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UPS Preferred Customer Support
1-800-377-4877 (Shipper ID# 329658)

UPS Atlanta Airport
404-209-6550

No driver? Package hasn't arrived?
Call UPS 404-699-9931 / 9971

UPS Field Support
1-866-880-0120 / fieldsupport@ups.com

International Shipment Resolution Group
1-866-225-8308

Overgoods Department
404-828-3500 (Option #3)



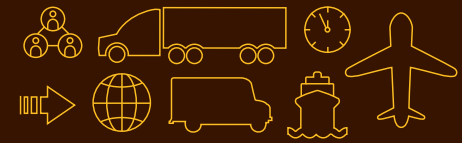
WorldShip® 2015

KING & SPALDING *User Guide*

The WorldShip software provides an easy way to automate your shipping tasks. You can quickly process all your UPS shipments, print labels and invoices, electronically transmit daily shipping information to UPS and track your shipments.



End of Day



Check each package carefully before it's put into transit. You are responsible for the package's condition before it's shipped.

1. Perform a six-sided box check for any damages.
2. There must be no shifting contents within the packages. If you receive a sealed package that contains shifting contents, open the package and use packing materials to stabilize and protect the items.
3. Be sure each package is properly sealed with package tape. When using UPS Express Boxes, Paks or Letters you may reinforce the seal(s) with package tape to ensure it remains closed in transit.
4. Using your hand, press down firmly on the entire surface area of the UPS Smart Label. You may place some package tape over the label to insure it stays affixed while in transit.
5. Cover any old or used UPS labels, barcodes and similar stickers on the package with a blank UPS label. Press the green button on the UPS thermal printer to dispense a blank label.
6. Separate the Ground packages from the Air packages outside the UPS office door. Multiple pickups occur throughout the day for each service level.

Harmonized Tariff Codes

Mail Pouch: 4817.30.0000
Binder/Folder: 4820.30.0040
Document (Single Pieces): 4901.10.0040
Dictionary: 4901.91.0020
Brochures: 4901.00.0000
Business Cards: 4909.00.4000
Book (Professional): 4901.99.0050
Envelopes: 4817.10.0000
Laptop: 8471.30.0100
CD/DVD: 8523.29
CD/DVD Cases: 3923.10.0000
Compliment Cards: 4909.00.4000
Blackberry: 8517.12.00
Paper (Sheets/Reams): 4802.62.3000
Paper Pads: 4821.90.4000
Paperweight (Glass): 7020.00.6000
Magnetic Clips: 8305.90.6000
Leather Luggage Tag: 4205.00.1000
iPhone Rubber Case: 4016.99.2000
Pens: 9608.10.0000
Labels, Post-It's (Adhesive) etc: 4821.90.2000
Office Supplies (General): 3926.10.000
Statuette (Acrylic): 3926.40.0000
Gift Bag: 6305.33.0080
Ribbon (Polyester): 5806.32.1010
Canvas Bags: 6305.20.0000
M&M's: 1806.00.0000
Mints: 1704.90.1000
Table Runner: 3924.90.1050
Hard Drive: 8471.70.4065

Flash Drive: 8471.70.5095
Flashlight: 8513.10.2000
Diary/Journal: 4820.10.2010
Storm Whistle: 8531.80.0040
Preparis ERP: 4820.90.0000
Preparis Crisis Team Backpack: 4202.92.2000
Vest (Reflective Safety): 6211.39.9060
PC Pinpad Reader: 8471.60.9030
Umbrella (telescopic shaft): 6601.91.0000
Painting Canvas: 5901.00.0000
Paintbrush: 4417.00.4000
Marker: 9608.20.0000
Table Cover (Plastic): 3924.90.0000
Acrylic Paint: 3208.20.0000
Aprons (Plastic): 3926.20.9000
Baby Clothes (Set): 6111.20.6020
Toddler Shorts: 6111.20.5000
Toddler Shirt: 6111.20.1000
T-Shirt - Men's: 6109.10.0012
Toddler Shoes: 6111.90.5070
Doll: 9503.00.5070
Marketing Booth: 9403.20.0020
Marketing Banner: 6307.90.8500
Golf Balls: 9506.32.0000
Security Camera: 8525.80.30
Network Switches: 8517.62.00(+50 Schedule B#)
Computer/Copier Cables: 8544.49.9000
Keys (Individual): 8301.70.0000
HID Access Card: 8471.60.9030
Signage: 8310.00.0000

WorldShip electronically transmits your shipment detail to UPS. Separate End of Day processes can be completed for the same collection day.

