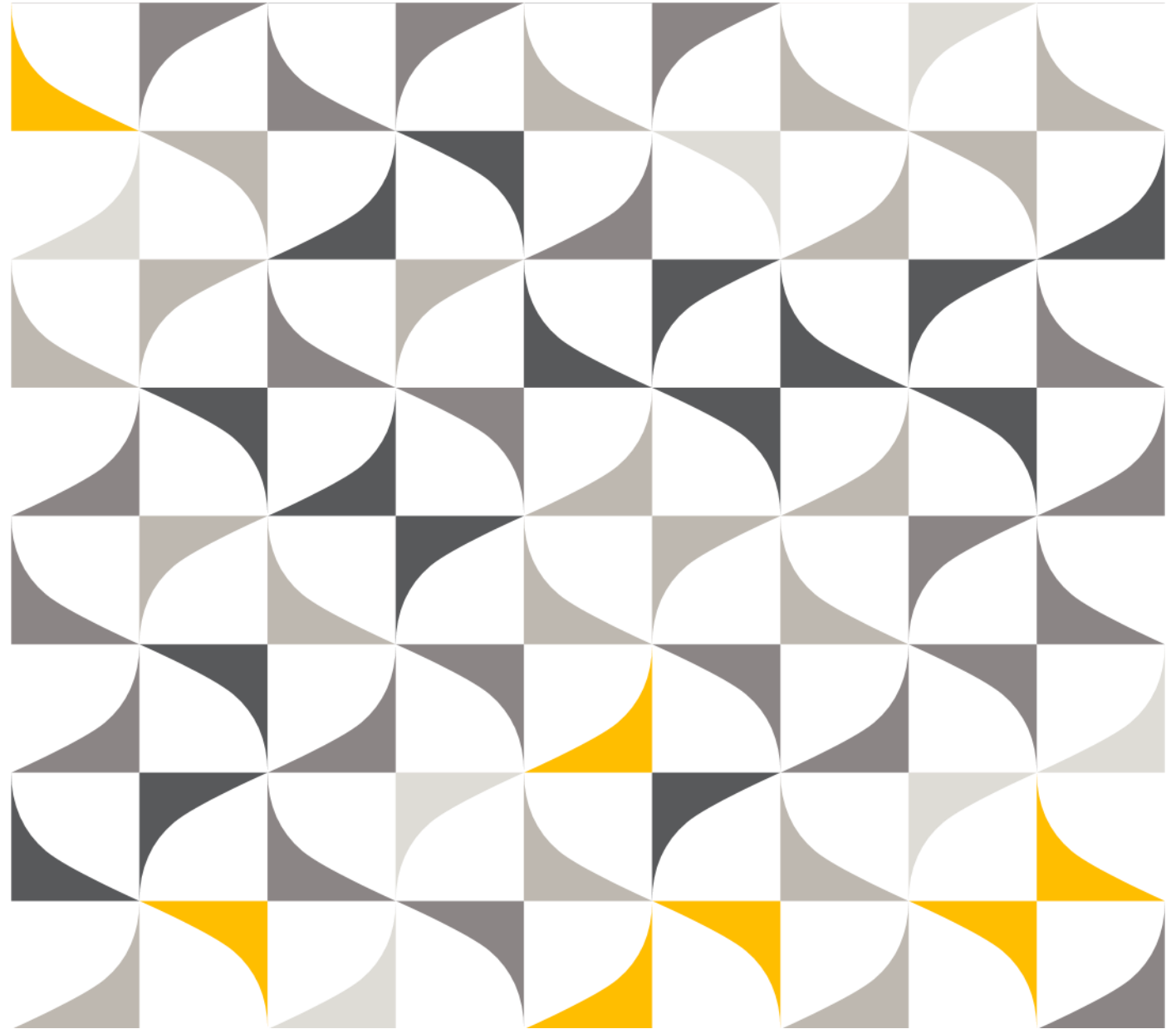




How to Schedule a Pickup with UPS



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

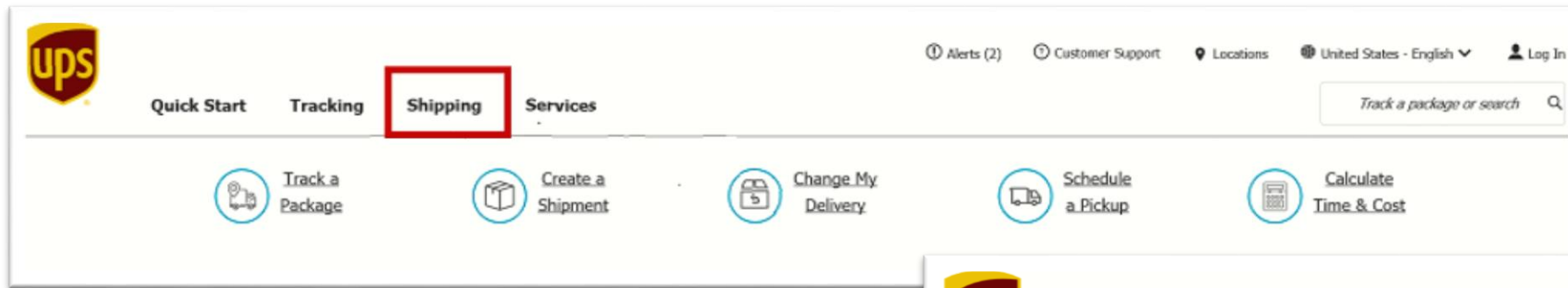
UPS Access Points® Options

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

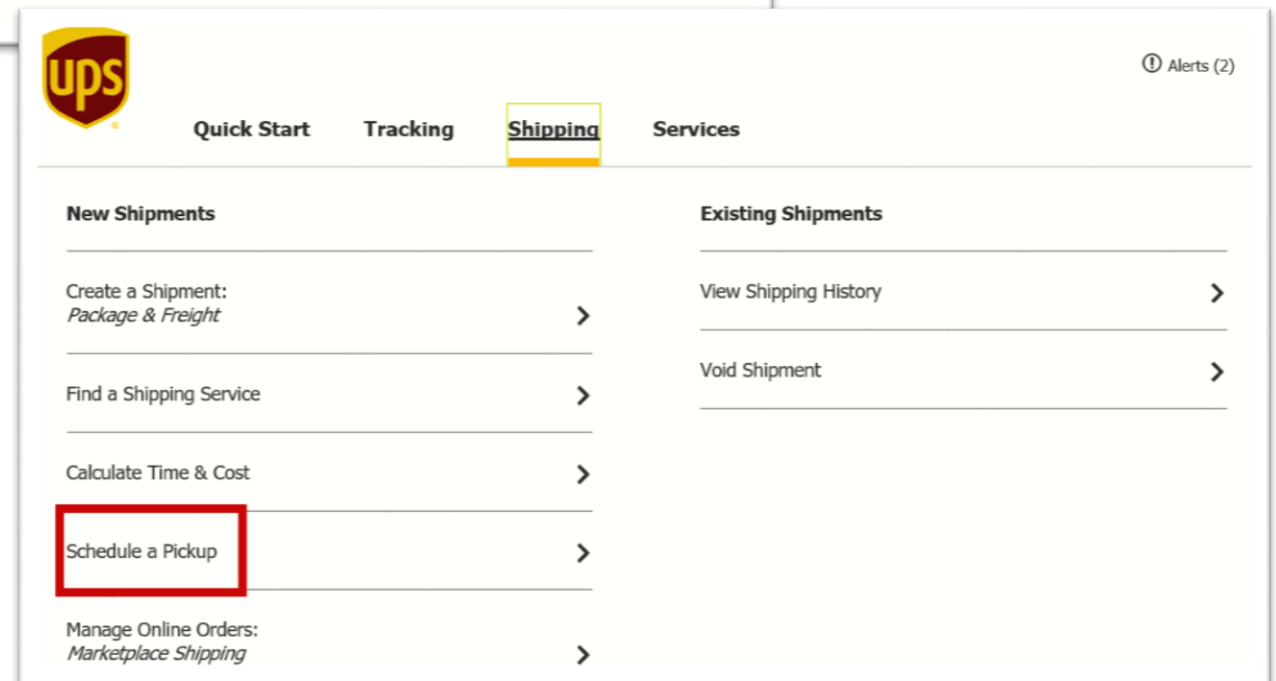
How to Schedule a Pickup for your Pearson Return

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 the **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)

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

Step Optional – this section asks for you to enter your return tracking numbers. This is NOT necessary unless you want a record of them as part of the pickup request.

