



# SOME KEY DRIVER METHODS

There are 340 methods for UPS employees. The methods below are some of the important ones to follow to avoid discipline and to maintain a safe, sustainable pace.

- **Work at a reasonable pace** that you can sustain for years to come. This is your career.
- **Don't take shortcuts.** Management may look the other way for a while, but when something goes wrong, they will discipline you.
- **Be where you are supposed to be and avoid unnecessary downtime.** Work like you are being observed because you may be.
- **Correctly record your time** for all lunches and paid breaks. Don't sort packages or adjust your load during your break. Make UPS pay you for every second that you work.
- **Practice doing your job the same way every day,** not just when a supervisor is riding with you.
- **Record your packages accurately.** Record the stop at the stop.
- **Sheet missed packages as missed.**
  - DO NOT claim that you've made a delivery attempt when you haven't.
  - DO NOT record a stop when you are back at the building.
  - DO NOT enter a closed commercial stop as a "not in" residential stop; sheet it as missed and let your center know through the DIAD.
- **Tell the truth about your air and late business deliveries.**
- **Maintain 3 points of contact,** especially when entering and exiting the package car.
- **Use your 4 way lights when parked for a delivery.** Engage your hand brake when parked.
- **Ensure your 30 inch and 60 inch selection areas are charged.** These areas directly behind the bulkhead door should be full with packages. The 30 inch area is for the shelves. The 60 inch area is for the floor.