1. Click **End of Day (F11)** in the WorldShip toolbar in the **Home** tab.
2. Click **Yes** to close the day's report and send the shipment information to UPS. This will print an **End of Day** label and a **Shipment Report**.
3. If there were high value packages today or packages with insurance, two copies of the **High Value Report** will be printed. These sheets will be printed before the **Shipment Report**. Separate the **Shipment Report** from the **High Value Report** sheets. The driver must sign both copies of the **High Value Report**: one for him and one for your records.
4. Staple the **End of Day** label on top of the **Shipment Report**. Set that report and the two **High Value Report** sheets out for the UPS driver to sign.
5. Once the driver has signed each report and taken a copy, file the signed documents in the banker's box above the UPS computer.

Print another copy of the Shipment Report and place it in the Steve Tait's mailbox located in the mailroom.

- Click **History (F3)** while in the **Home** tab to bring up your History window.
- Under **UPS Pickups**, right-click today's date.
- Go to *Reprint Reports > Shipment Detail*.
- Staple the **Shipment Report** together.
- Place in the mailbox marked **STAIT** in the mailroom.

Absolute Deadline For Next Day Air Delivery

For packages unable to make the final pickup for the day, refer the shipper to the UPS drop box at **Hartsfield-Jackson Atlanta International Airport (ATL)**.

**1240 Toffie Terrace
Hapeville, GA 30354**

Make sure they get the package(s) to the drop box by **9:45PM** for the final pickup. Call the **UPS Airport** for any questions at **404-209-6550**.

Domestic Shipping



1. Make sure the **Enter Import Key** window is displayed and active.
If not, click *Import/Export > Keyed Import > 1 ShipProduction*.
Place the package on the scale. Using the handheld scanner, hold down the trigger and scan the barcode on the label. Wait until you hear a beep and the information loads into WorldShip. If no barcode is present on the label, type the 7-digit **Import Key** number and press **Enter**.
2. **Verify all information on the custom label with the information in UPS WorldShip.** If there are any discrepancies, contact the shipper using the phone number located on the custom label. If you are unable to contact the shipper, call the Office & Hospitality Services Manager, Steve Tait at 1-3453. You may also contact the operator "0" and have the individual paged.
3. Pick the appropriate **Package Type** from the drop down menu. If **Package** is selected, measure and input the dimensions of package (L x W x H).
4. If the recipient or business telephone number is not included, refer to the custom label and input the shipper's phone number in the **Telephone** field. You may also locate the business number using the internet.
5. Verify the information in each **Address** cell. Make sure the street address, building and suite are located in separate cells.
6. If a package is being shipped to a residential address, the **Residential** box will automatically be checked. Click the **Options** tab and, under **Package Options**, select **Shipper Release**. This tells the driver no signature is needed for delivery.
7. Click on the **Detail** tab and check for any **Special Instructions for Shipment**. (i.e. signatures, insurance etc). *Do not mark the **Shipper Release** option if the package is insured, unless the shipper requests to waive the signature.*
8. **Check the additional notes on the following page if you have any questions.**
When the order is complete, click **Process Shipment (F10)**. Affix the *UPS Smart Label* to the package. Separate the **Ground** packages from the **Air** packages and place them outside the UPS room door. Place all *UPS Letters* and *PAKS* in the tote box inside the UPS office.

Reference Numbers



Reference Numbers

Click on the **Reference** tab to view the billing information. These numbers are important for billing purposes, be sure to place each number in the correct cell.

Reference Number 1: Billing type code.

