

# HHS Central 2009 H1N1 Influenza Vaccine Recovery Program

Guidance for Providers to Use the  
Internet to Schedule a Pickup for UPS  
Return Services

Updated June 2010

## Why Use the Internet to Schedule a Pick-Up?

- Easy and convenient
- Accurate
- Providers will not be charged for pick-up services

**Note:** Providers who do not use the internet to schedule a pick-up may be charged a UPS pick-up fee

## What if I Use the Internet and Am Still Asked to Pay?

- Contact the HHS Supply Service Center
  - Phone: 1-800-642-0263
    - 7:00 am – 7:00 pm EST
  - Email: [H1N1Recovery@hhs.gov](mailto:H1N1Recovery@hhs.gov)
  - Have your UPS tracking number and PIN ready

## What if I Don't Have Internet Service?

- Call the HHS Supply Service Center
  - 1-800-642-0263
  - Have your UPS label ready
  - No charge will be incurred
- Call UPS to schedule a pick-up
  - Providers may be charged a UPS pick-up fee

## Who Does Not Need to Schedule a UPS Pick-Up?

- If UPS routinely delivers or picks up packages to your health care facility, clinic, or offices, you do not need to schedule a separate UPS pick-up. You can wait until the next time UPS visits your office.

**Example:** When UPS delivers a package to your office, at that time you can ask the UPS delivery man to take the boxed unused/ expired H1N1 vaccines for shipment to the H1N1 Vaccine Recovery Program.

## How to Schedule a UPS Pick-Up using the Internet (1 of 7)

The screenshot shows the UPS website interface. At the top, there is a navigation bar with the UPS logo and the text 'United States'. Below this is a menu with tabs for 'My UPS', 'Shipping', 'Tracking', 'Freight', 'Locations', 'Support', and 'Business Solutions'. The 'Shipping' tab is selected. On the left side, there is a 'Track' section with a search box for tracking numbers and a 'Track' button. Below this is a 'Recent Tracks' table. In the center, there is a vertical menu of options: 'Create a Shipment', 'View History', 'Void Shipment', 'Create a Return', 'Calculate Time and Cost', 'Schedule a Pickup', 'Use International Tools', 'Order Supplies', 'Open a UPS Account', and 'Set Preferences'. The 'Schedule a Pickup' option is highlighted with a red circle. At the bottom, there are links for 'UPS Billing Center', 'Industrial Manufacturing', and 'My UPS'. The footer contains 'Service Updates', 'Press Releases', '2010 Rates Information', 'New Scheduled Pickup Options', and 'UPS On-Call Pickup Enhancement'.

1. On the [www.ups.com](http://www.ups.com) website, select "Schedule a Pickup" under the "Shipping" tab.

## How to Schedule a UPS Pick-Up using the Internet (2 of 7)

**1 Shipping Label Questions**

Do you have [UPS Shipping Labels](#) for your packages or letters? ♦

Yes  
 No

Do you have any [preprinted Return Labels](#)? ♦

Yes  
 No

Enter all tracking numbers from your return labels, one per line.

1Z1234567891234567

2. Answer “Yes” to both questions – “Do you have UPS Shipping Labels for your packages or letters?” and “Do you have any preprinted Return Labels?”
3. Enter the return label's 1Z tracking number's.

## How to Schedule a UPS Pick-Up using the Internet (3 of 7)

**2 Pickup Information and Location**

**Pickup Address:**

**Company or Name:**

**Contact Name:**

**Street Address:**

**Suite/Room:**

**Floor:**

Residential Address

**Country:** United States

**City:**

**State:**

**ZIP Code:**

**Telephone:**  **Ext.:**

4. Complete “Pickup Address” information and Telephone number.

## How to Schedule a UPS Pick-Up using the Internet (4 of 7)

**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:**

**UPS Services in Your Pickup:**  
[▶ UPS Domestic Services](#)                      [▶ UPS International Services](#)

**Does your pickup contain:**  
**Items that weigh more than 70 lbs.?**  
 Yes  
 No

5. Select the number of packages in the pickup (H1N1 vaccine only), and select "UPS Domestic Services" for each package.

## How to Schedule a UPS Pick-Up using the Internet (5 of 7)

**4 Pickup Date and Time**

**Pickup Date:**

**Earliest Pickup Time:**  :   AM  PM

**Latest Pickup Time:**  :   AM  PM

**Additional Pickup Information**  
**Preferred Pickup Location:**                       **Pickup Reference:**

**Enter any special instructions to the UPS Driver:**

**5 Pickup Notifications**                      [▶ Show Pickup Notifications](#)

6. Select a Pickup Date. Schedule a Pickup will display an available range of pickup times based on UPS capability by ZIP Code
7. Users can schedule a pickup up to 14 days in advance
8. Select "Next"

## How to Schedule a UPS Pick-Up using the Internet (6 of 7)

**Verify Pickup Request Details**

Please verify the details of your request.

Pickup Date and Time		<a href="#">Edit</a>
<b>Pickup Date:</b>	Friday, January 8, 2010	
<b>Earliest Pickup Time:</b>	9:00 AM	
<b>Latest Pickup Time:</b>	8:00 PM	

Pickup Address		<a href="#">Edit</a>
<b>Company or Name:</b>	UPS	
<b>Contact Name:</b>	55 Glenlake Pkwy	
	Atlanta, GA 30328	

Pickup Information		<a href="#">Edit</a>
<b>Telephone:</b>	1234567890	<b>Ext.:</b>
<b>Special Instructions:</b>		
<b>Send Pickup Notifications To:</b>		

Shipment Information		<a href="#">Edit</a>
<b>Total Number of Packages:</b>	1	
<b>Services Selected:</b>	UPS Next Day Air	

Payment Information for All Fees		<a href="#">Edit</a>

[«Back](#) [Cancel](#) [Next»](#)

9. Verify "Pickup Request" details are correct and select "Next"

## How to Schedule a UPS Pick-Up using the Internet (7 of 7)

**Schedule a Pickup**

**Pickup Request Complete** [Print](#)

Thank you for choosing UPS. Your Pickup Request has been successfully received. Please print this page for future reference.

**Pickup Request Number** [295061NJ3U](#)

Pickup Date and Time	
<b>Pickup Date:</b>	Friday, January 8, 2010
<b>Earliest Pickup Time:</b>	9:00 AM
<b>Latest Pickup Time:</b>	8:00 PM

Pickup Address	
<b>Company or Name:</b>	UPS
<b>Contact Name:</b>	55 Glenlake Pkwy
	Atlanta, GA 30328

Pickup Information	
<b>Telephone:</b>	1234567890
<b>Special Instructions:</b>	<b>Ext.:</b>
<b>Send Pickup Notifications To:</b>	

Shipment Information	
<b>Total Number of Packages:</b>	1
<b>Services Selected:</b>	UPS Next Day Air

Payment Information for All Fees	

[Cancel Pickup](#) [Modify Pickup](#)

10. A "Pickup Request" Number will display indicating the Pickup is scheduled