS Worldwide Expedited®

UPS® Standard

UPS Next Day Air®

UPS 2nd Day Air®

UPS Ground

Does your pickup contain:
Items that weigh more than 70 lbs.?

Yes

No

3 Service and Package Information

Select the number of packages in your pickup, as well as the UPS Services indicated by your UPS Shipping Labels.

Package(s) in Your Pickup:

1

UPS Services in Your Pickup:

This is a pallet pickup request [What is a pallet?](#)

[UPS Domestic Services](#) ▼

UPS Next Day Air® Early

UPS Next Day Air®

UPS Next Day Air Saver®

UPS 2nd Day Air A.M.®

UPS 2nd Day Air®

UPS 3 Day Select®

UPS Ground

[UPS International Services](#) ▼

UPS Worldwide Express Plus®

UPS Worldwide Saver®

UPS Worldwide Express®

UPS Worldwide Expedited®

UPS® Standard

UPS Next Day Air®

UPS 2nd Day Air®

UPS Ground

If any of your package(s) are over 70 lbs click YES in this section

How to Schedule a Pickup for your Pearson Return

Pickup Date and Time

Step 6 – PICKUP DATE AND TIME section

- Pickup Date – select the date you wish the pickup to occur. If it is current day, this option may not be available based on cutoff times
 - Allow up to 24 hours for the driver to arrive for the pickup once scheduled
- Earliest Pickup Time – select the earliest time your package will be ready for pickup
- Latest Pickup Time – select the latest time you would like the package collected
- Preferred Pickup Location – select the desired option from the drop down
- Pickup Reference – this is a freelance field you can key desired information or leave blank
- Special Instructions – enter any special pickup instructions that will help our driver with the pickup

4 Pickup Date and Time

Pickup Date:
Wednesday, August 25, 2021

Earliest Pickup Time: 9 : 00 AM

Latest Pickup Time: 5 : 00 PM

Additional Pickup Information

Preferred Pickup Location: Choose One

Pickup Reference:

Enter any special instructions to the UPS Driver:

How to Schedule a Pickup for your Pearson Return

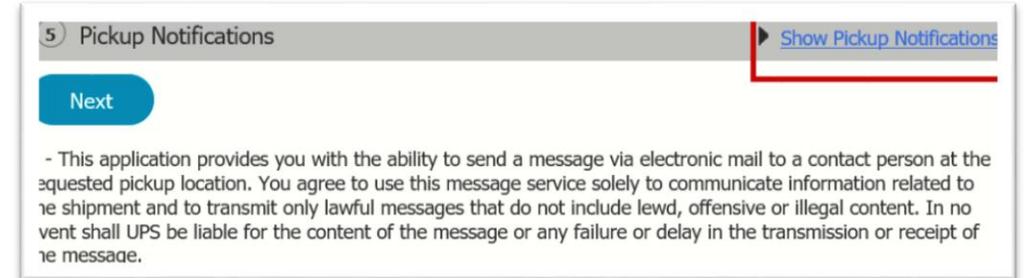
Pickup Notifications

Step 7 – PICKUP NOTIFICATIONS section

- If you wish to have notifications sent to you regarding the status of your return clock on SHOW PICKUP NOTIFICATIONS
- If no notifications, select NEXT

Step 7A – PICKUP NOTIFICATIONS section OPTIONAL

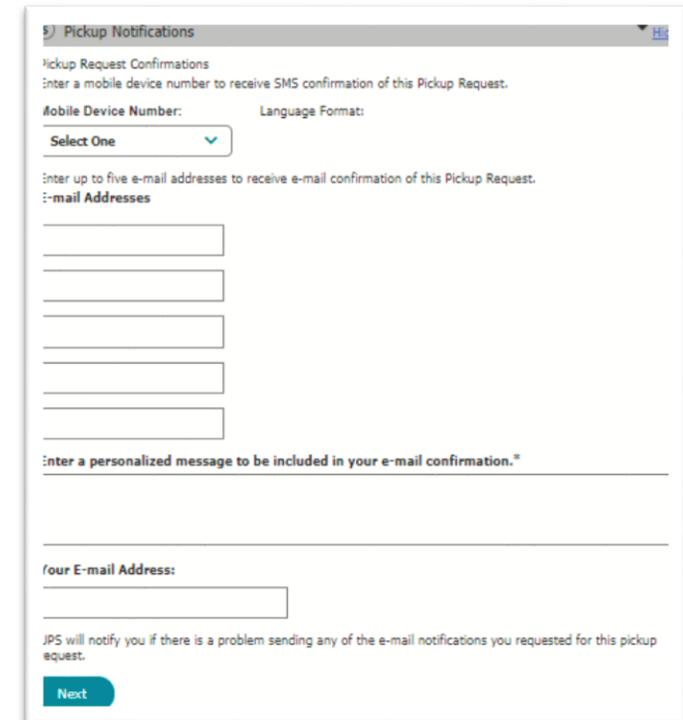
- Mobile Device SMS Notifications – select this option if you wish to receive SMS messages about the status of your pickup request
- Email Addresses – you can enter up to five email addresses that you wish to receive confirmation of the pickup request
- NOTE – enter your email address if you wish UPS to notify you of any problems with delivering the emails addresses entered for notifications



5 Pickup Notifications [Show Pickup Notifications](#)

Next

- This application provides you with the ability to send a message via electronic mail to a contact person at the requested pickup location. You agree to use this message service solely to communicate information related to the shipment and to transmit only lawful messages that do not include lewd, offensive or illegal content. In no event shall UPS be liable for the content of the message or any failure or delay in the transmission or receipt of the message.