Reference Number 2: Employee or client code to be billed.

Reference Number 3: Custom label license code.

Reference Number 4: Employee code who created shipment.

Reference Number 5: Not used.

Examples of Billing Charges


	Firm Charge	Personal Charge	Client/Matter
Ref. #1:	98886	99999	12345
Ref. #2:	000000	1234	123456
Ref. #3:	1234567	1234567 or 0000000*	1234567
Ref. #4:	1234	1234	1234

*When creating a shipment from scratch, or without an internal label code, use 0000000 for the **Reference Number 3**. Be sure to get the King & Spalding employee number from the shipper to use for **Reference Number 2** and **4**.

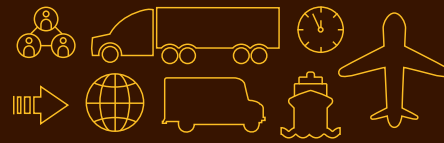
No Internal Label?

The shipper must create an internal label through the company intranet. If the shipper is not present and the package includes no correspondence, check with the mailroom or call **Steve Tait 1-3453** for more information. If you must create a label for a customer, manually type in all information needed for the package to be properly shipped. You must also input the correct billing information located in the **Reference** tab. Refer to the **Billing/Reference Numbers** section above.

Editing Processed Packages Ready For Pickup

Click the **History (F3)** button to access the shipment archives. Locate the package by clicking the  next to **Weekday's Pending Pickup and 329658 (KING & SPALDING LLC)** folders to expand it. Right-click on the respected shipment to be corrected and go to **Edit/Reconcile Shipment (F7)**. Make the correction(s) to the order and click **Process Shipment (F10)**. A new label will be printed and you will be prompted by WorldShip to replace the old label.

Return Services



Shipment Return Services

You may create a return label for a shipment in two ways: using the customer label to enter the shipping information or finding the shipment within the archives in the **History** window.

Creating A Prepaid Return Label From An Initial Shipment

When the customer wants to ship a return label along with the initial package, there is no need to create two separate interoffice labels. WorldShip will allow you to create a return label from the initial shipment.

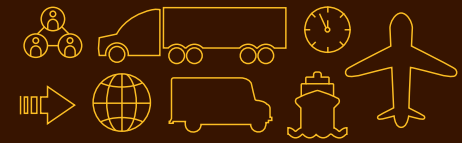
- Before processing the initial shipment, check the **With Return Services** box located in the **Service** tab.
- Process the shipment and WorldShip will automatically start the return label.
- Verify the correct addresses in the **Pickup From & Return To** tabs.
- Select the desired **UPS Service** & enter a **Merchandise Desc. for Package**.
- Click **Process Shipment (F10)** and place the return label inside the package.

Pickup Previously Shipped Package For Return

If the customer did not send the return label with the initial shipment, but still wants the package returned to the main office, you must find the previous shipment within the archives of WorldShip (or use ups.com).

- Click the **History (F3)** button to bring up the archives.
- Search for the shipment manually or by using the **Find** option.
- Click to highlight the shipment you want to have returned.
- Go to *Activities > Repeat as Return Service Shipment CTRL+F6*.
- In the **Options** tab, under **Shipment Options**, check **Return Services**.
- To the right, under **Shipment Return Services**, select **3 UPS Pickup Attempts**.
- Enter a **Merchandise Desc. for Package**.
- By default, the size and weight will match the previous shipment values.
- Verify the size, weight, package type & service level with the customer.
- Click **Process Shipment (F10)**. This pickup information will be electronically transmitted to UPS once you have run the **End of Day** process.

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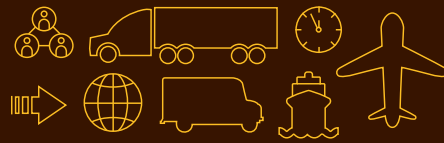
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International Shipping



Packages being shipped internationally should be delivered to the UPS room opened or with detailed information of the contents. This way if a customs invoice is needed, you are able to give a description of what is being shipped, its price and why. If the package is closed, contact the shipper and ask for a description, cost and the reason for shipping the item(s). If you are unable to reach the shipper, open the package and verify the contents.

