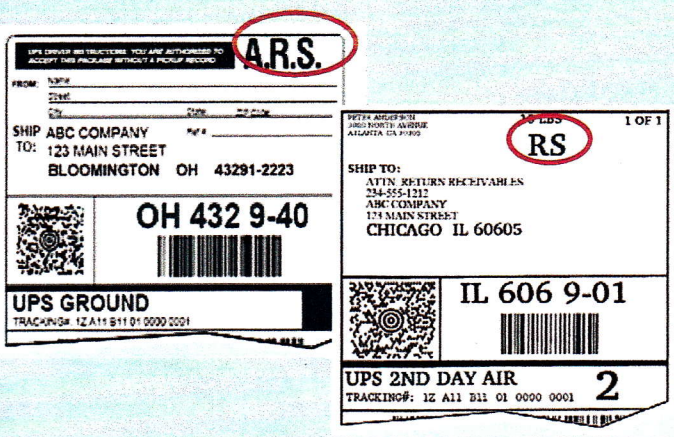
Schedule a Pickup Using UPS Returns® Services

Scheduling a pickup is easy and convenient with UPS Returns services. If your labels have an A.R.S. or RS in the upper right hand corner as shown below, please use the following steps to schedule your pickup.



Web

1. Go to www.ups.com.
2. Select Shipping tab, then Schedule a Pickup.
3. Do you have shipping labels? Answer: "Yes."
4. Do you have preprinted return labels (shown above)? Answer: "Yes."
5. Enter all 1Z tracking numbers, one per line.
6. Complete pickup address, service level, date and time.
7. Select Next.
8. Verify information and select Next to schedule the pickup.

Phone

1. Dial 1-800-Pick-UPS® and you will be connected with UPS's Interactive Voice Response (IVR) system.
2. When prompted, state "Send a Package."
3. When prompted, state "Schedule a Pickup."
4. When prompted, state "Prepaid Return Service."
5. When prompted, provide your telephone number.
6. IVR states there may be a charge and asks if customer wants to continue — state "Yes." (Note: This charge will not be billed to you.)
7. IVR asks the total number of packages to be shipped today.
8. IVR asks for tracking numbers.
9. IVR confirms pickup information.
10. IVR system schedules the pickup and provides Pickup Request Number (PRN).

Alternative Options

UPS offers other convenient options to return shipments.

1. Give your prepaid shipment to any UPS driver.
2. Take your shipment to any authorized drop-off location. UPS has over 63,000 locations throughout the United States, including The UPS Store® locations, UPS Customer Centers, UPS Drop Boxes, UPS Alliance Locations and Authorized Shipping Outlets.
3. Find a location closest to you by visiting www.ups.com/dropoff or by calling 1-800-Pick-UPS. When prompted via IVR, state "Send a Package," then state "Locations."

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