5 Pickup Notifications [Hi](#)

Pickup Request Confirmations
Enter a mobile device number to receive SMS confirmation of this Pickup Request.

Mobile Device Number: Language Format:
Select One

Enter up to five e-mail addresses to receive e-mail confirmation of this Pickup Request.
E-mail Addresses

Enter a personalized message to be included in your e-mail confirmation.*

Four E-mail Address:

UPS will notify you if there is a problem sending any of the e-mail notifications you requested for this pickup request.

Next

How to Schedule a Pickup for your Pearson Return

Selecting Payment Method

Step 8 – SELECT PAYMENT METHOD section

- Select BILL TO YOUR UPS ACCOUNT (account # information you entered on slide 5 will auto populate at the bottom of this section)
- This account is Pearson and any associated charges for pickup will be billed to their account
- Disregard the TOTAL CHARGE FOR PICKUP that appears to the right of this screen
- Click NEXT to review your request

Verify Pickup Request Details

Please verify the details of your request.
Total Charges: 15.90 USD

| Pickup Date and Time | Edit |
|-------------------------------------------|------|
| Pickup Date: Thursday, August 26, 2021 | |
| Earliest Pickup Time: 9:00 AM | |
| Latest Pickup Time: 3:00 PM | |

Verify all information entered is correct before clicking NEXT which submits the request

Select Payment Method

Required fields are indicated with *.

Total Charge for Pickup: 15.90 USD

Payment Information

Please indicate below how you intend to pay any charges for your shipments.

Bill to your UPS Account Number.

Bill to a payment card or alternate payment method.

Bill to the receiver or a third party.

Pay with a check or money order.

UPS Account Number:*
1Y395W

ZIP Code for UPS Account:*
52404

[Terms & Conditions of Service](#)

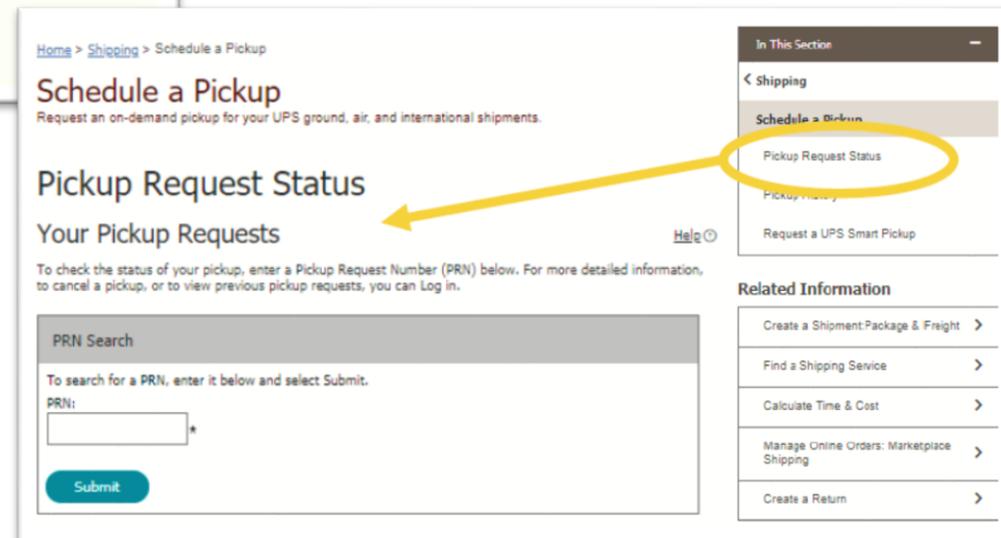
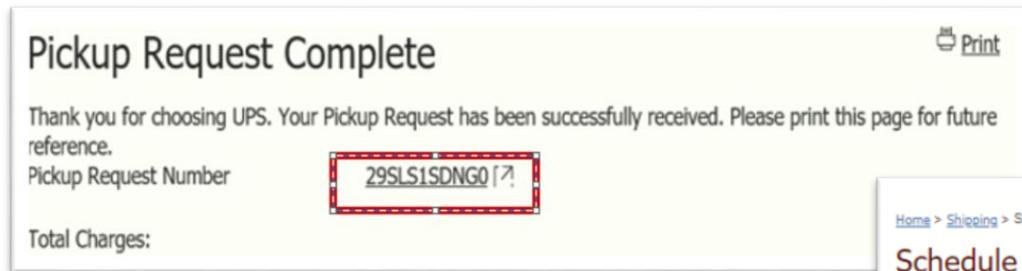
NOTE – failure to enter the account number will result in you paying the pickup fee when the driver arrives

How to Schedule a Pickup for your Pearson Return

Pickup Request Confirmation and Pickup Status

FINAL STEP – PICKUP REQUEST IS COMPLETE section

- You will receive confirmation with the PICKUP REQUEST NUMBER if you wish to track the status of the pickup



PICKUP REQUEST STATUS – enter the REQUEST NUMBER in this field to track the status of the pickup



THANK YOU