1. Make sure the **Enter Import Key** window is displayed and active. If not, click *Import/Export > Keyed Import > 1 ShipProduction*.

Place the package on the scale. Using the handheld scanner, hold down the trigger and scan the barcode on the label. Wait until you hear a beep and the information loads into WorldShip. If no barcode is present on the label, type the 7-digit **Import Key #** and press **Enter**.

2. **Verify the information on the internal label with the information in WorldShip.** If there are any discrepancies, contact the shipper using the phone number located on the internal label. If you are unable to contact the shipper, call the Office & Hospitality Services Manager, Steve Tait at 1-3453. You may also contact the operator "0" and have the individual paged.
3. Pick the appropriate **Package Type** from the drop down menu. If **Package** is selected, measure and input the dimensions of package (L x W x H).
4. If the recipient or business telephone number is not included, refer to the custom label and input the shipper's phone number in the **Telephone** field. You may locate the business number using the internet.

5. Input a **General Description of Goods**.

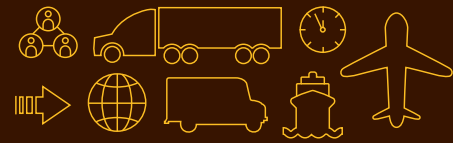
Documents Only

- Type **Documents**.
- Check **Documents Only**.
- In the **Detail** tab, input a **Merchandise Description for Package**.
- Follow any **Special Instructions for Shipment**.
- Go to **Step 8**.

All Other Items

- Input a **General Desc. of Goods**.
- Click on **Billy Duty and Tax To** and select **Shipper**.
- In the **Detail** tab, input a **Merchandise Description for Package**.
- Follow any **Special Instructions for Shipment**.
- Continue to **Step 6**.

International Shipping



6. Create a Customs Invoice.

If a total item price in the package is valued at \$2,500 or higher, you must file a **Electronic Export Information (EEI)**. Follow the steps below.

- Click the **Customs Documentation** tab.
- Under **Reason for Export**, select **Intercompany Data**. (Never choose Sale.)
- Under **Additional Comments** type the following: *Main office associate shipping <description of contents> to <the location>. FREE DOMICILE. FOR INTEROFFICE USE ONLY. NOT FOR RESALE.*
- Under **Goods**, type a **Description of Good**.
- Enter the **Tariff Code** of each item found at <https://hts.usitc.gov>
- Enter the amount of **Units**, **Units of Measure** and **Unit Price** of the item(s).

STOP! If the **Inventory Line Total** (Inv. Line Tot:) is \$2,500 or more, go to **Step 7**. Otherwise, no **EEI** is needed. Please proceed to **Step 8**.

7. File the Electronic Export Information (EEI).

Packages containing items under \$2,500 only require a **Customs Invoice**. Proceed to **Step 8**. For packages \$2,500 or higher, follow the steps below.

- Under **Goods**, check the **EEI** box next to the item of \$2500 or more.
- Under **D/F**, select **D** for **Domestic**. (**F** = **Foreign**)
- For **License Type**, select **NLR (No License Required)**.
- Enter the **Schedule B Number** - <https://uscensus.prod.3ceonline.com>
- In the **Schedule B Units 1**, type in the quantity of the goods.
- Select the **Units of Measure 1** from the drop down menu (usually **Number**).
- Type in the **Gross Weight** or total weight of the entire shipment.
- Select **Lbs (pounds)** under **Lbs. Kgs**.
- **Export Information Code** should read **OS (Other Shipments)**.
- Type **NLR** at the end of the sentence in **Additional Comments**.
- Click the **EEI** tab.
- Under **Filing Method** select **UPS file my EEI for me**.
- Under **Parties to Transaction** select **Related** (for office Pouches).
- In the **Notifications** section, input your **Email Address**.
- Continue to **Step 8**.

