

ACSI
SPRING 2018 TESTING PROGRAM
UPS® Return Service Label Instructions

Enclosed in this packet are three **UPS® Return Service** labels for use in returning your test documents to HMH Scoring Service®. One Return Service (RS) label should be on each box you are shipping.

1. Detach the RS label and affix it to the box or boxes that will be sent to HMH Scoring Service. The second portion of the label is your Return Service receipt. It includes the ship to information as well as your tracking number. Please keep this for reference.



2. Pack items in a sturdy box. Use additional cushioning materials to secure items. This will prevent shifting in transit.
3. Tape the box(es) securely with shipping tape.
4. **If you have a regular/daily UPS pick-up:** Give the boxes to your regular driver.
5. **If you do not have a regular UPS pick up follow the steps below:**
 - Have your preprinted UPS RS label(s) in hand
 - **Call UPS on or before May 30, 2018, to arrange a pickup at your school on or before May 31, 2018 call 1.800.742.5877 and follow the automated prompts.**
 - Select voice option “Send a package”
 - Select voice option “Schedule a pickup”
 - When asked if you would like information on the nearest UPS location, to continue scheduling a pickup, indicate “No”
 - When asked if you have a tracking number, indicate “Yes”
 - Provide the required information and the number of packages to be picked up
 - Select the date, time, and location for your pickup
 - Verify the details of your pickup request
 - You will receive pickup confirmation and a Pickup Request number. Please write down this information for future reference. The Pickup Request number is needed to modify, track, or cancel your pickup.
6. Along with the UPS RS labels, green “Special Processing” labels are included in your packet. It is very important that you place one green label on the outside of each box you return to the scoring service along with the UPS Return Service label as these identify you as a member of the ACSI schools. Be sure to print your return address and check the box on the label indicating “Check if OSS is enclosed in this box” and affix it to box #1. If you are shipping more than one box please label each box 1 of ___, 2 of ___, 3 of ___, etc., in the space provided.