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

2) Pickup Information and Location

UPS Account Number: 1Y395W

UPS Account ZIP Code: * 52404

☐ Schedule your On-Call Pickup using this account's Pickup Location

Company or Name: * Your Pickup Company or Name

Contact Name: Your Contact Name

Street Address: * Your Address

Suite/Room:

Floor:

Country or Territory: United States

City: * Your City

State: * New York

ZIP Code: * 14202

Telephone: * Your Phone

Ext.:

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

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

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

Example Label

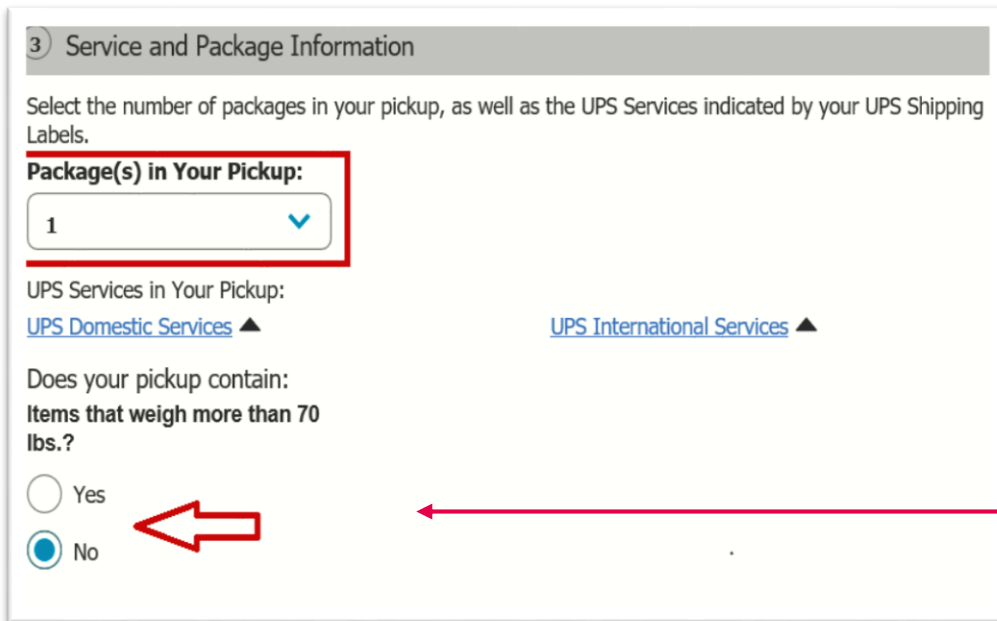


How to Schedule a Pickup for your Pearson Return

Service and Package Information

Step 5 – SERVICE AND PACKAGE INFORMATION section

- From the drop down indicate how many total packages you have for pickup
- As indicated on the UPS label, 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:

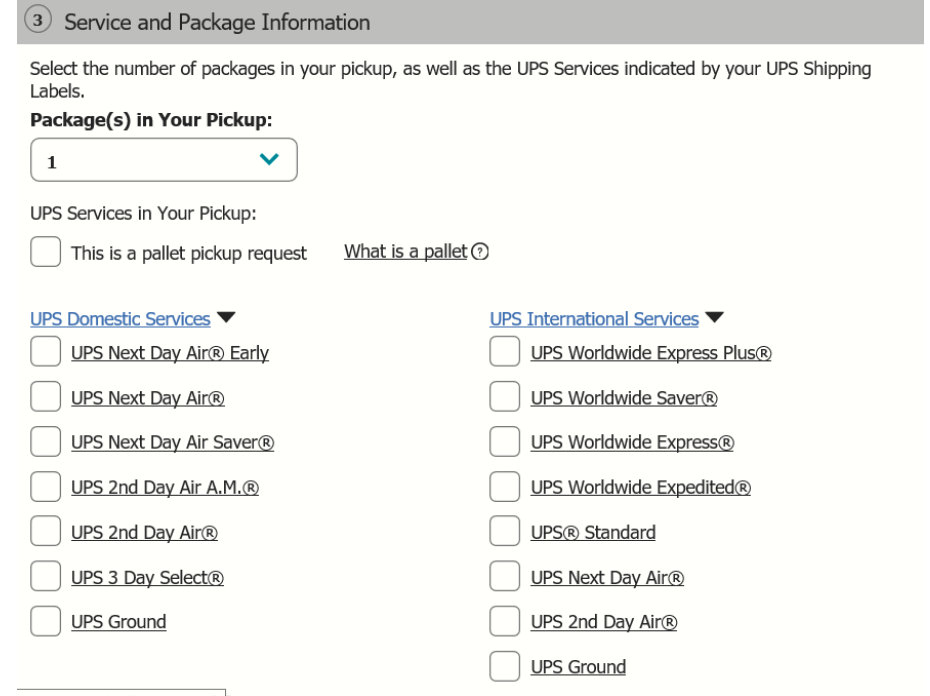
1

UPS Services in Your Pickup:

[UPS Domestic Services](#) ▲ [UPS International Services](#) ▲

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 the 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 in which 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 ☐ PM

Latest Pickup Time: ? *

5

 :

00

☐ AM ☒ 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

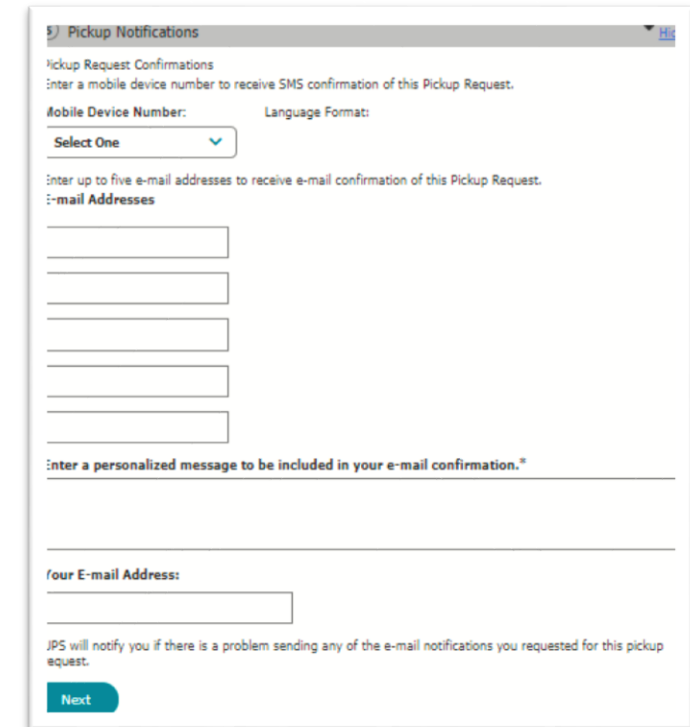
Step 7 – PICKUP NOTIFICATIONS section

- If you wish to have notifications sent to you regarding the status of your return click on SHOW PICKUP NOTIFICATIONS
- If notifications are not desired, 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 want UPS to notify you of any problems with delivering notification to the entered email addresses.



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 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](#)

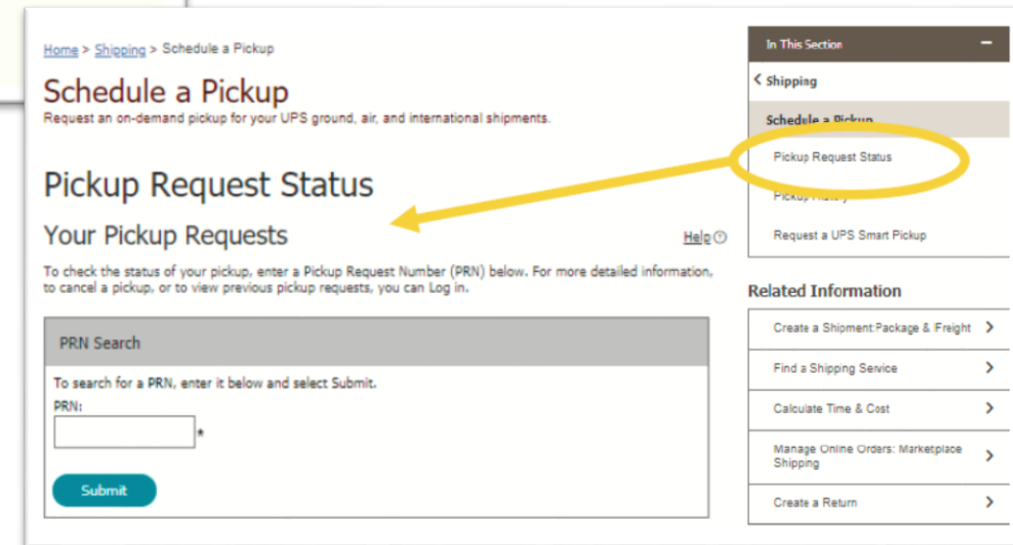
NOTE – failure to enter the account number will result in you paying the pickup fee when the driver arrives

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