International Shipping



8. Check the additional notes below or on the next page if you have any questions. When the order is complete, click **Process Shipment (F10)**. Affix the UPS Smart Label to the package. Place all UPS Letters and PAKS in the tote box inside the UPS office.

If you created a **Customs Invoice/EEI**, WorldShip will print an additional backup label. Affix this label to the package as well. For countries that don't use **UPS Paperless Invoice**, WorldShip will print 3 copies of the customs invoice. Sign and date each copy, file one in the office, place the other two copies in a international customs pouch and affix it to the package.

International Postal Codes

Countries such as Germany, Denmark or Switzerland may use an alphanumeric postal code that WorldShip will not accept (ex. CH-1201 Geneva, Switzerland). Omit the first letter(s) and input the rest of the numeric zip. WorldShip will recognize Canadian and UK postal codes (ex. Toronto, Canada M4C 1B5). Some countries do not use postal codes. For Abu Dhabi & Dubai, leave the postal code blank. For international P.O. Box, verify UPS delivery in WorldCom.

Personal Shipments

Make sure the address is correct, verify it at [google.com/maps](https://www.google.com/maps). Make sure all the information is placed in the proper fields, separate the address from the apartment or suite number. Let the shipper know that it's cheaper to ship to a business address rather than residential. Have them check with the mailroom to compare domestic and international shipping costs through other carriers.

Getting Through International Customs

Double check all shipment information. Be thorough when filling out the **Customs Invoice, EEI** etc. Provide as much contact information as possible. Countries such as Russia have strict customs and time-sensitive materials may not make it to the destination on time. Contact the shipper or Steve Tait for detailed consignee contact information.

Arabic countries such as Saudi Arabia (Riyadh) & Dubai (UAE) will not accept any items manufactured in Israel. Clothing made in the USA, used or new, maybe difficult to ship to certain countries.

Need Help?

Contact Steve Tait (404) 572-3453 or Josh Ritenour (419) 376-5023. You may also call Deb Carr - International Account Manager (678) 495-7565.

Additional Notes



Shipper Requests Insurance

Each package shipped through UPS is insured up to \$100 for no extra fee. In the Service tab, input the amount of insurance into the **Declared Value** cell. The cost of the insurance is the **Options Cost**, in the **Options** tab.

Shipper Requests Tracking Number

For email notifications, go to the **Options** tab and under **Package Options** select **Quantum View Notify**. Click the **Recipients** button and input the *Company or Name, Contact Name* and *Email Address*. Make sure to check the **Ship, Exception** and **Delivery** boxes. Click the OK button.

If the customer requests the tracking number immediately, look above the bar code on the *UPS Smart Label*. You may also print them a copy of the label: click **History (F3)**, expand **Weekday's Pending Pickup**, find and right-click the respected shipment and choose *Reprint Labels > Package Label F10*.

Quote the Customer (Transit Time & Cost)

In WorldShip, input the desired postal code for the destination and then press the **Tab** key. Ask the shipper for the weight and dimensions of the package and input the information into the respected fields. WorldShip will display when the package will arrive, along with the cost, directly under the service level.

Friday Shipping - Next Day Air vs. Saturday Delivery

Always remember that **Next Day Air** means **Next Business Day**. A *Next Day Air* shipment processed on Friday will be delivered the following Monday. Since a majority of businesses are closed on Saturdays, verify the correct service level with the shipper. **Saturday Delivery** stickers are available for packages being shipped on the following day, or Saturday. Attach one Saturday sticker to each side of the package.

Marketing Materials

The marketing department will ship materials such as exhibit display booths, banners, signage etc. If a return label is needed, see **Shipment Return Services** on **Page 9**. You may contact **Laura Owens 1-3029** for any questions.

Booths (38" x 15" x 14", 40 lbs)

Unit Price \$500

Insure for \$500

Tariff Code: 9403.20.0020

Check *Additional Handling* (*Options* tab, under *Package Options*)

Banners (UPS Tube: 36" x 6" x 6")

Unit Price \$300

Insure for \$300

Tariff Code: 6307.90.8500